



NEW SI FOR TUI DLC 16 AND 19:

Dear all,

Please use the following SI when using DLC 16 or 19 und TUI flights:

DL16 - Slow disembarkation

DL16 - Passengers slow to settle

DL16 - Disruptive/Unruly passengers

DL16 - Personal items left behind

DL16 - Offload of passenger without hold luggage

DL16 - Dangerous goods identified in the hold

DL16 - PETC and SVAN/ESAN handling

DL16 - Seating

DL16 - Boarding process inc excess luggage in the cabin

DL16 - Weather restricting boarding

DL16 - Late transfer passengers

DL16 - Commercial/Publicity

DL16 - Sick/Injured Pax (no luggage offload).

DL16 - Late pax to gate (pax arrived before bags found).

DL19 - PRM Equipment issues

DL19 - PRM Documentation/Communication

DL19 - PRM Medical/Safety Concern/Complex handling

DL19 - PRM Assistance Company Resource issues

DL19 - Airport infrastructure limitations

DL19 - PRM volume

DL19 - PRM not present at gate on time

Thank you!
Laura