

Club Med Great Members Loyalty Programme Terms and Conditions, applicable to all stays starting from January 16, 2025

Preamble

The "Great Members" loyalty programme (hereinafter referred to as the "Programme") is offered by Club Med S.A.S., a UK establishment with UK establishment no. BR000262 and registered office address of Connect House, 133 – 137 Alexandra Road, Wimbledon, United Kingdom SW19 7JY (referred to as "Club Med®") to its customers (hereinafter referred to as "Great Members®" or "G.M®") in the United Kingdom to provide them with the benefits (hereinafter referred to as the "Benefit(s)") described below.

These conditions of the Great Members loyalty programme (hereinafter the "Great Members Conditions") supplement the General Conditions of Sale in force at Club Med®, appearing on its website www.clubmed.dk, which take precedence over the Great Members Conditions in the event of contradiction.

These Great Members Conditions take effect from 16th January 2025 and supersede any prior versions.

Article 1 – Principle and acceptance of participation in the Programme

Participation in the Programme is free and automatic for any GM® from the first reservation of a Stay of at least one (1) night in a Club Med® Resort, regardless of the destination. Great Members will be issued with a membership number (the 'Great Member number' or 'GM number') on making their first qualifying reservation.

Participation in the Programme implies unconditional acceptance of these Great Members Conditions.

Any GM® who does not accept the Great Members Conditions must indicate this by any means allowing acknowledgement of receipt (registered letter, email, etc.) to the Customer Relations department, at the following contact details: +46 850 644 364 or support.uk@clubmed.com. This refusal of the Great Members Conditions will result in his/her exclusion from the Programme as well as that of any persons registered under the same GM® number, the GM® refusing the Great Members Conditions being solely responsible for this exclusion from the Programme for said persons.

Participation in the Programme consists of the accumulation of points (hereinafter the "Great Members Points") acquired in the situations and according to the terms set out below, the achievement of certain thresholds of Great Members Points giving access to different statuses (hereinafter the "Status(es)"), giving the right to Benefits.

Article 2 – Participants and beneficiaries of Great Members Points

Under these Great Members Conditions, the Programme is open only to natural persons of legal age domiciled in the United Kingdom having the legal capacity to contract, i.e. aged at least 18 and not subject to any legal protection measure (guardianship or curatorship) booking a stay at a Resort on their behalf.

Children under the age of eighteen (18) are attached to the GM® number of the parent who registered them when they first made their reservation.

Legal entities, employees (GO and GE) of Club Med® and reductions benefiting their families, persons on missions for Club Med® and representatives (indirect distribution network) of Club Med®, as well as Programme partners participating in the allocation of Benefits are not eligible for the Programme. Stays that benefited from the Resort booking discount code are automatically excluded from the calculation of Great Members Points.

The participant (hereinafter the "Great Members®" or "G.M®") guarantees the veracity of the information provided by him/her concerning him/herself or any member of his/her family registered under his/her GM® number.

Club Med® reserves the right to carry out any verification to ensure a Member's ability to participate in the Programme and may exclude any person not authorized to do so under these Great Members Conditions.

Great Members Points are assigned to the GM® number, individual or household, indicated at the time of booking or in any other situation allowing the acquisition of Great Members Points, the household being defined in the General Conditions of Sale of Club Med® and, under this Programme, limited to a maximum of six (6) adults.

Points have no monetary value and do not constitute currency or property of any kind. They only allow you to reach Turquoise, Silver, Gold or Platinum Status.

As the Programme is also offered in other countries with different conditions, a GM's move abroad may change the terms of his or her participation in the Programme. However, this GM will not lose his/her status until the next Programme Year (see Article 4). Bonus points may be added to maintain status. The number of Points attached to the GM number will remain the same.

In the event of a merger of GM® numbers, upon request, the GM® number resulting from the merger will be fed by the history of the two GM® numbers (excluding bonus points from a previous merger) previously separated and the Linked Status will be updated accordingly.

In the event of dissociation of GMs® registered under the same GM® number, upon request, each GM® number resulting from the dissociation will be allocated the number of Great Members Points corresponding to its own consumption.

Article 3 – Great Members Points: reason and date of acquisition – period of validity

Great Members Points are earned:

- **Depending on the price paid when booking Stays**, 100 Great Members Points will be credited upon booking for every €100 spent. The full amount of the reservation is taken into account (including stay, transport and transfers where applicable, additional/à la carte services and annual contributions). These points are valid for a period of 2 years from the end date of your stay.

- **For all on-site expenses with Club Med® during Stays**, 100 Great Members Points will be credited for each €100 spent. Great Members Points are awarded only after full payment of on-site expenses at Club Med® and are credited on the date of your return from your stay. These points are valid for 2 years from the end of the stay. Please note that spending made with the Gift Pass (reserved for Silver, Gold and Platinum members) is not included in the calculation of Great Members points linked to on-site spending. VSL stay purchases are rewarded with points and will also be considered as Club Med® on-site expenses.

The amount of purchases paid in local currency outside the euro zone will be converted into euros, then converted into Great Members Points following the same scale. The exchange rate taken into account will be the exchange rate applied at the time of purchase. In the event that the transaction amount includes decimals, the number of points awarded will be based only on the whole part of the amount, without taking into account the decimals. No rounding will be performed, even if the decimal is greater than or equal to 5 (example: for an amount of 1500.28 euros, 1500 points will be credited; for an amount of 2825.89 euros, 2825 points will be credited).

- **Depending on the frequency of booking, when booking Stays by the household (not by household member) or by the GM® registered alone under an individual GM® number according to the following scale :**

- For each stay of one (1) night spent at Club Med: 1,500 Greats Members Points are attributed to the GM® number.
- For each stay between two (2) and seven (7) consecutive nights spent at Club Med: 2,500 Great Members Points are awarded to the GM® number.
- For each stay of 8 consecutive nights or more spent at Club Med®: 3,000 Great Members Points are awarded to the GM® number.

Great Members Points are acquired upon booking and are valid for 2 years from the end of the stay. In the event of consecutive stays or extensions of the initial Stay in the same Resort, the Great Members points linked to the stay will only be counted once. If there are 7 nights (8 days) or less than 7 nights between the return date of a first stay and the arrival date of a second stay in the same Resort then the frequency points are not reallocated for the second stay because these stays are considered as a single stay. For Club Med Kabira, Kiroro, Tomamu and Sahoro , the benefits will only be offered once to Great Members making several stays in the same Resort , separated by at least 1 night outside Club Med, during a period of 5 days.

- As a reward **for referrals made** in accordance with the conditions of the Referral programme, available on the website www.clubmed.co.uk or approved indirect partners. Great Members Points are only acquired once the referral has been completed, having actually stayed at Club Med® under the conditions provided for by the Referral Programme and are credited the day after the customer returns from their stay. These points are valid for 2 years from the date of acquisition.

- When booking packages that **include transportation a train journey**, 1500 Great Members points will be credited upon booking. They will be valid for 2 years from the end date of the stay.

In the event of total or partial cancellation, the corresponding points will be deleted after prior notification.

Article 4 – Statutes

Depending on the number of Great Members Points accumulated, the Member gains access, each year on January 1st depending on the number of valid Great Members Points, for him and his household where applicable to a Status entitling him to certain Benefits.

Club Med® reserves the right to modify the list of Benefits set out below annually (on January 1st of each year).

Club Med® reserves the right to alter the operation of the Great Members programme at any time.

The Status is valid for a period of one (1) year during a period running from January 1st of a year to December 31 of the same year, known as the “Programme Year”. On January 1st of each year, the Status is recalculated for the Programme Year that begins. The status may be recalculated during the year following an increase in points or in the event of partial or complete cancellation of a reservation (stay or services).

During the validity period of the status, the Member can acquire the higher status thanks to the accumulated Great Members Points.

If a reservation is cancelled prior to the stay, the status will be immediately adjusted to reflect the removal of points associated with the reservation. The administration fees remain the responsibility of the customer, but will not give rise to any allocation of points.

Determination of Status:

- less than 15,000 Great Members Points: Turquoise Status;
- between 15,000 and 49,999 Great Members Points: Silver Status;
- between 50,000 and 94,999 Great Members Points: Gold Status;
- from 95,000 Great Members Points: Platinum Status.

Great Members must keep all documents allowing them to prove their consumption, therefore the number of Great Members Points acquired and their Status.

Article 5 – Benefits

Benefits will be awarded and used in accordance with the rules set out in these Great Members Conditions and depend on the Status (Turquoise, Silver, Gold or Platinum) acquired by the Great Member for himself and his

household where applicable. The Benefits will be provided subject to availability, in particular the actual offer of the Benefit on the Site and any availability dates mentioned in Club Med® communications materials.

In the event of a change of status within 30 days prior to departure, Club Med® will make its best efforts to make all newly acquired benefits available to the Great Member, but does not guarantee their availability.

In any event, Club Med® will make its best efforts to make the Benefits available to Great Members but makes no commitment to guarantee their availability.

In the event that the Benefit is unavailable, Club Med® or its awarding partner will be free to offer the Member any other benefit, equivalent or not.

The Benefits cannot be contested by Great Members, nor can they be exchanged, reimbursed or given any other compensation of any kind whatsoever.

The Benefits may not, under any circumstances or in any manner, be transferred to a third party.

Each person registered under the same household GM® number may benefit from the Benefits, subject to the conditions of access to the Benefits provided for in these Great Members Conditions or in any other Club Med® communication relating to Benefits (upon presentation of the Great Members loyalty card, etc.). It is up to GM®s registered under a household GM® number to organize themselves accordingly. Each Member will do their own thing and will be solely responsible for informing any third party possibly involved in their acquisition of Great Members Points, in particular their employer paying for their Stay or their family members registered under their GM® number, of the Benefits available to them or from which they may have benefited under the Programme.

These Benefits, as defined herein, are valid from January 16 2025 to December 31, 2025:

<div>Status</div> <div>Benefits</div>	Turquoise	Silver	Gold	Platinum
Referral Programme	X	X	X	X
Personalised offers	X	X	X	X
Your travel companion: My Club Med APP	X	X	X	X
Access to the « Easy Arrival » service	X	X	X	X
Free Premium wifi*		4 devices	8 devices*	8 devices*
Free early access to the Resort, lunch included		X	X	X
Gift Pass valid on a selection of services		50€	100€	150€
Early access to the sales opening (priority bookings)			X	X
Gold priority transfer — Private Transfer*			Gold priority transfer*	Private transfer*
Priority Check-in			X	X
Late check-out (subject to availability)			X*	X*
Access to a private Gold & Platinum cocktail			X	X
Dedicated G.O® or team				X
Priority booking at reservation-only restaurants				X
Enjoy Platinum status for life (after 10 consecutive years, in any 10-year period)				X
Free parking (at certain Resorts only)				X*
Room upgrade (subject to availability)				X*

*benefit not available or limited in certain Resorts, see below

Definitions and Conditions of Benefits

- **Access to the Referral Programme:** For six years following the end of your last stay, receive vouchers and points for each referral made.
- **Access to personalized and exclusive offers based on status,** reserved for customers who have agreed to receive marketing communications.
- **My Club Med APP:** Take advantage of the My Club Med app (also accessible to all GMs with a customer number) to easily access all the information about your resort and receive personalized notifications throughout your stay, reminding you of your exclusive benefits.
- **Access to the « Easy Arrival » service:** Take advantage of the Easy Arrival service. GM having booked through a partner agency will have to contact them to benefit from this service.
- **Free premium WIFI in Resort:** Premium WIFI is offered for the entire duration of the stay, with several connected devices (mobile, tablet, etc.) corresponding to the Great Members® status: 4 devices for Silver, 8 for Gold and Platinum. Exceptions apply:
 - Connection limited to 4 devices for Gold and Platinum in the following Resorts: Kabira, Kani, Finolhu, Bodrum.
 - Resort, Finolhu Villas and Kani Manta Exclusive Collection offer premium Wi-Fi for 4 devices to all GM®, regardless of status.
 - Val d'Iserre offers premium Wi-Fi to all GM®, regardless of their status for 4 devices at Turquoise and Silver and for 8 devices at Gold and Platinum.
 - For Silvers in Bodrum Resort, the complimentary premium Wi-Fi does not apply, the 50% discount offer applies.
 - No Wi-Fi offers apply for Club Med 2.
 - Premium Wi-Fi is not offered at Resorts located in China.
- **Free early access to the Resort, lunch included:** In case of early arrival, you can benefit from lunch and access to the resort on the day of your arrival at no extra charge.
- **Gift Pass ¹:** voucher with a value depending on the Great Members Status, credited for each stay of more than 2 nights on the account when it is opened in Resort or when paying by credit card for an account not opened. Only one Gift Pass is issued per Stay. Usable during this Stay only on all Club Med® services offered in the Resort except green fees, parking, grocery store, private ski lessons, ski equipment rental, transfers, Wi-Fi, local sales of stays, donations to the foundation, tobacco. Spending made with the Gift Pass will not be included in the calculation of points linked to spending on the Site. For expenses in local currency,

¹Gift pass = gift card

application of the exchange rates in force in Resort. No new Gift Pass will be awarded in the event of consecutive stays in the same Resort or extension of the initial Stay. Benefit not available in Resorts Joyview and Urban Oasis.

- **Early access to the sales opening (priority bookings):** Early access when reservations open (see offer conditions on clubmed.co.uk).
- **Priority transfer (Gold):** In a vehicle of 12 people maximum (20 people maximum for the Mountain Europe Resorts), for stays with Club Med® round trip transport or à la carte round trip transfer to and from the Resorts , with the exception of the following Resorts for Stays on the dates indicated below for Gold Great Members:
 - Excluded all year round in the Resorts: Djerba La Douce, Serre-Chevallier, Arcs Extrême, Gregolimano , Cap Skirring , Club Med 2, Les Seychelles, Columbus-Isle , Turquoise , Yabuli, Beidahu , Kani, Les Villas de Finolhu , Sahoro , Tomamu, Québec Charlevoix, Kiroro , Saint-Moritz Roi Soleil, Pragelato and all Club Med Joyview and Urban Oasis;
 - Excluded during the Christmas period from December 21, 2024 to January 6, 2025: Peisey Vallandry, La Plagne 2100, Tignes, Val d'Isère, Valmorel, Grand Massif Samoëns Morillon , Val Thorens, Arcs Panorama, Alpe d'Huez , La Rosière, La Pointe aux Canonniers, Punta Cana, La Caravelle, Les Boucaniers;
 - Excluded during the February holidays from February 8, 2025 to March 10, 2025: Peisey Vallandry, La Plagne 2100, Val Thorens, Tignes, Val d'Isère, Valmorel, Grand Massif Samoëns Morillon, Arcs Panorama, Pointe aux Canonniers, Alpe d'Huez, La Rosière;
 - Excluded during summer vacation from July 5 to September 1, 2025, Yasmina and Palmiye
- **Private Transfer (Platinum):** Free individual transfer by taxi (or vehicle with driver). Applicable for stays with Club Med® round trip transport or à la carte round trip transfer to and from the Resorts , with the exception of the following Resorts : Djerba La Douce, Serre-Chevallier, Arcs Extrême, Gregolimano , Cap Skirring , Club Med 2, Columbus Isle, Turquoise , Yabuli, Beidahu , Kani, Villas de Finolhu , Sahoro , Tomamu, Les Seychelles, Pragelato, St Moritz Roi Soleil, Québec Charlevoix, Kiroro and all Club Med Joyview , Urban Oasis.

For Mountain Stays in Europe and at the Palmiye Resort (from July 5 to September 1, 2025, only) whose journey lasts one hour or less, the transfer will no longer be private but privileged, that is to say that the vehicle will transport a maximum of 8 people and it will therefore no longer be privatized per household.
- **Priority check-in² :** Upon arrival, a GO ® will welcome you and take care of your check-in, ensuring that you are settled in a calm and intimate setting so that you can enjoy the best conditions

²check-in = recording

- **Late check-out:** For Gold and Platinum members, enjoy a late check-out from your room on the day of your departure from the Resort, subject to availability. This benefit is not offered in the following resorts: La Pointe aux Cannoniers , La Plantation d'Albion and the Seychelles.
- **Access to a private Gold & Platinum cocktail:** Cocktail reserved for members Gold and Platinum organized by the GO[®] team once a week. Club Med reserves the right to terminate this benefit at any time on one or more Resorts.
- **Dedicated G.O[®] or team** at your disposal during your stay to best respond to your requests.
- **Priority booking at reservation-only restaurants:** Advantage offered in all Resorts offering a restaurant by reservation. Reservation is possible upon arrival of the GM[®] at the Resort.
- **Platinum status “for life”** : in the event of renewal for 10 consecutive years of the Platinum status, as a reward for his long-standing loyalty, the GM will be able to benefit from the “Platinum” status and the associated advantages (subject to change) for life: that is to say that the status will be tacitly renewable without conditions of points accumulated for periods of 10 years, unless terminated by the GM or Club Med.
- **Free parking:** Available for Platinum members, subject to availability, at all resorts, except resorts located in the Alps during the summer.
- **Room upgrade:** depending on availability and organizational constraints of the Resort, to a higher category room or in the same category (e.g. : Superior Room Garden View upgraded to Superior Room Sea View). This Advantage is not applicable to the accommodation categories of the Club Med Property programmes, namely: Les Villas de la Plantation d'Albion, Les Chalets de Valmorel, Les Chalets de Grand Massif and the Suites de La Rosière.

Other Benefits, of which Members will be informed individually by all means and, on the website, www.clubmed.co.uk, may also be offered by Club Med[®] and its partners to the Programme during the current Programme year.

Article 6 – Modification of the Great Members Conditions or termination of the Programme

Club Med® reserves the right, at any time, to modify these Great Members Conditions, in particular the terms of allocation and accumulation of Great Members Points, and the Benefits set out above or specified in any other communication from Club Med®, or to cancel the Programme.

Club Med® will inform Members individually by any means and on its website www.clubmed.dk

Changes to the Great Members Conditions will be deemed accepted by the Member in the absence of written objection addressed to the Customer Relations department by any means allowing acknowledgement of receipt (registered letter, email , etc.) within thirty (30) days following the information relating to the modification or deletion and, before that, as soon as the Member is in a position to acquire new Great Members Points. Refusal to amend the Great Members® Terms will result in the Member being excluded from the Programme, as well as any persons registered under the same GM® number, where applicable.

Article 7 – Great Members Loyalty Card

A virtual Great Members loyalty card (hereinafter “Great Members Card”) is available for download from the GM® customer account.

It is nominative and its presentation may be requested by Club Med® or its partner so that its holder can actually benefit from the Advantages.

The Great Members card can be used by all persons registered under the same GM® number as its holder, Club Med® and its partners in the Programme decline all responsibility in the event of use by a third party of a Great Members Card.

In the event of theft of their virtual Great Members Card, the Member must immediately inform the Customer Relations department.

Club Med® reserves the right to modify or delete virtual loyalty cards at any time, without prior notification.

Article 8 – Personal data

Via their Customer Account, Great Members will have access to all information relating to the Programme concerning them, in particular the number of Great Members Points acquired, their Status, the Benefits it implies as well as their Great Members loyalty card.

All personal data will be handled by Club Med in accordance with our Privacy Policy.

Article 9 – Liability

Club Med® shall not be held liable under any circumstances for any damages arising from or in connection with the Benefits provided or to be provided by its partners in the Programme.

Club Med® shall not be held liable under any circumstances for any damages resulting from modifications to these Great Members Conditions or from the termination of the Programme.

If Club Med® or one of its partners has wrongly refused a Benefit to a Member, said Member would only be entitled to claim the granting of the Benefit unduly refused if the latter is available.

Any fraud or non-compliance with these Great Members Conditions by a Member may result in their exclusion from the Programme, with Club Med® reserving the right, where applicable, to take appropriate legal action against them.

Article 10 – Applicable law and jurisdiction

These Great Members Conditions are governed by English law.

Any dispute arising from the application or modification of these Great Members Conditions or the deletion of the Programme will be resolved amicably or, in the event of a definitive disagreement and subject to legal provisions, will be submitted to the competent courts of England and Wales.

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