



# **TUI fly Customer Service Plan**

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### **1. Offering the lowest fare available**

TUI fly intends to offer you the lowest published fare for which you are eligible for date, flight, class and service requested regardless how a ticket is booked. Lower prices may be available elsewhere due to different reservation fees.

### **2. Notifying consumers of known delays, cancellations and diversions**

TUI fly will make available the most current, accurate information about your flight's status involving known delays, cancellations and diversions. Depending upon the nature of a delay, passengers may be informed through their travel agency, travel organisation, our on-the-spot staff or our Contact Centre. It is important to always check the departure times on the day of departure by means of teletext or the websites of the airport. You will be informed of a delay at the airport via the screens at the airport and the intercom announcements of our staff upon inquiry.

### **3. Delivering Baggage on Time**

TUI fly will do everything in its power to ensure that your baggage timely reaches your destination.

#### Missing or delayed baggage

Missing baggage should immediately be reported to TUI fly upon arrival, at which time a P.I.R. (property irregularity report) will be drawn up. Your claim cannot be considered without a P.I.R.

You can count on TUI fly to take every possible measure to return your baggage to you within 24 hours if a bag is misplaced or delayed. TUI fly will also compensate you as required by international agreements for international flights, and reimburse you for any fee charged to transport a bag that is lost. Normally TUI fly will deliver the baggage to the address where you are staying. However, when customs formalities preclude us from doing so, we will inform you if such is the case so that you can collect the baggage yourself at the airport. Go to [www.worldtracer.aero/filedsp/or.htm](http://www.worldtracer.aero/filedsp/or.htm) to view the status of your delayed baggage and to track the search.

### **4. Cancellations of Bookings**

You will find our cancellation terms and conditions in the general transport regulations in de FAQ.

### **5. Refunds**

TUI fly will try to issue refunds within 20 days after receiving a refund request for purchases by check or cash, or within 7 business days after we receive your request for credit card purchases, including fees charged for optional services in the case the passenger has been unable to use that due to an over sales situation or flight cancellation.

### **6. Passengers with disabilities**

TUI fly offers passengers with limited mobility all of the necessary facilities to travel comfortably and consistent with Part 382 of DOT's regulations.

#### A. Accompaniment wheelchair passengers

You will be accompanied from the check-in desk all the way to your seat in the plane. Upon reaching your destination, you will be accompanied from the plane to the baggage claim.

The cabin crew of TUI fly is not authorised to assist passengers by way of lifting and/or carrying. The same applies to administering medication or injections. Should you require help of that kind, then you must travel with a personal companion who can assist you during the flight. The normal plane fare applies to companions. If possible, TUI fly will properly accommodate disabled and special needs passengers, including during long on-aircraft delays.



### B. Accompaniment children travelling alone

Children of an age of 5 through 11 years are allowed to travel without a parent or parents. You are required to request accompaniment for these children. Children travelling alone will be accompanied from the check-in up until they are collected at the airport of their destination. Children of an age of 12 through 17 years are considered Young Passengers and may travel without a companion. You do have the option to request the accompaniment of Young Passengers. This involves additional costs.

### C. Oxygen and medical baggage

Extra oxygen can be made available for passengers with a doctor's medical certificate. This facility functions separately from the oxygen supply that is switched on in the event of an emergency.

It is possible to take along medical equipment that you do not need during the flight as hand baggage, provided the dimensions and the weight fall within the hand baggage regulations that apply. If the baggage does not comply with the hand baggage regulations, then it is to be determined beforehand whether the baggage can be taken along in the cabin or stored in the hold.

Medicines that require refrigeration are best transported in thermos bags or vacuum bottles that comply with the applicable hand baggage regulations (55Lx40Wx25H, no limitation in weight). There are no refrigeration facilities available on board.

You can take up to a maximum of 15 kg of extra baggage in the hold free of charge, provided that you can produce a valid doctor's medical certificate and a specification of the medicines. Medical baggage is to be registered with TUI fly at least 72 hours prior to departure.

TUI fly has no mains connection on board for the purpose of using electrical medical equipment.

## **7. Customer needs during delay**

In the event of a delay at the airport, TUI fly will make every effort to keep you adequately informed by means of the screens at the airport and announcements over the intercom on the part of our staff. We will make every effort to ensure that essential needs are met by providing snack food, drinking water at specific intervals; restroom facilities; and adequate medical assistance in accordance with our Tarmac Delay Contingency Plan for further details.

### A. Outward flight

In the event of a delay of more than 2 hours, you will receive refreshments and/or meals that are in a reasonable proportion to the waiting time.

You will receive a statement of delay in the event of a delay exceeding 8 hours. If you have taken out cancellation insurance, then you will be eligible for compensation in connection with having missed part of your holiday. Some types of travel insurance offers this cover as well. You are referred to the terms and conditions.

### B. Return flight

Depending upon the duration of the delay, it may be possible for you to come to the airport at a later time. It is also possible that formalities at the airport require that you check in for your flight in accordance with the original departure time despite the fact that your flight will be delayed. An TUI fly staff member at the destination will see to your needs starting from the moment you reach the airport.

If it is expected that the delay of your flight will exceed 2 hours, then you will receive refreshments and/or meals that are in a reasonable proportion to the waiting time.

If we have provided you with a statement, then your employer or some other body may request that you present it. The travel insurer will not grant compensation for a return flight delay, as it is of the opinion that the holiday has reached its end.

More information is available in the leaflet 'Denied Boarding Compensation'.



## 8. Overbooked

You will be informed beforehand, if possible, should your flight be overbooked, and subsequently booked for the first alternative. You are referred to the Denied Boarding Compensation leaflet for additional information.

## 9. Disclosing travel itinerary and other policies that affect your travel

### A. Travel itinerary and changes

TUI fly itineraries are specified on the ticket. In the event of a change of schedule, we will try to inform you as soon as possible through your travel agent, travel organisation, our staff on location or the Contact Centre.

### B. Frequent flyer details

TUI fly is not a participant of a Frequent Flyer Programme

### C. Aircraft configuration, seat size and pitch

<b>On board type Boeing 767-300ER with winglets</b>	<b>Leg room*</b>	<b>Seat width*</b>	<b>Recline*</b>
Comfort	94 / 37	45 / 17.7	11.4 / 4.5
Comfort	84 / 33.1	41 / 16.1	11.4 / 4.5
Economy	76 / 29.9	41 / 16.1	11.4 / 4.5
<b>On board type Boeing 737-800</b>	<b>Leg room*</b>	<b>Seat width*</b>	<b>Recline*</b>
Comfort	84 / 33.1	43 / 16.9	7.6 / 3
Economy	76 / 29.9	43 / 16.9	7.6 / 3
<b>On board type Boeing 787-800</b>	<b>Leg room*</b>	<b>Seat width*</b>	<b>Recline*</b>
Deluxe	106 / 41.7	48 / 18.9	25.4 / 9.6
Comfort	86 / 33.1	43 / 16.9	15.2 / 6
Economy	76 / 29.9	43 / 16.9	15.2 / 6

\*All sizes in cm / inch

Plane floor plans including lavatory positions are available at the <http://www.tui.nl/vliegtickets/services/stoelreservering/>.

### D. Contract of carriage

The general transport regulations of TUI fly provide information on cancellations and changes. You will find these general transport conditions at our FAQ.



### 10. Customer complaints

Should you have any comments, suggestions or complaints concerning a flight with TUI fly, then you submit a complaint in writing not later than within one month after the end of the trip (or after the original date of departure).

Customer service department  
P.O Box 787  
7500 AT Enschede

TUI fly strives to respond to any complaints within 30 days.

### 12. Baggage allowance

Baggage allowance for flights from/to the United States

Class	Baggage allowance	Excess baggage
Economy	0 kg check-in baggage No weight limitation hand baggage*	€ 10 per one way per kilo**
Comfort	0 kg check-in baggage No weight limitation hand baggage*	€ 10 per one way per kilo**
Deluxe	40 kg check-in baggage No weight limitation hand baggage*	€ 10 per one way per kilo**

\* One piece max. 55x40x25 cm or LxWxH

\*\* TUI fly has separate fees for special baggage like sports equipment, instruments and pets.

All details can be found under the FAQ of TUI.

### 13. Optional services

To provide added comfort to our flights, TUI fly offers a range of services. These can be reserved from 30 days up to five hours before departure at <http://www.tui.nl>.

We offer the following services on our flights from/to the United States:

- Seat reservation
- Personal Entertainment Program

We offer the following services on our flights from Amsterdam to the United States:

- Lounge

### 14. Contacting TUI fly

Please contact the Contact Centre of TUI fly via toll free number +1855.808.4015 if you have any questions concerning availability, reservations, changes and payments.

Business hours (with the exception of holidays): 09.30-18.00 AST/ 08.30-17.00 ADT.

TUI fly charges € 25,- administrative costs per booking for reservations per telephone.