



TUI Airline Ground Operations

Instruction Notice

SSRs on GoNow printed boarding pass

Notice: GOIN25-017

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To: All Stations
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Applicability: TUI Airways (TOM-BY) / TUI fly Belgium (JAF-TB) / TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

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Dear partner,

We are pleased to announce an update to our GoNow airport printed boarding passes. As of 15th of April, GoNow will incorporate Special Service Requests (SSRs) directly onto the boarding pass. This enhancement ensures a smoother travel experience by clearly highlighting any specific services or assistance that the passenger may require during their journey. There will be space for up to 9 SSRs on the Boarding Pass which follow from the below list (in priority order):

1. WCHR
2. WCHS
3. WCHC
4. HBAG (X3 only)
5. DPNA
6. UMNR
7. YPTA
8. DEAF
9. BLND
10. SVIP (TB only)
11. JVIP (TB only)
12. DELU (TB and OR only)
13. PREM
14. FAST
15. PETC

SSRs that are not in the list above will not be printed on the boarding pass. Next step will be to introduce these SSRs to the mobile boarding pass and the boarding pass printed at home. We will inform you in due course about this change.

If the layout of the boarding pass is incorrect or if something is wrong with the printing of the boarding passes after this change in GoNow, please raise an Airport Systems Incident Report via the Tago Portal.

In case of any other questions on the above, feel free to reach out via gopsprojects@tuifly.com .

Kind regards,

TUI Airline Ground Operations