Departure Information / Overseas Travel

Thank you for booking with Club Med.
The membership voucher will include your itinerary, flight, departure time, and name. Please make sure that the information on your membership card is correct. Also, make sure that it matches your name on your passport.

There will be no tour conductors or attendants. You will receive the itinerary required for your trip and must make your own arrangements during the trip.

[Day of Departure]
There will be no assembly as a tour. Please check-in directly at the airline counter.

【About the flight schedule】
The flight number and flight schedule shown on your e-ticket are current at the time of reservation. Flight numbers and schedules are subject to change after the reservation is completed. Please make sure to check the airline's website for the latest schedule before departure.

[Emergency contact on the day of departure]　Travel Marketing & Assistance Inc. (Ryoko Soken)
Day of departure: from 5:30 to time of departure　TEL +81 3 6428 0320
Please contact the above number for cancellations on the day of departure.
Please call the resort directly if your flight changes after check-in.
If your flight is delayed or canceled, please follow the instructions of the relevant airline.

[Boarding procedures]
Boarding process commencement times vary from airline to airline. *We recommend arriving at the airport two to three hours before the scheduled departure time.
Please show your passport, membership voucher (with ticket number), or e-ticket at the respective airline counter to check in and receive your boarding pass for your destination.

【Online check-in】
Airlines provide an online check-in service on their websites. Completing the procedures in advance will make the process smoother on the day of departure. The start time for online check-in varies according to the airline. Please refer to the website of the airline you are flying with. Please note that the service may not be available on codeshare flights or when special procedures are required.

[Checked baggage]
Free check-in baggage allowance varies according to airline and booking class.

[Transfer service]
Round-trip transfers between the arrival airport and Club Med are included in the tour price. Our staff (English-speaking driver) will be waiting for you near the arrival lobby.
For information on the following resorts and airports, please click on the QR code on the right.

☐Indonesia Ria Bintan	Singapore Changi/SIN, Ferry terminal Singapore and Bintan
☐Indonesia Bali	Denpasar Bali/DPS
☐Thai Phuket	Phuket/HKT
☐Malaysia Cherating beach	Kuantan/KUA, Kuala Lumpur/KUL(KLIA)
☐Malaysia Borneo	Kota Kinabalu/BKI(KKIA)
☐Maldives	Male/MLE

[Resort information]
Club Med's website　https://www.clubmed.co.jp/?locale=en-JP

Club Med

Club Med Resort App　Search "My Club Med" in Apple Store and Google Play (smartphone-ready)/English only

[Return Information]

Please check your name, flight and assembly time on Departure Information near the reception desk the day before departure.
After arrive airport. Please note that customers are responsible for completing their boarding procedures and flight connections.

[Emergency contact while traveling out of Japan]

Tourist Assistant Desk　　TEL+81 3 3431 1354（Japanese language support）

This service is exclusively available to guests departing from Japan and staying at resorts located outside Japan. Should you require assistance while traveling outside Japan, please contact above numbers.

For any assistance during your stay at a Club Med resort, kindly consult the resort reception desk.
Guests departing from outside Japan are required to contact their resort directly or reach out to the contact center at your departure location.

[Entry restrictions and quarantine systems in various countries]

Entry conditions and quarantine systems of various countries are updated daily. Please check the latest information on the websites of government agencies and embassies of your destination country or transit points before you travel.

[Resort information]

Club Med's website　https://www.clubmed.co.jp/?locale=en-JP
Club Med Resort App　Search "My Club Med" in Apple Store and Google Play (smartphone-ready)/English only

Regarding to confirm reservations and baggage allowance for your flight, and to print out your e-ticket.

Please confirm the reservation details, ticket reservation number, ticket number, etc. on the member's voucher and complete the procedures on the airline's official website, app, etc.
If you wish to select your seat in advance, print out your ETKT, etc., please do so on your own.
Aircraft reservation and ticket numbers can be found in the "E-TICKET INFORMATION" section at the bottom of the membership voucher.

[How to check booking numbers]

Please find one of the following at the bottom of the Voucher.

Amadeus Booking reference:	XXXXXX(6 alphanumerical digits)	e.g. : ABC123
Airline Booking Reference:	Airline　XXXXXX(6 alphanumerical digits)	e.g. : Singapore airline 123ABC
E-Ticket numbers:	XXX-XXXXXXXXXX, (13 numerical digits)	*Ticket number assigned to the person

✓Airline websites

These can be verified via the website for confirming our booking details. (They are listed as Manage Reservations or Confirm Reservations).
Airline Booking Reference: Enter the six alphanumerical digits, booking name, etc., indicated to the right of the airline name.

✓Check My Trip

Scan the QR code or https://www.checkmytrip.com/
You will need to install the application and create an account to use this service.
Please use the same passport name and alphanumeric characters as your travel reservation when creating your account.

CheckMyTrip

SCAN ME

Club Med Contact Center: toll-free　+81-120-790-863
Office hours: Monday through Saturday, and holidays/10:00 a.m. to 6:30 p.m. (closed on Sundays)

Club Med

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