



READ AND SIGN
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Topic: TUI Payments – unpaid balances

Dear All,

We've noticed that some TUI customers have unpaid balances on their bookings, which need to be settled before check-in. Please collect the payment as we usually collect payments.

When explaining this to customers, please let them know the reason for the payment, usually found in the PNR history.

When processing payments, please ensure the payment sheet is completed accurately, and include additionally the reason for the payment, "declined online payment".

Thank you for your help.

Laura