

Great Advisors Loyalty Program 2024-2025 – Standard Terms and Conditions

Standard Terms & Conditions of the 2024-2025 Club Med “Great Advisors” Loyalty Program

Club Med offers its “Great Advisors” (previously referred to as the “Great Agents”) Loyalty Program (hereafter the “Program”) to its United States Travel Advisors (hereafter the “Great Advisors” or “G.A.”) so they can obtain the benefits (hereafter the “Benefit(s)”) described below.

These Standard Terms & Conditions of the “Great Advisors” Loyalty Program (hereafter the “Great Advisors” Standard Terms & Conditions) are supplement to the Standard Sales Terms & Conditions in force by Club Med®, notably in the Club Med® Trident® brochure and on its websites www.clubmed.us and <https://cmta.pro.clubmed>, which prevail over the “Great Advisors” Standard Terms & Conditions in the event of contradiction. These “Great Advisors” Standard Terms & Conditions supersede all previous versions.

Article 1 – Principle and agreement to participate in the Program

Participation in the program is free of charge and automatic for any G.A. on booking its first individual stay with Club Med® (hereafter the “Stay(s)”). Participation in the Program entails the unreserved acceptance of these Great Advisors Standard Terms & Conditions.

Any Great Advisor who refuses the Great Advisors Standard Terms & Conditions must inform the Inside Sales Department using any means permitting acknowledgement of receipt (recorded delivery letter with acknowledgement of receipt, email,) at the following address: Inside Sales, Club Med Sales, Inc., 6505 Blue Lagoon Drive, Suite 225, Miami, FL 33126 or email to USTAVIP@clubmed.com. The refusal of these Great Advisors Standard Terms & Conditions will exclude the G.A. from the Program.

Participation in the Program involves accumulating points (Great Advisors Points) which are acquired in the situations and in accordance with the terms set out below, with the attainment of certain thresholds of Great Advisors Points giving access to different status levels (hereafter the “Status(es)”) with entitlement to Benefits.

Club Med® reserves the right to change all aspects of the program at any time without prior notice.

Article 2 – Participants and beneficiaries of Great Advisor Points

In accordance with these Great Advisors Standard Terms & Conditions, the Program is open to Travel Advisors residing and conducting business in the U.S., with a valid IATA, ARC, TRUE or CLIA number.

Travel Advisors must register on <https://cmta.pro.clubmed> to view their status and reward points under My Account. Travel Advisors will receive a Salesman ID, once they register on our site and/or upon their first client booking.

Employees of tour operators, wholesalers and OTA’s are not eligible for reward points.

The Great Advisor warrants that the personal information provided to participate in the Program is accurate and true.

Club Med® reserves the right to verify a Great Advisor's capacity to participate in the Program and can exclude any person who is not authorized to participate under these Great Advisor Standard Terms & Conditions.

Great Advisor Points are not an exchange currency and are accrued under 2 forms: Qualifying points (exclusively enable the Turquoise, Silver, Gold or Platinum statuses to be attained) and Reward Points (that can be redeemed by the advisor only for free nights).

Article 3 – How to earn Great Advisors Points

Great Advisor Points are acquired based on the Individual revenue booked by the Advisor for land and services pre-booked only. All spending in resort as well as airfare, membership fees, taxes and insurance are not eligible. Reduced rate bookings (Travel Advisor Rates, Site Inspections or Complimentary Stays) and Group bookings are also not eligible for Great Advisor Points.

Great Advisor Reward points (including points transferred, bonus points, and other miscellaneous points awarded) can be accumulated without expiration, unless the Travel Advisor has not booked at least one (1) Club Med® stay for a client in over one (1) calendar year based on the client's last check-in date. In this case, unredeemed points will automatically expire.

Great Advisor Points are only acquired after the stay has been paid to Club Med® in full, and are credited the day after the guest checks in. Guests must travel for the advisor to earn points on their reservation, no-show and cancelled reservations are not eligible for Points.

You are responsible for ensuring that your Points earned are properly credited. If you believe that Points have been earned but not properly credited, you may be required to submit documentation or other proof satisfactory to Club Med. Any claim for uncredited points must be received by Club Med® within 12 months after the Points were earned.

Great Advisor Points can never be transferred to a third party. Advisor must not claim someone else's booking under their account.

Article 4 – Qualifying Points and Great Advisor Statuses

You will qualify for Great Advisor status based on your activity throughout the full calendar year (Jan 1st – Dec 31st) of the previous year.

- Less than 25,000 Points acquired annually, the Great Advisor attains a Turquoise Status
- Between 25,000 and 74,999 Points acquired annually, the Great Advisor attains a Silver Status
- Between 75,000 and 199,999 Points acquired annually, the Great Advisor attains a Gold Status
- 200,000+ Points acquired annually, the Great Advisor attains a Platinum Status

You receive Great Advisor benefits immediately when you qualify, and for as long as you meet the standard qualification requirements. Your benefits will last through the end of the calendar year.

Great Advisor status is valid from the day you qualify, through the end of the following calendar year, on December 31st.

For example:

- If you earn 100,000 Points on January 16, 2023, your Gold status is valid through December 31, 2024
- If you earn 100,000 Points on March 1, 2023, your Gold status is valid through December 31, 2024
- If you earn 100,000 Points on March 15, 2024, your Gold status is valid through December 31, 2025
- If you earn 100,000 Points on October 30, 2024, your Gold status is valid through December 31, 2025

Article 5 – Free stays at our resorts

Great Advisors points may be redeemed for free night stays:

Free nights are upon request and only Club Med Inside Sales is authorized to make free night reservations. For your request for free nights to be processed, the duly completed request form (found on our online booking engine) must be sent, by e-mail, to USTAVIP@clubmed.com no more than six (6) weeks before the requested date and at least three (3) business days before departure. Please allow Club Med three (3) business days to process requests, Monday to Friday between 9:00 a.m. and 5:00 p.m.

*Please note that certain resorts might request a shorter booking window – within 30 days of requested departure date. *

Here is the number of points needed for redemption:

- **6,000 points** are needed to redeem a free night for one person in the following resorts:

North American zone:

- Cancun Yucatan, Mexico
- Ixtapa Pacific, Mexico
- Turkoise, Turks & Caicos
- Punta Cana, Dominican Republic
- La Caravelle, Guadeloupe

NOTE: The resorts of Québec Charlevoix (Canada), Buccaneer's Creek (Martinique) and Columbus Isle (Bahamas) are not part of the free night program for Great Advisors. Any application for one of these resorts will be rejected.

Resorts in South America, Europe, Asia, Africa :

- *Most resorts in these areas (except fully Exclusive Collection resort) depending on the season and type of management.

- **8,000 points** are needed to redeem a free night for one person in fully Exclusive Collection resorts around the world, including (list subject to change):

- Miches Playa Esmeralda, Dominican Republic
- Val D'Isère, France
- La Plantation d'Albion, Mauritius
- Kiroro Grand, Japan
- Seychelles
- Cefalu, Italy

Points will be issued in the redeeming Advisors name only (Travel Advisor registering bookings must match Travel Advisor of record on the file).

Free nights are applicable only to "Superior room" category (standard room), based on double occupancy, and according to availability.

Free nights are non-transferable and are land only.

Flights and transfers are not included, with the exception when chartered Club Med flights must be purchased to a specific destination.

Free nights changes may not be requested less than 3 business days prior to the departure date.

When redeeming free nights, the Great Advisor must meet a minimum of 3 free nights and maximum of 14 free nights per redemption. You may only redeem the number of nights that you have available for redemption. Additional nights may be purchased at Travel Advisor rates, when available.

Maximum of 2 redemptions for free night stays per year.

A processing fee of \$30 per adult and per child is mandatory for every redemption booked even if travel occurs more than once a year. These fees are paid in full at time that each booking is made.

Please note that the terms regarding the membership fees for Travel Advisor rates and Free Night programs are different than regular client bookings.

Accommodations are Superior Room and include the standard Club Med all-inclusive offer. Optional services, excursions or activities at extra cost are not included in the standard offer and is subject to the travel advisor's own expense.

You may redeem for a maximum of two adults (16 and over) and two children (15 and under) traveling together on the same dates. The travel advisor with a travelling companion and/or children must share the same room.

For any name change to a confirmed travelling companion, a \$50 USD fee per person is applicable and will be charged accordingly. Platinum Advisors receive one waiver per year of the name change fee on redemptions.

Reservations made at full price or options on hold with our call center and/or with Travel Advisor Reduced Rates will not be allowed to be exchanged for free nights.

Once a booking is confirmed under Free Nights, in case of cancellation, the points cannot be returned and may not be redeemed for another stay.

Payment for additional nights, Membership Fees and optional service(s) are required at the time of confirmation.

Redemptions are subject to availability and may be cancelled by Club Med at any time. Black-out dates and holiday restrictions apply. Reservations are subject to a special allotment and may not be available even if availability exists online or through our call center. Availability is subject to change.

If you make a reservation directly with our call center, as a travel advisor, you will only be able to request travel advisor reduced rates.

To process any request, it must be sent to Inside Sales by e-mail at USTAVIPtravel@clubmed.com.

Article 6 – Other Benefits and rewards for Great Advisors

The Benefits will be attributed and used under the rules in these Great Advisors Standard Terms & Conditions and depend on the Status (Turquoise, Silver, Gold and Platinum) acquired by the Advisor. Club Med® will do its utmost to supply the Benefits to Advisors but does not guarantee their availability.

If the Benefit is unavailable, Club Med® can propose any other benefit to the Advisor, whether it is equivalent or not. Benefits cannot be disputed by the Advisors, or exchanged, refunded or be the subject of any other counterparty of any kind whatsoever.

Benefits cannot be transferred to third parties in any circumstances or in any way.

These Benefits are valid from January 1st to December 31st.

1-GREAT ADVISOR REWARDS

- Room category upgrade during the Great Advisor's stay

Upgrade for 1 room only per booking and available for 1 stay per year – applicable only for bookings redeemed within the free nights program and not transferable. This upgrade will be granted to the next room level, subject to availability.

Upgrades may be redeemed within 5 business days of requested departure date. Please allow Club Med 3 business days to process requests.

Redemptions/upgrades are subject to availability and may be cancelled at any time. Black-out dates and holiday restrictions apply. Redemptions/upgrades are subject to a special allotment and may not be available even if availability exists online or through our call center. Availability is subject to change. Upgrades are valid for selected resorts in the North American zone only.

Great Advisors with Silver, Gold and Platinum status benefit from one room category upgrade up to a Deluxe room, limited to 1 stay per year.

- Discounted rates for our travel Advisors

The discounted rate is offered to full time U.S. based Travel Advisors and their companions which may consist of a maximum of an adult (ages 16 years or older), and two children (ages 15 years old and under), any additional children will be priced at current promo price. Advisors are only eligible for 1 room per booking.

Availability is based off double occupancy in a standard Superior room; upgrades are based on availability and may be available with an additional supplement

A membership fee of \$30 per adult and per child is mandatory for every trip booked even if travel occurs more than once a year. These fees are paid at time of each booking made. Please note that the terms regarding the membership fees for Travel Advisor rates and Free Night programs are different than regular client bookings.

Travel advisor reduced rate bookings must be made with the contact center, 1800-CLUB MED and proof of eligibility must be received within 48 hours of booking to avoid cancellation of your stay. Proof of eligibility must be sent via e-mail to TArate.us@clubmed.com.

Full payment required at time of booking. Only credit card payments from Visa, Master Card, Discover Card, and American Express can be accepted.

Travel advisor rates are applicable towards land only reservations. Flights and transfers are not included, with the exception when chartered Club Med flights must be purchased to a specific destination.

Direct family members (spouse and/or up to a maximum of 2 children under 16 years old at time of travel) can benefit from the same advantages as the travel advisor. If the travelling companion is not a direct member of the family, only 1 person can benefit from the same advantages. The companion and/or direct family members must vacation at the same dates and resort as the travel advisor indicated on the form. The travel advisor travelling with a travelling companion and/or children must share the same room.

All additional travelers must reserve their stay with our call center at 1-800-CLUB MED.

As a reminder, Club Med Turkoise is an adult resort for guests 18 years and over.

Travel Advisor Reduced rates are 100% non-refundable.

Normal revision/cancellation policy applies.

Airline transportation and ground transfers are the responsibility of the travelers and are not included.

Revisions/changes of any kind after confirmation are treated as a cancellation and normal cancellation fees and restrictions will apply, see Club Med brochure for details. Club Med is not responsible for any airfare penalties or differentials incurred due to the purchase of tickets prior to the confirmation of your Club Med land package. Not applicable with any other discounts, Future Travel Certificates, or Special Offers.

Applicable Resorts:

- Cancun Yucatan, Mexico
- Ixtapa Pacific, Mexico
- Turkoise, Turks & Caicos
- Punta Cana, Dominican Republic
- Miches, Dominican Republic

• Special benefits in resort during your stay:

The Great Advisor will enjoy exclusive benefits when staying at any Club Med resorts in North America:

Enjoy special benefits in resort when you visit:

The Great Advisor will enjoy exclusive benefits when staying at any Club Med resort:

- Free Premium Wi-Fi
- 15% discount on Club Med collection at the Boutique
- 10% discount on select excursions, subject to availability.
- 10% discount on select spa-branded products.

2-Rewards for your clients

Rewards are valid from the day you qualify, through the end of the calendar year (expiring Dec. 31st).

- Promote your client's status to the next Great Member level:

To request for a status upgrade, it needs to be associated to a future paid reservation.

The request can only be made 5 business days or less prior to departure.

A status upgrade applies to a household and applies to the next level only (For example: Turquoise to Silver, Silver to Gold, and Gold to Platinum), and only if the client has already traveled with Club Med at least once during the latest 3 year.

As a Platinum Great Advisor, you may promote a client to a Platinum status. From Turquoise to Silver, and Silver to Gold, Gold to Platinum.

As a Gold Great Advisor, you are limited to (2) two upgrades a year.

As a Platinum Great Advisor, you are limited to (4) four upgrades a year.

- Give your clients a room upgrade:

1 upgrade applies to 1 room only (1 booking might consist of 1 or more rooms. If one booking/file has 2 rooms, TA can request an upgrade for each room, TA would use 2 room upgrade benefits).

A room category upgrade can only be requested 5 business days or less prior to departure. Please allow Club Med 3 business days to process requests. A room category upgrade applies directly to the next room category available.

Valid for selected resorts in the North America Zone only excluding La Caravelle, Buccaneers Creek, Quebec Charlevoix and Columbus isles (Bahamas). A room category upgrade applies directly to the next room category above.

Redemptions are subject to availability and may be cancelled at any time. Black-out dates and holiday restrictions apply. Reservations are subject to a special allotment and may not be available even if availability exists online or through our call center.

As a Gold Great Advisor, you are limited to (2) two client room upgrades a year.

As a Platinum Great Advisor, you are limited to (4) four client room upgrades a year.

Rewards for clients are valid for individual stays only (not applicable to group bookings).

Article 7 – Modification to the Great Advisors' Standard Terms & Conditions or cancellation of the Program

Club Med® reserves the right to modify these Great Advisors Standard Terms & Conditions at any time and especially the methods for the attribution and accrual of Great Advisor Points and the benefits described above, or detailed in any communication from Club Med®, or to cancel the Program.

Club Med® will inform its Advisors of this individually, and on its website <https://cmta.pro.clubmed>.

The Advisor will be deemed to have accepted the modifications to the Great Advisors Standard Terms & Conditions if no written dispute is sent to the Inside Sales Department by any means permitting acknowledgement of receipt (recorded delivery letter with acknowledgement of receipt, email, etc....) within thirty (30) days following the information on the modification or cancellation, and beforehand, as soon as the Travel Advisor has been able to acquire new Great Advisor Points. The refusal of modifications to the Great Advisors' Standard Terms & Conditions will result in the Advisor being excluded from the Program.

Article 8 – Personal data

Advisors can access all the information relating to the Program concerning them in their Advisor Space Area, in particular the number of Great Advisor Points acquired and their Status, the Benefits they are entitled to and the number of Great Advisor Points needed for the next Status.

The purpose for collecting and recording all the personal data related to the Program by Club Med® in its Information System is to manage the Program in the interests of the Travel Advisor. This data is liable to be stored, processed and transferred by Club Med® to Club Med's® in-house services which act on behalf of several entities in the Club Med® (including Club Med SAS and its subsidiaries) as well as to third parties (such as partners in the Program), including outside the European Union and in countries with levels of data protection which are not equivalent to the protection in the European Union. These third parties can only access the Travel Advisors' personal data to manage this Program or on the instructions of the Club Med® Group's in-house services, for requirements connected to other objectives in strict compliance with the applicable legislation notably concerning data security.

The Advisor opposition to the collection, recording or transfer of the personal data required for managing the Program to third parties including abroad, would automatically make it impossible for Club Med® and its partners to supply the benefits offered by the Program.

Each Advisor has a strictly personal right to access, rectify and oppose personal data on him or her, for legitimate reasons, by sending an ordinary letter to the Inside Sales Department at the following address: Inside Sales, Club Med Sales, Inc., 6505 Blue Lagoon Drive, Suite 225, Miami, FL 33126 and by attaching a copy of a document of identity to the written request.

This data can also be used for commercial communication purposes notably by email or SMS by the Club Med® group and its partners if the Advisor has approved this.

Article 9 – Liability

Club Med® can never be held liable for any losses resulting from modifications to these Great Advisors Standard Terms & Conditions or the cancellation of the Program.

If Club Med® wrongly refused a benefit to a Travel Advisor; the said Travel Advisor would only be entitled to claim the Benefit which was improperly refused, providing it is available.

Any fraud or non-compliance with these Great Advisors Standard Terms & Conditions by an Advisor can result in the Advisor's exclusion from the Program, and Club Med® reserves the right to bring, if necessary, appropriate legal proceedings against it.

Club Med reserves the right at its sole discretion to change the terms of this program. Club Med is not responsible for errors or omissions.