Club Med Great Members Loyalty Program Terms and Conditions , applicable to all stays starting from January 13th, 2026

Preamble

The "Great Members" loyalty program (hereinafter referred to as the "Program") is offered by Club Med® to its customers (hereinafter referred to as "Gentils Membres®" or "G.M®") in Malaysia to provide them with the benefits (hereinafter referred to as the "Benefit(s)") described below.

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

These Great Members Terms supersede any prior versions.

Article 1 – Principle and acceptance of participation in the Program

Participation in the Program 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.

Participation in the Program 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: contactus.my@clubmed.com. This refusal of the Great Members Conditions will result in his/her exclusion from the Program 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 Program for said persons.

Participation in the Program 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(s)”), giving the right to Benefits.

Article 2 – Participants and beneficiaries of Great Members Points

Under these Great Members Conditions, the Program is open only to natural persons of legal age domiciled in Malaysia. 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, Club Med® employees (G.O and G.E) and their families whose stay is booked under Club Med®'s employee policy are not eligible for the Programme, persons on missions for Club Med® and representatives (indirect distribution network) of Club Med®, as well as Program partners participating in the allocation of Benefits are not eligible for the Program . Stays that benefited from the Resort booking discount code are automatically excluded from the calculation of Great Members Points.

The participant (hereinafter the "Member") 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 Program and may exclude any person not authorized to do so under these Great Members Conditions.

Great Members Points are assigned to the Malaysian 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 Program, limited to a maximum of six (6) adult members.

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.

Only members of the household are eligible for this status.

As the Program is also offered in other countries with different conditions, a member's move abroad may change the terms of his or her participation in the Program. However, this member will not lose his status until the next annualization. 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 GM® 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 the files for

which the G.M® is the payer or, in the event of joint payment, the traveler in whose name the contract was concluded.

In the event of fraud, Club Med reserves the right to suspend the Member's benefits or revoke their status.

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 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. All Great member benefits will only be offered once if a Great Member makes multiple stays in Club Med Resorts, with up to 5 days between stays each time..

- As a reward **for referrals made** in accordance with the conditions of the Referral program, available on the website www.clubmed.com.my/great-members and in Club Med Voyages or approved agencies. Great Members Points are only acquired once the referral has actually been completed, the Godchild having actually stayed at Club Med® under the conditions provided for by the Referral Program and are credited the day after the godchild 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 at the beginning of the Program Year, depending on the number of valid Great Members Points, for him and his household where applicable, to a Status entitling him to certain Advantages.

Club Med® reserves the right to modify the list of Benefits set out below annually (at the beginning of the Program year, each year).

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

At the beginning of January each year, the Status is recalculated. 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).

The Status is valid for a period of one (1) year during a period running from the recalculation date to the next recalculation the following year, a period known as the “Program Year”.

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:

- Turquoise Status: From the first booking;
- Silver Status: between 10,000 and 26,999 Great Members Points;
- Gold Status: between 27,000 and 54,999 Great Members Points;
- Platinum Status: from 55,000 Great Members Points

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 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 Member, but does not guarantee their availability.

In the event of a change in status during the stay, the benefits available will remain those applicable to the status at the time of departure.

In any event, Club Med® will make its best efforts to make the Benefits available to 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 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 Program.

Tours, excursions and stays at Vikela Safari Lodge are not eligible for Benefits.

These Benefits, as defined herein, are valid from January 1 , 2026 to December 31, 2026:

Status / Benefits	Turquoise	Silver	Gold	Platinum
Referral Program	X	X	X	X
Personalized offers	X	X	X	X
Your travel companion: My Club Med	X	X	X	X
Access to the « Facilitate your arrival » service	X	X	X	X
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*
Dedicated reservation line (local)			X	X
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

Great Members

Definitions and Conditions of Benefits

- **Access to the Referral Program** : For six years following the end of your last stay, receive vouchers and points for each referral made: (see program conditions and eligibility at http://www.clubmed.com.my/great-members)

- **Access to personalized and exclusive offers based on status** , reserved for customers who have agreed to receive marketing communications.

- **My Club Med:** 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 « Facilitate your arrival » service:** Take advantage of the 'Make your arrival easier' service (see program conditions and terms at https://www.clubmed.com.my/l/easy-arrival , service also accessible to all GMs with a customer number).
  GM ® having booked through a partner agency will have to contact them to benefit from this service.

- **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 minimum 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, 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, 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 www.clubmed.com.my).

- **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

[1]Gift pass = gift card

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 : Kabira, South Africa safari resort, Lijang, Changbaishan,Serre-Chevallier, Saint-Mortiz Roi Soleil, Québec Charlevoix, Pragelato, Djerba La Douce, Gregolimano, Cap Skirring, Columbus–Isle, Turkoise, Yabuli, Beidahu, Kiroro Peak and Grand, Kani, Les Villas de Finolhu, Club Med 2, Sahoro, Tomamu, Les Seychelles et tous les Club Med Joyview et Urban Oasis ;
- Excluded during the Christmas period from 19 December 2026 to 04 January 2027 : 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, 2026 to March 10, 2026: 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, 2026 : 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, Turkoise , Yabuli, Beidahu , Kani, Villas de Finolhu , Kabira, 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, 2026 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-in**[2] : 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

- **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 .

[2]check-in = recording

- **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 of Platinum status for 10 consecutive Program Years by the same individual on the same GM number, as a reward for their long-term loyalty, they will be eligible for Platinum status and the associated benefits (subject to change) for life: i.e. the status will be tacitly renewable without any conditions regarding points accumulated per 10-year period, unless terminated by G.M. or Club Med.

- **Free parking:** Available for Platinum members who book their parking directly upon arrival at the resort (not in advance), 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 programs , 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.com.my , may also be offered by Club Med® and its partners to the Program during the current Program year.

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

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 Program.

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

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 Program, as well as any persons registered under the same GM® number, where applicable.

Article 7 – Personal data

Via their Customer Account, Members will have access to all information relating to the Program 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 relating to the Program, collected and recorded by Club Med® in its computer system, are intended to enable the management of the Program for the benefit of the Member and their household where applicable.

For this purpose, this information may be stored, processed and transferred by Club Med® to internal departments of Club Med®, acting on behalf of several entities of the Club Med® group (which means the company Club Med SAS and its subsidiaries) and to third parties (such as the Program partners), including outside the European Union and in countries that do not have a level of protection equivalent to that of the European Union. These third parties will only be able to access Members' personal data for the purposes related to the management of this Program, or on instructions from the internal services of the Club Med® group for the purposes related to the other purposes mentioned above in strict compliance with applicable legislation, particularly with regard to data security.

The Member's opposition to the collection, recording or transfer to third parties, including abroad, of personal data concerning him/her necessary for the management of this Program, would de facto make it impossible for Club Med® and its partners to provide the Benefits offered by the Program.

Each Member has a strictly personal right to access, rectify and object for legitimate reasons to information concerning them, which they may exercise by simple letter addressed to the Customer Relations department at the following address: Club Med – Customer Relations Department, 11 rue de Cambrai 75019, Paris Cedex, attaching a copy of proof of identity to their written request.

This data may also be used for commercial communication purposes, in particular by email, SMS or push notification, by the Club Med® group as well as by its partners, if the Member has given prior consent to this use.

Each Member may object to commercial communications from the Club Med® group and/or its partners by clicking on the objection link or by following the objection procedure appearing on commercial emails or SMS messages or by writing to the Customer Relations department address mentioned above. The Member's opposition to these commercial communications may result in depriving him of the possible benefit of advantages which could be reserved for him within the framework of the Programs or by the Program partners.

Furthermore, each Member has the right to register on the telephone canvassing opposition list (Bloctel).

Article 8 – 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 Program.

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 Program.

In the event that 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 actually available.

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

Article 9 – Applicable law and jurisdiction

These Great Members Conditions are governed by Malaysian law.

Any dispute arising from the application or modification of these Great Members Conditions or the deletion of the Program 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 Paris .

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