



LOCAL OPERATING PROCEDURE_FRA_X3002

Travel Document Verification – Non-Schengen

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PURPOSE

This Local Operating Procedure (LOP) standardises the travel document verification process to ensure consistent and traceable service delivery across all TUIfly Non-Schengen flights at Frankfurt Airport (FRA).

It ensures that all TUIfly passengers are accepted for travel only after accurate verification of valid tickets, boarding cards, and required travel documents, in compliance with international regulations, state entry requirements, and airline policies, thereby preventing inadmissible passengers and regulatory violations.

OBJECTIVE

The objectives of this LOP are to:

- Ensure 100% verification of passenger identity and travel documents at check-in counter and boarding gate, regardless of check-in method.
- Confirm compliance with destination requirements using the Quick - Reference Chart "Einreisebedingungen" TUIfly, Entry Regulations Briefing Sheet and correct APIS data entry.
- Prevent carriage of improperly documented passengers, reducing fines, delays, and offloads.
- Establish a consistent process for document checks and visa verification, and escalation to the supervisors when required.
- Enhance operational safety, security, and regulatory compliance through independent cross-checks and standardized procedures.

APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent



GENERAL INFORMATION

TUIfly contracted passenger handling services staff should ensure, during the boarding process, that a passenger presents a valid boarding card or equivalent corresponding to the hold baggage that was checked in. Passenger Services Handling Provider shall ensure that passengers are in possession of the valid and required travel documents prescribed by the states of the destination at the time of check-in and/or boarding at the point of embarkation. This control shall be performed at the embarkation point without any exceptions; regardless of the check-in method even if it is the online/mobile/kiosk check-in. Every passenger regardless as to whether adult, child or infant, shall be in possession of a valid ticket and travel document for boarding a TUIfly flight. Travel documents of the passengers who are checked in through web/mobile/kiosk shall be checked during boarding.

PROCEDURE STEPS

DOCUMENT VERIFICATION AT BAG DROP/CHECK-IN

Step	Action
1.	Request the travel document for each passenger.
2.	Check that the travel document is genuine, undamaged, and shows no signs of tampering.
3.	Confirm the document belongs to the passenger present by verifying the photograph, signature, and personal details.
4.	Swipe the travel document to retrieve the passenger record in the DCS (GoNow). <ul style="list-style-type: none">• If swipe fails, retrieve the booking using the booking reference.• As a last option, search by surname. Note: Regardless of the retrieval method, always ensure the name and surname in the DCS exactly match the travel document and confirm the passenger's destination.
5.	Verify document validity dates ("valid from" / "valid until"). Where applicable, ensure passport validity meets destination requirements (e.g. minimum 6 months). Confirm requirements via Quick - Reference Chart "Einreisebedingungen" TUIfly / Entry Regulations Briefing Sheet. Note: Quick - Reference Chart "Einreisebedingungen" TUIfly: To be used if a passenger has a German travel document. Entry Regulations Briefing Sheet: Most common travel documents (except German travel documents) are listed on this briefing sheet. Should the travel document that the passenger is holding not be listed on either the Quick - Reference Chart "Einreisebedingungen" TUIfly nor the Entry Regulations Briefing Sheet, escalate to the Supervisor.



6.	Check the nationality field. If the nationality differs from the issuing country, treat the document as a refugee or alien's passport and verify applicable entry requirements with the Supervisor.
7.	Once the passenger record is open, select the "Security" tag and (re)swipe the travel document, regardless of prior online check-in. <ul style="list-style-type: none"> • Ensure APIS data updates correctly. • Visually cross-check that APIS information exactly matches the presented document.
8.	For visas, verify validity dates (valid from / valid until) and ensure the passport number and the passenger's first and last name on the visa exactly matches the passenger's first and last name in the passport.
9.	If any discrepancy is identified, immediately escalate to the Supervisor.
10.	If the passenger needs a printed boarding pass, perform a final cross-check to ensure the printed boarding pass exactly matches the passenger's travel document.

DOCUMENT VERIFICATION AT GATE

Step	Action
1.	During boarding, the boarding agent shall verify the travel document of each passenger to confirm identity, regardless of whether the passenger was previously processed at check-in or holds a printed boarding pass.
2.	During boarding, the boarding agent shall verify the travel document of each passenger using the Quick - Reference Chart "Einreisebedingungen" TUIfly / Entry Regulations Briefing Sheet. Note: Should the travel document that the passenger is holding not be listed on either the Quick - Reference Chart "Einreisebedingungen" TUIfly nor the Entry Regulations Briefing Sheet, the Boarding Coordinator shall escalate to the Supervisor.
3.	The boarding agent shall ensure the passport/ID belongs to the passenger being boarded and is valid for the destination.

SAFETY / SECURITY NOTES

Always pay attention to the nationality section of the passport. If the nationality is different than the country that has issued the passport, than it is a refugee or alien's passport and different entry requirements apply.

When accepting families or groups, always check documents of each individual (including infants) carefully and vigilantly. Do not accept any baggage, until all documents are checked and verified.

REFERENCE

TUIfly GHM 1.3.5 Responsibilities and Duties of Passenger Handling Staff
TUIfly GHM 4.2.1.2 Travel Documents
TUIfly CPH 10.1 Travel Documents