

TUI

Delay Code	Delay Reason	Section (IATA)	Delay Reason Details / Guidance
00	COMPANY IT	Airline Internal Codes	Internal information systems (IDPS, iPort/GoNow, EFB, laptop synchronisation...). Systems for which TUI holds a direct contract with the supplier
01	AIRSIDE BUSSING	Airline Internal Codes	Late pick-up from crew entrance while crew ready on time (where bussing is provided by HA)
02	LANDSIDE CREW BUSSING: TRAFFIC	Airline Internal Codes	Late arrival at airport due to heavy traffic enroute
03	AIRCRAFT DAMAGED ON GROUND NOT ATTRIBUTABLE	Airline Internal Codes	The root cause of the damage is unknown and not attributable to any agent
04	SECURITY CREW ENTRANCE	Airline Internal Codes	Late arrival at aircraft due to bottle neck at security check point
05	CARRIER OFF SCHEDULE GROUND TIME NOT ACHIEVED	Schedules	
06	NO GATE/STAND AVAILABILITY	Others	Due to own airline (blocked own gate or not on schedule) including early arrivals
07	LANDSIDE CREW BUSSING: PICK UP	Airline Internal Codes	Late arrival at airport due to late crewbus at pick up point
08			
09	SCHEDULED GROUND TIME LESS THAN DECLARED MINIMUM GROUND TIME	Schedules	Planned turnaround time less than declared minimum
10	BLX PREPACK DELAY	Airline Internal Codes	Only applicable to BLX operations
11	LATE CHECK-IN	Passenger and baggage	Acceptance after deadline, check-in reopened for late passengers due to internal decision
12	LATE CHECK-IN	Passenger and baggage	Congestion in check-in area, check-in not completed by flight closure time
13	CHECK-IN ERROR	Passenger and baggage	Error with passenger or baggage details
14	OVERSALES	Passenger and baggage	Booking errors - not resolved at check-in
15	BOARDING	Passenger and baggage	Discrepancies and paging, missing checked-in passenger, late gate agent, too many hand luggage, error by gate agent
16	COMMERCIAL PUBLICITY /PAX CONVENIENCE, VIP	Passenger and baggage	Slow boarding due to nature or behaviour of pax (press, ground meals and missing personal items)
17	CATERING ORDER	Passenger and baggage	Late or incorrect order given to supplier
18	BAGGAGE PROCESSING	Passenger and baggage	Late or incorrectly sorted baggage
19	REDUCED MOBILITY / PRM ASSISTANCE	Passenger and baggage	Boarding/Deboarding of passengers with reduced mobility, late PRM assistance at arrival or departure
21	DOCUMENTATION	Cargo and Mail	Late or incorrect documentation for booked cargo
22	LATE POSITIONING	Cargo and Mail	Late delivery of booked cargo to airport/aircraft
23	LATE ACCEPTANCE	Cargo and Mail	Acceptance of cargo after deadline
24	INADEQUATE PACKING	Cargo and Mail	Repackaging and / or re-labelling of booked cargo
25	OVERSALES	Cargo and Mail	Booking errors, excess weight or volume, resulting in reloading or off-load
26	LATE PREPARATION IN WAREHOUSE	Cargo and Mail	Cargo not in time at the airplane
27	DOCUMENTATION, PACKING	Mail only	Inaccurate documentation; packaging problem
28	LATE POSITIONING	Mail only	Late delivery of mail to airport / aircraft
29	LATE ACCEPTANCE	Mail only	Acceptance of mail after deadline
31	AIRCRAFT DOCUMENTATION LATE / INACCURATE	Aircraft and Ramp Handling	Weight and balance, general declaration, pax manifest, etc
32	LOADING / UNLOADING	Aircraft and Ramp Handling	Bulky items, special load, lack of loading staff
33	LOADING EQUIPMENT	Aircraft and Ramp Handling	Lack of or breakdown (e.g. container pallet loader), lack of staff
34	SERVICING EQUIPMENT	Aircraft and Ramp Handling	Equipment, staff, airbridge problem, passenger steps, toilet/water
35	AIRCRAFT CLEANING	Aircraft and Ramp Handling	Late completion of aircraft cleaning
36	FUELLING / DEFUELLING	Aircraft and Ramp Handling	Late delivery of fuel, excludes late request
37	CATERING	Aircraft and Ramp Handling	Late and/or incomplete delivery, late loading
38	ULD	Aircraft and Ramp Handling	Lack of or unserviceable ULDs or pallets
39	TECHNICAL EQUIPMENT	Aircraft and Ramp Handling	Equipment, staff, includes GPU, air start, pushback tug, de-icing, APU inoperative in case it is known in advance
41	AIRCRAFT DEFECTS	Technical and Aircraft Equipment	Aircraft defects including items covered by MEL
42	SCHEDULED MAINTENANCE	Technical and Aircraft Equipment	Late release from scheduled maintenance
43	NON-SCHEDULED MAINTENANCE	Technical and Aircraft Equipment	Special checks and/or additional works beyond normal maintenance
44	SPARES AND MAINTENANCE EQUIPMENT	Technical and Aircraft Equipment	Lack of or breakdown of spares, lack of equipment required to repair aircraft
45	AOG SPARES	Technical and Aircraft Equipment	Awaiting AOG spare(s)
46	AIRCRAFT CHANGE	Technical and Aircraft Equipment	For technical reasons, prolonged technical delay
47	STANDBY AIRCRAFT	Technical and Aircraft Equipment	Standby aircraft unavailable for technical reasons
48	SCHEDULED CABIN CONFIGURATION / VERSION ADJUSTMENTS	Technical and Aircraft Equipment	Crew rest area, cabin divider, IFE change
51	DAMAGE DURING FLIGHT OPERATIONS	Damage to Aircraft	Bird or lightning strike, turbulence, heavy or overweight landing, collision during taxi
52	DAMAGE DURING GROUND OPERATIONS	Damage to Aircraft	Collisions (other than during taxi), loading / off-loading damage, towing, contamination
55	DEPARTURE CONTROL	EDP/Automated Equipment Failure	Failure of airport computers, including check-in, loadsheet
56	CARGO PREPARATION / DOCUMENTATION	EDP/Automated Equipment Failure	Failure of documentation and/or load control systems covering cargo
57	FLIGHT PLANS	EDP/Automated Equipment Failure	Failure of automated flight plan systems
58	OTHER AUTOMATED SYSTEMS	EDP/Automated Equipment Failure	Other automated system, external systems for which we do not have direct contract with
61	FLIGHT PLAN	Flight Operations and Crewing	Late completion or change to flight plan and flight documentation
62	OPERATIONAL REQUIREMENT	Flight Operations and Crewing	Late alteration to fuel or payload
63	LATE CREW BOARDING OR DEPARTURE PROCEDURES	Flight Operations and Crewing	Other than connection and standby (flight deck or entire crew), late completion of flight deck crew checks
64	FLIGHT DECK CREW SHORTAGE	Flight Operations and Crewing	Sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc
65	FLIGHT DECK CREW SPECIAL REQUEST	Flight Operations and Crewing	Requests not within operational requirements, e.g. crew catering order, APU inoperative on short notice, technician called to aircraft but no defect found / maintenance performed
66	LATE CABIN CREW BOARDING OR DEPARTURE PROCEDURES	Flight Operations and Crewing	Other than connection and standby, late completion of cabin crew checks, including headcount
67	CABIN CREW SHORTAGE	Flight Operations and Crewing	Sickness, awaiting standby, flight time limitations, crew meals, valid visa, health documents, etc
68	CABIN CREW ERROR OR SPECIAL REQUEST	Flight Operations and Crewing	Requests not within operational requirements, e.g. Crew catering order, seat belt not usable or stuck between seats
69	CAPTAIN REQUEST FOR SECURITY CHECK	Flight Operations and Crewing	Special request outside company requirements (details in Capt report)
71	DEPARTURE STATION	Weather	Below operating limits
72	DESTINATION STATION	Weather	Below operating limits
73	EN-ROUTE OR ALTERNATE	Weather	Below operating limits
75	DE-ICING OF AIRCRAFT	Weather	Removal of ice and/or snow; excluding unserviceability or lack of equipment
76	REMOVAL OF SNOW, ICE, WATER, AND SAND FROM AIRPORT	Weather	Removal of snow, ice, water and sand from airport
77	GROUND HANDLING IMPAIRED BY ADVERSE WEATHER CONDITIONS	Weather	High winds, heavy rain, blizzards, monsoons etc.
81	ATFM DUE TO ATC EN-ROUTE DEMAND / CAPACITY	Air Traffic Flow Management Restrictions	Standard demand / capacity problem
82	ATFM DUE TO ATC STAFF / EQUIPMENT EN-ROUTE	Air Traffic Flow Management Restrictions	Reduced capacity caused by industrial action or staff shortage, equipment failure, extraordinary demand due to capacity reduction in neighbouring area, military exercise
83	ATFM DUE TO RESTRICTION AT DESTINATION AIRPORT	Air Traffic Flow Management Restrictions	Airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
84	ATFM DUE TO WEATHER AT DESTINATION	Air Traffic Flow Management Restrictions	Low Vis procedures, TS, contaminated runway, ...
85	MANDATORY SECURITY	Airport and Government Authorities	Passengers, baggage, crew, etc.
86	IMMIGRATION, CUSTOMS, HEALTH	Airport and Government Authorities	Passengers, crew
87	AIRPORT FACILITIES	Airport and Government Authorities	Parking stands, ramp congestion, lighting, buildings, gate limitations, bag belt, etc.
88	RESTRICTIONS AT DESTINATION AIRPORT	Airport and Government Authorities	Airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
89	RESTRICTIONS AT AIRPORT OF DEPARTURE WITH OR WITHOUT AFTM RESTRICTION	Airport and Government Authorities	Industrial action, staff shortage, political unrest, noise abatement, night curfew, special flights
91	LOAD CONNECTION	Reactionary	Awaiting load from another flight
92	THROUGH CHECK-IN ERROR	Reactionary	Passenger or baggage check-in error at originating station (only through check-in errors which do not apply for the TUI Operation)
93	AIRCRAFT ROTATION	Reactionary	Late arrival of aircraft from another flight or previous sector
94	CABIN CREW ROTATION	Reactionary	Awaiting cabin crew from another flight
95	CREW ROTATION	Reactionary	Awaiting crew from another flight (flight deck or entire crew)
96	OPERATIONS CONTROL	Reactionary	Rerouting, diversion, consolidation, aircraft change for reasons other than technical
97	INDUSTRIAL ACTION WITH OWN AIRLINE	Miscellaneous	
98	INDUSTRIAL ACTION OUTSIDE OWN AIRLINE	Miscellaneous	Industrial action (except Air Traffic Control Services)
99	MISCELLANEOUS	Miscellaneous	Others, pending, waiting for reason, or without clear reason

01st March 2020