



TUI Airline Ground Operations Information Notice

Title:	Boarding groups for X3 trial: HBAG + priority boarding	Reference: GOIN25-067
Validity date:	04 DEC 2025 – Until Further Notice	
To:	ACE, DUS, FRA, FUE, HAJ, LPA, MUC, PMI, STR, TFS	
From:	Ines Ceccarelli, Process Coordinator	
Applicability:	TUI-X3	
References:	GOIN25-046 - TUI Airline - Trial HBAG + Priority boarding (TUI-X3)	

Dear Partner,

An add-on has been introduced for the X3 trial: **HBAG + Priority Boarding**. All boarding passes will display a **boarding group**; however, only specific routes must follow these boarding group procedures. While all German stations will show boarding groups, the process applies only to designated routes.

Applicability:

Please apply the following instructions **only** for these routes:

- Routes from Germany to PMI, ACE, FUE, LPA, TFS**
- and PMI to Germany**
 - Boarding groups are now based on **SSR level**, meaning passengers will board according to their assigned group.
 - Gate agents must check in GONOW** the number of passengers in each group before boarding starts. If a group has no passengers for that flight, begin boarding announcement with the first group that does.

Category: For all AOCs		Boarding group	Comments
	PwDs	Pre-board	Not assigned a pre-board boarding group
	Premium / Deluxe (Long Haul only)	1	PREM JVIP SVIP (Premium / Deluxe / Fly Deluxe / VIP)
	Paid Ancillary (H-Bag & Priority Boarding)	2	HBAG
	Families with Infants	3	INF INFT
	All remaining customers	4	When boarding includes boarding by steps, controlled via gate announcements and signage

- Refer to the **annex** for:
 - Manual instructions on checking passenger counts per group
 - How to View a Passenger's Boarding Group
 - Updated boarding announcements

Note: PWD (Passenger with Disabilities) passengers do not have a specific boarding group and should be pre-boarded first.
Example: If a PWD also has HBAG + Priority Boarding, they will appear in Group 2, but the GHA must call them forward first during announcements.

All other routes

Ignore boarding groups and continue with **normal procedures and boarding announcements without boarding groups**.

Thank you for ensuring compliance with these updated boarding processes.

Please also consult and use the annexes to this GOIN:

- Annex 1: Boarding announcements (ENG, DE)**
- Annex 2: Instructions Boarding Groups in GoNow**

Kind regards.
TUI Airline Ground Operations

Any questions please contact gomsupport@tuifly.com



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Information Notice

Annex 1: Boarding announcements

Welcome Announcement

Welcome to TUI flight X3 to

(If applicable please add - "which today is operated by XXXX")

We're almost ready to welcome you on board but before we do, we'd like to take a few moments to explain our boarding procedure. So, please relax, remain seated and thank-you for keeping clear of the gate area.

First, an important reminder that if you have any powerbanks, 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. A reminder that smoking and vaping is not permitted.

Your flight today will be boarded by boarding group number. Your boarding group number can be found on your boarding card. If you need any help finding your group number please just ask a member of our team who will be happy to help. Thank-you for waiting for your boarding group to be called, before coming forward to the gate area. Those customers requiring a little extra assistance today, will be boarded first.

On behalf of myself and the whole team in XXXX, Thank-you for choosing TUI and (we hope you) Enjoy your TUI Flight!

DE:

Herzlich Willkommen zu Ihrem TUI Flug X3 ... nach

Bevor wir Sie gleich an Bord begrüßen dürfen, möchten wir Sie kurz mit unserem Boardingablauf vertraut machen. Bitte bleiben Sie noch einen Moment sitzen und halten Sie den Gate-Bereich frei.

Wichtiger Hinweis: Sollten Sie Powerbanks, E-Zigaretten oder Lithium-Ionen-Akkus in Ihrem aufgegebenen Gepäck haben, informieren Sie bitte umgehend einen Gate-Mitarbeiter. Diese Gegenstände müssen in der Kabine befördert werden und dürfen nicht im Frachtraum transportiert werden.

Wir möchten Sie ebenfalls daran erinnern, dass das Rauchen und die Nutzung von E-Zigaretten nicht gestattet sind. Das Boarding Ihres heutigen Fluges erfolgt nach Gruppen. Bitte nehmen Sie sich einen Moment Zeit, um Ihre Gruppe auf Ihrer Bordkarte zu überprüfen. Sollten Sie Hilfe beim Auffinden Ihrer Gruppe benötigen, wenden Sie sich bitte an uns. Passagiere, die beim Einsteigen unsere Unterstützung benötigen, können zuerst einsteigen. Vielen Dank, dass Sie sich für TUI entschieden haben, und wir hoffen, Sie genießen Ihren TUI-Flug!

Pre-Boarding (Assistance Required)

X3 to

We're now ready to welcome our pre-board customers. If you need a little extra assistance today, we'd love to invite you to come forward now, for boarding.

DE:

Wir sind zum Einsteigen bereit und bitten jetzt unsere Passagiere, die beim Einsteigen Unterstützung benötigen, sich zum Ausgang zu begeben.

X3 to

Thanks very much for waiting.

We're now inviting customers in boarding group 1 to head to the gate for boarding.

REMINDER: When remote boarding or boarding by steps:

For your safety, please do not walk under the wing as you board the plane.

DE:

Vielen Dank für Ihre Geduld. Wir bitten nun die Passagiere der Gruppe 1, sich zum Ausgang zu begeben.

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

X3 to

Thanks for waiting...

Our next group to board is GROUP 2. Please head to the gate where our team are ready to welcome you.

REMINDER: When remote boarding or boarding by steps:

For your safety, please do not walk under the wing as you board the plane.

DE:

Wir bitten nun die Passagiere der Gruppe 2, sich zum Ausgang zu begeben.



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HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

X3 to

Thank-you for waiting..

We'd now love to invite customers in boarding group 3 to head to the gate for boarding.

REMINDER: When remote boarding or boarding by steps:

For your safety, please do not walk under the wing as you board the plane.

DE:

Wir bitten nun die Passagiere der Gruppe 3, sich zum Ausgang zu begeben.

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

X3 to

Thank-you once again for waiting..

We'd now like to invite our final boarding group, GROUP 4, and all remaining customers to come forward for boarding.

REMINDER: When remote boarding or boarding by steps:

For your safety, please do not walk under the wing as you board the plane.

Thank you for choosing TUI and Enjoy your TUI Flight !

DE:

Vielen Dank für Ihre Geduld. Wir bitten nun die Passagiere der Gruppe 4, sowie alle verbleibenden Gäste des TUI Fluges X3.... nach.... sich zum Ausgang zu begeben.

Wir wünschen Ihnen einen angenehmen TUI-Flug!

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.



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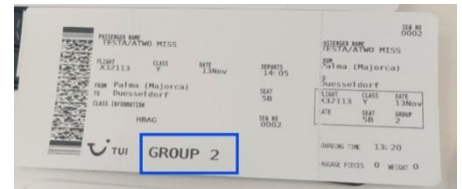
Annex 2: Instructions Boarding Groups in GoNow

Priority Boarding: Operational Guide for GHA

How to view a Passenger's Boarding Group

Priority boarding or boarding group information appears clearly on both:

- Online Boarding Passes
- Airport-printed Boarding Passes



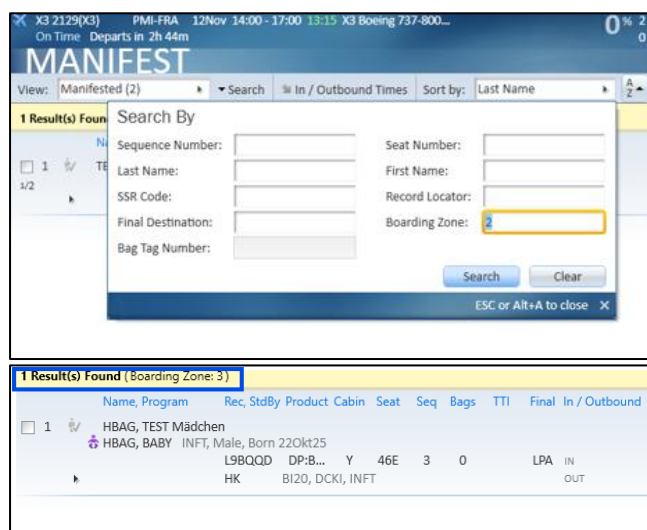
Note: GoNow uses the term Boarding Zone to refer to Boarding Groups

How to View Boarding Groups in GoNow

Accessing the Passenger List by Boarding Group

1. Open **GoNow** → **Departures**.
2. Go to the **Manifest** tab.
3. Select **Search**.
4. In the **Boarding Zone** field, choose the zone number (e.g., Zone 1, Zone 2, Zone 3...).
5. Click **Search** again.

You will now see the **full list of passengers assigned to that specific boarding group**.



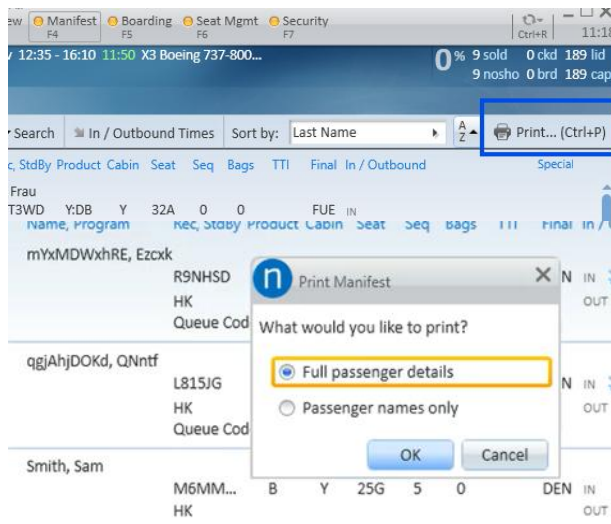
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Printing the Boarding Group List (Optional)

- Stay on the same search results screen.
- On the upper right, click **Print**, or use **Ctrl + P**.
- Select **Full Detail Passenger List**.
- The system will print a report containing **all passengers assigned to the selected boarding group**.



PAULAG		17NOV25 08 40	
13NOV2025 X3 2147 PMI-HAJ 0215-0555			
MANIFEST LIST - MANIFESTED (4)			
SORTED BY LAST NAME			
SEARCH BY - Boarding Zone: 2			
PAXLSNAME		RECLOC BS:SB*PC:CS	
CSEAT	SEQ BG DST CCFLT# STN VM:####		
CUSTOM/PROG	SSR/BAGTAG	CCFLT# STN	
MANIFEST COMMENTS			

001++JUMPSEAT/TWO-MISS	MBRGTN HK	GO:ETUIY Y320 000 00 HAJ	0202
	DCKI,HBAG		
002+ TEST/VP-MR	MBFUPW HK	GO:ETUIY Y320 006 00 HAJ	0101
	DCKI,TYPE,VIP,HBAG		
003+ TESTB/BTMO-MISS	DEGLVB HK	GO:ETUIY Y1C 002 00 HAJ	0205
	DCKI,HBAG		
004 TSOK/TSIX-MRS	EZUTPV HK	Y:PB Y32A 000 00 HAJ	0101
	DCKI,MSCT,HBAG		
End of Report			



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Viewing Boarding Group during the Boarding Process

In the **Boarding Screen**, once a passenger is boarded, the system displays the assigned boarding zone directly in the boarding confirmation panel (e.g., "**Zone 1**").

This helps agents quickly confirm whether passengers boarding match the current zone being called.

Please note that GoNow **will not block** passengers during boarding based on Boarding Group. When a certain Boarding Group is called forward, GoNow will not block passengers from other Boarding Groups from boarding.

