

#### PRICES :

Rates are quoted in Singapore currency, unless otherwise stated on the basis of exchange rates in effect at the time of publication. Prices are subject to change without prior notice.

#### Prices Includes :

Village Only Package:

- All activities as mentioned (scheduled by the village and are subject to change)
- Accommodation in Superior rooms on twin share basis
- Breakfast, Lunch and Dinner
- Unlimited beverages, wine and beer during lunch & dinner

Air/Ferry/Coach/Village Package: (As mentioned above )

- Round trip air / ferry / coach ticket
- Return transfers from airport / ferry terminal / coach terminal to Village

#### Prices Do Not Include :

- Cost of passport vaccinations certificate, visas
- Excess baggage charges
- Airport taxes, Insurance Taxes & Fuel/Airline surcharge
- Personal Expenses
- Additional charges for activities not included in the package price such as drinks at the bar, optional tours, personal purchases at the boutique, baby sitting services and laundry and Petit Club Med.
- Surcharge for other category of rooms
- Additional lunch for 2D / 1N Ria Bintan Package

#### Terms Of Payment :

Deposit

To confirm your reservation, a 20% deposit of the total package price and membership fee is required.

Final Payment:

Balance is due one month before departure. However, in case of late bookings (i.e. less than 30 days before departure), full payment is required upon confirmation of booking.

#### Cancellation and Amendment Charges

( Cancellation of bookings (once deposit has been made. )

Number of days	Cancellation
Before departure	Per person
30 days and above	Membership / renewal
15 – 29 days	20% of package price + membership / renewal
8 – 14 days	40% of package price + membership / renewal
7 – 3 days	80% of package price + membership / renewal
2 days or less/No show	100% of package price + membership / renewal

Notice of cancellation must be made in writing/fax or email to Club Med.

Any amendments made to a confirmed booking will be charge at \$50 per person.

Cancellation refunds will be credited into your Club Med account. Valid for a maximum period of six months. Unutilised amount will be forfeited thereafter.

#### Ferry Cancellation & Amendment fees

- A 100% fare will be levied per ticket for cancellations made from 72 hours up to departure day or no shows.
- 50% fare will be levied per ticket for cancellations made from 7 days to 72 hours before departure.
- A charge of \$10 will be levied for cancellations made to a confirmed ferry timing.
- A charge of \$10 will be levied for any amendments of dates and reissuing of ferry tickets (a surcharge may apply if ferry days are moved from weekday to weekend).

#### Airline Ticket

- A \$30 service fee will be levied for the processing of refunds and cancellation of air tickets (exclude charges imposed by the airlines).
- An airlines administration fee of \$75 will be levied for any changes made to the air ticket.
- A copy of the cancelled itinerary / printout must be attached.

#### THEO Ticket Bookings:

- For any bookings with THEO AUTOMATED airfare calculation, specific conditions for changes or cancellations shall apply
- The additional charges imposed by the airlines for changes and/or cancellations shall be borne by the GM
- Proof of the additional charges imposed by the airlines for these specific THEO tickets may be provided to the GM upon request.

#### Group Bookings

- To confirm your reservation, a 20% deposit of the total package price and membership fee is required for the maximum number of people.
- Balance payment is due one month before departure. However, in the case of late bookings (i.e less than 30 days before departure), full payment is required upon confirmation of group bookings.
- Club Med will not be responsible and liable for any bookings auto-cancelled by the system if payment dateline is not observed.

#### Membership Fees / Insurance:

- Membership is compulsory for all Club Med bookings for any adult 12 years and above.
- It is non refundable and non transferable.
- Validity of membership fees is one year from the date of deposit.
- Your Club Med compulsory membership includes a basic travel insurance. Please refer to the insurance brochure for details. Optional insurance coverage may be arranged at extra cost.

#### Refunds / Unused Days & Transportation:

- Refund payment will only be issued when all travel documents are submitted to Club Med.
- No refunds will be made to unutilized services (i.e golf, spa, Petit Club etc
- No refund will be made in part for unused days at the village or unused transportation resulting from your late arrival or premature departure. Group fare flights/ferry/coach are on a round-trip basis and no refund or credit will be made for whatever reasons for any unused portion. Additional expenses are your sole responsibility.

#### Travel Documents

- It is the passenger's responsibility to ensure the following before departure:
- Valid passport with a minimum 6 months validity
- Visas where required depending on the citizenship and country of visit (Nb: Please note new visa requirements for Indonesia)
- The recommended vaccination, health certificates and health requirements

**\*\*\* Note: The expression Club Med whenever used in these Terms and Conditions refers to and includes one or more of the companies within Club Mediterranean Group of Companies including without prejudice to the generality of the expression, Club Med Asia S.A and their respective subsidiaries and associated companies.**

#### Responsibility

Members agree to be bound by the rules of Club Med governing stays at Club Med villages and the local regulations in force in the country where they are located. Members participate in the activities and use the facilities at Club Med villages at their own risk. Sports and similar activities intrinsically involve risk of physical injury greater than those encountered in daily life and by taking part in sports and other activities, members acknowledge and assume the risks inherent therein. Club Med, its subsidiaries, associated companies, affiliates, agents or representatives accept no responsibility, and shall not be liable for any injury, illness, damage, loss, accident, expense, delay or other irregularity resulting from a member's participation in any activity or use of any of the facilities in the Club Med villages. ClubMed reserves the right to withdraw, alter or otherwise modify tours, itineraries, specific programs, sports facilities or activities at any time and without notice. All services are subject to the laws of the country in which they are provided.

All arrangements other than the stay at the Club Med village, including non-village accommodations, sight-seeing, excursions, transfers and air or other transportation, if made by Club Med, its subsidiaries, associated companies, affiliates, agents or representatives are made by them solely in the capacity of agents for the supplier of these services, and therefore, neither Club Med, nor its subsidiaries, associated companies, affiliates, agents or representatives accept responsibility, nor shall they be liable for any injury, illness, damage, loss, accident, expense, delay or other claim which may result from the supplying of these services, whether caused by a defect of any vehicle, breakdown of equipment, strikes, theft, the negligence or default of any supplier of services or their agents or otherwise nor shall they be liable for any cancellation of or changes in itineraries or schedules or additional expense or loss of vacation time incurred by members, resulting therefrom.

Club Med Services Singapore Pte Ltd acting only as wholesaler for Club Med does not own, manage, control or operate any transportation vehicle, any hotel, village, cruise ship and restaurant or any other supplier of services and disclaims for itself and its agents and representatives, all responsibility or liability of any nature whatsoever for any injury, illness, damage, loss, accident, expense or delay to property or person due to any cause whatsoever occurring during, arising out of or relating to stays at Club Med villages.

The passenger's ticket in use by the carriers, when issued, constitutes the sole contract between the carriers and the purchaser of the ticket and/or passenger.

No claims arising out, or relating to stays at Club Med villages shall be accepted later than 30 days after the day of return and must be made in writing.

#### Air Packages

Club Med tours are organized in conjunction with airline schedule flights, itineraries and timetables are provisional and subject to change without notice. Club Med and Club Med Services Singapore Pte Ltd cannot accept responsibility for transport delays, changes, delays or cancellations resulting from Acts of God, weather, traffic, airport conditions, strikes or other causes, nor liability for additional expenses or loss of vacation time incurred by members, resulting therefrom.

Club Med and Club Med Services Singapore Pte Ltd assumes no responsibility or liability in the event you miss your flight/ferry due to weather or traffic conditions or late arrival of your connecting flight/ferry or for any other reason beyond their control. If you utilize other transportation for connections to and from your flight, you should allow sufficient time to take into account delays or possible cancellations.

Airfare increases will be applied as a surcharge as and when ordered by the carriers.

YQ Tax (insurance tax) is applied as an additional surcharge on all carriers

Fuel surcharge is applied on some carriers.

#### Force Majeure

A failure to comply or a delay in complying with these terms and conditions by Club Med or and Club Med Services Singapore Pte Ltd which is caused by Acts of God; strikes; boycott or industrial action or dispute; action or dispute; action in compliance with any act, regulation, ordinance, by-law or permit or with any lawful direction, order or request of any responsible authority or court; or any other cause whatsoever reasonable beyond the control of Club Med or Club Med Services Singapore Pte Ltd does not give rise to any claim by you or cause Club Med or Club Med Services Singapore Pte Ltd to be in breach of these terms & conditions.