



## Commercial Product Handbook (CPH)



## **Applicability**

Applicable to TUI AOC



Transmittal Letter

Reference	PAI	RR	Description of Change	Reason for Change
<a href="#">Revision History</a>	N/A	N/A	Revision 20 added	New revision issued
<a href="#">2.8 DCS Airport</a>	N/A	N/A	Amended GOM to GHM	Editorial
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<a href="#">9.1 Occurrence Reporting</a>	N/A	N/A	Revised reporting criteria	To clarify the procedure



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# 1 Administration and Control

## 1.1 Introduction

This handbook is issued by TUIfly NP GO.

It contains all relevant information about the actual TUIfly product.

It is written for handling agent personnel to get an overview about TUIfly product details and the respective processes and commercial aspects within DCS- and manual handling of TUIfly flights.

This handbook will be constantly amended and revised. The latest version will always be available via TUI Airline Ground Operations TAGO Portal (see chapter 2.9 for details).

Any amendment and/or revision is marked by a black line on the right side of the page.

Any questions and suggestions concerning this handbook may be addressed to [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com) and/or [groundops-oversight@tuifly.com](mailto:groundops-oversight@tuifly.com).

**The published TUIfly GHM part1 (Ground Handling Manual 1) contains general, safety and security related information to be followed when handling aircraft and passengers under the AOC of TUIfly and can be found in the TAGO Portal <https://tago.tuigroup.com/#document>.**

### 1.1.1 Copyright Information

This manual is the property of TUIfly GmbH and is protected by copyright.

It is made available on loan to staff. No part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, without the written permission of TUIfly GmbH.

It is only to be used for official purposes.





## 2 TUIfly Ticket Sales and Distribution Channels

The administration of all seat contingents and the flight scheduling is conducted by the main tour operator TUI Deutschland.

### 2.1 Distribution Channels

Most of the available seat allotment of all flights is distributed by different tour operators within their package tour offerings.

Flight only products are bookable via TUIfly website [www.TUI.com](http://www.TUI.com) and/or Service Center.

All regular TUIfly flights are also bookable via “Amadeus” within the Global Distribution System (GDS) – full charter flights and ad hoc flights are exempted.

### 2.2 Tickets (ticketless travel / ETKT travel)

All flights with TUIfly are generally operated ticketless. This means that passengers are listed in the PNL of the departure system and identify themselves only by their passport or ID Card for check-in. Even if passengers are holding paper tickets or printed itineraries by their tour operators, these tickets shall not be collected at the check-in counter.

Passengers booked via the GDS/Amadeus platform mentioned under 2.1 are holding a so called “ETKT” (electronic ticket – IATA document).

These tickets are issued with airline prefix 617.

### 2.3 Contact for Passengers

The Service Center is open from 7.30 to 22.30 (Monday to Friday) and 8.30h to 21.00h (Saturday, Sunday and public holiday) Central European Time ([servicecenter@tuifly.com](mailto:servicecenter@tuifly.com))

The phone numbers are:

• from Netherlands	0900 333 000 3	0.60 € per call, mobile phone rates are different
• from Switzerland	0900 190 150	0.64 CHF/minute
• from Germany	0511 2200 4321	Local rate, mobile rates may vary
• from UK	020 7048 0143	Local rate, mobile rates may vary
• from Italy	899 03 20 31	0.63 €/minute, mobile phone rates are different
• from Austria	0900 190 150	0.53 €/minute
• from Spain	902 012 512	0.09 €/minute



• Others*	0049 180 5 42 41 40	0.14 €/min. from a landline telephone network, 0.42 €/min. in mobile phone networks plus international service provider fees
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**Note:** \* This number cannot be used for calls from Germany, Austria, England, Italy, Switzerland or Spain

Purchasing tickets and/or special services (e.g. additional baggage, special meals etc.) is also possible on TUI website [www.TUI.com](http://www.TUI.com).

#### **Booking:**

Bookings and re-bookings are possible up to **2h prior STD** via internet or at the airport. Later bookings are only possible via Call Center or at dedicated airport ticket service counters.

## **2.4 Booking of PRM services**

#### **General:**

The transportation of passengers with reduced mobility on TUIfly flights is free of charge, but passengers requiring the service must notify the TUIfly Service Center at the time of booking (contact details see under chapter 2.3).

In order to guarantee assistance by our local service providers this notification should be given at least 72 hours, latest 48 hours before STD.

#### **2.4.1 Transportation of passengers with electric wheelchair**

Electric wheelchairs will be carried only if they run on dry batteries. Wet batteries count as prohibited items and will not be carried by TUIfly. Dismantling and modifications of the wheelchair battery must be made by the passenger or his escort before check-in and cannot be made by check-in or boarding personnel or flight crew.

The wheelchair must be ready for transport when it is checked as special baggage. A regular baggage label must be used.

Batteries of **foldable wheelchairs** must be removed from the wheelchair and taken by passenger or his escort as cabin baggage.

The battery must be protected from short-circuit by insulating the terminals and must be protected from damage by using a protective pouch ('battery pack').

#### **An appropriate and safe packing must be provided by the passenger.**

Only one additional spare battery per wheelchair passenger is allowed. For further information please refer to the respective chapters of the GHM 1.

#### **2.4.2 Transportation of an on-board wheelchair (WCOB)**

If necessary, passengers with limited mobility can request to use an on-board wheelchair at no cost. It must be requested at the latest by three business days (Monday to Friday) before departure through our Service Center.



## 2.5 Booking of Special Services

The following special services cannot be booked online on the TUI.com website - only by phone at the TUI fly Service Center:

- animals (AVIH, PETC, SVAN – guiding / service dogs)
- WCOB – wheelchair on board
- medical baggage (MEDA)
- sports equipment (surf, golf etc.)
- PRM services
- UM/YPTA service

## 2.6 Contact for Handling Agents

### 2.6 Contact for Handling Agents

Generally the TOCC is your first point of contact in any case of irregularity and for support - available 24/7!

In case that passengers show up at check-in desk without being listed in PNL, all stations should contact TUI-Ops (tui-ops@tui.de, +49 (0) 511 567-2505) for validation.

**The primary contact number for the TOCC is +44 203 4512874!**

All local TUIfly numbers currently in use and detailed below will be **automatically diverted** to the above - this means the use of local numbers can be continued.

In order to route incoming calls effectively, the caller will be asked to select from a number of options.

Diverted contacts are:

		TUI Airways & TUIfly Nordic AB	TUIfly GmbH	
24h Ops	Operations Duty Manager	+44 (0) 1582 640039	+49 (0) 511 9727 797	ODM@tui.co.uk
	Airline Operations Controller / Trafficcontrol	+44 203 451 2874 Option 1	+49 (0) 511 9727 333 FAX: +49 (0) 511 9727 770	operationsflightwatch@tui.co.uk
Customer	Customer Liaison Team	+44 203 451 2874 Option 2	+49 (0) 511 9727 333	csoffice@tui.co.uk

As a general rule the TOCC is in charge for the **overall program, resolving any disruptions and irregularities in the operational program** under 24/7 telephone contact +44 203 4512874 or email operationsflightwatch@tui.co.uk.



The primary **customer related 24/7** contact for TUIfly Germany (X3 only!) is TUI Germany by +49 511 567 2505 or email TUI-ops@tui.de. TUI-Ops will liaise with TOCC and csoffice@tui.co.uk and odm@tui.co.uk.

**iPort support** is given by trafficcontrol@tuifly.com +49 511 9727 334.

All topics concerning X3 Ground Operations will be supported by groundoperations@tuifly.com during office hours.

## 2.7 NewSkies

TUIfly is using the booking- and reservation system NewSkies.

This system is also used as platform for web check-in.

All distribution channels (e.g. tour operators, web distributors) provide their final bookings in NewSkies, irrespective of their own reservation systems. Stations using GoNow as regular DCS have direct access to the reservation. NewSkies is generating and providing PNLs/ADLs for all flights, which are handled in other DCS than GoNow (e.g. iPort, Altea).

## 2.8 DCS Airport

Starting in September 2021 TUIfly will implement **GoNow / eLoadsheet** as the preferred DCS successively all over the regular network.

On stations where GoNow cannot be implemented either iPort or any other local DCS shall be used.

If no DCS connectivity is given at all, a manual check-in procedure shall be in place.

An actual valid version of the AHM560/565 is available in the TAGO Portal.

TUI aircraft operated flights:

Using GoNow and eLoadsheet:

- In GoNow, every flight needs to be set as "CLOSED", this will trigger the PSM and APIS messages
- In eLoadsheet every flight needs to be "Finalized" in order to trigger the LDM, CPM, UCM to the preset addresses
- MVT messages need to be sent to all addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system

Using iPort:

- Flight status needs to be changed to "Post Departure (PD)" manually after every flight to make sure all messages are being triggered
- MVT message needs to be sent to the preset addresses

Using any 3rd Party DCS:

- Please make sure all operational messages are being transmitted to the addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system

**Lease-in aircraft operated flights:**

Using GoNow and eLoadsheet:



- In GoNow every flight needs to be set as "CLOSED", this will trigger the PSM and APIS messages
- In eLoadsheet every flight needs to be "Finalized" in order to trigger the LDM, CPM, UCM to the preset addresses
- If eLoadsheet is not being used, all messages (LDM, CPM, UCM) need to be sent to all addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system
- MVT messages need to be sent to all addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system

Using iPort:

- If a loadplan was created in iPort, the messages will be triggered when the Flight status is changed to "Post Departure (PD)"
- In case no loadplan was prepared, all messages need to be sent to all addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system
- MVT message needs to be sent to the preset addresses

Using any 3rd Party DCS:

- Please make sure all operational messages are being transmitted to the addresses shown in the TAGO Portal and the ones mentioned in the GHM (see below) using the GHA system

According to the GHM the following messages need to be sent to the following addresses in addition to the ones mentioned in the TAGO Portal:

- UCM/CPM: HDQUPXD and [SITA.HDQUPXD@unitpool.com](mailto:SITA.HDQUPXD@unitpool.com)
- LDM: HAJXAX3
- MVT: LTNOOBY, HAJXAX3 and HAJOWX3

## 2.9 TAGO Portal

All relevant TUfly handbooks, Ground Ops handling instructions as well as forms, placards etc. are available in the TAGO Portal.

<https://tago.tuigroup.com/#document>

The Portal also provides contact details of all contracted service providers.

**The contact details must be updated by the companies themselves on a regular basis.**



## 3 Product and Standards

### 3.1 Product Differentiation (Standard TUIfly Product)

The TUIfly product differs in respect of **baggage allowance** (pieces and weight), **service on board** and **free desk check-in**.

The extent of the service offered is given by the respective tour operator or booking channel

Further services like additional pieces of luggage, special baggage and excess baggage packages can be purchased by our customers at any time **up to 2 hours** before departure, either via our Service Hotline or our website ([www.tui.com](http://www.tui.com)).

In addition an **obligatory web check-in** for certain customers is required. These customers shall use the internet check-in before dropping their baggage at the airport desk. Otherwise they shall be charged with € 25,00 at the airport.

### 3.2 Baggage allowance

TUIfly is providing a piece- **and** a weight concept:

When exceeding the **amount of booked pieces** of baggage, a fee will be charged for each additional piece of baggage.

When exceeding the booked **weight allowance** at check-in each full kilo will be charged as excess baggage (for details see chapter 5).

Each tour operator may give different baggage allowances:

e.g. some offer 1/20kg per person included, some offer 1/15kg per person.

The flight-only product, distributed via TUI.com website also offers two different options:

In tariff "Pure" no baggage allowance is given, whereas in tariff "Perfect" 1/20kg per person is included.

All kind of baggage reservations can be upgraded by the customer either via Service Center or website.

Pre-booked upgrades are more favorable than upgrades purchased at the airport check-in desk on departure day.

The allowance for items to be taken onboard/into the cabin includes:

TUI D Package customers:

- The standard allowance includes a personal item (40x30x20) and a trolley (55x40x20).

Flight Only Passengers:

- The standard allowance of a personal item (40x30x20).

Third-Party Package Customers:

- Handbaggage allowance for third-party package customers varies by tour operator.
- All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20).



- The inclusion of the trolley (55x40x20) in the allowance depends per tour operator.
- To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass.

Flight Only passengers and third-party package customers without the trolley in their allowance have the option to add this to their booking upfront and carry an additional trolley (55x40x20) alongside their personal item. Passengers cannot purchase this at the airport.

The trolley with the maximum dimensions of 55 x 40 x 20 cm has a maximum weight limit of 10kg.

The personal item has no weight limit but may not exceed the maximum dimensions of 40 x 30 x 20 and must be placed underneath the front seat.

### 3.3 Service on Board

All passengers can purchase food and beverage in our on-board “TUfly Café”.

Similar to baggage allowance some tour operators and the flight-only tariff “Perfect” include a standard meal (1 snack plus 1 softdrink) on board.

TUfly also provides different pre-order meals.

These meals can be pre-ordered **up to 48 hours** before STD either via website or via Service Centre.

The booked meals can be found as IATA SSRs in the passengers’ PNR of the used DCS.

### 3.4 Web Check-in

TUfly generally offers web check-in from **14 days** until **5 hours** before STD for outbound and return flights.

From **14 days until 48 hours** before departure web check-in is only possible with either a pre-booked seat reservation or by purchasing a seat during the WCKI process.

From **48 until 5 hours** before departure free web check-in can be done. Within this period all unchecked passengers are automatically pre-seated.

For some tour operator passengers web check-in is obligatory – otherwise a fee becomes due at check-in desk (see [chapter 5.3 – Obligatory Web Check-in](#)).

### 3.5 Full Charter and Special Flights (Non-Standard TUfly Product)

For full **charter/special flights** (e.g. ship exchange, single ad hoc flights) the baggage allowance and the service on board will be defined by the charterer for all passengers on the respective flight.

This product is deviating from the regular Standard TUfly Product.

All details for these flights will be communicated in advance to all parties concerned by [groundoperations@tuify.com](mailto:groundoperations@tuify.com) or [specialops@tuify.be](mailto:specialops@tuify.be) by a **Special Flight Info (SFI)**.



## 4 Passenger Handling at Departure Airport

### Principals

The **web check-in service** is provided by **Navitaire / NewSkies starting 14 days** before STD, giving the passenger the possibility to check-in for his outbound and return flight.

**Web check-in** can be performed by passengers **up to 5 hours** before STD, for all regular X3-Flights (special/full-charter flights and triangle flights are excluded!).

All passengers without having performed web check-in and/or without having purchased a seat reservation will be automatically pre-seated by the booking system (18 hours before departure).

From April 8th, 2019 all passengers without having done web check-in will be automatically pre-seated by the booking system.

It is mandatory for all handling agents using **iPort DCS** to check the PNL/ADL error list (QMD in iPort) before check-in starts, to identify any transmission errors in seating, check-in status and other relevant changes within the PNRs.

### 4.1 Check-in Counter Requirements

Any necessary logos can be obtained by [groundoperations@tuifly.com](mailto:groundoperations@tuifly.com) and in the TAGO Portal in the required size and dimension.

In general, a TUIfly check-in might be performed either as dedicated flight check-in or as common check-in of more than two flights at (almost) the same time. Opening hours and staffing of counters are subject to local agreements (refer also to [chapter 12.1.](#) of this handbook).

#### 4.1.1 Regular Counter Signage

TUIfly provides the following full size monitor signage for electronic monitor display:



#### 4.1.2 Counter Signage for Full Charter- / Special flights

The signage for a full charter or a special flight should be separated from regular flights and displayed flight-related.

The monitors should either show a one third TUIfly-logo plus the respective flight data or an agreed commercial logo of the charterer.





## 4.2 EU-Regulation – Passenger Rights

**All TUfly Check-in Counters shall provide a respective Signage indicating the Passenger Rights according EU Regulation 261/2004 with the following Text:**

*Wenn Ihnen die Beförderung verweigert wird oder wenn Ihr Flug annulliert wird oder um mindestens zwei Stunden verspätet ist, verlangen Sie am Abfertigungsschalter oder am Flugsteig schriftliche Auskunft über Ihre Rechte, insbesondere über Ausgleichs- und Unterstützungsleistungen.*

*If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance.*

**Additionally for Flights to/from Spain/Canary Islands:**

*En caso de denegación de embarque, cancelación o retraso de su vuelo superior a dos horas, solicite en el mostrador de facturación o en la puerta de embarque el texto en el que figuran sus derechos, especialmente en materia de compensación y asistencia.*

(The respective forms can be found in TAGO Portal.

## 4.3 Dangerous Goods

In addition, a respective signage pointing out the actual **Dangerous Goods Regulations** is mandatory.

A DGR placard in pdf-format (in German and English language) can be obtained in the TAGO Portal for print out.



## 5 Ancillary Charges at Airport Desk

All **pre-booked SSRs** like baggage allowance, special baggage, excess baggage upgrades, seat reservations, pre-order meals and free airport check-in are **pre-paid**. They can be found as SSR within the passenger's PNR.

**Unlisted special services and/or SSRs are not pre-booked and not pre-paid and shall be charged at check-in desk.**

**If the passenger is still claiming about having booked/paid for any additional service beforehand, he must clarify this with his travel agency or TUIfly Customer Service department after his return to Germany for potential refund.**

**In doubt, contact TUI Ops for clarification.**

### 5.1 Excess Baggage and Limitations

The **basic free allowance** differs per **booking class** offered by the passenger's tour operator:

Passengers might have 0pc/0kg, 1pc/15kg, 1pc/20kg, 1pc/30kg free baggage displayed in the DCS.

If passengers wish to upgrade their baggage allowance by purchasing additional **excess baggage packages** they can do so up to 2 hours before STD, either online or via Service Center. These packages are more favorable compared to the prices at the airport check-in desk.

#### 5.1.1 Excess Baggage per Piece and Kilo

As mentioned in previous chapters TUIfly provides a piece- **and** weight concept.

When the **amount of booked pieces** of baggage is exceeded a fee shall be charged for each additional piece of baggage according its weight per leg.

For all destinations	
Weight of additional baggage	Price per piece
Max 20 kg	€ 120
Max 25 kg	€ 145
Max 32 kg	€ 160

When the booked **weight allowance** at check-in is exceeded, each full kilo shall be charged as excess baggage.

**The rate per kilo excess baggage is € 15.-.**

The baggage weight of passengers travelling together (under the same booking number) **can be pooled** within their given limitations.



### 5.1.2 "Small Items"

So called **"Small Items"** like sunshades, body boards, beauty-cases or souvenirs with a **maximum weight of 6 kg**, which do not meet the hand luggage regulation and cannot be fixed onto the checked-in luggage can be checked-in as additional baggage for a fee of **€ 25.-**.

**A "Small Item" is no regular piece of luggage!**

**Only one piece of "Small Item" per person is allowed.**

A small item can only be purchased at the airport and not during the reservation process.

If the maximum weight of 6kg is exceeded the price list for **additional** baggage applies:

A small item should not being mixed up with an Extra Bag. If the passenger wishes to carry bags in addition to the amount of pre-booked baggage(s), the passenger has to pay either for an Extra bag 1B20, Extra bag 1B25 or Extra bag 1B32 depending on the weight of the additional bag.

### 5.1.3 TUI Gold Card, Robinson Gold Card, TUI Card Titan, airtours Card

Booked passengers holding a regular **TUI Gold Card**, a **Robinson Card Gold**, **TUI Card Titan** or an **airtours Card** as shown below are entitled to hold **maximum two pieces** of baggage with a total weight of 30kg. This does also apply for up to 5 fellow travelers under the gold card holder's booking number.



## Commercial Product Handbook (CPH) Ancillary Charges at Airport Desk



Booked passengers holding a **TUI Gold Card One** or a **Robinson Card Gold One** are also entitled to hold **maximum two pieces** of baggage with a total weight of 32kg, but this free baggage allowance cannot be expanded to fellow travelers.



This extended baggage allowance only applies if the whole booking for journeys of the tour operators TUI D, Wolters Reisen, TUI Cruises and TUI.com **is paid with the passenger's Gold/ Titan/airtours Card and the allowance is shown in the PNR.**

If there is no higher allowance given in the PNR, any excess baggage must be paid at the check-in desk - even if the Gold Card is presented by the passenger.

**If the passenger is still claiming having booked/paid for any additional service he must clarify this with his travel agency or TUIfly Customer Service department after his return to Germany for potential refund.**

#### 5.1.4 Infants

Infants have the same baggage allowance as the associated adult (basic tariff) plus free stroller/buggy and car child seat (CRS), as indicated in the DCS.

If the adult booked any additional piece of baggage or additional excess baggage, this additional baggage allowance doesn't count for the infant.

**Note:** Infants of passengers having booked X3 flight only tariff "PURE" also do not have any baggage allowance (except a free stroller), even if the adult person booked an additional baggage (01B20).

#### 5.1.5 Disabled Passengers PRM (Passenger with Reduced Mobility) / PWD (Passenger with Disabilities)

Disabled passengers are allowed to check-in their own wheelchair, walking aid and/or medical equipment free of charge.

#### 5.1.6 Special Baggage

Any special baggage like sporting equipment, animals in cabin or load compartment etc. shall be pre-registered and pre-paid.

In single exceptional cases and given space availability these items can be checked-in as ad hoc special baggage.

Pets in cabin shall be transported in an appropriate soft, watertight bag.

The pet's weight shall not exceed 8kg. Pet kennels are not allowed in cabin.

For further detailed information please refer to the respective chapters in TUIfly GHM Part 1.

Special seating allocation for passengers with PETC - see also CPH Chapter 5.6.

Special baggage like Surf, Golf etc. is limited in weight up to 30kg per piece.

Exceeding weight shall be charged as excess baggage (€ 15 per kilo).

#### 5.1.7 TUIfly Staff Baggage Allowance

All TUIfly staff travelling with a reduced ticket irrespective of being on duty or private travel are entitled to:

- free baggage allowance of 1pc/20kg plus
- 10kg excess baggage free of charge plus



- 1 pc. sport equipment free of charge (has to be booked in advance)
- free desk check-in (no obligatory web-check-in)
- more pieces have to be pre-booked or purchased at airport
- free HBAG trolley (55x40x20 cm) with a maximum weight of 10 kg plus a personal item with the dimensions (40x30x20 cm)

These special conditions are only applicable for TUfly employees – not for any fellow travelers (even under same booking number).

Employees must be in possession of a TUfly identification card.

**This rule only applies for reduced travel.** For not discounted reservations the terms and conditions of the booking channel are relevant and crucial.

## 5.2 Special Seats

TUfly offers a special seat accommodation with more leg room on board of our Boeing 737-800NG, 737-8MAX and 737-700 aircrafts.

**XL-seats** are provided in the emergency rows **12 A-F (B737)** and **15-16 A-F (B738NG and MAX)**.

The so called **Comfort Seats** are located as follows:

In rows 1ABC, 2-5 DEF and rows 17-18 ABCDEF (B738NG),

in rows 2-6 DEF and 17-21 ABCDEF (B738MAX),

and in rows 2 ABCDEF and 13-14 ABCDEF (B737).

All kinds of special seats can either be purchased within the booking / web check-in process or latest as a last minute upgrade on board our aircrafts on space available basis – selling by cabin crew (€30.- per seat)

### 5.2.1 Selling of Special Seats at Check-in Desk - Upgrade

If passengers would like to upgrade their pre-allocated seats into XL- or Comfort Seats at the check-in desk, the handling agent may sell **available** seats (€30.- each).

### 5.2.2 XL-Seats (Emergency Rows)

The following category of persons is **not allowed** to be seated in the emergency rows:

- persons physically not being able to open an exit door and to assist others
- persons not being able to hear and/or understand verbal crew commands
- persons not having the visual capacity to assist in an emergency
- persons having the responsibility of caring for small children or other passengers needing assistance
- infants or persons below the age of **14**, whether or not accompanied by an adult
- persons not being able to understand neither German nor English
- persons physically or mentally handicapped to the extent that they would have difficulty in moving quickly if asked to do so, including elderly, infirm passengers
- persons whose physical size would prevent them from being able to move quickly, including expectant mothers



- obese persons (= persons who need an extension belt – extension belts in exit rows are not allowed)
- persons transporting a pet in cabin
- persons in custody or being deported

The check-in agents must examine all passengers who booked an emergency seat or who request such a seat at the baggage drop-off in respect of being able-bodied as described above.

These passengers must also be interviewed, if they are aware that they are seated in an emergency row and if they are willing to support the crew in case of an emergency.

Furthermore, the passengers must be informed that they must store their hand luggage in the overhead bins during take-off and landing.

All passengers trying to book an XL-seat in advance (as seat reservation and/or as chargeable web-check-in option) are getting an information about the excluding criteria for using XL-seats.

If it turns out at check-in or boarding that a non-complying passenger is holding a boarding card for an emergency seat or was pre-seated on such, the handling agent must check if there are regular seats available and must then re-seat these passengers.

If the flight is fully booked and fully pre-seated the cabin crew must be informed (via PIL) in order to re-seat this passenger on board according to the flight safety regulations.

In this case a reimbursement of the reservation fee to the passenger is not provided.

### 5.3 Obligatory Web Check-in - WCI

As mentioned in previous chapters most of the tour operators include **free desk check-in** at the departure airports.

These passengers can be identified by the SSR "DCKI" (desk check-in) in the DCS.

For passengers of some **selective tour operators** web check-in before using the drop-off counters at the airport is **obligatory** (e.g. Bucher Reisen (BUC), LMX-Touristik (LMX), V-Tours (VTO), TUifly "Pure"-tariff).

If the passenger has performed WCI he can either present a WCI-boarding-pass (hard copy or electronic) and/or the checked-in-status will be displayed in the respective DCS.

If the passenger **cannot present** a web check-in boarding pass and it becomes obvious in the DCS that the passenger has not yet checked in, a **desk check-in fee of €25** becomes due (for adults and children as of 2 years upwards or elder).

In **GoNow** it must be checked **for each passenger** if the comment "**DCKI**" is included in the PNR. **If DCKI is not included** in the PNR, the passenger must be **charged €25** for not having used web check-in.

#### Exceptions:

The following categories of passengers are **excluded from web check-in** in general:

- Groups of more than 9 persons
- Blind passengers and passengers with reduced mobility (PRM/PWD)
- Unaccompanied minors



- Passengers with booked animals (PETC/AVIH)

If free desk check-in (DCKI) is not added in their booking for some reason, the passengers shall not be charged.

## 5.4 Web Check-in at Stations Abroad on Departure Day

Abroad a reissue of the passenger's web check-in boarding pass only applies for electronic boarding passes, where they are not accepted by the local authorities.

TUfly **does not provide web check-in** for **special flights** (single ad hoc flights e.g. soccer teams) and for regular **full charter flights**.

## 5.5 Summary of all Charges at Check-in Desk:

AIRPORT PRICES				
Code	Region 1	Region 2	Region 3	Region 4
	<3 h	3-4 h	>4 h	>5 h
	Balearic Islands, Bulgaria, Croatia, Austria	Portugal and Spain Mainland, Tunisia, Turkey, Cyprus, Finland, Greece, Italy, Malta,	Egypt, Canary Islands, Madeira, Morocco, Israel	Cape Verde, Senegal
<b>BIKE</b> Bicycle Up to 30 kilos / 1 piece	135 €	145 €	145 €	155 €
<b>SURF</b> Surfing equipment Up to 30 kilos / 1 piece	135 €	145 €	145 €	155 €
<b>AVIH</b> Animals in hold Per Animal	135 €	145 €	145 €	155 €
<b>DIVE</b> Diving baggage Up to 30 kilos / 1 piece	105 €	115 €	115 €	125 €
<b>GOLF</b> Golf Clubs Up to 30 kilos / 1 piece	105 €	115 €	115 €	125 €
<b>MUSH</b> Musical in Hold	105 €	115 €	115 €	125 €





AIRPORT PRICES	
Excess Charge per full Kilo Tolerance	15 € None
Fee for not performed obligatory web check-in	25 €
XL Seat / Comfort	30 €
Small Item (additional baggage <6kgs)	25 €
PETC Pet in Cabin - Cat & Dog only max. 8kgs	65 €* 
UMNR (5-11 years)	70 €* 
Additional baggage charge per piece & maximum weight	<20kgs / 120 €* <25kgs / 145 €* <32kgs / 160 €* 
<b>Note:</b> * increased fee for unregistered services	

## 5.6 Special Seat Allocation and Special Cabin Interior B737-800 and B737-8MAX (y189)

Please note the following special seat allocation for special passenger requirements and some specifics of certain seat rows:

- on **emergency seats (XL-seats)** no disabled passengers of any kind and no children (under **14 years**) and infants (under 2 years) are allowed to be seated.
- infants are neither permitted in a row directly forward or aft of an emergency exit
- **WCHR/WCHS/WCHC** can be seated in and all other seats – except in emergency rows

WCHC only: For passenger convenience, WCHC passengers should preferably be allocated to a window seat

- **passengers with PETC** must be seated either on window or middle seat – seating on aisle seats as well as rows 1ABC, 2DEF and XL-Seats are not allowed.
- only 1 infant per 6-seat block! Maximum amount of **20 infants** allowed per a/c.
- **UMs** (unaccompanied minors) should be seated in row 32A-F
- the **back rest** of seats in rows 14-15 ABCDEF and 32 ABCDEF cannot be reclined
- seats 11-12A and 12F **are window seats with restricted view**

**Note:** Actual valid seat plans of all X3 aircraft types are available in TAGO Portal. <https://tago.tuigroup.com/#document>



## 6 Product Display in other DCS than GoNow

Only a few stations within the TUifly network do not provide GoNow DCS for different reasons.

They are using systems like iPort, Sita DCS or Altea as other local systems.

Most of these Departure Control Systems can process the standard IATA SSR data provided by the raw PNL and can display the booked services to the checkin staff by selecting the respective full PNR.

The booked baggage allowance of each passenger will be displayed by the respective **booking class** as follows:

Y-class = 0pc/0kg

X-class = 1pc/15kg

M-class = 1pc/20kg

C-class = 1pc/32kg

Any kind of **additionally booked** pieces of baggage, excess baggage, preordered meals and free airport check-in are pre-paid and displayed as SSRs in the PNR as follows:

**PDTS** HK1 DCKI = free airport check-in

**(passengers without this SSR, who did not do online CI shall be charged with €25)**

**XBAG** HK1 5KG = a 5kg-excess package is booked

**PDBG** HK1 20kg = an additional bag with 20kg is booked

**Pre-order meals** will be displayed in the passengers' PNR as IATA SSR and communicated to crew by printed PIL and special meal lists (see also chapter [10.4. Boarding](#)).



## 7 Handling Procedure "Triangle Flight" (Multi-Sector Flights)

All X3 triangle flights are operated with only one continuous round trip flight number (for ATC reasons the suffix "D" is added to the flight number from the second destination station in the flight program).

Triangle flights are indicated in the TUfly Daily Program as follows (sample):

DAMAB

X3 7106 FRA0500 BVC1145 189/114 HSL+1/4

X3 7106 BVC1235 SID1305 169/55 HSL+1/4

X3 7106D SID1405 FRA2020 163/0 KEP+1/4

The given number of passengers of 189/114 is to be read as:

189 passengers in total of which 114 continue on the consecutive flight.

Passengers booked to the second destination are getting only **one boarding pass** to their final destination (no transit BP), e.g. flight FRA-BVC-SID - boarding pass for destination SID shows FRA-SID.

This is also applicable for the baggage tag (no interline indication).

The **normal Standard procedure** for triangle flights is as follows:

- All transit passengers **stay on board** at the **first destination** station
- Mini-Cleaning, Catering and Fueling with passengers on board might take place
- At the **second destination** station **full cleaning and refueling** for the return flight will take place (with an additionally possible crew change)
- All passengers have **to disembark** on second destination airport

**Deviations of the standard procedure might be applicable. If this is the case all action to be taken at first and second destination airport will be coordinated with all stakeholders involved and will be communicated to the stations concerned well in advance.**

### **DCS multi-leg operation:**

As a standard for double destination operation during a regular seasonal flight program, TUfly in general will make sure that **a common DCS** for all stations involved (online mode) is in place in order to guarantee an online check-in for all legs.

In case of **different DCS or manual check-in** at departure and/or arrival stations (offline mode) a PRESOM/SOM procedure becomes applicable in order to coordinate pre-booked seats and to avoid double seating.



## 8 Delay Handling and Passenger Welfare

### 8.1 General

#### Departure Delays:

- Offer **means of communication** as published in EU regulation No. 261/2004 "Passenger Rights" (mainly 2 short phone calls).
- Provide our passengers with the published **information sheet** in the TAGO Portal concerning passenger rights according EU regulation 261/2004 – available in German, English and Spanish language at check-in desk and departure gate.
- TUIfly **counter signs** referring to the passenger rights according EU 261/2004 always have to be in place at check-in counter and gate.
- **Denied boarding compensation** has to be claimed directly to TUIfly by passengers.
- Keep passengers up-to-date. Work actively to avoid anger
- Do not abandon passengers.
- True and clear announcements at promised time (never wait a few minutes more hoping to get more information - but make a 2nd announcement shortly after with further news!)
- As far as possible give a new ETD towards passengers, even if it has to be revised again - avoid "indefinite delay"
- Ensure using the ETD times noticed in the TUIfly Daily Revisions
- In addition TUI Ops will send out delay messages by text and/or Email to passengers of delayed flight in case of delays of more than 2 hours
- Send an ETD message as soon as possible to all parties concerned
- Inform flight crew about information given to passengers. **Passenger Welfare Report** shall be used in case of delays of more than 2 hours, available via TAGO Portal. Send a copy to groundoperations@tui.com and csoffice@tui.co.uk. It is also desirable to use this form for shorter delays.
- If flight is delayed due to ATC slot, perform punctual boarding according STD as TOCC is permanently working on an improvement of slot
- Coordination of all action to be taken by TOCC and csoffice@tui.co.uk
- If the extent of delay makes a hotel accommodation necessary, a corresponding information will be given by TOCC.

#### Arrival Delays:

- The local arrival service (mostly the Lost & Found department) shall provide **pre-printed confirmation forms of late arrival** for arriving passengers on request. Forms can be found in TAGO Portal
- In case of ground transportation the handling agent shall forward all relevant information to the respective destination airport **and** to csoffice@tui.co.uk and TUI Ops / TOCC (e.g. amount of busses, departure time of busses, estimated arrival time at destination airport; special attention to UMs, handicapped persons etc.).


#### Passenger Welfare Report (Sample)



## Commercial Product Handbook (CPH) Delay Handling and Passenger Welfare

**Passenger Welfare Report**

Please share / report this information to operating crew and send a copy to:  
groundoperations@tuifly.com  
trafficcontrol@tuifly.com



Date  Flightnumber  All times in UTC

Routing  Passengers

STD  Registration

Aircraft Type  Operating Airline

Published Next Information or Estimated Departure Time(s)

Time						
NI						
ETD						

Service offered to Passengers

Time		At Check-in or Gate	EU Flight Right Regulation 261/2004	
	Communication / Announcement to Passengers		Subservice Info	
Time		Other Location	EU Flight Right Regulation 261/2004	
			Subservice Info	

Time  Vouchers

Time  Breakfast / Lunch / Dinner in Restaurant/Hotel

Time  Hotel Accomodation

Remarks

TUI\_fly\_Passenger\_Welfare\_Report\_2018\_V1

## 8.2 Meal and Refreshment

Local handling is responsible for compliance with welfare guidelines, after having received a respective written instruction by TOCC.



**The value of the vouchers to be issued will be instructed by the “Daily Revisions” sent by TOCC.**

Dependent on duration of delay and the flight distance the following guidelines apply (according EU-Regulation 261/2004):

**Delay of more than 2-3 hours up to 4 hours:**

Offer of drinks (coffee, tea, soft drinks), breakfast, light refreshment, snacks, small cold plate, sandwiches or cakes.

**After 4hrs and up to 6hrs delay:**

Offer of breakfast, lunch or dinner including drinks

**After 6hrs delay:**

Repeat refreshments

Principally, the TUIfly voucher form is to be used (to be found in TAGO Portal) – see sample below. If TUIfly vouchers cannot be used for some reason make sure that flight number, date and value of voucher are indicated clearly on each voucher.

Optionally, the voucher may be used for a purchase in our “Bordshop” and/or in our onboard “TUIfly Café” (limited availability of meals!).

The vouchers **cannot be used on board of sub-service flights** operated on behalf of X3 by other carriers.

The voucher is valid only on the day of issue and the following day. If used for a purchase on board it is only valid on the respective delayed flight. No cash reimbursement possible!

If airport restaurant facilities are not adequate for ground meal service, check whether alternative facilities are available near the airport.

Additional services (e.g. day rooms for families with children, elderly persons) to be arranged will be advised by TUI Ops / TOCC.

Always reconfirm any service to be offered to passengers with TOCC.

## Einladung / Invitation

TUIfly lädt Sie herzlich zu einer Erfrischung / Mahlzeit an Ihrem Abflughafen ein.

Wahlweise können Sie diese Einladung auch in unserem Bordshop einlösen. Speisen und Getränke des “TUIfly-Cafés” an Bord sind nur begrenzt verfügbar.

*TUIfly would like to offer you a refreshment / meal.  
Optionally this invitation may be used for a purchase in our Bordshop.  
Refreshments or meals of our “TUIfly-Café” menu on board are limited to availability.*

Diese Einladung ist ausschließlich am Ausgabedatum und am Folgetag gültig. Eine Einlösung im Bordshop ist nur auf dem betreffenden Flug möglich. Barauszahlung ist ausgeschlossen.

This invitation is valid only on the day of issue or the following day. If used for a purchase in our Bordshop it is valid only on the respective flight. No cash reimbursement possible.

Rechnung bitte an / please send invoice to:  
TUIfly GmbH Flughafenstrasse 10, 30855 Langenhagen, Germany

☐ 7,50 € \*)

☐ 15,- € \*)

☐ \_\_\_\_\_ \*)

Datum / Date \_\_\_\_\_

Flugnummer / Flight Number \_\_\_\_\_

Abflughafen \_\_\_\_\_

Signature Handling Agent \_\_\_\_\_

(\*) Dieser Betrag beinhaltet die Kosten für zwei kurze Telefonate gemäß EG-VO 261/2004.  
(\*\*) This amount includes the cost for two short telephone calls according to regulation EC 261/2004.





## 8.2.1 iCoupon Delay Vouchers

### Introduction

iCoupon will now be used at home bases and selected airports with regards to flight delay voucher distribution.

iCoupon will be used to digitally load the voucher on the barcode of the boarding pass, enabling passengers to spend the voucher at retailers that are active on the iCoupon Platform.

**For the list of stations where iCoupon is used to manage delay vouchers for TUI, refer to Appendix I9, Selected Airports Using iCoupon in the TAGO portal.**

### Retailers available

This list of retailers, with the links, can be found in the TAGO portal, Documents folder (with the IATA Airport code at the end – see example for CFU below): <https://www.icouponworldwide.com/airport/CFU>

*Note that not all retailers at your airport are accepting iCoupon. It is therefore very important to look up the available retailers via the link above.*

### Procedure

In case of delay vouchers, TUI's TOCC CLO Department will activate iCoupon for customers on the delayed flight and will inform:

1. the Ground Handler via a phone call (+ mail will be sent).
2. the customer policy & care department (for TOM flights), Nordic Duty Office (for BLX flights), Customer Care AMS (for JAF and TFL flights) and TUI Germany Ops Department (for TUI flights). These departments will inform the passengers via a SMS (see example attached). Note that we are not able to inform everyone as we do not possess all the contact numbers of all our passengers. That is why information at the gate is essential by the gate agent.

The Ground Handling Agent should:

1. inform passengers by making the following announcement as below at the gate. The specific message in bold is essential to make sure all customers are aware of the voucher on their boarding pass.
2. make sure a QR code (see TAGO Portal "Documents" - 10. iCoupon Flight Delay Voucher) is made available at the gate for customers to scan. By scanning the QR code customers will see the overview of all iCoupon retailers available at the airport.

### Backup

In the unforeseen circumstance of an iCoupon outage, the Ground Handling Agent is requested to use the back-up plan:

1. TUI Germany Ops Department will inform customers of the flight delay and the voucher they will receive.
2. TUI's TOCC CLO Department will contact the Ground Handler via mail to distribute paper vouchers for the respective, delayed flight. The mail will contain all required information to do so.



## Gate Call Announcements

English	<p><i>Dear Passenger,</i></p> <p><i>This is a general announcement regarding the departing flight X3 XXXX with destination XXX. On behalf of TUI we would like to inform you that unfortunately your flight has been delayed.</i></p> <ul style="list-style-type: none"><li><i>• Option 1: the new departure time is scheduled for XX:XX. You are expected back at gate X at XX:XX for boarding.</i></li><li><i>• Option 2: we are not yet able to inform you of a new departure time, but we will be happy to meet you at gate X at XX:XX in the hope of informing you further.</i></li></ul> <p><i>"Below text only to be used if iCoupon Voucher has been advised by TOCC"</i></p> <p><b><i>We are happy to offer you something to eat and drink while waiting. You will receive XXX, this credit will be loaded on your boarding pass and can be spent at the following retailers:</i></b></p> <ul style="list-style-type: none"><li><b><i>• For a complete overview of all available retailers, you can always click on the link in the SMS you received or scan the QR code at your gate.</i></b></li><li><b><i>• Each voucher should always be spent at 1 retailer.</i></b></li><li><b><i>• The voucher is restricted to use at the airport and cannot be used on board the aircraft.</i></b></li></ul> <p><i>On behalf of TUI, we apologise for any inconvenience caused by this delay. If you have any further questions, please do not hesitate to contact us. We will remain at your disposal at the gate.</i></p>
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German	<p><i>Sehr geehrte Fluggäste,</i> <i>dies ist eine allgemeine Durchsage für den Abflug X3 XXXX mit Zielflughafen XXX.</i> <i>Im Namen der TUI möchten wir Sie darüber informieren, dass Ihr Flug leider verspätet ist.</i></p> <ul style="list-style-type: none"><li>• <i>Option 1: Die neue Abflugzeit ist für XX:XX geplant. Sie werden um XX:XX Uhr am Gate X zum Einsteigen erwartet.</i></li><li>• <i>Option 2: Wir sind noch nicht in der Lage Ihnen eine neue Abflugzeit mitzuteilen, aber wir würden uns freuen, Sie am Gate X um XX:XX Uhr zu treffen, um Ihnen weitere Informationen zu geben.</i></li></ul> <p><i>„Folgenden Text bitte nur verwenden, wenn iCoupon Voucher durch das TOCC angewiesen wurde.“</i></p> <p><b><i>Wir bieten Ihnen gerne etwas zu essen und zu trinken an, während Sie warten. Sie erhalten XXX, dieses Guthaben wird auf Ihre Bordkarte geladen und kann bei den folgenden Einzelhändlern ausgegeben werden:</i></b></p> <ul style="list-style-type: none"><li>• <b><i>Für eine vollständige Übersicht aller verfügbaren Einzelhändler können Sie jederzeit auf den Link in der SMS klicken, die Sie erhalten haben, oder den QR-Code an Ihrem Gate scannen.</i></b></li><li>• <b><i>Jeder Gutschein darf nur bei einem Händler eingelöst werden.</i></b></li><li>• <b><i>Der Gutschein ist nur am Flughafen einlösbar und kann nicht an Bord des Flugzeugs verwendet werden.</i></b></li></ul> <p><i>Im Namen von TUI entschuldigen wir uns für die Unannehmlichkeiten, die durch diese Verzögerung entstanden sind.</i> <i>Sollten Sie weitere Fragen haben, zögern Sie bitte nicht, uns zu kontaktieren. Wir stehen Ihnen am Gate gerne zur Verfügung.</i></p>
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#### SMS Example to customer

German	<p>Sehr geehrter Fluggast, Ihr Flug X3 {Flight Number} von {Departure Station (dts.)) nach {Destination Station (dts.)) , Abflug ursprünglich {Scheduled Departure Time (LT)} am {Scheduled Departure Date} ist verspätet. Ihr neue Abflugzeit lautet {Estimated Departure Time (LT)} am {Estimated Departure Date}.</p> <p>TUIfly wird Ihnen einen Verpflegungsgutschein in Höhe von {Voucherbetrag} EUR zur Verfügung stellen. Dieser Betrag ist als Guthaben auf Ihrer Bordkarte hinterlegt. Für Akzeptanzstellen klicken Sie bitte auf folgenden Link: <a href="https://icouponworldwide.com/airport/XXX">https://icouponworldwide.com/airport/XXX</a></p> <p>Der Gutschein ist nur am Flughafen einlösbar und kann nicht an Bord des Flugzeugs verwendet werden.</p> <p>Aktuelle Informationen finden Sie auch unter <a href="https://www.tui.com/service-kontakt/flug/verspaetung">https://www.tui.com/service-kontakt/flug/verspaetung</a></p> <p>Sollte Ihnen aufgrund einer großen Flugverspätung ein Anspruch auf eine Ausgleichszahlung gemäß EU- Verordnung 261/2004 entstehen oder sollten Sie einmal Grund zur Reklamation Ihres TUIfly-Fluges haben, nutzen Sie bitte folgenden Link: <a href="https://www.tui.com/service-kontakt/flug/reklamationen">https://www.tui.com/service-kontakt/flug/reklamationen</a></p> <p>Wir entschuldigen uns für die Unannehmlichkeiten. Ihre TUIfly GmbH</p>
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English	<p>Dear Customer, Your flight X3 {Flight Number} from {Departure Station (engl.)} to {Destination Station (engl.)}, scheduled departure {Scheduled Departure Time (LT)} at {Scheduled Departure Date} is delayed. It will now depart at {Estimated Departure Time (LT)} on {Estimated Departure Date}.</p> <p>TUIfly will issue {Voucher amount} EUR refreshment voucher. This credit will be loaded on your boarding pass and can be spent at the following retailers at only one time: <a href="https://www.icouponworldwide.com/airport/XXX">https://www.icouponworldwide.com/airport/XXX</a> for refreshments while you wait at the airport. The refreshment voucher is restricted to use at the airport and cannot be used on board the aircraft.</p> <p>You can also find current information at <a href="https://www.tui.com/service-kontakt/flug/verspaetung">https://www.tui.com/service-kontakt/flug/verspaetung</a></p> <p>If you have a claim for compensation under EU Regulation 261/2004 due to a long flight delay or if you ever have cause to complain about your TUIfly flight, please use the following link: <a href="https://www.tui.com/service-kontakt/flug/reklamationen">https://www.tui.com/service-kontakt/flug/reklamationen</a></p> <p>We regret the inconvenience this may have caused to you. TUIfly GmbH</p>
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## 8.3 Diversion of flight

### 8.3.1 Dispatching Station

**Procedure for station dispatching passengers and baggage by bus (either ground transport to alternative departure airport or to destination airport):**

- Passenger and corresponding baggage always to be transported on the same coach
- Baggage has to be physically identified at receiving airport and has to be checked in newly by passenger (at alternate departure station).

Information to be provided to coach driver:

- destination airport including
- airport information such as terminal number, check-in counters etc.
- handling agent's name and contact person
- phone number of contact person

Information to receiving station + copy to TOCC / TUI Ops:

- departure time of coach(es)
- estimated time of arrival or estimated time of travel
- in the case that UMs are affected, special arrangements have to be made (attendance is to be guaranteed, contact to receiving party etc.)

### 8.3.2 Receiving Station

**Procedure for a station as alternative departure station receiving passengers and baggage:**

- Guarantee on-time preparation of check-in facilities and other infrastructure
- Confirmation of arrival of coaches to dispatching station and copy to TUI Ops / TOCC

**Procedure for a station as final destination receiving passengers and baggage:**

- Close liaison with dispatching station in order to guarantee correct information towards meeters-and-greeters awaiting arriving passengers
- Giving information to all concerned local parties in order to provide respective infrastructure (e.g. taxis, hotac, etc.)



- Confirmation of arrival of coaches to dispatching station and copy to TUI Ops / TOCC

## 8.4 Handling of Wet Lease Services for TUIfly (Subcharter)

If TUIfly has to wet-lease an aircraft by another carrier, contractual agreements will be met about the execution of the different operational duties (see GHM 1).

TOCC / TUI Ops will provide the foreign airline's aircraft registration including the respective seat layout.

The handling agent must always crosscheck the information given in "Daily Revision" and DCS before handling start.

Also the deviating **seat layout** must be considered particularly with regard to the seat allocation in **emergency rows** (possible reseating of passengers).

A separate notice to all stations concerned containing relevant information about the lessor airline (company information, aircraft type, average age of fleet) can be **obtained by TUI Ops and in the TAGO Portal**.

This information must be handed over to the passengers and/or should be displayed at check-in desk/departure gate according EU-Regulation 261/2004.

Within **iPort DCS** all locally printed boarding passes will show the information "operated by XXX airline". Latest at the gate the passengers must all be informed about the wet lease operator either by an **announcement** and/or an indication given on the **gate monitor(s)**.

In case of an **ad hoc** subservice generally **all passengers** will be provided with an equal meal and non-alcoholic beverages on board. Delay meal vouchers issued at the departure station cannot be used for onboard purchase in this case.

In case of **seasonal, permanent subservices** the regular TUIfly service on board will be offered.



## 9 Reporting

### 9.1 Occurrence Reporting

TUI fly Ground Operations has implemented a standard reporting structure for all handling agents. This includes an IQSMS reporting and a Passenger Welfare Report Excel sheet form.

The Excel sheet forms can be found in the TUI Airline Ground Operations Portal.

A report must be issued whenever a non-normal situation has occurred via IQSMS, latest on departure day, and provide all the necessary details such as action taken and special handling. A report must be raised whenever one or more of the following situations have occurred:

- Any safety or security incidents, accidents or near misses including those falling under the mandatory reporting criteria under regulation (EU) 376/2014;
- Bookings, passengers and baggage related irregularities;
- Any extraordinary situations related to passengers: Inadmissible Passengers (INADs), Passengers refused for check-in (information regarding the reason for denied check-in/boarding should be included - e.g. no valid identification document, overbooking, unruly passenger etc.) Passengers showing up at check-in after deadline (information regarding the name, flight number, arrival time at check-in should be included).
- Any significant delays should be reported and further investigated as it relates to the station performance (e.g. system errors) and might have an impact on other areas such as safety, security. For example, for delays over than 2 hours, the passenger welfare below should be followed.

### 9.2 Passenger Welfare Report

In case of delays of more than two hours a Passenger Welfare Report shall be issued. A copy of that should be handed over to the operating crew (in case this is not possible the information should be shared with crew verbally).

A copy of this form should be attached to a report in IQSMS.

It contains: Communication to passengers (next info, estimate departure times, etc.) Additional costs (refreshment, lunch, dinner, HOTAC) which will be debited to TUIfly. The respective Excel form (Passenger Welfare Report) can be found in the TAGO Portal.



## 10 General Procedures "Transport of Passengers"

### 10.1 Travel Documents

#### 10.1.1 General

General regulations concerning travel documents are to be found in GHM, Part 1.

#### 10.1.2 Validity of Documents

Principally passengers are only to be accepted when holding a valid travel document (ID-card / passport) according to the TUIfly conditions for carriage.

The travel document shall be valid in respect of the relevant entry requirements of the destination country, which are to be found within the latest actual TIMATIC edition.

In case of uncertainty it is strongly recommended to contact TUI Ops / TOCC for verification.

If a passenger is refused for transportation due to invalid entry documents, this has to be recorded in the respective IQSMS report.

### 10.2 Check-in of Passengers

#### 10.2.1 General

General regulations concerning safety and security during check-in and special check-in procedures are described in GHM Part 1.

#### 10.2.2 Airport Check-in Procedure

Passengers identify themselves at check-in by presenting their travel documents and possibly in addition by their booking itinerary/ticket.

In order to provide passengers with information by SMS messages in the event of delay or other irregularity, the **mobile number of guests checking in locally** must be entered into the DCS (e.g. +49xxxxxxxxx).

One phone number per party will be sufficient.

The phone numbers of **web check-in passengers are already recorded**.

All full fare passengers shall principally be checked-in with seat allocation (no free seating)..

**Baggage** can be checked-in **point-to-point** only.

**Check-in opening:** a minimum of **2 check-in counters** to be opened **at least 2 hours** prior STD – or as agreed in SLA.

**Check-in closure: 45 minutes prior STD**

If a passenger is refused for transportation because of having shown up after check-in closure, this has to be recorded in the respective IQSMS report.



### 10.2.3 Missed Flights

In case passengers missed their booked flight and no tour operator representative is available, passengers should contact the TUIfly call center or have to write to TUIfly [customercare@tuifly.com](mailto:customercare@tuifly.com).

### 10.2.4 Taking over of Third Carrier passengers

The transportation of passengers originally booked with another airline is possible if:

- space available on flight
- authorization for acceptance is given by TOCC / TUI Ops.
- a list, indicating the number and names of passengers accepted for replacement transport is issued
- the tour operator and/or airline requesting the transport shall issue a written confirmation for taking over the costs of replacement transport

### 10.2.5 Overbooking

In the case that a flight is overbooked the following procedure has to be followed:

- Check-in of passengers with valid reservation in **order of appearance** at check-in until flight is full
- Then "flight closed"
- All potentially overbooked passengers and their baggage shall be checked in on standby basis and directed to the respective departure gate for final clarification. Inform the concerned passengers accordingly.
- If it turns out at the gate (after boarding of all seated passengers) that the flight is definitely overbooked, the overbooked passengers shall be directed to the respective ticket counter.
- Immediate information also to TUI Ops.
- Follow the instructions given by TUI Ops.
- TUI Ops is responsible for re-bookings and HOTAC if needed
- Do not hand over contact details of TUI Ops to passengers! If passengers want to contact TUIfly, they have to contact the call center or have to claim at TUIfly customer care (see [Chapter 2.2](#))
- An IQSMS report giving all details shall be established within the IQSMS reporting program.

## 10.3 Staff Travel

### 10.3.1 General

No PAD-**paper** tickets have to be accepted at any time. All passengers flying on a reduced fare basis have to present a TUIfly itinerary, no matter if stand-by or confirmed travel.

All necessary information relating to baggage allowance for X3 staff can be found in chapter [5.1.7](#).

### 10.3.2 Staff Travel with Confirmed Booking

- Employees of own or other airlines shall present TUIfly booking confirmation at check-in or TUIfly record locator.



- Employee has to show airline identification for verification.
- Employees, presenting a confirmation for that particular flight, but are not listed on the PNL have to be checked-in as NOREC.
- In case of flight is overbooked and passenger cannot be accepted, the following regulation is coming into effect for private travel:  
Passengers holding confirmed IDZS1, IDZR1 and IDZN1 – ticket for the sector in question, receive costs for hotel accommodation, ground transportation to/from hotel and meals, not exceeding what is granted to commercial passengers. Additionally the eligible passenger shall be rebooked on the next available TUfly-flight in question.  
No additional expenses will be paid arising as a result of non-acceptance and/or deplanement, such as denied boarding compensation.
- In general staff travel passengers holding a confirmed booking have to be offloaded before any other full paid passenger.
- TUfly staff always has a higher priority than any other external airline-staff. Priority by status:  
1st: S1  
2nd: R1  
3rd: N1

In case of any questions concerning staff travel please do not hesitate to contact Mr. Joachim Zieseniss, TUfly Travel Management, joachim.zieseniss@tuifly.com during business hours.

### **10.3.3 Staff Travel with Stand-by Booking**

- Stand-by passengers shall present their TUfly booking reservation at checkin.
- All stand-by staff travelers shall be listed in PNL – a NOREC acceptance is not allowed.
- If a PAD could not be accepted for transportation as no space is available, the PAD shall change his booking in the respective booking system “myIDTravel”. Then a new PNR will be created in the selected next available flight.
- The booking number is valid 3 months from the first flight departure date on and 3 months from the return flight date, indicated in itinerary printout.
- Acceptance of stand-by passengers on regular seats at check-in according to priorities shown below in order of listing date time (no seniority check!).
- TUfly staff always has higher priority than external staff:  
1st: S2 (staff travel on duty on stand-by)  
2nd: R2 (leisure travel on stand-by)  
3rd: N2 (complimentary other than X3 carrier staff on stand-by)
- Flight crews are not authorized to decide stand-by travel priority or acceptance of passengers in any kind or acceptance of stand-by passengers at or after check-in closure.
- Flight crews decide about the allocation of cockpit- and cabin jumpseats. The acceptance of a PAD in cockpit requires a “Flight Deck Permission” by TUfly NP Flight Operations, for which the PAD had to apply for in advance. If cabin jumpseat is required, the handling agent should contact cabin crew for authorization in advance.

## **10.4 Boarding**

### **10.4.1 General**

Safety and security related items to be considered when embarking or disembarking passengers are described in chapter 04.04.01, GHM Part 1.



- Boarding information given to passenger on boarding pass is **45 minutes** prior STD, however local deviations are possible.
- Pre-boarding of WCH-passengers and UMs required. If pre-boarding is not possible the crew has to be informed.
- Standard boarding announcements to be made if possible in language of country and in English
- When aircraft is parked at jet bridge: boarding by seat rows is applied
- When boarding with steps make sure that 2 sets of stairs are available:
  - pax from row 1 to 16 to be advised to board via front door
  - pax from row 17 to be advised to board via aft door
- Web checked-in pax have to present boarding pass print-out or an electronic boarding pass via smartphone. Boarding to be performed with scanner or manually in DCS

*In case of system breakdown during boarding:*

A print-out of all web checked-in passengers always has to be available at boarding gate for cross-check while boarding.

#### 10.4.2 Automatic Boarding Procedure

Principally automatic boarding is to be performed without consultation of crew:

- First passenger at aircraft door at the latest **13 minutes** after the last passenger has disembarked – or
- **25 minutes prior STD/ETD**

**Due to safety reasons please cross-check if crew is on board at boarding time or if crew reports "not-ok" for automatic boarding.**

Earlier/delayed boarding shall be coordinated with the crew.

##### 10.4.2.1 Boarding Announcements

Please find below the new standardized TUI Airline Boarding PA which is applicable in all locations, both at home and destination airports.

For wet-leased aircraft operating under a TUI flight number, reference should be made to the specific airline and is included in the Boarding PA as follows:

***Thank you and enjoy your TUI flight. (If applicable please add - "which today is operated by XXXX")***

If boarding is delayed for any reason, it is the responsibility of the boarding agent to keep customers informed.

#### **Boarding announcements:**

##### **Pre-boarding announcement (to commence no later than STD-45):**

Good morning/afternoon/evening, TUI welcomes you to your flight XXXX (add flight number), to XXXX (add destination airport), boarding at gate XXXX (add gate number).

Before we start boarding, please remain clear of the gate area until you are called. Please have your boarding pass and ID, or passport open at the picture page, ready for inspection.





**If you have any power banks, e-cigarettes or other loose lithium-ion batteries in your checked-in luggage please inform a member of staff immediately. These items must be carried in the cabin and not in the aircraft hold**

**First boarding announcement:**

We now ask **passengers requiring assistance** to come forward now for boarding.

Thank you and enjoy your TUI flight. *(If applicable please add - "which today is operated by XXXX")*

**Second Boarding Announcement:**

Thank you for waiting.

We now ask **passengers travelling with infants & children under 5 years old** to board the aircraft.

Thank you and enjoy your TUI flight. *(If applicable please add - "which today is operated by XXXX")*

**Third Boarding Announcement:**

**REMOTE BOARDING**

We now ask all other passengers to come forward for boarding. For your safety, please avoid walking under the wing as you board the aircraft.

**AIRBRIDGE BOARDING**

**ALL REMAINING PASSENGERS**

We now invite passengers seated between rows xxxx and xxxx to come forward now for boarding.

*(Please refer to boarding sequence table).*

All remaining passengers traveling with TUI to XXXX *(add destination)*, may now come forward for boarding.

Thank you and enjoy your TUI flight. *(If applicable please add - "which today is operated by XXXX")*.

BOARDING SEQUENCE		AIRBRIDGE	REMOTE – Please inform passengers...
<b>Boeing B737-800 NG</b> <b>Boeing 737 MAX-8</b>	<i>1st</i>	Rows 20 to 32	Front steps: row 1-16 / Back Steps: row 17-32
	<i>2nd</i>	Rows 11 to 32	
	<i>3rd</i>	Remaining	



### 10.4.3 Final Works at Departure Gate

#### 10.4.3.1 Print out of pax lists for crew

The following passenger / meal lists **must** be printed out for cabin crew:

- PIL Passenger information list by SSR category (GoNow DCS)
- All PIL formats printed out by using F11 (boarding mode) in iPort



## 11 Baggage Tracing / Lost & Found

### General

TUIfly is member of Worldtracer.

All handling agents should use this system only when dealing with Lost & Found cases.

In the case that a station is not equipped with Worldtracer all data has to be sent according to PIR form via SITA to ATLWMXS and copy to HAJLZ.

Without PIR no irregularity can be regulated!!!

### 11.1 Missing Baggage

#### 11.1.1 Procedure for PIR (Property Irregularity Report)

If a passenger reports his baggage or parts of it to be missing at point of destination a PIR has to be issued.

When issuing a PIR

- feed data and distinctive contents of missing bag into system
- use the actual IATA baggage identification chart
- hand out one copy of the computer generated PIR to passenger

If Worldtracer system is not available use SITA address indicated in last chapter.

#### 11.1.2 Headquarter/HDQ Control

If a baggage has not been located within 5 days after issuing an AHL (Advise if Hold) file, the responsibility changes from station control to HDQ control.

As soon as an AHL file is under HDQ control no action may be taken from any station without approval of TUIfly Central Lost & Found at HAJ.

#### Exception:

- A ROH (Request on Hand) has been made within the first 5 days after date of issuing an AHL file.
- A FWD (create Forward file) has been received within the first 5 days after date of issuing an AHL file.

#### 11.1.3 Basic need emergency purchases

If a passenger arrives at a for him foreign station and reports his baggage to be missing, the **ticketholder** whose baggage is missing is entitled to spend the following amounts for basic need purchases. Principally no cash payment will be made at any airport.

#### Exception:

If the passenger whose baggage is missing is holding a ticket issued by TUI, refund payments will be effected by the local TUI representative against presentation of receipts.



Period baggage is missing	Amount
After 24 hours up to 48 hours	€ 50.-
After 48 hours - another	€ 50.-
As from 72 hours - additionally	€ 70.-
Maximum amount granted	€ 170.-

**Note:** The equivalent in other foreign currencies is valid as well.

The passenger has to be told to act damage limiting, costs for long-term used consumer goods will be refunded with 50% only.

The passenger has to collect receipts for purchases and has to present them to TUifly for settlement. After 2 years settlement will be denied.

## 11.2 Found Baggage

### 11.2.1 Misrouted, Untagged and Unclaimed Baggage

If baggage with an X3 baggage tag for another destination or without tag from a TUifly flight is found:

- feed baggage data immediately and without exception into system / OHD (On Hand)
- in case of "no match" within 48 hours in detailed contents list and detailed bag description to OHD file

If baggage is requested by another station:

- tag baggage with an expedite tag (rush tag)
- forward baggage as soon as possible to destination
- send an FOH (Forward Onhand bag) containing all data needed as specified in IATA Passenger Services Conference Resolutions Manual, Resolution 743a via Worldtracer. (If the file is at station Level tracing, the system will close the OHD file automatically, a CFI won't be necessary.)

**Note:** It is absolutely mandatory that found baggage / rushbags have been scanned / x-rayed before being sent on TUifly flights or other airline flights!!

### 11.2.2 Delivery Instructions

After recovery of baggage deliver baggage to passenger **within 24 hours!**

If a German station has an OHD which is requested from another German station:

- Send bag with rush tag by aircraft either on **direct** flight or via **FRA or MUC ONLY!**

**If no flight is available send bag to the requesting station by ground transport**

- distance up to 50 km: Delivery by local delivery service or taxi
- distance more than 50 km: Delivery by DHL Ground Transport



### **Exception:**

In the case that DHL cannot be contacted due to weekend or holiday, AND the bag is urgently needed, the baggage may exceptionally be delivered by local delivery service or taxi up to a distance of 125 km.

In these cases a message has to be sent via Worldtracer or SITA or TUfly Central Lost & Found at HAJ.

### **11.2.3 Found Baggage / Unclaimed Baggage within 7 days**

If nobody claims found baggage within 7 days, send bag FLZ (forward onward bag to LZ office) to TUfly Central Lost & Found at HAJ

## **11.3 Damage on Checked Baggage and Pilferage**

### **11.3.1 Damage on Checked Baggage**

If a passenger reports upon arrival that his baggage has been damaged during flight, the station concerned has to issue a PIR indicating the damage.

Handling principally is the same as for missing baggage.

The following items are absolutely mandatory to be completed:

- CT colour / type
- PA permanent address
- TN tag number
- IN insurance yes/no
- PN permanent phone number
- TD type of damage
- BI brand name
- BD indicate age and value of damaged baggage

Payments will be handled via customer relation management after return. The actual instructions "Damage to your baggage / Schaden an Ihrem Gepäck" has to be handed over to passenger.

### **11.3.2 Pilferage**

If a passenger reports items out of his checked baggage to be missing after flight, a PIR has to be completed indicating pilferage.

Refer to [11.3.1](#) above for completion of mandatory items.

Inform passenger to claim via his insurance or to write to TUfly customer relation management.

## **11.4 Unchecked hand baggage**

### **11.4.1 Missing**

Tracing shall be effected by one short and explicit courtesy message.



#### 11.4.2 “Mini – Found” (Left Behind Cabin Baggage)

Principally no liability for lost cabin baggage is accepted. The crew will only handover unchecked hand baggage items found on board an airplane to handling agent against signature – **printed letters or legible signature and indication of handling company** – on the Cabin Report.

Every effort has to be made to locate the owner, still at arrival airport. If this is not possible the item has to be handed over to local Lost & Found department.

All items are to be clearly marked with flight details and the name of the owner if known and have to be sent to HAJLZ once per month.

##### **Procedure for German Stations:**

- All found properties are to be listed either in Worldtracer or manually at the respective station.
- Stations which have no possibility to feed found properties onto Worldtracer have to send a list of all items found onboard TUIfly airplanes to HAJLZ every 2 weeks.
- If the found property is identifiable (found items with ID contents), return to passenger immediately without charges to TUIfly.
- Procedure for isolated personal documents and credit cards:
  - Credit card / EC card: send card to issuing credit institute by mail
  - Insurance card: send card to the insurance company shown on card, the postage will be paid by TUIfly
  - Passport: hand over to Bundespolizei at your station
  - ID card / Personalausweis: send to permanent address of owner shown on the ID card
  - Any other item which is not claimed, has to be sent to HAJLZ within 1 month

##### **Procedure for Stations abroad:**

- All found properties are to be listed either in Worldtracer or manually at the respective station,
- Stations which have no possibility to feed found properties into Worldtracer have to send all items found onboard TUIfly airplanes to HAJ headquarter (HAJLZ) once per month.

### 11.5 Late Claims and Correspondence

#### 11.5.1 Missing Bags

No PIR should be issued once the passenger has left the airport.

The passenger has to be requested to contact HAJLZ as soon as possible, but at least within 7 days after arrival.

Handling agents should refrain from direct correspondence with the passenger with reference to irregularities / claims.

#### 11.5.2 Damaged Bags and Pilferage

Procedure as shown above in 11.3.1



## **11.6 PIRs on board of aircraft**

In the case that more than 40 pieces or 500kg baggage have to be left behind at point of departure due to CTOT, strike, weight and balance purposes etc., the crew has to hand out PIRs on board of the aircraft to all passengers.

The passengers have to be advised that those of them who do not receive their luggage at point of destination, shall hand over the filled out PIR to the corresponding Lost & Found agent. All other PIRs have to be destroyed.

This procedure is made to avoid long waiting times for the affected passengers and to relieve the Lost & Found staff.



## 12 Quality Service Standards in Passenger- and Aircraft Handling

### 12.1 TUfly General Standard Quality Plan

Each handling / airport has to follow and monitor the following quality standards:

- Minimum 2 check-in counters to be opened at least 2h prior STD – or as agreed in SLA
- Basic requirements for **flight editing** before check-in start:
  - Check of successful PNL transmission into local DCS
  - Check for potential QMD/Error List or comparable in other DCSs.
- Boarding gate to be opened at the latest 45 minutes prior STD (or as individually agreed)
- Automatic boarding start
- English language speakers to be available for announcements
- Arrival baggage delivery within 20min after ATA

**Note 1:** Detailed and binding information for turnaround as per Daily Program.

**Note 2:** At selected airports increased quality levels have been agreed, e.g. common check-in, Group common check-in.

### 12.2 Turnaround Time

TUfly defined a standard turnaround time of 50 minutes. An exceedance of this ground time of more than 5 minutes counts as delay, which shall be explained in the respective MVT-message.

For DPAG flights a ground time of 120 minutes is determined.

Turnaround time	Cleaning	Remarks
120 Minutes	Yes	DPAG flights
50 minutes	Yes	Standard turnaround time

### 12.3 Cleaning Standards

#### 12.3.1 Disposal of waste

Waste boxes will be emptied and litter will be disposed after each leg by cleaning company.

#### 12.3.2 Standard Cleaning

The following items are included in standard cleaning being performed by external service provider:

- Disposal of litter from passenger seats
- Cleaning of seat pockets
- Crossing of seat belts on cushions
- Vacuum cleaning
- Cleaning of toilets

**Note:** Rearrangement of seat pockets is task of cabin crew





Standard cleaning as described above will be provided for all flights except on multi sector flights, where transit passengers stay on board. In this case cleaning is reduced to disposal of waste.

## **12.4 Toilet and Water Service**

No automatic toilet service and potable water service at:

- Spain: Mainland and Balearic Islands
- Portugal: Mainland
- Greece: All stations (exception: fresh water service is included)
- Bulgaria: All stations
- Malta.

Water level has to be checked by crew before flight.

Services are always performed during turnaround in Germany.