



# TUI Airline Ground Operations Information Notice

<b>Title:</b>	EU-LISA: EES Non-Mandatory Launch in GoNow	<b>Reference:</b> GOIN26-002
<b>Validity date:</b>	13 JAN 2026 – 10 APR 2026	
<b>To:</b>	All Stations	
<b>From:</b>	Ines Ceccarelli, Process Coordinator	
<b>Applicability:</b>	TOM-BY / JAF-TB / TFL-OR / TUI-X3	
<b>References:</b>	Not applicable	

Dear partner,

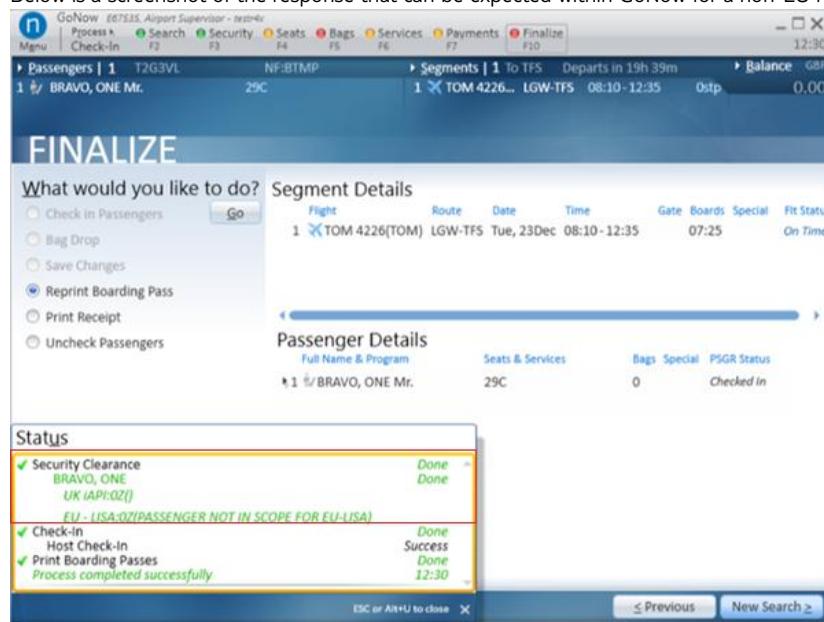
As part of the **EU-LISA program**, the **Entry/Exit System (EES)** will become mandatory starting **April 2026**. To ensure a **smooth transition** and **operational readiness**, we are now entering a **non-mandatory implementation period**.

Starting **13 January 2026**, **EES checks** will be introduced within **GoNow during check-in** for all applicable flights. This marks the **beginning of the phased rollout** of mandatory EES checks across the Schengen area.

## Key points for this phase:

- GoNow will automatically query the details of the passenger against the EES database upon check-in.
- The EES check at check-in within GoNow will be introduced in a phased approach as of **13 January**, with rollout timing varying by route.
- During the voluntary period, which lasts **until 9 April 2026**, **all passengers** will receive either an EE (Passenger exempt) or a OZ code (Passenger not in scope) as EES status during check-in. This applies to both EU and non-EU passengers.
- This voluntary period is intended for **system testing and operational readiness** before full EES integration.
- If during check-in any disruption or technical issue related to EES is encountered, **TOCC must be contacted immediately** via the normal procedure.
- During this voluntary period, no additional action is required from check-in agents other than monitoring and reporting any irregularities.

Below is a screenshot of the response that can be expected within GoNow for a non-EU national upon check-in.



Please ensure your teams are informed and prepared for this transitional phase.

For questions or support, contact [gopsprojects@tuifly.com](mailto:gopsprojects@tuifly.com)

Kind regards,  
TUI Airline Ground Operations

Any questions please contact [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com)