



Topic: Visa Questions On TUI

Dear Supervisors and Lead Agents,

TUI's request is to stop asking Martin and Rebeca visa related questions. The decision needs to be made by you using timatic.

I would like to ask you, please use ITA Altea. You have remote access to the DCS through their Citrix, so you can check the timatic in the office as well.

According to the information provided by timatic the decision will need to be made by you. If support is needed, please turn to Jonathan, Elena or me; but from TUI there is no department who can help you with visa related questions, and there is no timatic from TUI.

If a case is complicated and according to the data you have in timatic and the documents the customer has it is not 100% sure that the passenger can enter, please deny the customer. This was agreed during the TUI meeting on Tuesday.

And to help you with refugee passports:

TIDFT/**HRG**/SR

This is the entry to check the requirements for refugee passports to a specific destination. Where it says **HRG**, you need to write the correct destination.

This entry only works in the reservations window of Altea CM.

If passengers are denied, please

- take pictures of the travel documents and the text of Altea CM timatic,
- set a comment in the passenger's booking
- and please raise an IQSMS report (category: 16 – Denied Embarkation) and upload the pictures in IQSMS.

Thank you for your cooperation!

Norbert