

Rebook with no amendment fees

Book with confidence

☼ Free cancellation of the stay for any reason up to 45 days before departure. If you have to cancel your vacation, for any unforeseen cause beyond your control, you will be refunded *.

☼ Flights cancelled? Did you miss the plane due to force majeure? You will be provided with a new ticket within the next 24 hours

☼ Stay interrupted? If you are forced to interrupt your stay, you will receive a refund equal to the lost vacation days.

☼ Stolen or damaged luggage or sports equipment If your luggage is damaged or stolen, you will receive compensation of up to € 3,000 per person * excluding registration fees and any airline penalties on the flight price

Simple refunds

If WE do have to cancel your holiday then you'll receive a Refund Credit Note (RCN) 7 days prior to departure for the full amount that you paid. This protects your money and gives you the right to either rebook another holiday or to receive a full refund within 14 days*.

You are entitled to a Refund Credit Note – 7 days prior to departure if:

- Your country advises against any non-essential travel to the country
- Borders close
- A quarantine is put in place in the country of travel
- You live in an area subject to a local or national lockdown
- You tested positive to Covid-19
- We had to close the resort you were due to visit

In case you have to quarantine in Malta pre or post-travel but the local authority does not advise against travel to the country, you will not be eligible for a full refund.

What is covered by the COVID-19 medical assistance insurance

A Total Insurance that guarantees you peace of mind for any unforeseen events

Medical repatriation or health problem Our partner Europ Assistance, a pioneer in travel assistance, guarantees you the best possible assistance when you need it, anywhere in the world.

☀ The teams of experts are at your service 24/7 during your stay, but also on your return home in case of repatriation: domestic help, childcare ...

☀ In the event of medical repatriation, we will reimburse you for unused services and offer you an equivalent new trip.

☀ A health problem abroad? Medical expenses are covered up to € 150,000 per person.

If during your stay at a Club Med Resort you discover that you are positive, the insurance will cover the expenses for the stay, the modification of the return ticket and any medical expenses.

The cancellation of your stay up to the day before departure will be refunded without penalty if:

☀ The Customer is found positive for Covid-19 or quarantined by their doctor for direct contact with a positive.

☀ The Customer is quarantined for suspected contagion by a health organization

☀ If the Customer has to interrupt their stay * due to hospitalization or the death of a relative due to Covid-19, the insurance will arrange the repatriation with a new flight and reimburse the lost vacation days.

☀ Furthermore, if during the trip you are stopped at the airport to carry out the test, the insurance will provide a new plane ticket to reach the Resort (in case of negative result).