

General Booking Conditions

For Groups of 20 adults ("Participants") or more

1. Terms and Conditions

1.1 These booking conditions supplement and modify Club Med's Booking Conditions in our brochure or website, which are hereby incorporated into these Booking Conditions. If there is any contradiction between these terms and those in our brochure or website, these terms shall prevail.

1.2 The reservation is confirmed upon receipt of the signed booking form and the first payment on account.

2. Package

2.1 The Package shall be the accommodation and services described in our brochure or website, supplementary services at extra cost such as conference facilities (e.g. conference rooms, coffee breaks, cocktails, team building activities) together with any other services agreed at the time of booking.

2.2 Subject to availability and agreement and depending on the type of service required, the charges for any supplementary services will either be included in the Package Price or invoiced separately.

2.3 The minimum number of Participants is specified in the booking form.

2.4 Any increase in that number is subject to availability and the additional cost per person will be advised.

2.5 You must supply the full list of the Participants at least 4 weeks prior to departure if your booking includes charter flights on allocation. If your booking includes scheduled flights, charter flights bought on an ad hoc basis or low cost flights, airlines' rules will be applied and communicated to you at the time of reservation.

3. Safety and Security

3.1 You shall be responsible for ensuring that all the Participants respect and comply with all directions issued by Club Med's staff or representatives, including those relating to safety and security.

3.2 You shall be responsible for ensuring that the Participants conduct themselves in ways which are not contrary to public order or to accepted standards of behaviour.

3.3 Club Med reserves the right not to serve alcohol to any participant if it considers that his/her state of health or inebriated state is any danger.

4. Price

4.1 The price for the package is inclusive, with or without transport to the Village ("the Package Price").

4.2 If your booking is made more than six months before departure, you will be given an estimate of the Package Price and the deposit will be calculated on the basis of that figure. The final Package Price will be confirmed to you at the latest within six months of departure.

5. Payment

5.1 30% of the Package Price is due immediately upon signing of the booking form.

5.2 A further payment of 30% of the Package Price is due three months before the departure date. If the booking is made within that period, this sum is due in addition to the 30% payment on account provided for in clause 5.1 above.

5.3 A further payment of 40% of the Package Price is due one month before departure. Bookings made within that period must be accompanied by payment of all three instalments, making 100% of the Package Price in total.

5.4 The cost of any additional services shall be paid upon return from the Village.

5.5 If payment of any of the instalments is not made by the due date, Club Med shall be entitled to charge interest at [2% above Lloyds TSB Bank base].

6. Modifications and Cancellations

6.1 Modification and cancellation by you

a) The booking may be modified or cancelled without charge if the modification or cancellation is received prior to 120 days before the departure date (date not included). All sums paid by you will be reimbursed, save for administrative fees amounting to [£25] per Participant* together with any cancellation charge applied to extra services provided by outside providers and agreed at the date of signature of this agreement.

b) Between the 120th and 30th day before departure, Club Med shall retain by way of cancellation charges 30% of the Package Price* together with any cancellation charge applied to extra services provided by outside providers and agreed at the date of signature of this agreement.

c) Between the 29th and 15th day before departure, Club Med shall retain by way of cancellation charges 80% of the Package Price* together with any cancellation charge applied to extra services provided by outside providers and agreed at the date of signature of this agreement.

d) From the 14th day before departure and thereafter, Club Med shall retain by way of cancellation charges 100% of the Package Price* together with any cancellation charge applied to extra services provided by outside providers and agreed at the date of signature of this agreement.

*Certain travel arrangements (all scheduled tickets, charter tickets bought on an ad hoc basis and low cost airline tickets) may not be refundable. Any change or cancellation after reservation may incur a charge of up to 100% of the travel costs, subject to individual transport companies' rules. In these circumstances, the modification or cancellation charges detailed above will apply only to the remainder of the package price.

6.2 Modification and Cancellation by Club Med

6.2.1 Club Med reserves the right to make changes to the Package, change the Package Price or cancel the Package altogether if the number of Participants is reduced below the minimum number set out in the booking form.

6.2.2 If you do not accept a change of terms proposed by Club Med in those circumstances, this shall be treated as a cancellation by you.

6.2.3 If we make a major change to your Package, we will inform you as soon as reasonably possible. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as follows: If you are informed less than one month before departure, we will give a compensation of 20£ per Participant. If less than 2 weeks before departure, compensation of 30£ per Participant.

7. Insurance

7.1 We strongly advise that the Participants purchase travel insurance to cover all activities included in the Package before travelling.

7.2 For details of our optional travel insurance cover, please enquire at the time of booking. Club Med is an appointed representative of Europ Assistance Holdings Limited which is authorised and regulated by the Financial Services Authority.

8. Law and Jurisdiction

These Booking Conditions are governed by English law and both parties shall submit to the jurisdiction of the English Courts

January 09

Club Med 
BUSINESS