

Departure Information / JAL

Thank you for booking with Club Med.

Please be sure to check that there are no differences in the reservation details.

We may ask you to present your membership voucher during various procedures. Be sure to bring it with you when traveling.

Tour conductors and staff will not accompany you. We will give you the itinerary necessary for your trip, so please carry out the procedures yourself during your trip.

【Emergency contact on the day of departure】 Ryoko Soken, Inc. 03-6428-0320

From 05:30 on the day of departure until departure time. For cancellations on the day of departure, please contact the above number. If you change your flight after check-in, please contact the resort directly.

【About the flight schedule】

The flight numbers and flight schedules shown on the membership voucher are current at the time of booking. They are subject to change after the reservation is completed. Please be sure to check the latest flight schedule and flight status on the airline's website before departure.

【For reservation confirmation, advance seat selection, and e-ticket retrieval for your flight.】

Tickets for Japan Airlines tours are available only on the Japanese website.

Please use browser's automatic translation function.

You can complete the procedures on JAL's official website with browser. If you wish to select your seat in advance, print out your e-ticket, etc., please complete the procedures yourself.

How to access booking details on website <https://www.jal.co.jp>

From the official website top page ➡ Reservation Management ➡ Domestic Tour Products Purchased by Travel Agency select and search by entering the required information.

You will find your flight reservation number in the "E-TICKET INFORMATION" section at the bottom of your membership voucher. *Ticket numbers are different for each passenger. However, accompanying infants do not have a ticket number.

We do not accept pre seat assign procedures. Please make your own arrangements as soon as possible after making your travel reservations.

*Example of display

Passenger(s): CHICHUKAI TARO, CHICHUKAI HANAKO, CHICHUKAI JIRO

Airline Booking Reference: Japan airline XXXXXX

E-Ticket numbers: XXX-XXXXXXXXXX , XXX-XXXXXXXXXX , XXX-XXXXXXXXXX ,

【Boarding Procedures】

If you have not checked in online, you can check-in for your flight and select your seat at a self-service check-in machine at the departure airport. Please fill out the necessary information and complete the procedures.

You must pass through the security checkpoint at least 20 minutes before the departure time of your flight and through the boarding gate at least 10 minutes before the departure time of your flight. Please allow sufficient time to complete the procedures.

If you need assistance during your flight, please contact the Club Med Contact Center.

(Wheelchair access, medical supplies, etc.). For more information, please visit the Japan airline website.

【Checked baggage】

The package tour includes baggage allowance of 20 kg (50cm x 60cm x 120cm (3 sides, length, width and height)) per person. *No limitation on the number of pieces. If you wish to check your baggage in the cabin, please check it in at the baggage counter up to your destination. (30 minutes prior to departure time).

【About the time of use of the room】

On the day of arrival, rooms will be available after 3:00 p.m. and check-out time is 10:00 a.m.

【Meals on arrival and departure days】

Please note that some meals may not be available depending on arrival and departure times at the resort. Please be aware of this in advance.

【About Airport Transfer】

Please refer to the QR code for information on the reception points at each airport, schedules for arrivals and departures from New Chitose Airport, and other information.

<https://www.clubmed.co.jp/l/web?locale=en-JP#airport>

Outbound	Upon arrival at each airport, please go to the meeting point.
Inbound	Please confirm the departure time at the reception on the day before the check-out date.



【Emergency Contact at NEW CHITOSE Airport】 Ryoko Soken, Inc. TEL 0123-46-5671

〈BUS COMPANY〉

ISHIGAKI AP-KABIRA: Kabira Kanko Kotsu, Hibiki Corporation, Ishigaki Hibiki Kanko Bus
 NEW CHITOSE AP-TOMAMU/SAHORU: Tokachi Bus, Elle Kanko, Kokusai Kanko Bus, Hidaka Kotsu Bus
 NEW CHITOSE AP-KIRORO: Kita Kanko, Sakamoto Yuso Service, Hokuto Kotsu, Fuji Hire
 OBIHIRO AP-TOMAMU/SAHORU: Tobinai Unyu, Mainichi Kotsu, Tsutai, Shihoro Kotsu

【How to change flights that are expected to affect operations due to irregularity】

For flights that are expected to be affected by inclement weather (typhoons, heavy snowfall, etc.) or natural disasters, changes can be made only once on the JAL Web site, even before the flight cancellation or delay is confirmed. No fee will be charged for changing reservations.

Please check the JAL official website or the flight status on the app for transfer conditions and eligible flights.
 (Conditions under which transfers)

- The departure or arrival point of the reserved flight must be included in the "List of applicable airports"
- "*" or "!" is displayed next to the flight number on the "Departure/Arrival Information" screen.
- If your flight is confirmed to be canceled before departure and you change to an alternative flight or another flight in the same sector and participate in the trip

(Eligible flights for transfer)

JAL Group flights of the same sector and class departing within 3 days before or after the scheduled boarding date of the reserved flight.

In the event of a change of flight, any additional arrangements for accommodation or ground transportation, etc., must be made and paid for by the customer.

In the event of a change of flight, please contact the Club Med Contact Center or the local Resort.

【Notes on flight cancellations or delays】

If your flight is cancelled or operated with conditions (turn back to the departure airport or land at another airport) due to bad weather, etc., the airline will transfer you to another flight of its own. Please follow the transfer procedures on the airline's website or at the staffed counter on the day of departure. Please note that weather and other conditions that make a flight subject to flight conditions vary from airline to airline.

If you use a flight other than the booked flight or any other means of transportation or if any change is made to the content of service due to flight delays or a change of the destination airport, you need to make necessary arrangements by yourself. Please note that you need to pay the expenses incurred in this case (accommodation expenses, transportation expenses from the airport to Club Med, etc.).

If you use a flight of another airline or any other means of transportation, the cost of the unused portion of the airline ticket (tour airline ticket) and transportation will be refunded. For a refund, you need to present the unused airline ticket or a certificate issued by the airline company. If you are transferred to another flight even for part of the journey, the airfare will not be refunded. Refund requests must be submitted within 30 days of the scheduled flight date. Applications received after the application period will not be accepted. Please understand this in advance.

In order to prevent the spread of the new coronavirus, airlines are implementing a variety of safety measures and informing passengers who are scheduled to board. Please check their websites for details.