



TUI Airline Ground Operations Information Notice

Title:	TUI On-time Turn Plan, TUI On- time Boarding Plan and TUI Green Light Boarding	Reference: GOIN26-023
Validity date:	06 MAY 2026 – Until further notice	
To:	All Stations	
From:	Ben Reed, Airport Ops Manager - LGW	
Applicability:	TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3	
References:	Not applicable	

Dear Partner,

TUI Airline identified that we did not have a defined turn plan for all service providers and colleagues to operate to, for our turnaround processes. We recognise this can effect on time performance without a coordinated and expected approach and wanted to improve this.

To address this; please refer to TAGO Portal for your station under: Documents, 03.Handbooks and Guidelines, 03.8 On-Time Turn for:

- **TUI On -Time Turn Plan** by each aircraft type with defined critical path for all main bases and regional bases for each airline AOC.
- **TUI On Time boarding plan** for all main bases, regional bases and Destinations.
- **TUI Green Light Boarding** for all main bases, regional bases and Destinations - This overarching guidance should be followed by all parties involved in a departure process to achieve doors closed minus 5 to scheduled time of departure.*

***Safety will remain the first priority, so green light boarding can be delayed on specific request of the crew when it is considered not achievable due to unforeseen airport security delays, congestion, remote parking, security searches, joint crew briefings.**

If you have any questions, contact your TUI Airline Station Account Manager or email gomsupport@tuifly.com.

Kind regards.

TUI Airline Ground Operations