

specified) but are not allocated an aircraft seat or any baggage allowance. If an infant turns 2 while at the Destination, a round-trip ticket must be purchased prior to travel.

TICKETING: Upon receipt of final payment, a voucher acknowledging final payment for the total package will be sent to you. No e-ticket will be sent. Airline PNR numbers are indicated on the vouchers. The ticket may be refundable only by Club Med Sales Canada Inc. in accordance with its terms and conditions. All necessary reservations and Vacation flight return reconfirmations with the air carrier will be made by Club Med.

MORE FLYING COMFORT: Club Med offers wider, more comfortable seats, with a supplement, on some flights depending on availability, type of aircraft and airline. This supplement is non-refundable.

FLIGHT CONFIRMATION: All Vacation flight times are subject to change. Members are asked to verify departure time 24 hours prior to departure by confirming with their travel agent, the airline or airport information counter concerned.

CHECK-IN: The airline may deny you the right to board if you are late to arrive at the airport. If you miss your departure Vacation flight for any reason, you will automatically forfeit your Vacation, without compensation and without any recourse on your part. At the airport, please present yourself directly at the airline counter with your travel documents, at which time your luggage should be checked in with the carrier.

PAYMENTS FOR TRANSFERS: Transfers between airport and Vacation Destinations on arrival and departure are on a group basis, by coach, van or taxi, in conjunction with specified Vacation Destinations sold with Vacation flights. Members arriving or leaving independently (that is, Members who are not part of a Vacation flight), must transfer at their own expense. No refund is made for unused transfers.

ITINERARIES AND TIMETABLES: Itineraries and timetables are provisional and subject to change without notice. We cannot accept responsibility for transport delays, changes, delays or cancellations resulting from acts of God, weather, traffic, airport conditions, strikes, decision of the air carrier or other causes, nor liability for additional expenses or loss of Vacation time resulting therefrom that you may incur. Please refer to the Vacation Contract section.

MAJOR CHANGES: This brochure is prepared months in advance and, occasionally, an advertised facility is either modified or not available. Sometimes even after confirming your booking, we may have to make changes to your holiday arrangements. Most changes will be minor; however, occasionally, we must make a major change to your holiday prior to your departure. We will notify you or your travel agent as soon as possible and offer you comparable alternate travel arrangements at another Vacation Destination in the following cases: if your scheduled departure is cancelled or your scheduled departure or return is delayed or advanced by 24 hours or more (unless the delay results from mechanical problems that relate to the mode of transportation, safety considerations, the weather, a strike or force majeure); or, where applicable, if the Club Med 2 sailing vessel is changed; or if the accommodation or standard of accommodation is changed; or if the total price of the Vacation you have booked with us is increased by more than 7% (unless the increase results from government taxation or a fuel surcharge allowed by the National Transportation Agency with respect to air carriage, except as explained at "Qualifiers, Restrictions and Conditions Applicable to all Rates and Dates"); or if transportation routing is altered and there is not enough time for you to obtain travel documents from authorities before departures ("Major Changes"). Should you find the alternate arrangements we offer to be unacceptable, you are entitled to a full immediate refund, without any cancellation fees being charged by ourselves or any further compensation.

CONNECTIONS: Club Med Sales Canada Inc. assumes no responsibility should you miss your Vacation flight due to weather or traffic conditions, or for the late late arrival of your connecting flight, or for any other reason beyond its control. If you arrange your own transportation, you should allow sufficient time (minimum 3 hours, preferably overnight) to take into account delays or possible cancellations. Club Med Sales Canada Inc. is not responsible for any promotional or commercial fare differentials or penalties incurred by you due to cancellations or revisions of Vacation flights. Please note that your Vacation days include travel time in both directions and that package prices are based on the number of nights.

AIR CARRIERS/ SUBSTITUTION OF AIRCRAFT: Club Med Sales Canada Inc. uses a variety of government-approved air carriers/substitution in conjunction with our programs: Air Canada, Air Transat, Air France, Air Mauritius, Aero Mexico, Aigle Azur, Alaska Air, Alitalia, American Airlines, Canjet, China Airlines, Corsair, Delta, Emirates, JetBlue, KLM, Lufthansa, Northwest, Qatar Airways, Royal Air Maroc, Spirit Airlines, Swire, Thai Airways, Transavia, Turkish Airlines, United Airlines and Westjet. Please check with your travel agent, or us, for specific details. Important: Club Med reserves the right to change airlines and aircrafts without notice. Such changes shall not create a right to cancellation, refund or compensation. Single flight service is not guaranteed, and the aircraft may make additional stops.

TRAVEL & RESERVATION INFORMATION

HOW TO RESERVE: In order to make a booking, full names, home address and date of birth are required. Once a booking has been made, it is assigned a file number. A deposit (and a membership fee) showing this file number, plus the Member's full name and address, must be received by us no later than the date specified at the time of booking, in order to avoid automatic cancellation. Minor children (under 18 years of age) must be accompanied by a parent or legal guardian (30 years and older) on all Vacations and meet legal entry requirements for the country visited. Full payment is required for certain promotions. Please consult specific terms and conditions of the promotions. There should be at least one guardian per three minors.

HOW TO PAY DEPOSIT: 100% on airfare when purchased with Vacation flights and 25% on the land portion price plus membership fees (see Specific Conditions) are required for all Vacation Destinations. An invoice and Holiday Insurance information will be sent upon receipt of deposit.

Full payment and documents: Full payment is required 45 days prior to departure. Full payment conditions for special events, special promotions and holiday travel may vary; please contact your travel agent or Club Med. Final documents are issued upon receipt of full payment only. The sending of documents is not guaranteed if full payment is not received in time. Bookings will be cancelled, with penalties, if payment is not received by the specified dates. Also, administrative fees of \$25 will be charged for returned checks and changing form of payment. A service charge of \$25 will be assessed for any document sent by courier.

FORM OF PAYMENT: In order to speed the processing of deposits and final payments, the following information must be clearly stated.

1. CHECKS/DEPOSIT OR FULL PAYMENT: We request that all bookings be paid by certified checks or money order. The file number must be clearly shown on payment. Payments by checks are accepted up to 14 days prior to departure. Within 14 days, only credit card payments are accepted.

2. CREDIT CARDS: Club Med accepts only American Express, Visa and MasterCard. For payment by credit, please have ready the credit card to be used, its number, the expiration date, the CVV Code and the credit card holder's name as it appears on the card. In the event that the Member and cardholder are not one and the same person, the cardholder's signature will have to be forwarded to Club Med Sales Canada Inc. before the reservation may be accepted. Your authorization to use your credit card number for deposit and/or final payment indicates your acceptance of our booking terms and conditions, whether or not you have actually signed the appropriate credit voucher or sales draft.

GROUPS: Deposit and payment may vary for groups. Please contact your Travel Agent or Club Med Sales Canada Inc. for additional information.

TRAVEL DOCUMENTS FROM AUTHORITIES: Proof of citizenship, passports, visas, tourist cards and inoculations, where required, are your responsibility. Club Med Sales Canada Inc. shall not be responsible in the event that boarding or entry is denied or if cancellation fees and/or additional expenses are incurred due to your lack of required travel documents. We strongly recommend that you travel with a valid passport. Specific requirements apply to non-Canadian citizens. Specific requirements may govern your travel outside North America. Some countries of destination and air carriers may require that persons between 18 and 21 years of age who are traveling independently have written parental permission to travel or that a single parent who is traveling with a child have a solemn declaration or affidavit signed by the other parent authorizing the child to travel with the single parent. This also applies to minors traveling with someone other than a parent. Please confirm your travel document requirements with the appropriate government authority, embassy, consulate or tourist information authority prior to departure. Please note that entry to another country may be refused even if the required information and travel documents are complete.

TRAVEL AGENTS: Travel agents are independent and not part of the Club Med organization. Any Vacation that a travel agent may book must conform with the reservation procedures of Club Med Sales Canada Inc. in order for Club Med to be bound by such bookings. We will not be responsible for or be bound by any misinformation or misrepresentation of travel agents (see "VACATION CONTRACT" section below). Travel agents are authorized to provide only information that is contained in this brochure and in other written documents published by Club Med and issued to Members or travel agents. Travel agents who reserve your Vacation are obliged to remit a copy of this Brochure to you. Any question you may have concerning your Vacation should be directed to your travel agent.

PAYMENT INFORMATION FOR THE TRAVEL AGENT: To ensure end to end security of a client's credit card information and industry compliance, Club Med requires that credit card payment be taken using the secure payment link provided by Club Med whenever possible. This link is intended to be used by the cardholder. Club Med shall not be responsible for damages resulting from credit card information that has not been securely handled by a travel advisor or agency. MCOs are not accepted as a form of payment. Please remit payments by either check or credit card. Credit card payments should first be called in. The cardholder's signature must always be on file with the travel agent. The agent is solely responsible for the authenticity of

the credit card and its signature and where the cardholder and the traveling Member are not the same person, for verifying the authorization of the cardholder to pay for the Member and to confirm the identity of the parties. In the event of a refusal by the cardholder or the issuer to honor a payment for non-authorization or for any reason whatsoever, the travel agency will be solely responsible for the costs and will have to pay Club Med any amount due under its invoice. The travel agency is responsible for paying Club Med the amounts indicated on the invoices, and the travel agency assumes the responsibility to obtain, at its own expense, the payment of any service or product sold to its customers. Any irregularity in the payment made by the customer of the agency is the sole responsibility of the agency. Such irregularity may result from a false signature, the unauthorized use of a credit card or any other reason. The travel agency undertakes to indemnify Club Med and to pay all the costs of a reserved product or service that remains unpaid, in addition to any loss, expense, penalty or other charge imposed by any institution as a result of the refusal to honor a payment. For check payments, check guarantees should be called in first and then be sent within 48 hrs to:

Club Med SALES CANADA INC.
3500 Boul. De Maisonneuve Ouest, Tour 2 Place Alexis Nihon, Suite 1800, Montréal, QC H3Z 3C1

It should also include the file number, full names of people traveling, Vacation Destination, date of departure and date of birth. Club Travel documents will only be issued upon receipt of actual check payment. For bookings made less than 14 days from departure date, only credit card payments are accepted.

VACATION CONTRACT

We, Club Med Sales Canada Inc., are the sales agent for the Club Med Vacation that you have booked. We do not own, manage, control or operate any transportation vehicle, hotel, Club Med Resort, cruise ship, restaurant or other supplier of services. Depending upon your chosen destination, your Vacation Destination is provided by one of the following (the "Operators") - by Club Med, Inc., Club Med Amérique du Nord, S.A., Club Méditerranée S.A. or some of their subsidiaries or affiliates.

1. Governing Agreements: Your Vacation is subject to: a) the terms and conditions contained in the Club Med (Trident) Brochure, Canadian Edition, governing the period of your Vacation or contained in any other written or online material published by the Operators and issued to you; b) the rules in force at each Vacation Destination; c) (for cruise Vacations aboard the Club Med 2) your contract of passage with the Carrier and the rules of the master and Operator while aboard the ship; d) the contract between yourself and the air Carrier; e) the local laws of the country of your Vacation Destination; and f) rules of regulatory agencies that govern your Vacation. These terms, conditions and rules constitute the entire agreement concerning your Vacation. Neither we nor the Operators will be bound by any representations (whether allegedly made by us or by a travel agent) unless they are contained in the above documents or confirmed elsewhere in writing. Where you arrange your own transportation to a Vacation Destination, you alone are responsible for your arrangements and all matters connected to your transportation and transfers.

2. Sports and Activities: You are not obliged to participate in activities. Sports and similar activities intrinsically involve risk of physical injury greater than that encountered in daily life. When you participate in sports and other activities and use the Operators' facilities at your Vacation Destination, you do so at your own risk. You must exercise all necessary care and caution, having regard to the nature of the activity, the terrain or location, climate, co-participants or other circumstances.

3. Alcoholic Beverages: The Operators reserve the right to refuse the sale and/or service of alcoholic beverage in accordance with Operators' policies and the applicable legal age limitation of the country in which the Village is located. The Operators reserve the right to limit or deny the Member's right to bring alcoholic beverages to the Villages for consumption on the Village premises.

4. Itinerary or Program Changes: The Operator reserves the right to withdraw, close or modify tours, itineraries, specific programs, sports activities or facilities (including restaurants) at any time and without notice, without you being entitled to any compensation.

5. Special Requests: Special requests, for example, room locations, bed preferences, in-flight meal or seating requirements, or sky cots cannot be guaranteed by Club Med Sales Canada Inc.

6. Services Provided by Others: Other parties provide transportation; transfers by air, water or land; travel arrangements and accommodations (including accommodations at your Vacation Destination); sightseeing; excursions; and certain other services (such as golf, deep-sea fishing, horseback riding, etc.). We and the Operators act solely as agents or distributors for the suppliers of those services.

7. Personal Property: Under no circumstances may dangerous, prohibited or illicit articles, such as controlled substances, firearms, explosives, cylinders containing compressed air or combustible substances or other dangerous, prohibited or illicit articles be contained in any baggage or brought into any Club Med resort. The Operators reserve the right to refuse to permit any Member to bring on the Vacation any item that the Operators deem inappropriate. No animals are permitted (with the exception of service animals for Members with special needs, such as guide dogs for visually impaired persons, provided a Member has applied in writing for admission of the service animal into the Club Med resort and the Operators have accepted the request in writing before departure of the Member to the Club Med resort). Please note that safekeeping facilities in many resorts may be limited. Members should limit the number of valuable items brought to the resorts. Property lost or stolen must be reported immediately to the Reception Desk or to a designated Club Med employee prior to leaving the Customs area. The liability of Club Med Sales, Inc. and the Operators for property lost, damaged or stolen shall be limited to \$500 or in accordance with the local law of the resort, whichever is less.

8. Excursions and Tours: Excursions and Discovery Tours depend on local constraints and require a minimum number of participants. We reserve the right to cancel if the minimum number of participants is not met.

9. Waiver, Limitations of Liability and Claims: To the extent permitted by law, we, Club Med Sales Canada Inc. and the Operators are not liable for any accident, injury, illness, property damage or loss of work or Vacation time resulting from (a) your participation in any sport or activity or use of any facility at your Vacation Destination; (b) acts of other Club Med vacationers or third parties; (c) cancellations or changes of itinerary or schedules by us or the Operators or by suppliers of services; (d) breakdown of any vehicle or equipment, strikes, theft, fault or negligence of any supplier of services; or (e) fault or negligence of any air, water or land carrier or others who supply transportation or provide related services. However, the above waiver and limitation of liability will not apply to material, bodily or moral injury caused to you through the intentional fault or gross negligence of Club Med Sales Canada Inc. Partly because of the manner in which your Club Med Vacation is organized (including, particularly, the location of Villages outside of Canada and the regular rotation of Village staff), you agree that: (a) you must make any claims relating to your Vacation within 60 days after your Vacation (claims must be in writing and sent within this delay by registered or certified mail to Club Med Sales Canada Inc., 3500 Boul. De Maisonneuve Ouest, Tour 2 Place Alexis Nihon, Suite 1800, Montréal, QC H3Z 3C1); (b) any legal proceedings you may take against Club Med Sales Canada Inc. must be brought exclusively in the judicial district at either Montréal or Toronto where we booked your Vacation and where we, Club Med Sales Canada Inc., have our offices in Canada, regardless of where you or your travel agent reside; (c) the laws of the country of your Vacation Destination in some cases may limit your recovery; may govern the outcome of your claim; or may have jurisdiction over legal proceedings against some of the Club Med Operators, none of which are residing in Canada; and (d) under no circumstances shall you claim from ourselves or the Operators an amount in excess of the cost of the Vacation we invoiced to you or any amount for consequential, indirect or additional damages and expenses you may incur. You acknowledge having read and understood the Sales Terms and Conditions of Club Med Sales Canada Inc. and agree to be bound by them.

YOU UNDERSTAND AND ACCEPT THAT YOU SHALL LOSE AND FORFEIT YOUR CLAIMS IF YOU DO NOT COMPLY WITH THE ABOVE REQUIREMENTS.

THIS BROCHURE

For more information please refer to the inside text or the Club Med website: www.clubmed.ca.

Please note that departure dates, itineraries and programs and all other information contained in this Brochure are subject to change and to regulatory body approval and apply only to sales made through Club Med Sales Canada Inc. in Canada. Please also note that printing errors may occur. Club Med and Club Med logos, the Trident symbol, G.O.®, G.M.®, Mini Club Med®, Baby Club Med® and Petit Club Med® are registered trademarks, owned by or licensed to Club Med Sales Canada Inc./Club Med group of companies.

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