

QUESTIONS & ANSWERS ABOUT THE NEW GREAT ADVISOR LOYALTY PROGRAM

GREAT ADVISOR LOYALTY PROGRAM

How can I be part of the Club Med Great Advisor Loyalty Program?

Each travel partner will be automatically enrolled in the program from the first sale. A personal salesman ID number will be created by the Club Med Reservations Agent. In order to accumulate points, it is important to ensure that this number is added on each of your bookings. This personal salesman's ID number belongs to you as long as you work for the same agency and is non-transferable in case of change of agency.

Where can I see a list of all the benefits for each status?

You can see the summary of benefits available to you based on your Great Advisor status by selecting "My Benefits" from the vertical menu on the left after logging into your account at www.clubmedagents.ca.

My free nights and rewards

What's new with the free night's program?

Since the fall of 2017, the free night's program has changed from "per agency" to "per travel advisor". For each client stay already travelled, the advisor earns points (\$ 1 = 1 point). Each 6,000 points of client stays travelled (land portion only) equals to 1 free night (this is the same calculation as before). Since the advisor now earns points individually, he/she can continue to accumulate them without stress and reach an unlimited number of free nights since they no longer expire, unless you have not booked at least one (1) Club Med® stay for a client during one (1) fiscal year, based on the client's check-in . In this case, unredeemed points will automatically expire. The free nights can still only be requested 3 weeks in advance, prior to departure, as before, according to availability of the free nights grid online, on the TA website.

On the other hand, group sales are still subject to the rules of the former Free Night Program, that is, they belong to the agency and are not part of the individual program explained above; except that the accumulated points will not expire. As a reminder, the former program was that for every \$ 6,000 in client stays already travelled and group services already consumed during the previous fiscal year, the agency will get a free night. For example: group clients stays already travelled between January 1, 2018 and December 31, 2018, free nights accumulated can be used by the agency between January 1, 2019 and December 31, 2019, at which time it must be booked and travel completed.

* A Club Med fiscal year runs from January 1st to December 31st.

When can I redeem my points for free nights?

The request for free night's stay can be made 3 weeks prior to the desired date of departure according to the dates proposed on the free night's grid. Please refer to the terms and conditions of this program, online.

How can I use my points for free nights at Club Med?

Once logged into www.clubmedagents.ca, in "My Account", select My Free Nights section from the vertical menu on the left and click the Request My Free Nights button. You will find two links: 1) the request form and 2) the availability grid. Requests must be made as per the "on request" availability grid.

How do I register my points?

Your points are automatically registered for all clients stays already traveled since November 1, 2016. When you make a reservation, make sure that your personal salesman ID number is on each booking you make with the reservation agent. If you make your reservation via the Easy Club Med online platform, make sure to put your personal salesman ID number in the appropriate box when connecting.

How are the points accumulated?

The points are accumulated through client stays already travelled since Nov. 1, 2016. The points are updated in your account from the day of arrival of your clients at the resort.

How can I see my points and my Great Advisor Status?

In order to see your points and your current Great Advisor status, you must first be registered at www.clubmedagents.ca. Once registered, click on "My Account", top right hand corner.

I have my personal salesman ID but why can I not see my points?

When you're in your personal account and you do not see any buttons on the left side, one of which is called My Free Nights, send an email to inside sales at canada.inside.sales@clubmed.com with your personal salesman ID number and agency information. Make sure you provide us with the same email address used when you registered at: www.clubmedagents.ca.

I am in "My Account", but how can I see the bookings associated with my points and those pending?

The booking numbers of your clients whom generated these points will not appear in this program. It is your responsibility to keep tab of each booking.

It seems to me that I am missing some points for the bookings I made. What should I do?

In this case, it is either because your clients have not traveled yet or because your personal salesman ID number was not added to certain of your bookings. In this case, you must contact the call centre to have your personal salesman ID number added to your bookings.

How was my Great Advisor status determined?

The Great Advisor status that you see in your personal account is determined by the best status achieved, according to the accumulated point's scores, between:

- a) That of the previous fiscal year * fully expired
- AND
- b) The one determined by the points earned to date since the previous January 1st

See scale of points below.

Status Scale Great Advisors

- Less than 15,000 points earned annually, the Great Advisor achieves Turquoise status
- Between 15,000 and 49,999 points earned annually, the Great Advisor achieves Silver status
- Between 50,000 and 119,999 points earned annually, the Great Advisor achieves Gold status
- From 120,000 points earned annually, the Great Advisor achieves Platinum status

* A Club Med fiscal year runs from January 1st to December 31st.

What is the difference between status points and reward points for free nights?

The status points are based on your clients stays already travelled during a fiscal year (January 1st to December 31st). Status points give you access to a Great Advisor status for the year.

Unlike bonus points for free nights (see below), status points expire from one fiscal year to the next (January 1 to December 31). You will have one year to use the benefits available depending on your Great Advisor status, as they do not carry over to the next year.

Reward points for free nights are based on earned points, that is to say on clients stays already travelled since November 1, 2016, and do not expire unless you have not booked at least one (1) Club Med® stay for a client during one (1) fiscal year, based on the client's check-in . In this case, unredeemed points will automatically expire. Reward points are only used to redeem free nights.

* A Club Med fiscal year runs from January 1st to December 31st.

Are the status points added to those of free nights?

Although it is concerns the same Great Advisor program, no, they are not added as they are still 2 different benefit programs.

What is the difference between points earned and points pending?

Points pending are the total points for stays of your clients bookings during the current fiscal year (January 1 to December 31) but have not yet traveled. Once the client has checked in at the Village, your pending points are converted into earned points.

Why do I not see some pending points?

We assume that your personal ID number is registered on each of your bookings. If you do not see some points pending, it's because the client travel date is after January 1st. In this case, it is normal that the points do not appear because his stay is part of the next fiscal year of consumption. You will not see the points until January 1st.

For example, today is March 30, 2019 and your client's stay begins on January 17, 2020; in this case, you will not see the pending points for this reservation until January 1, 2020. Also, January 17, 2020, date of the client's arrival in the village (within the new fiscal year) , the earned points of this reservation will be added to the points earned into your account.

When Club Med subtracts points for our personal vacation, where does this information appear in our account?

Once your booking is confirmed, the points redeemed will be taken from the total points accumulated but you will not be able to see the details in your personal account.

As an agency owner, is it possible to transfer points from one of my advisors to another?

As it is an individual earned points program, no it is not possible to transfer points from one advisor to another.

If I leave the agency, what happens to my points / status?

In this case, the points / status are not transferable even if the new agency is part of the same chain of agencies.

My account

Is my personal ID number important?

Yes. Points accrue only if your personal ID number is recorded in every reservation you make. Make sure your personal ID number is registered by the booking agent. If you make your reservation via the Easy Club Med online platform, make sure to put your personal ID number in the appropriate box when connecting.

I do not have a personal ID number. How can I get it?

If you do not have one, a personal ID number will be created for you upon making your first booking with the Club Med Reservations Center. It is not possible to create one via the Easy Club Med online booking platform.

I am told at Reservations that they cannot find my personal ID number. What should I do?

If we do not find your personal ID number, it is because it has not yet been created under the agency you currently work for. In this case, your personal ID number will be created at the time of your first booking with Club Med Reservations Center. If you had one and you have changed agency, it is normal that we do not find your personal ID number associated with your new agency as it is not transferable and you will need to start from scratch. The reservation agent will create a personal ID number for you at the time of your first booking.

How can I make sure my personal ID number is in the file?

Ideally, it is at the time of booking that you must make sure with the reservation agent that your personal ID number has been registered in your file. You can also call back to add it if necessary.

In My Account, the membership number field is grey and cannot access it. Is it important to fill out this field?

Although the field is grey, it is not necessary or mandatory to complete it.

Does my personal ID number appear on the travel documents?

Yes, your personal ID number appears now on the advisor copy of the travel documents.

My agency merged with another; what happens then to my account and personal ID number?

In this case, your personal ID number remains the same and the points will be kept. However, it is important that the owner/Manager of the new agency notifies Club Med inside sales by email of this merger to: canada.inside.sales@clubmed.com.

If, as a result, your email address changes and you need to use this new address to access the advisor's website: www.clubmedagents.ca, it is also important to notify us at the same email address above. This change can only be made by Club Med inside Sales.

Why cannot I change my email myself in the TA website because I see that the field is grey? Who can change it?

You cannot change your email yourself because the system does not allow it for highly technical reasons. You must notify Club Med inside sales by email at: canada.inside.sales@clubmed.com of your new email address and, ideally, with your personal ID number.

Rewards for my clients

How can I claim rewards for my clients?

Once logged into www.clubmedagents.ca, in the My Account section, select Rewards for my clients from the vertical menu on the left. If you have a Gold or Platinum status, the "Use Now" button will appear to the right of each available reward that will allow you to apply for your clients. For Turquoise and Silver status, these rewards do not apply.