



# TUI Airline Ground Operations Information Notice

<b>Title:</b>	<b>EU-LISA: EES Mandatory Launch in GoNow</b>	<b>Reference:</b> GOIN26-002R2
<b>Validity date:</b>	10 FEB 2026 – Until Further Notice	
<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 as of 10 April 2026**. Following a voluntary implementation phase that has been in place since January, all required checks have now been completed and the system is ready for full operational use.

EES checks have already been implemented within **GoNow** and with the start of the mandatory phase, these checks will now be formally applied as part of standard operations.

**Key points:**

- **GoNow** automatically queries the passenger's details against the EES database during check-in.
- The voluntary implementation period ends 9/04, from **10/04 the mandatory phase starts**.
- If a passenger receives **NOK, Ground Handling Agents may override the NOK** so the passenger can travel, **provided the passenger presents all correct and valid travel documents**. (Annex 1)
- If the passenger **cannot present valid travel documents**, check-in agents must follow the existing procedures for passengers refused at check-in.
- A manual describing the override procedure has been added
- Any disruption or technical issue related to EES must be reported **immediately to TOCC**, following the standard procedure. (Annex 2)

**Tago Portal – Operational Manuals for Reference**

- 08.4 Government Security: EES\_V2
  - EES response codes & how to handle EES outages
- 08.4 Government Security: GoNow - EES Override Procedures
  - Managing NOK Responses in Check-In and Departure

Please ensure all teams are aligned and informed on this mandatory process.

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)