



Update: Group Boarding on TUI on PMI, ACE, FUE, LPA, TFN & TFS Flights

***** Please find update on the 6th page. *****

Dear All

Effective from 04.12.2025, in addition to the HBAG + Priority Boarding procedure, TUI is introducing group boarding on specific routes.

These are: PMI, ACE, FUE, LPA, TFN and TFS.

Please note, all boarding passes will display a boarding group, but it is applicable for the above-mentioned flights only.

The groups are:

Pre-board (PWDs)

Passengers with disabilities. These passengers won't have a specific group assigned, but should board first.

Group 1 (PREM JVIP SVIP – Premium / Deluxe / Fly Deluxe / VIP)

This group is only applicable for Long Haul flights, so you won't see them in Frankfurt.

Group 2 (HBAG)

Passengers with paid HBAG. These are the priority boarding customers.

Group 3 (INF / INFT)

Families with infants.

Group 4

All remaining customers.

Please note, this procedure is applicable for both bridge and bus boarding to ensure the priority boarding customers can board the aircraft first.

Before starting to board the passengers always check in GoNow how many passengers you have in the different groups. If a specific group does not have any passengers, then start the boarding directly with the first available group that has passengers.



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For example: there are no passengers with disabilities on your flight. Then start the boarding with Group 2 directly. Because there are no PWDs, and Group 1 is not applicable for us.

How to find how many passengers you have in a specific boarding group?

Accessing the Passenger List by Boarding Group

1. Open **GoNow** → **Departures**.
2. Go to the **Manifest** tab.
3. Select **Search**.
4. In the **Boarding Zone** field, choose the zone number (e.g., Zone 1, Zone 2, Zone 3...).
5. Click **Search** again.

You will now see the **full list of passengers assigned to that specific boarding group**.

View: Manifested (2) Search In / Outbound Times Sort by: Last Name

1 Result(s) Found

Search By

Sequence Number: Seat Number:

Last Name: First Name:

SSR Code: Record Locator:

Final Destination: Boarding Zone:

Bag Tag Number:

Search Clear

ESC or Alt+A to close

1 Result(s) Found | Boarding Zone: 3

	Name	Program	Rec	StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound
1	HBAG, TEST Mädchen											
	HBAG, BABY	INFT	Male	Born 22Oct25								
	L9BQQD	DP:B...	Y	4GE	3	0					LPA	IN
	HK	B120, DCKI, INFT										OUT



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How is it displayed on the boarding passes?

TUI YOUR BOARDING PASS

Please print your boarding pass and present it along with your passport and ID at the passport control.

FLIGHT DATE: 12/11/2025 FLIGHT NO: X3 2129 SEAT: 02B

CHECK BAGGAGE TO: FROM: Frankfurt/Main TO: Teteron/De Bouch

PASSENGER: CTWPG TEST12

DEPARTURE: 12:00

GROUP: 2

BOOKING NUMBER: 12345678901234567890

SPECIAL BAGGAGE: 1x 23kg (50lb) bag of sports equipment (check baggage)

RESTRICTIONS: none

TUI fly X3 2129

De Palma a Fráncfort del Meno

PMI → FRA

Salida
12 nov, 14:00

Pasajeros
HBAG TESTA

Grupo / Asiento
2 / 3B

Large Hand Luggage

TUI GROUP 2

12/11/2025 14:00

PMI → FRA

HBAG TESTA

2 / 3B

How will GoNow respond and display the boarding group?

BOARDING

Assist Queue (1)

TEST, TEST Mrs.
TEST, BBY MS
INFT, Female, Born 10Dec24

Seat 23E Seq # Zone 1

Services: INFT Infant

Comments:

Hit 'Enter' to dismiss issue



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To ensure that the group boarding can go as smoothly as intended, TUI is introducing new boarding announcements, which need to be used on the PMI, ACE, FUE, LPA, TFN and TFS flights.

Please don't use the digital announcements on these specific flights! Only use the "Terminal Call" and the "Terminal Final Call". All other announcements manually as written below.

Welcome Announcement

Welcome to TUI flight X3 to

(If applicable please add - "which today is operated by XXXX")

We're almost ready to welcome you on board but before we do, we'd like to take a few moments to explain our boarding procedure. So, please relax, remain seated and thank-you for keeping clear of the gate area.

First, an important reminder that if you have any powerbanks, e-cigarettes or other loose lithium ion batteries in your checked-in luggage, please inform a member of staff immediately. These items must be carried in the cabin and not in the aircraft hold. A reminder that smoking and vaping is not permitted.

Your flight today will be boarded by boarding group number. Your boarding group number can be found on your boarding card. If you need any help finding your group number please just ask a member of our team who will be happy to help. Thank-you for waiting for your boarding group to be called, before coming forward to the gate area. Those customers requiring a little extra assistance today, will be boarded first.

On behalf of myself and the whole team in XXXX, Thank-you for choosing TUI and (we hope you) Enjoy your TUI Flight!

DE:

Herzlich Willkommen zu Ihrem TUI Flug X3 ... nach ...

Bevor wir Sie gleich an Bord begrüßen dürfen, möchten wir Sie kurz mit unserem Boardingablauf vertraut machen. Bitte bleiben Sie noch einen Moment sitzen und halten Sie den Gate-Bereich frei.

Wichtiger Hinweis: Sollten Sie Powerbanks, E-Zigaretten oder Lithium-Ionen-Akkus in Ihrem aufgegebenen Gepäck haben, informieren Sie bitte umgehend einen Gate-Mitarbeiter. Diese Gegenstände müssen in der Kabine befördert werden und dürfen nicht im Frachtraum transportiert werden.

Wir möchten Sie ebenfalls daran erinnern, dass das Rauchen und die Nutzung von E-Zigaretten nicht gestattet sind. Das Boarding Ihres heutigen Fluges erfolgt nach Gruppen. Bitte nehmen Sie sich einen Moment Zeit, um Ihre Gruppe auf Ihrer Bordkarte zu überprüfen. Sollten Sie Hilfe beim Auffinden Ihrer Gruppe benötigen, wenden Sie sich bitte an uns. Passagiere, die beim Einsteigen unsere Unterstützung benötigen, können zuerst einsteigen. Vielen Dank, dass Sie sich für TUI entschieden haben, und wir hoffen, Sie genießen Ihren TUI-Flug!

👉 Pre-Boarding (Assistance Required)

X3 to

We're now ready to welcome our pre-board customers. If you need a little extra assistance today, we'd love to invite you to come forward now, for boarding.

DE:

Wir sind zum Einsteigen bereit und bitten jetzt unsere Passagiere, die beim Einsteigen Unterstützung benötigen, sich zum Ausgang zu begeben.



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X3 to

Thanks for waiting...

Our next group to board is GROUP 2. Please head to the gate where our team are ready to welcome you.

REMINDER: When remote boarding or boarding by steps:

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

DE:

Wir bitten nun die Passagiere der Gruppe 2, sich zum Ausgang zu begeben.

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

X3 to

Thank-you for waiting..

We'd now love to invite customers in boarding group 3 to head to the gate for boarding.

REMINDER: When remote boarding or boarding by steps:

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

DE:

Wir bitten nun die Passagiere der Gruppe 3, sich zum Ausgang zu begeben.

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

X3 to

Thank-you once again for waiting..

We'd now like to invite our final boarding group, GROUP 4, and all remaining customers to come forward for boarding.

REMINDER: When remote boarding or boarding by steps:

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

Thank you for choosing TUI and Enjoy your TUI Flight !

DE:

Vielen Dank für Ihre Geduld. Wir bitten nun die Passagiere der Gruppe 4, sowie alle verbleibenden Gäste des TUI Fluges X3.... nach.... sich zum Ausgang zu begeben.

Wir wünschen Ihnen einen angenehmen TUI-Flug!

HINWEIS: Beim Boarding über Treppen:

Zu Ihrer Sicherheit: Bitte laufen Sie beim Einsteigen nicht unter den Tragflächen des Flugzeugs hindurch.

All these changes are applicable for the PMI, ACE, FUE, LPA, TFN and TFS flights only!

All other Non-Schengen and Schengen flights remain the same – no changes on the other flights when it comes to announcements, handluggage management.

HBAG payments: remain unchanged for all flights! On PMI, ACE, FUE, LPA, TFN and TFS flights we collect 50€ if the passenger wants to take it on board. Other destinations: Charge according to the DCS at the Check-in. At the Gate – old procedure – no HBAG booked -> tagged and send downstairs.

Thank you!

Norbert



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Update:

Dear All,

The monitor logos for the group boarding are ready and have been added to Fraport's system. Please make sure to use them in the waiting area of the boarding gate:

