



LOCAL OPERATING PROCEDURE_FRA_PAX02

Travel Document Checks on TUI Non-Schengen Flights

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OBJECTIVE

To guide Customer Services Employees on the correct procedure for checking travel documents on TUI Non-Schengen flights to avoid INADs

Application

Passenger Services Department:

PAX Supervisors, PAX Lead Agents, TUI CKIN/GATE Coordinators, Check-in and Boarding Agents assigned to TUI Flights

Current TUI Non-Schengen Destinations: AGA, BVC, DJE, DLM, HRG, LCA, RMF

Procedure:

On Non-Schengen flights every single passport to be controlled.

The following points **must be checked at Check-in AND at the Gate**:

- **Name in the passport** – it must match the name on boarding pass
- **Validity of passport** – the respective validity requirement needs to be adhered
- **Photo in the passport** – it needs to be the person who is holding the document
- **Nationality** – it needs to be the same as the country who issued the travel document, otherwise it is a refugee travel document, and different rules apply

In addition to this passport control, every single passport that is **NOT issued by Germany** must also be **checked for the entry requirements** for the respective Non-Schengen destination.

The boarding gate is therefore the very last point at which passports and entry regulations are checked and must strictly adhere to this instruction in order to prevent INADs, which are detrimental to the company, the airline customer and also the passenger.

To check the entry requirements, use TIMATIC, and for additional confirmation call the supervisor on duty.