

QUESTIONS & ANSWERS ABOUT THE GREAT ADVISORY PROGRAM

GREAT ADVISORY PROGRAM

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

Each travel partner will be automatically enrolled in the program from the first sale. A personal salesman ID number will be created for them by the Club Med Reservations Agent or automatically when they register on the Advisors site <https://fr.travelagents.clubmed.ca>. If applicable, the agency's 8-character CMU code and its associated password must be entered. 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 the event of a 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 Advisory status by selecting "My Rewards and Benefits" tab once connected to your account on the website <https://en.travelagents.clubmed.ca> 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 agent". For each client stay already travelled, the agent earns points (\$ 1 stay sale (BVSTS = 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). Exception, 8,000 points are required for Miches Playa Esmeralda resort. Since the agent 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 do not make at least one booking during a following fiscal year. The free nights can still only be requested 6 weeks or less in advance, prior to departure, with Club Med Inside Sales.

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 stay already travelled between January 1, 2022, and December 31, 2022, free nights accumulated can be used by the agency between January 1, 2023 and December 31, 2023, at which time it must be booked, and travel completed.

When can I redeem my points for free nights?

The request for free night's stay can be made 6 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 <https://en.travelagents.clubmed.ca>, in "My Profile", click onto the tab use my Free Nights in the menu located on top and then click on the button: Complete the Free Nights request Form.

How do I register my points?

Your points are automatically registered for all clients stays already traveled since November 1, 2016, start of the program date. 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 an online reservation via the booking engine for Travel Agents (CMTA), make sure your personal salesman ID number appears in your profile before starting the booking process. If it is not visible this means that the agency CMU associated with the password have not been added to your profile. You can obtain this information with the Owner/Manager of the agency. To enter the CMU and password in your profile, click at the bottom of the page *Add or Modify my CMU*.

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 Advisory Status?

To see your points and your current Great Agent status, you must first be registered at <https://en.travelagents.clubmed.ca> and with the agency CMU. Once registered, click on top right-hand corner, on your profile.

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

When you are online in your personal profile and you do not see any points in My Status and Points tab, you may have used a different email than the one used during your original registration. In this case, a new personal salesman ID is created automatically unnecessarily which could explain why you do not see any points. For technical support, email Inside Sales at Canada.inside.sales@clubmed.com with all the information.

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

When you are online on the CMTA website, your client's reservation files/numbers who generated these points will appear in the tab *"My Confirmed Bookings"*.

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. When you make a reservation, make sure that your personal salesman ID is added to your booking by the reservation agent. If you are booking online, please ensure your personal salesman ID number is visible in your profile before beginning the booking process. If it is not visible, this means that the agency's unique 8-character CMU code and its associated password are not entered in your profile. You can obtain these codes from the agency manager. To enter the CMU code and password in your profile, click at the bottom of the page on the Add or Modify my CMU button.

You can also contact the call Centre to have your personal salesman ID number added to your booking.

How was my Great Advisory status determined?

The Great Advisory 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 of the current year.

See scale of points below.

Status Scale Great Agents

- Less than 15,000 points earned annually, the Great Agent achieves Turquoise status
- Between 15,000 and 49,999 points earned annually, the Great Agent achieves Silver status
- Between 50,000 and 119,999 points earned annually, the Great Agent achieves Gold status
- From 120,000 points earned annually, the Great Agent 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 1 to December 31). Status points give you access to a Great Advisory 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 Advisory status, as they do not carry over to the next year.

Reward points for free nights are based on earned points, on clients stays already travelled since November 1, 2016, date of the start of the program, and do not expire unless you have not made at least one Club Med booking check-in client stay the last 12 months (per calendar year). Reward points are only used to redeem free nights.

Are the status points added to those of free nights?

Although it is concerning the same Great Advisory 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 client's that have not yet travelled. Once the client has made his "check-in" at the resort, these pending points will be converted into earned points.

Why do I not see some pending points?

It is probably because your salesman ID number is not added to your booking or bookings. Another reason may be because these points have been converted in earned points as the client has travelled.

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 agents to another?

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

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

In this case, the points / status is 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 an online reservation via the booking engine for Travel Agents (CMTA), make sure your personal salesman ID number is visible in your profile before starting the process of making a reservation. during the booking process. If it is not visible, this means that the agency's unique 8-character CMU code and its associated password are not entered in your profile. You can obtain these codes from the agency manager. To enter the CMU code and password in your profile, click at the bottom of the page on the *Add or Modify my CMU button*.

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

If you do not have one, and you make a reservation via our call Centre, a personal salesman ID will be created for you at time of your first reservation by the reservation agent. If online, during your first registration on the Advisory website <https://en.travelagents.clubmed.ca> an ID number associated with your email will automatically be created for you. If applicable, the agency's CMU code and associated password must be added to your profile.

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 may be because you are using another email different than the one you initially created upon registration. In this case, another ID number was created unnecessarily and that may be the reason why you cannot see your points & files in your profile. Therefore, it is imperative that you always use the same email address that you initially registered with. If you have this issue, please email Canada Inside Sales at canada.inside.sales@clubmed.com with all the information.

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

When you make a booking, you normally receive an email confirmation with several attachments. Open the Travel Agent copy, to the right side, under the client membership number, you should be able to see your salesman ID number. Example of format : *Salesman ID #: 00123456*.

Does my personal ID number appear on the travel documents?

Yes, it does, on the Travel Agent copy (please see above information).

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. However, if your email address changes, and you must use this new email address to access the CMTA website <https://en.travelagents.clubmed.ca> it is also important to notify Inside Sales but the Advisor will need to register from scratch with the new email address.

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 this for highly technical reasons. If you change your email and you are still with the same agency, you will need to re-register with this new email and notify Club Med Inside Sales at canada.inside.sales@clubmed.com. If you change your email because you work for a new agency, you must re-register with this new email and a new personal salesman ID number will be automatically created for you. It will not be necessary to notify Club Med Inside Sales as points are not transferable.

Rewards for my clients

How can I claim rewards for my clients?

Once connected to <https://en.travelagents.clubmed.ca>, go to your profile and select My Benefits tab. You will then be able to check the number of upgrades etc. that your clients have and remaining if used already on past bookings during the calendar year. If you have Gold or Platinum status, an upgrade button will appear which will allow you to make a request for your clients. For Turquoise and Silver status, these rewards do not apply.