

TERMS AND CONDITIONS

Fire-Related Operational Disruption – Club Med Bali

1. Immediate Departure: For booking between 24th April – 29th May 2026

1.1 Option 1: Continued Stay at Club Med Bali with 10% Future Travel Credit

As parts of your stay at Club Med Bali were affected by the unforeseen closure of the Agung main restaurant and Boutique due to fire damage which occurred on Friday 24th April 2026, we are pleased to offer you a 10% Future Travel Credit to be redeemed on a future Club Med Holiday. The percentage of your Future Travel Credit is equal to 10% of the land-only value attributable to each impacted day of stay. The Future Travel Credit is final, may be applied only to a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The credit will be issued in Australian Dollars or New Zealand Dollars, as applicable, and may only be redeemed in the corresponding country and currency. The Future Travel Credit is not applicable to in-resort incidentals, is non-refundable, non-exchangeable for cash, cannot be used as a deposit, is non-extendable, non-transferable, and applies solely to the land portion of a booking. Issuance of this credit does not constitute an admission of liability by Club Med.

1.2 Option 2: Travel to Bali Without Staying at Club Med Bali with 110% Future Travel Credit

As you have decided to continue to travel to Bali as a destination; however, do not wish to stay at Club Med Bali, we are pleased to offer you a 110% Future Travel Credit to be redeemed on a future Club Med Holiday. This value includes eligible Club Med services purchased as part of the land package, including but not limited to Kids Clubs, spa services, excursions, and private sports lessons, excluding flight tickets. The Future Travel Credit is final, valid only for a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The value of your new Club Med stay will be quoted at the time of booking and if the value of your new stay is greater than your credit amount, you will need to pay the difference. The credit will be issued in Australian Dollars or New Zealand Dollars, as applicable, and may only be redeemed in the corresponding country and currency. The Future Travel Credit is not applicable to in-resort incidentals, is non-refundable, non-exchangeable for cash, cannot be used as a deposit, is non-extendable, non-transferable, and applies solely to the land portion of a booking. Issuance of this credit does not constitute an admission of liability by Club Med.

2. Departures Between 30 May 2026 and 30 June 2026

2.1 Option 1: Rebook Alternative Club Med Resort (Price Match)

2.1.1 Air Package Bookings

As you have decided to continue to travel to an alternative Club Med resort, we are pleased to offer you a Price Match. Your rebooking can only be made to the following Club Med Resorts in Southeast Asia: Club Med Bintan, Club Med Cherating, Club Med Kani, and Club Med Phuket and must be of the same travel dates. While every effort will be made to secure the same room category, this remains subject to availability. If the value of your new resort is higher than the original amount, we will price match and no additional costs will be incurred. If the value of your new booking is less than the original amount, the remaining value will be issued as a Future Travel Credit, which can be redeemed on a Future Club Med Stay valid for booking and travel up until 30th April 2027. The Future Travel Credit is final, valid only for a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The credit will be issued in Australian Dollars or New Zealand Dollars and may only be redeemed in the corresponding country and currency. The Future Travel Credit is not applicable to in-resort incidentals, is non-refundable, non-exchangeable for cash, cannot be used as a deposit, is non-extendable, non-transferable, and applies solely to the land portion of a booking. Issuance of this credit does not constitute an admission of liability by Club Med. The rebooking of your air portion must be done in conjunction with your Club Med land portion. The rebooking of your new flight tickets will be of the same class as your original: Economy, Premium Economy, Business class, or First class and will be at the discretion of Club Med. The rebooking must depart from the same airport. To accommodate flexibility with flight availability, flights can be booked within a 7-day period of your original dates. The rebooking of your new flights will be covered by Club Med and will include taxes and surcharges. In the event that the original cabin class is not available, Club Med reserves the right to adjust your original travel dates within this 7-day period.

2.1.2 Club Med Stay Only Booking

As you have decided to continue to travel to an alternative Club Med resort, we are pleased to offer you a Price Match. Your rebooking can only be made to the following Club Med Resort in Southeast Asia: Club Med Bintan, Club Med Cherating, Club Med Kani, Club Med Phuket and must be of the same travel dates. While all efforts will be made to provide the same room category, this rebooking will be based on availability. If the value of your new resort is higher than the original amount, we will price match and no additional costs will be incurred. If the value of your new booking is less than the original amount, the remaining value will be issued as a Future Travel Credit, which can be redeemed on a Future Club Med Stay valid for booking and travel up until 30th April 2027. This Future Travel Credit is final and valid for a new Club Med resort booking only. This Future Travel Credit is in Australian or New Zealand local currency and therefore can only be redeemed in the associated currency and country. This Future Travel Credit is not applicable for any in-resort incidentals. This amount is non-refundable, cannot be exchanged for cash and cannot be used as a deposit. It is non-extendable, non-transferable, and applies only to the land portion of your booking. This Future Travel Credit does not represent an acceptance of liability on behalf of Club Med.

2.2 Option 2: Cancel and obtain a 110% Future Travel Credit

2.2.1 Air Package Bookings - Cancel Club Med Stay Including Flights

As you have decided to cancel your entire Club Med Package, we are pleased to offer you a 110% Future Travel Credit to be redeemed on a future Club Med Holiday. This 110% credit is based on the entire value of your package, including any Club Med flights and services such as Kids Clubs, Spa, Excursions or private sporting lessons. The Future Travel Credit is final, valid only for a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The value of your new Club Med stay will be quoted at the time of booking and if the value of your new stay is greater than your credit amount, you will need to pay the difference. The credit will be issued in Australian Dollars or New Zealand Dollars, as applicable, and may only be redeemed in the corresponding country and currency. The Future Travel Credit is not applicable to in-resort incidentals, is non-refundable, non-exchangeable for cash, cannot be used as a deposit, is non-extendable, non-transferable, and applies solely to the land portion of a booking. Issuance of this credit does not constitute an admission of liability by Club Med.

2.2.2 Air Package Bookings – Cancel Club Med Stay and Retain Flights

As you have decided to continue to travel to Bali as a destination; however, do not wish to stay at Club Med Bali, we are pleased to offer you a 110% Future Travel Credit to be redeemed on a future Club Med Holiday. This value includes eligible Club Med services purchased as part of the land package, including but not limited to Kids Clubs, spa services, excursions, and private sports lessons, excluding flight tickets. The Future Travel Credit is final, valid only for a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The value of your new Club Med stay will be quoted at the time of booking and if the value of your new stay is greater than your credit amount, you will need to pay the difference. The credit will be issued in Australian Dollars or New Zealand Dollars, as applicable, and may only be redeemed in the corresponding country and currency. The Future Travel Credit is not applicable to in-resort incidentals, is non-refundable, non-exchangeable for cash, cannot be used as a deposit, is non-extendable, non-transferable, and applies solely to the land portion of a booking. Issuance of this credit does not constitute an admission of liability by Club Med.

2.2.3 Club Med Stay Only Booking

As you have decided not to continue to travel to Club Med Bali, we are pleased to offer you a 110% Future Travel Credit to be redeemed on a future Club Med Holiday. This 110% credit is based on the stay portion of your package, including any Club Med services such as Kids Clubs, Spa, Excursions or private sporting lessons. This Future Travel Credit is final and valid for a new Club Med resort booking only. The Future Travel Credit is final, valid only for a new Club Med resort booking, and must be redeemed for booking and travel by 30 April 2027. The value of your new Club Med stay will be quoted at the time of booking and if the value of your new stay is greater than your credit amount, you will need to pay the difference. This Future Travel Credit is in Australian or New Zealand local currency and therefore can only be redeemed in the

associated currency and country. This Future Travel Credit is not applicable for any in-resort incidentals. This amount is non-refundable, cannot be exchanged for cash and cannot be used as a deposit. It is non-extendable, non-transferable, and applies only to the land portion of your booking. This Future Travel Credit does not represent an acceptance of liability on behalf of Club Med.