



Information for Club Med Dynamic Packages

The Club Med Dynamic Packages price changes depending on when you apply.

We will indicate the selling price by reflecting the availability of resorts and flights and always offer the latest tour price. Even if the tour price changes after your booking, we will not refund or collect the price difference.

[Acceptance of booking]

We accept booking until the day prior to the departure. However, for bookings after 10 days prior to the departure, please inquire at Club Med contact center.

We may be unable to accept your booking depending on our circumstances.

[Number of reservations]

Reservations can be made for one to nine people (including accompanying infants) at a time. If you wish to make a reservation for more than 6 people, please make a new application.

[Notes for booking]

With respect to the tour price, the latest tour price is calculated on each occasion based on the market price at the time of preparing the tour plan, and therefore we do not accept any changes after the booking is completed. You are not allowed to make any changes to the date of departure, date of return, room type, number of nights, flights (flight number, class, etc.), passengers (name, age and sex) and other matters. Please cancel your booking and then book a new tour according to your desired conditions. When canceling a tour, including a reduction in the number of tour participants, you will be charged a cancellation fee as prescribed.

[Waiting list]

No waiting list is available for Club Med Dynamic Packages.

[Changes to tour participants]

We do not accept any changes. We will arrange a flight ticket based on the name, age and sex entered when you apply for the tour. If any changes are made to tour participants, please cancel your booking and then book a new tour. When canceling a tour, you will be charged a cancellation fee as prescribed.

If the information entered for booking is different from the actual passenger information or is incorrect, the passenger will not be allowed to board. You may need to purchase, at your own expense, a flight ticket at the normal fare on the day of the flight.

[Additional tour participants]

When adding tour participants, keep the booking you already made and book a new tour for the additional participants. You are not allowed to make any addition or change to the record of booking already made.

[Cancellations]

If you cancel the tour agreement at your own convenience after it has been concluded, the following cancellation fee will be charged per each tour participant in relation to the tour price. Please confirm the tour terms and conditions (cancellation fee, etc.) before concluding the tour agreement.

For Dynamic Package JAL plans, a cancellation fee will be payable for cancellation immediately after the agreement is concluded.



Information for Club Med Dynamic Packages on JAL plans

[Check-in procedure and seat selection]

After receiving your e-ticket receipt, you can check your booking details and register your mileage on the airline's website. You can also receive a real-time notice on a change of the flight schedule and other matters. We recommend utilizing the airline's website.

In addition, you can reserve or change a seat in advance. Go to the booking confirmation screen of the airline's website and enter the English name (of the person who made the booking) and confirmation number shown on the voucher.

[Changes to tour participants]

We do not accept any changes to the tour participants. To change tour participants, you need to book a new tour and we may be unable to arrange it depending on the circumstances.

If the name of a tour participant is incorrect, you will need to cancel the booking and book a new tour. Please be careful when booking a tour.

[Infants on board]

Flight seat reservations are required and charged from age 3.

Only one baby or infant is allowed to sit on the lap of one adult. If an adult is traveling with two infants, one of them will require a seat reservation and will be charged.

If the child is 2 years old on the start date of the trip and reaches his/her third birthday during the trip, he/she will not be treated as free(infant). Seats are charged for both return and return journeys.

[Checked baggage and carry-on baggage] For details, see Japan Airlines' official website.

- With the tour price, one passenger is allowed to check in baggage weighing 20 kg (not exceeding the dimensions (length, width and height) 50 cm × 60 cm × 120 cm). No limitation on the number of baggage.

If your baggage exceeds the baggage allowance, report it to the airport counter and pay excess baggage fees.

- Carry-on baggage is limited to two pieces (one personal item and one carry-on bag) and the total weight must not exceed 10 kg. If your baggage exceeds the prescribed size, it may be checked in the baggage compartment as checked baggage.

If there is no storage space left on board for your carry-on baggage, check it in the baggage compartment even if it does not exceed the prescribed size.

[Check-in procedure]

If you have any baggage to be checked, check it at the counter at least 30 minutes prior to the time of departure. After check-in, pass through airport security at least 20 minutes prior to the time of departure and come to the boarding gate at least 10 minutes prior to the time of departure. After the gate closes, you will not be allowed to board the airplane. Please come to the airport with time to spare.

If you miss the flight, you can pay for that journey (arrange a flight by yourself) and enjoy the remaining part of the tour, but there will be no refund for unused segments of the journey.

[Notes on flight cancellations, delays or change destination airport]

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.

[Cancellations]

If you cancel the tour agreement at your own convenience after it has been concluded, the following cancellation fee will be charged per each tour participant in relation to the tour price. Please confirm the tour terms and conditions (cancellation fee, etc.) before concluding the tour agreement.

(For Dynamic Package JAL plans, a cancellation fee will be payable for cancellation immediately after the agreement is concluded.

【JAL Web site】 <https://www.jal.co.jp/en>

If you need more information for Japan Airlines, please visit JAL website.