



# Jobcard - PAX

V1R4\_30.9.2024



## General

A/C Type	737-800, 737-800Max
Manuals	Station Manager & Supervisors with access
GOM	

## TUI Contacts

TOCC +44 203 4512874

In case that passengers show up at check-in desk without being listed in PNL, all stations should contact TUI-Ops (tui-ops@tui.de, +49 (0) 511 567-2506) for validation.

TUI-Ops should also be contacted to coordinate HOTAC.

Online Check-in Opening	CPH	14 days until STD-5h (when purchasing a seat) 2 days (48h) until STD-5h (automatic seat assignment)
Counter Allocation		2 x Check-in
Cabins		Economy
Booking Classes	GOM	Economy (see baggage allowance)
Frequent Flyer Program		None - See Gold Card Holders
Check In Opening Time	SLA	STD-165
Check In Closing Time	GOM	STD-45
Check In Material		DHS bag tags and boarding passes + TUI Materials
Through Check In	GOM	Only point to point flights offered (exception of Triangle Flights)
Minimum Ground Time		50 Minutes

## Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: Timatic Online - Contact supervisor on duty for travel document related inquiries.

Reference	Baggage
Carry-On	<p>TUI D Package customers:</p> <ul style="list-style-type: none"> <li>TUI D Package customers, the standard allowance includes a personal item (40x30x20) and a trolley (55x40x20).</li> </ul> <p>Flight Only Passengers:</p> <ul style="list-style-type: none"> <li>Flight Only passenger are entitled to the standard allowance of a personal item (40x30x20).</li> </ul> <p>Third-Party Package Customers:</p> <ul style="list-style-type: none"> <li>Baggage allowance for third-party package customers varies by tour operator.</li> <li>All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20).</li> <li>The inclusion of the trolley (55x40x20) in the allowance depends per tour operator.</li> <li>To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass.</li> </ul> <p>SSR HBAG: One piece of handbaggage with max weight/dimensions 10kg/55x40x20cm</p> <p>One Personal Item 40x30x20cm with no weight limit however it must fit under the seat.</p> <p>Passengers booked with fly only "Pure" or <b>without the SSR HBAG tariff must check in their trolley free of charge.</b></p>

Hold Baggage	GOM	<p>May vary by tour operator.</p> <p>C - 1pc/32kg M - 1pc/25kg X - 1pc/15kg Y - 0pc/0kg</p> <p>Booked passengers holding a TUI Gold Card One or a Robinson Card Gold One are also entitled to hold maximum two pieces of baggage with a total weight of 32kg, but this free baggage allowance cannot be expanded to fellow travelers.</p> <p>Infants are entitled to the same baggage allowance as the linked adult.</p> <p>Infants of passengers having booked X3 flight only tariff "PURE" also do not have any baggage allowance (except a free stroller), even if the adult person booked an additional baggage.</p>
Small Items	CPH	<p>So called "Small Items" like sunshades, body boards, beauty-cases or souvenirs with a maximum weight of 6 kg, which do not meet the hand luggage regulation and cannot be fixed onto the checked-in luggage can be checked-in as additional baggage for a fee of € 25.</p> <p>A "Small Item" is no regular piece of luggage! Only <b>one</b> piece of "Small Item" per person is allowed.</p> <p>A small item can only be purchased at the airport and not during the reservation process.</p> <p>If the maximum weight of 6kg is exceeded the price list for additional baggage applies</p>
Gold Card Holders		<p>Booked passengers holding a regular TUI Gold Card, a Robinson Card Gold, TUI Card Titan or an airtours Card are entitled to hold maximum two pieces of baggage with a total weight of 30kg. This does also apply for up to 5 fellow travelers under the gold card holder's booking number.</p> <p>Booked passengers holding a TUI Gold Card One or a Robinson Card Gold One are also entitled to hold maximum two pieces of baggage with a total weight of 32kg, but this free baggage allowance cannot be expanded to fellow travelers.</p> <p>This extended baggage allowance only applies if the whole booking for journeys of the tour operators TUI D, Wolters Reisen, TUI Cruises and TUI.com is paid with the passenger's Gold/Titan/airtours Card and the allowance is shown in the PNR.</p> <p><b><i>If there is no higher allowance given in the PNR, any excess baggage must be paid at the check-in desk - even if the Gold Card is presented by the passenger.</i></b></p> <p>If the passenger is still claiming having booked/paid for any additional service he must clarify this with his travel agency or TUIfly Customer Service department after his return to Germany for potential refund.</p>

LRT - Limited Release (MUST be signed by Passenger)LRT - Limited Release (MUST be signed by Passenger)	GOM	<p>If a passenger presents damaged baggage for check-in the 'Limited Release' tag or the reverse of the DCS tag has to be used for indication of damage. The 'Limited Release' tag also has to be used when unsuitable packed baggage is presented for check-in.</p> <p>In both cases the passenger has to be informed that TUIfly won't accept liability for any claim.</p> <p>BIKEs must also be tagged "Limited Release"</p>
XBAG (Excess baggage)		As calculated within GoNow
<b>Payments</b>		
Payment types		<p>Credit and Debit card payments made with POS</p> <p>Cash</p> <p>PNR must be inserted into "Receipt" box in the payment window.</p>
Check-in fee		<p>In GoNow it must be checked for each passenger if the comment "DCKI" is included in the PNR. If DCKI is not included in the PNR, the passenger must be charged €25 for not having used web check-in.</p> <p><b>When charging the check-in fee the SSR DCKI must be added to the passenger's PNR.</b></p> <p>Exceptions:</p> <p>The following categories of passengers are excluded from web check-in in general:</p> <ul style="list-style-type: none"> <li>• Groups of more than 9 persons</li> <li>• Blind passengers and passengers with reduced mobility (PRM/PWD)</li> <li>• Unaccompanied minors</li> <li>• Passengers with booked animals (PETC/AVIH)</li> </ul>

Waiving payments	<p>If a payment is waived using the Airport Override option the correct reason code must be used.</p> <p>Seat Waiver – upgrade due flight full / prepaid seat service <b>SEAT</b></p> <p>Waiver – bag added <b>ADDBAG</b></p> <p>Medical Items Waiver <b>MEDA</b></p> <p>CSO/Duty Office/OCC Authorise <b>OCC</b></p> <p>Name Fee Override <b>NAME</b></p> <p>Pre-agreed/Pre-paid baggage allowance/sporting item/service - with receipt – includes Wedding extra/Dive extra/Sharer for TUI UK <b>PREPAID</b></p> <p>Hand baggage acceptance as hold baggage <b>HBAG</b></p> <p>Payment device not working <b>PDQX</b></p> <p>Payment Reverse / refund by GHA <b>REFUND</b></p> <p>Other – manifest comment must be added with explanation of override <b>OTHER</b></p>
<b>Seating</b>	
Pre-flight	<p>Remaining seats are automatically preassigned at -5h STD</p> <p>W&amp;B should be taken into account and seats adjusted accordingly on empty flights.</p>

Emergency Exit Seating	GOM	<p>Designated exit row seats may not be assigned to passengers who are unwilling or unable to assist in the event of an emergency due to any of the following criteria:</p> <ul style="list-style-type: none"> <li>-Persons with obvious physical or mental handicaps</li> <li>-Persons who are frail due to sickness or age</li> <li>-Persons who seem to be unable to decide about opening the exit and to evacuate the passengers in case of incapacitated cabin crew</li> <li>-Blind or deaf persons</li> <li>-Persons who are unable to understand and speak German or English language</li> <li>-Unaccompanied minors</li> <li>-Children who have not reached the age of 14 years</li> <li>-Infants</li> <li>-Passengers with animals</li> <li>-Deportees or persons in custody</li> <li>-Expectant mothers</li> <li>-Too obese persons (definition: Persons who need an extension belt are too obese, therefore no extension belt at the overwing exit.)</li> <li>- Escorts of passengers who need special assistance in emergency situations;</li> <li>-All persons allocated to seats at the overwing exit, who do not feel comfortable with their seating (due to their responsibility in case of an emergency) and request reallocation, will be reallocated;</li> </ul>
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### Specials

PETC (Pet in cabin)	GOM/CPH	<p>PETC must be seated either on window or middle seat – seating on aisle seats as well as rows 1ABC, 2DEF and XL-Seats are not allowed.</p> <p>the pet is placed in a waterproof <b>flexible</b> transport bag and the weight of the pet incl. bag does not exceed 8kg - and the size of 55 x 40 x 20cm</p>
SVAN (Service Animal in cabin)	GOM	<p>The passenger will be preseated in 1st row or in one of the comfort seat rows due to enough space for the dog, but window seats only. Re-seating in case of not fully booked aircraft is optional but will be done by cabin crew.</p> <p>Prior confirmation for transport of dog from TAGO Network Operations is obligatory.</p>
ESAN (Emotional Support Animal)		Not accepted
AVIH (Animal in Hold)	GOM	<p>B737-800/B737-8: 3 kennels with a maximum of 2 AVIH per kennel Transportation is only granted according to IATA Live Animal Regulations and ECS Group manual.</p> <p>Use the TUI provided Live Animal Acceptance Checklist.</p> <p>Verify all requirements from the checklist have been met and the passenger needs to sign in acknowledgement. If not all fields of the checklist are complied with then the animal must not be accepted for transport. One copy of the fully completed checklist will be provided to the passenger and another is to be retained at the station.</p>
PRM (Passenger with Reduced Mobility)		Ensure relevant SSR codes are present within DCS and correct service is provided for passengers

STCR (Stretchers)		N/A
WCH* (Wheelchair)	IATA SSR Code table	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p>
WCMP (Wheelchair - Manual Power)	GOM	Is accepted without any special limitations
WCLB and WCBD	GOSA23-21	<p>The check-in agent will issue an EMA Tag which must be filled in and attached to the EMA. The EMA tag is carbonated, distribute copies to a. Flight Deck, b. Flight File, c. Fixed to EMA;</p> <p>-An EMA can be immobilised at check-in, at the boarding gate, at the aircraft side. As soon as this is complete, the EMA Tag must be signed by the responsible person;</p> <p>-3 Methods to Immobilising the EMA: A. Power switched off and remove the key. B. Detach Cable from battery/controller's/&amp; connectors and protect against short circuit. C. Insert Inhibiting plug (Air Safe Plug);</p> <p>Check if the passenger has already pre-booked the EMA. If there is an SSR code WCLB or WCBD;</p> <p>-If it hasn't been pre-booked the item must be approved by TUI (Contact TUI TOCC);</p> <p>-Please check the battery type matches the SSR code as the conditions of carriage differ considerably;</p> <p>-For WCLB, confirm the watt hour rating is within limits;</p> <p>-Fill in the EMA tag and note if the lithium battery will travel in the cabin;</p> <p>-Check if the lithium battery is designed to be removed, if so, it must travel in the cabin;</p> <p>-WCBD batteries are not allowed in the cabin;</p> <p>-Ensure EMA dimensions are in limits to fit into the aircraft hold;</p> <p>-Always inform back office when WCLB is checked in;</p>
BLND, DEAF, MUTE, DPNA	GOM	Blind, deaf, mute or both, deaf and mute passengers can be accepted without prior permission; nevertheless notification should be given via service center to TAGO Network Operations in order to preadvise stations concerned of special handling/service.
MEDA (Medical Assistant)	GOM	<p>Medical case:</p> <p>Medical certificate required.</p> <p>Not to be used for passengers who only require special assistance and do not require medical clearance.</p>

<p>EMA (Electric Mobility Aid)  <b>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.</b></p>	CPH	<p>Electric wheelchairs will be carried <b>only if they run on dry batteries</b>.      Batteries of foldable wheelchairs must be removed from the wheelchair and taken by passenger or his escort as cabin baggage.</p> <p>Wet batteries count as <b>prohibited</b> items and will not be carried by TUIfly</p> <p><b>EMA Tag</b> must be filled out and attached to the wheelchair along with a normal bag tag printed using the <b>ELEC</b> baggage attribute.      One copy goes to the flight deck, another for the TRC to be filed, and the third remains attached to the wheelchair.      Must be signed by person who immobilises the wheelchair.</p> <p>3 Methods to Immobilising the EMA:      -Power switched off and remove the key.      -Detach Cable from battery, controller's, connectors and protect against short circuit.      -Insert Inhibiting plug (Air Safe Plug)</p>
DAA (Delivery at Aircraft)		TUI does not provide DAA service
DEPA (Accompanied Deportee) - <b>Captain and Cabin crew to be informed</b>	GOM	<p>TUIfly refuses to transport unaccompanied deportees. They always have to be escorted by a representative of the deporting authorities.</p> <p>Must be seated at the rear of the aircraft not near any exit doors.</p>
DEPU (Unescorted Deportee)	GOM	<p>TUIfly refuses to transport unaccompanied deportees. They always have to be escorted by a representative of the deporting authorities.</p>
INAD (Inadmissible Passenger) <b>Captain and Cabin crew to be informed</b>	GOM	<p>Do not have the right to enter a specific country and are therefore returned to the country of origin.</p> <p>Where seats are available the authorities may insist in immediate return to country of origin on the same aircraft of inbound carrier, even if a revenue passenger has to be left behind. The procedure for overbooking shown has to be followed.</p> <p>The governmental notification immediately has to be sent to HAJ headquarter and <a href="mailto:groundoperations@tuifly.com">groundoperations@tuifly.com</a>, <a href="mailto:trafficcontrol@tuifly.com">trafficcontrol@tuifly.com</a>.</p>
WEAP (Weapon)	GOM	<p>Prior to acceptance, the passenger or other authorized and duly qualified person determines that the weapon is not loaded. A declaration may be used to confirm the status of the weapon;</p> <ul style="list-style-type: none"> <li>- The weapon is transported in a sturdy container to prevent any possible damage during the flight;</li> <li>- Ammunition is securely boxed and carried separately from the weapon, and is handled in accordance with applicable dangerous goods regulations;</li> <li>- Packages containing fire arms for all flights have to be marked crosswise with a red ZZ adhesive tape;</li> </ul>
Sport Equipment	GOM	<p>Special baggage like Surf, Golf etc. is limited in weight up to 30kg per piece. Exceeding weight shall be charged as excess baggage.</p>

Instruments	GOM	<p>An extra seat can be reserved and paid for.</p> <p>instrument on the seat (max. length 100cm, max. width (between the armrests) 43cm, max. depth 58cm)</p> <p>- instrument in the footwell (max. length 145cm, max. width (between the armrests) 43cm, max. depth 30cm)</p>
EXST (Extra seat)		<p>Extra seat is available for purchase for comfort or CBBG</p> <p>The reservation has to be done in advance via TUIfly service center.</p>
CBBG (Cabin baggage)	GOM	<p>Max 50kg, combined with a purchased EXST</p> <p>Window seat for the cabin baggage.</p>
INFT (Infant)	GOM	<p>&lt; 2 yrs old</p> <p><b>INFT must not be seated in the emergency exit rows. This includes the rows before and after the emergency exit row.</b></p> <p><b>Only one INFT is allowed per row.</b></p> <p>Infants have the same baggage allowance as the associated adult (basic tariff) plus free stroller/buggy and car child seat (CRS), as indicated in the DCS. If the adult booked any additional piece of baggage or additional excess baggage, this additional baggage allowance doesn't count for the infant.</p> <p>Infants of passengers having booked X3 flight only tariff "PURE" also do not have any baggage allowance (except a free stroller), even if the adult person booked an additional baggage.</p>
CHLD (Child)	GOM	<p>2-12 yrs old; Must be seated with accompanying adult, parent, or Guardian.</p> <p>&lt;14 yrs old inelligable for Emergency Exit Seat even when accompanied by parent or guardian.</p> <p>A written permission of the parents/legal guardian of the child should be available for the escorting person upon departure.</p>
UMNR (Unacommpanied Minor)	GOM	<p>5-12 years old</p> <p>UMs shall be seated in row 32A-F</p> <p>Limit: 10 UMNR per flight. Max 2 UM per row.</p> <p>When handing over the UM to cabin crew, it must be in possession of a UM (plastic) wallet, containing the UM handling advice and all other necessary travel documents.</p>
YPTA (Young person traveling alone)	GOM	<p>Youngsters aged 12 - 17 years travelling alone are named YPTA.</p> <p>If youngsters travelling alone show up at check-in the SSR code YPTA shall be entered into DCS.</p> <p>This is for crew information only as no special additional service is necessary.</p>
Pregnancy	GOM	<p>Carriage of expectant mothers will be refused during the last 4 weeks of pregnancy, which means that also date of return flight has to be checked.</p> <p>A medical certificate during the first 36 weeks is not required.</p>

Staff Travel		<p>All TUIfly staff travelling with a reduced ticket are entitled to:</p> <ul style="list-style-type: none"> <li>• free baggage allowance of 1pc/20kg plus</li> <li>• 10kg excess baggage free of charge plus</li> <li>• 1 pc. sport equipment free of charge (has to be booked in advance)</li> <li>• free desk check-in (no obligatory web-check-in)</li> <li>• more pieces have to be pre-booked or purchased at airport</li> </ul> <p>Jumpseat can be assigned to airline staff after approval from the commander</p>
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### Gate

Preparation		<p>DHS bag tags and boarding passes  Digital Gate Announcements German, English  For bus positions passengers should be directed to appropriate boarding stairs.</p> <p>Fraport Bus app available to order busses.</p> <p>PAX Finder - Avialable</p>
ID Check		Document Check - Required at the gate for non-schengen flights.
Crew Lists		<p>Cabin Service Area - Detailed  Meals Fullfillment - Detailed  Flight Summary</p> <p>Flight Manifest - to be printed for TRC to file</p>
Gate Opening Time		STD-60
Boarding Start		<p>Preboarding STD-45  Automatic (greenlight) boarding STD-35 Pax should arrive at aircraft no later than STD -25.</p> <p>For bridge positions, PAX should be boarded by rows. Ex. 20-32, 10-32, all remaining passengers.</p>
Gate Closing Time		STD-20

### L&F

Currently handled by TSW

### Post Departure

Flight Reports		Gate report sent through AvBIS
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