



# TUI Airline Ground Operations Information Notice

<b>Title:</b>	<b>New TOCC H24 e-mail addresses</b>	<b>Reference: GOIN26-009R1</b>
<b>Validity date:</b>	10 FEB 2026 – Until further notice	
<b>To:</b>	All Stations	
<b>From:</b>	Maarten Oppelaar, Ground Support Manager	
<b>Applicability:</b>	TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3	
<b>References:</b>	Not applicable	

Dear partner,

Please note that the TUI Operations Control Centre (TOCC) has recently updated their H24 email addresses:

- General communications should be directed to [occ@tui.co.uk](mailto:occ@tui.co.uk) (**TUI Operations Control Centre**).
- Items requiring escalation should be sent to [nom@tui.co.uk](mailto:nom@tui.co.uk) (**TUI Network Operations Manager**).
- For Customer related questions, contact [TOCCCustomerControl@tui.co.uk](mailto:TOCCCustomerControl@tui.co.uk) (**TOCC Customer Control Team**)

Emails sent to the original addresses ([ODM@tui.co.uk](mailto:ODM@tui.co.uk), [operationsflightwatch@tui.co.uk](mailto:operationsflightwatch@tui.co.uk) and [csoffice@tui.co.uk](mailto:csoffice@tui.co.uk)) will continue to be forwarded to the above mailboxes until further notice. To avoid any confusion, **please remove these and ensure your addressing is updated accordingly.**

The GOPS Manuals and its additional documents will be updated accordingly with future revision publications.

Kind regards,  
TUI Airline Ground Operations