



TUI Airline Ground Operations Information Notice

Title:	New Standardised TUI Airline Boarding Sequence & Boarding Announcements	Reference: GOIN26-019
Validity date:	01 MAY 2026 – Until further notice	
To:	All Stations	
From:	Sarah Lilford, Airport Experience Coordinator	
Applicability:	TOM-BY / BLX-6B / JAF-TB / TFL-OR	
References:	Not applicable	

Dear Partner,

Below are the **NEW** standardised TUI Airline Boarding Sequence and Boarding Announcements, which apply to TOM, BLX, JAF, and TFL **at all** stations.

This GOIN replaces

- JAF/TFL Appendix I5 Boarding Calls
- GOIN22-031R2

For X3 Boarding Sequence and Announcements please refer to the separate GOIN26-017 and 26-018

Boarding Sequence

Please board customers adhering to the following boarding sequence.

Please see below for the English boarding announcement. The versions in local languages are provided in the attachments.

- **Pre-board Customers**
- **Premium, Deluxe, Fly Deluxe, VIP (JVIP, SVIP) and holders of the TUI Card on BLX flights from Sweden only, as applicable.**
- Large Cabin bag + Priority boarding (HBAG) **Currently applies to X3 only**
- **Families with infants under 2 years old (INF, INFT)**
- **Remaining, as per the boarding sequence included in the grid within the boarding announcement attachments.**

Please see below for the English boarding announcement.

The versions in local languages can be found on the TAGO portal under **Documents > 02.1 Notices (GOIN) > 02.1.1**

(Ancillary Sales & Boarding Announcements).

- 1: EN- English
- 2: FR- French
- 3: FI – Finnish
- 4: DK – Danish
- 5: NL – Dutch
- 6: NO – Norwegian
- 7: SV – Swedish

We appreciate your cooperation and attention to this operational update.

Kind regards,
TUI Airline Ground Operations

Any questions please contact gomsupport@tuifly.com



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TUI Boarding Announcements

Applies to: **TOM BLX JAF TFL**

Boarding Method: **Boarding Sequence / Seat Rows (as specified)**

Timing: **Pre-boarding announcement no later than –45 minutes to STD**

Welcome

Welcome to TUI flight [flight number] to [destination].

ECP (if applicable)

Which today is operated by [airline].

General Information

We're almost ready to welcome you on board.

Please stay seated and keep the gate area clear until it's your turn to come forward.

Lithium-Ion Batteries

If you've packed any power banks, e-cigarettes, or loose lithium-ion batteries in your checked luggage, please tell a team member now. These items must travel with you in the cabin, not in the hold. Larger electronic devices, such as laptops, must be switched off and placed in your hand luggage. Spare batteries, including power banks and e-cigarettes must not be stored in the overhead compartments.

Smoking & Vaping

And just a reminder — smoking and vaping are not allowed.

Boarding Process

When it's your turn, please have your boarding pass and passport or ID open at the photo page and ready to show.

Please wait to be called before coming to the gate.

If Applicable

Boarding by 2 x access means (Use table for which rows board via front and rear access)

Your flight will be boarded using the **airbridge / forward and rear steps**.

Customers seated in rows **XX-XX** should use the **airbridge / forward steps**.

Customers seated in rows **XX-XX** should use the **rear steps**.

Boarding by Steps – Safety Reminder

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

Closing

On behalf of the entire team here in [airport location], thank you for choosing TUI

Enjoy your TUI flight!



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Start of Boarding

Pre-Board Customers (if applicable)

We're now ready to welcome our pre-board customers.
If you've booked or require assistance today, please come forward for boarding.

1.PREM / JVIP / SVIP / Fly Deluxe / VIP (*as applicable)

We're now inviting our *Premium / Deluxe / Fly Deluxe /VIP customers to come forward to the gate for boarding.

BLX from Swedish airports only: Holders of our TUI Card are welcome to board now

2.Large Cabin bag + Priority boarding – Currently applies to X3 flights only

We're now inviting customers who have purchased our large cabin bag and Priority boarding to come forward to the gate

3.Families with infants under 2 years old

Our next customers to board are families with infants under 2 years old. Please make your way to the gate.

4.Choose one announcement from below as applicable. Use the table for aircraft type row boarding sequences and which rows to board via front and rear access.

Note: When boarding via 2 x access means please add these sentences to the announcement:

Customers seated in rows XX-XX please use the airbridge / forward steps.

Customers seated in rows XX-XX please use the rear steps.

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

All remaining

When boarding by 2 x access means please inform customers which access to use as you scan their boarding pass.

Thank-you for waiting

We'd now like to invite all remaining customers to come forward for boarding.

Boarding by Seat Rows + All remaining (Airbridge only and Airbridge + Rear steps)

When boarding by 2 x access means please inform customers which access to use as you scan their boarding pass.

Thank-you for waiting

- 1. We'd now like to invite customers seated in rows XX-XX to come forward for boarding.*
- 2. Customers in rows XX-XX please make your way to the gate.*
- 3. We'd now like to invite all remaining customers to come forward for boarding.*

Boarding all customers (Remote Stand / Forward steps only / Forward & Rear Steps)

When boarding by 2 x access means please inform customers which access to use as you scan their boarding pass.

Thank-you for waiting

We'd now like to invite all customers to come forward for boarding.



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Aircraft		4. Boarding by rows sequence				Aircraft Access
Aircraft type	Boarding sequence	Airbridge	Airbridge & rear steps	Remote or Front & rear steps	Remote or Front steps	When boarding by 2 x access means, inform customers to board as below
E195/E2	1st	Rows 20-28/34*	N/A	All remaining customers	All remaining customers	Airbridge/front steps Rows 1-15 Rear steps Rows 16-28/34*
	2nd	Rows 11-28/34*				
	3rd	All remaining				
B737-800 (MAX)	1st	Rows 20-32	Rows 10-24	All remaining customers	All remaining customers	Airbridge/front steps 1-16 Rear steps 17-32
	2nd	Rows 11-32	All remaining			
	3rd	All remaining	N/A			
B787-8 Econ S/MH	1st	Rows **1-8 /1-7 & 30-41	Rows 1-8 & 20-30	All remaining customers	All remaining customers	Airbridge /front steps 1-20 Rear steps 21-41
	2nd	Rows **1-8/1-7 & 20-41	Rows 1-20 & 21-41			
	3rd	All remaining	All remaining			
787-8 Prem/Eco LH	1st	Rows **1-8/1-4 & 30-41	Rows 1-30	All remaining customers	All remaining customers	Airbridge /front steps 1-20 Rear steps 21-41
	2nd	Rows *1-8/1-4 & 10-41	All remaining			
	3rd	All remaining	N/a			
787-9 Prem/Econ LH	1st	Rows 1-9 & 32-46	Rows 1-35	All remaining customers	All remaining customers	Airbridge/front steps 1-25 Rear steps 26-46
	2nd	Rows 1-9 & 12-46	All remaining			
	3rd	All remaining	N/A			

**Select as per AOC and region