



Iceland

JULY EDITION DECEMBER 2024 – FEBRUARY 2025
& DECEMBER 2025 – FEBRUARY 2026

Look out for the Northern Lights | Explore the iconic Golden Circle
Plus more excursions and travel tips...

Introducing Iceland

From chasing the Northern Lights to exploring the picturesque city of Reykjavik, there's no end of adventure in Iceland.



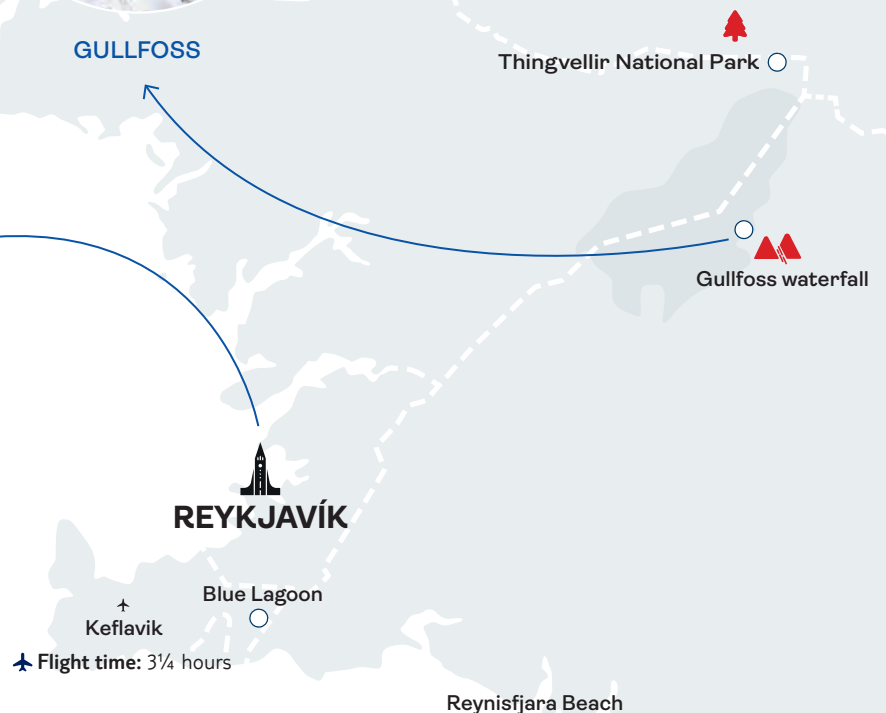
REYKJAVÍK



GULLFOSS



GEYSIR AREA



Click here
for more
information on
where we fly.

MORE INFO

STAYING SAFE AND HEALTHY ABROAD

The Foreign, Commonwealth & Development Office (FCDO) and National Travel Health Network and Centre have up-to-date advice on staying safe and healthy abroad.

See gov.uk/travelaware and follow [@FCDOtravelGovUK](https://twitter.com/FCDOtravelGovUK) on Twitter and facebook.com/FCDOtravel – for the latest general FCDO travel advice, including coronavirus travel guidance, security and local laws, and passport and visa information.

See gov.uk/foreign-travel-advice – for FCDO travel advice about individual destinations.

See tui.co.uk/destinations/info/travel-aware and tui.co.uk/destinations/info/travel-with-confidence – for travel advice from TUI.

See travelhealthpro.org.uk – for current travel health news.

The advice can change, so check regularly for updates.

travel
aware
gov.uk/travelaware

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PICK YOUR PACKAGE

When you holiday with us to Iceland, you can choose from a trio of packages.

Turn to page 11 for all the details on what each one includes.

EXPLORE THE LAND OF FIRE AND ICE

There are loads of signature experiences in Iceland, ranging from toasty thermal pools to Narnia-like scenery. Soak in turquoise waters after dark on our Blue Lagoon evening tour, try to spot wildlife on the Reykjavik whale watching tour, or venture into craggy caves on our Raufarholshellir lava tunnel tour.

Blue Lagoon



Geysir hot springs area



REYNISFJARA BEACH

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July Edition. This may be superseded and replaced by a later edition. Always check with your travel agent to ensure that you have the most up to date brochure edition. Also see Our Agreement with You and Yours with us for our terms and conditions.

This brochure was published in July 2024.

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Where's next?

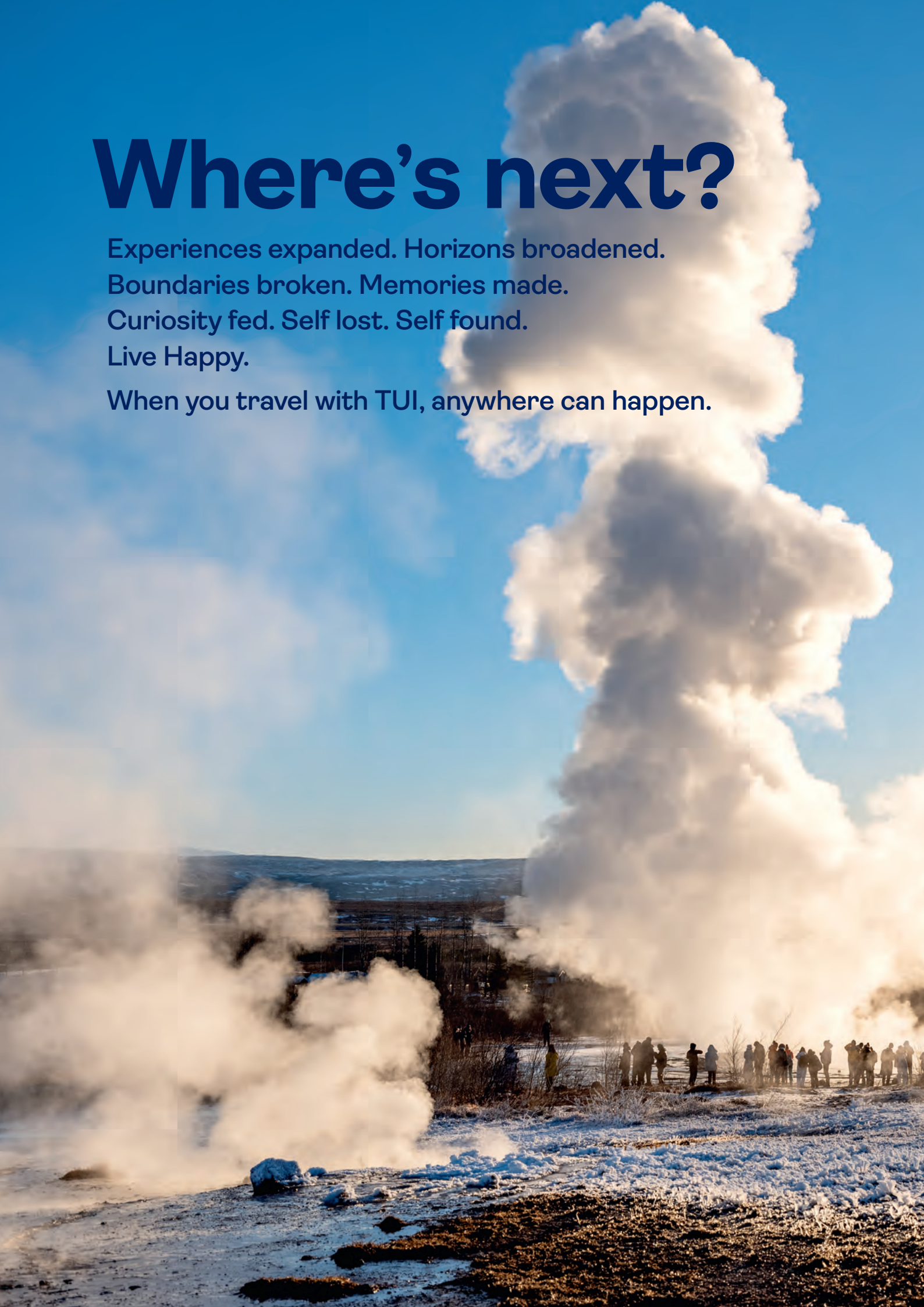
Experiences expanded. Horizons broadened.

Boundaries broken. Memories made.

Curiosity fed. Self lost. Self found.

Live Happy.

When you travel with TUI, anywhere can happen.





Trust in TUI

There's nothing more important to us than making sure you have an amazing holiday. We're there for you throughout your holiday, all the way from when you book to when you return – and we always bring you home.

But don't just take our word for it – readers of the UK's most-read newspaper have voted us **'Most Trusted Travel Company'** and we've scooped thousands of **'excellent'** reviews on Trustpilot.

We also know that for you to Live Happy, great value has to be a given. That's why we're the home of holiday value.

MORE INFO



Click the button or visit **tui.co.uk/value** for tips, tricks and deals.

MORE INFO



Click the button for more on our reviews and awards

Don't forget, all our package holidays are backed by the safety net of ABTA and ATOL protection, alongside 24/7 support – plus lots of helping-hand features – on the TUI app.

Green & Fair hotels



At TUI, we believe in responsible travel. In fact, our ever-growing range of **Green & Fair** hotels helps us support local communities in our destinations, look after the environment and create holiday memories in a way that tries to minimise any impact on Mother Earth.

WHAT ARE GREEN & FAIR HOTELS?

Green & Fair hotels have been recognised by an independent organisation for their sustainability standards, according to criteria set by the Global Sustainable Tourism Council (GSTC). The GSTC Criteria works as a worldwide standard in sustainability that all hotels should strive for, and is focused around four key areas:

- ✓ Sustainable management
- ✓ Environmental protection
- ✓ Social and economic support of the local community
- ✓ Recognising and promoting cultural heritage

If a hotel has earned a certification that shows it complies with the GSTC Criteria, we award it with a Green & Fair label. This badge of honour not only shows off hotels with more planet-friendly practices, it also makes it easier for you to make more sustainable holiday choices. Just look for the Green & Fair label when you're browsing for your next getaway.



GREEN & FAIR HOTELS

Find out more about the
GSTC Criteria at
gstccouncil.org/gstc-criteria



Looking to find out more about our sustainability work? Simply click the button to visit our sustainability page. Or, use your web browser and visit tui.co.uk/destinations/info/sustainability

Find out more



The TUI Care Foundation

The TUI Care Foundation turns holidaymakers' love of travel into something that makes a difference. It uses the positive power of tourism to improve the lives of young people, care for the natural world and help local communities thrive.

By creating projects that use tourism as a force for good, this independent Foundation works globally with local partners and international organisations to create meaningful and long-lasting impact. With over 30 projects in 25 countries, the TUI Care Foundation focuses on the specific needs of a destination.

In Cape Verde and Turkey, for example, it's working with organisations in resort to help protect native sea turtles. And, over in the Dominican Republic, its TUI Academy is

empowering young people with vocational training, to help them find jobs in the hospitality industry.

WORKING TOGETHER

For every booking to a Green & Fair hotel, we also donate £1 per person to the TUI Care Foundation, plus, you have the option to donate an additional £1 per person when you book. This helps support the foundation's projects in holiday destinations around the world.



TUI Academy, Dominican Republic



TUI Turtle Aid programme

DID YOU KNOW?

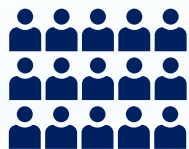
Booking a Green & Fair hotel stay isn't the only way you can contribute to the TUI Care Foundation. You can also pledge whatever you'd like at tuicarefoundation.com. Plus, when you're booking a TUI holiday, keep an eye out for the 'Adopt a Tree' and 'Adopt a Turtle' check boxes on the 'customise your holiday' page.

Reykjavik round-up

Iceland's capital juggles colourful architecture with trendy nightspots, and it's the perfect jumping-off point for seeing the country's smorgasbord of natural wonders.



4
HOURS OF SUNLIGHT
A DAY IN
DECEMBER
AND JANUARY



POPULATION:
137,000



TIME
ZONE:
GMT



APPROXIMATE FLYING TIME:
3 HOURS
AIRPORT: KEFLAVIK



THE
WORLD'S
MOST
NORTHERN
CAPITAL
CITY
64°08'N
LATITUDE



TOP SIGHTS

- ♥ HALLGRÍMSKIRKJA CHURCH
- ♥ HARPA CONCERT HALL
- ♥ SUN VOYAGER SCULPTURE

NIGHTSPOTS

- KAFFIBARINN
- MICRO BAR
- SLIPPBARINN



EXPERIENCES

- GOLDEN CIRCLE
- BLUE LAGOON
- WHALE WATCHING
- SNOWMOBILING



CURRENCY
ICELANDIC KRONA



- FISH STEW
- SLOW-COOKED LAMB
- HOTDOGS

LOCAL LINGO

Hello: **Halló**
Thank you: **Pakka þér**

BLUE LAGOON
6 MILLION
LITRES OF
WATER
38 DEGREES



7 things you never knew about Iceland...



1

It's got a super peaceful population

Iceland's one of the most sparsely populated places on the planet – it's got an average of around eight people per square mile. It's part of the reason it's been first place on the Global Peace Index since 2008 to 2023, rating it as the most peaceful country in the world.

2

There's a meaning behind the colours of the Icelandic flag

The colour choices for the country's national flag weren't just plucked out of thin air. Red represents the head of the island's volcanic fires, white is for the snow and ice fields, while blue resembles the mountains.



3 Its seasons are like chalk and cheese

Summer and winter in Iceland are polar opposites. During the summer months, you can expect up to 24 hours of daylight, while winter nights draw in come afternoon time. That's why it's best to travel between October and March for a shot at spotting the Northern Lights.



4 It's home to the largest glacier in Europe



The Vatnajökull glacier covers more than three thousand square miles and its almost a thousand metres deep at its thickest point. You'll find it at its namesake national park, which covers more than 8% of the country.

It's more than 1,000 years old

Iceland was founded during the Viking age of exploration. The country's been no stranger to a natural disaster, with earthquakes, volcanic eruptions and avalanches all making headlines in its history books. You can hear all about it, plus learn about ancient Icelandic culture, with an audio-guided tour at the Saga Museum.



5

6 The country once faced a 74-year beer ban

Back in 1915, Iceland voted on an alcohol ban, and it lasted until 1989. Beer Day takes place on 1st March each year now – it's the unofficial national holiday marking the end of the ban.



7 There are 100 words for wind

Us Brits love to talk about the weather, but if you're looking to learn the local lingo for wind, you'll need to take a seat. There are more than 100 ways to talk about windy weather, with a long list of different words and phrases to describe the wind's strength.





Foodies ♥ Iceland

You might not associate Iceland as a foodie hotspot, but the capital's culinary offering is heating up faster than its geothermal pools. And, with its restaurant round-up featuring everything from hot-dog stalls to Michelin-starred restaurants, there's something for every budget. Here are some of our favourite dishes and dining spots for starters.

WHERE TO EAT

HLEMMUR FOOD HALL 🍴🍷

This place was Reykjavik's first food hall, and it takes inspiration from the types of eatery you'd find in other European cities. Check out Skál – it's featured in the Michelin guide and offers natural wines, local craft beers and cocktails made from foraged herbs.

MONKEY'S RESTAURANT 🍴🍷🍷

This place pairs up plates from Peru and Japan with winning wine pairing and cocktails. If you've already eaten, it's a great spot for a nightcap – the restaurant features an old railway carriage, which has been converted into a swanky bar known as the Champagne Train.

PERLAN RESTAURANT 🍴🍷🍷

This revolving restaurant sits on Reykjavik's highest hill. It turns 360°, so you'll have an ever-changing backdrop while you're tucking into your meal. The menu focuses on seasonal ingredients, with its dishes fusing traditional Icelandic flavours with European classics.

MAGIC ICE 🍴🍷

This sub-zero bar gets top marks from visitors of all ages. Drinks are poured from a bar made of crystal-clear ice and there's an art gallery with ice sculptures to check out, too.

VALDIS ICE CREAM PARLOUR 🍴🍷

Ice-cream might not be your first thought on holidays to Iceland, but with a TripAdvisor Traveller's Choice Award in tow, you might just have to make an exception for this place. There are plenty of different flavours to try out, from traditional scoops to the seriously whacky – both beer and bacon flavoured ice-cream have had a slot in this spot's freezer.

WHAT TO ORDER

ICELANDIC HOT DOG 🍴

This American classic is a favourite on street-food stalls around the city. It tastes a little different to your typical hot dog – it's mostly made from Icelandic lamb, which is mixed with beef and pork.



Icelandic hot dog

ICELANDIC STEW 🍴🍷

This winter warmer is a staple on most menus around the city. Its main ingredient is free-roaming lamb, which is cooked with rice and root vegetables. You'll get a taste for it if you're on our Golden Circle tour.



Icelandic stew

ICELANDIC COD 🍴🍷

Seafood's a staple of the Icelandic diet, and as the island's waters are strictly protected by environmental regulations, it's top notch, too. For a healthy holiday boost, opt for cod – it's a great low-calorie source of protein and omega-3 fatty acids.



Top tip: Download the Dine Out Experience App before you go to pre-book tables at restaurants around the city.

Pick your Iceland package

We offer a trio of Iceland package types. There are two to go for in winter – one that includes two experiences and one that leaves you free to design your own itinerary. Then there's our summer package, which serves up slightly sunnier city breaks to Reykjavik.



WINTER TUI PACKAGES WITH EXPERIENCES

This package comes with two experiences included, and they're perfect for a first-time trip to Iceland. Each package includes a **Golden Circle Tour** and an exciting hunt for the **Northern Lights***.

Read on for all the info...

DAY 1

Once you've checked in to your hotel, you'll have some free time to stroll around Reykjavik. You can book in a walking tour with a local, or make tracks around the city at your own pace. This evening – weather permitting – you'll head out on your hunt for the Northern Lights. It can sometimes take a few hours to track them down, but if you don't manage to see them, we'll reschedule your tour for another night, when there's a better chance*.

DAY 2

Today, we'll pick you up first thing for your second included experience – a full-day tour of the Golden Circle. You'll tick off a huge geyser site, the Gullfoss Waterfall and Thingvellir National Park. A traditional Icelandic Stew lunch is on the cards too, with a different option on offer for veggies.

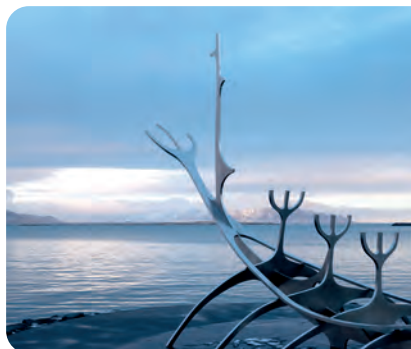
DAY 3



It's up to you how you spend your third day. Scout out Reykjavik's restaurants, microbreweries and quirky boutiques, or book an extra experience to see more of Iceland.

DAY 4-7

If you've booked a four or seven-night stay, you can fit in even more experiences. Or, you can spend your time getting to know Reykjavik a little better.



*Just so you know, we can't guarantee you'll see the Northern Lights, as they're a natural phenomenon. And, if you're travelling in April, your Northern Lights experience may be switched to the Midnight Sun experience – more on that on page 15.

A perfect circle

Here are the top sights along the nation's famous triple-pronged trip, the **Golden Circle**. If you've booked a winter package with experiences included, you'll head out on this trip on day two.



📍 Gullfoss

GEYSIR

Geysir, which first erupted back in the 14th century, is the geyser all others take their name from. It's been dormant for decades, but plenty of action still takes place at neighbouring Strokkur, which erupts to heights of 30 metres every eight minutes or so. You'll need to press your camera shutter button at exactly the right moment to get the perfect shot – the blast of water shoots up from the ground so quickly that you can blink and miss it.

GULLFOSS

This is Iceland's answer to Niagara Falls. From a distance, the misty spray coming off the falls acts as a curtain, concealing what's beneath. As you get closer, everything comes into focus. The sight of the glacial water tumbling down a natural staircase and into a deep canyon is mesmerising. Keep your fingers crossed for sunshine and blue skies – the best conditions for catching a glimpse of one of the waterfall's famous rainbows.

THINGVELLIR NATIONAL PARK

This World Heritage Site spans the border between the North American and European tectonic plates, which are moving by two centimetres a year. You'll stop off at Almannagja, one of the few places in the world you can walk inside a ridge zone. There's also a viewing platform which offers up a panoramic look at Iceland's biggest lake.



Thingvellir National Park



REYKJAVÍK



On your Golden Circle tour, you'll also get to tuck into a three-course, Icelandic-style lunch – think steamy stew and cake.



Geysir Area

PICTURES: RONNYBAS K. NARLOCH-LIBERRA FILIP FUXA ALL SHUTTERSTOCK

The greatest show on earth

The Northern Lights are a pretty elusive beast. To maximise your chances of catching – and capturing – a glimpse, check out these expert hints and tips...

HOW TO SPOT THEM

The Northern Lights can be seen from late August to the middle of April. Your best chances are between October and March, though – when Iceland snuggles under long, dark nights.

Head out of the city. Your chances of seeing the lights skyrocket as soon as you hit the outskirts of Reykjavik.

Don't worry too much about the weather forecast. The weather in Iceland's pretty unpredictable, so even if snow clouds are looming, you could be treated to clear skies. The Northern Lights are created by atmospheric gases colliding with charged particles from the sun – and the colours are pretty eye-popping.

The most common colour is green, but you might also see the lights in ruby-red, periwinkle-blue, dandelion-yellow and lipstick-pink.

HOW TO SHOOT THEM

If you want to photograph the Aurora Borealis, you need to be able to adjust your camera to take photos in the dark. The auto setting will often struggle to get usable results, so you'll need to have more control of the settings using manual focus, ISO and shutter speeds.

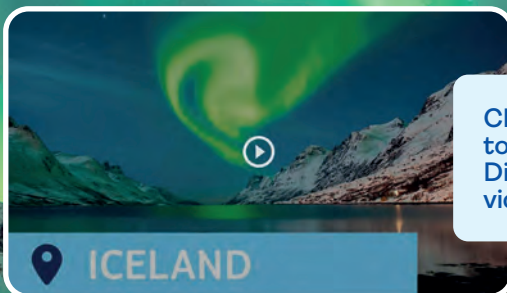
To capture the lights you'll need a slow shutter speed – at least a few seconds – plus a tripod or steady surface. Set your ISO to 800. For a clear exposure, ensure you're away from any street lights or light pollution. Manually set your focus to infinity and your white balance to daylight.

DSLR users should remove lens filters – interference between them and the particular green colour waves in the Aurora Borealis can cause concentric rings to appear on your final image.

JUST SO YOU KNOW...

One of our winter packages to Iceland includes two experiences. If you book one of these holidays, you can expect a Northern Lights hunt, which is scheduled in for the evening you arrive. But since the lights are a natural phenomenon, their appearance cannot be guaranteed. If the outing is cancelled due to adverse weather, or the lights don't show, it will run again on the second, and if necessary on the third night.

And, on another note, if you're due to go in April your Northern Lights tour may be switched to the Midnight Sun experience. On this trip, you'll experience Iceland's bright-as-day nights and watch a beautiful sunset.



Click this button
to watch our
Discover Iceland
video on YouTube



More info

Winter plan-your-own-itinerary packages

If you'd rather have a bit more flexibility on your Iceland holiday, our plan-your-own-itinerary packages are just the ticket.

This type of getaway ticks off your flights, airport transfers and your hotel. It's a great way to explore Iceland at your own pace, and it gives you the freedom to plan your own itinerary. You'll have bags of time to try out some of our experiences – like a whale-watching tour, or a visit to the Blue Lagoon. Here are a few of our faves to get you started...

REYKJAVIK WHALE WATCHING TOUR



White-beaked dolphins, humpback whales and harbour porpoises are all known to make an appearance on boat trips during Iceland's winter months. This trip departs from Reykjavik's harbour, and makes its way to Faxaflói Bay. You'll spend a couple of hours at sea, giving you a good chance to spot Iceland's underwater wonders.



Look out for this logo when you're checking out our hotel info pages. When you stay at selected hotels, you'll have the option of a package with experiences included, or you can choose to do your own thing and plan your own itinerary.

SOUTHERN ICELAND TOUR



This full-day experience takes in waterfalls, volcanoes and beaches along Iceland's scenic south coast. You'll stop for snaps at the area's biggest waterfalls, and you'll get a closer look at the Eyjafjallajökull volcano, too – it's the one that grabbed international headlines back in 2010. You'll also tick off one of Iceland's iconic black-sand beaches, which is the base for impressive basalt rock formations and towering cliffs.

Top tip – turn the page for more experience inspiration, and to find out how to book.

Summer city breaks

Think Iceland, think winter? Not necessarily. Although Iceland's got plenty up its coat sleeve during the winter, summer escapes to Reykjavik are on the rise for a reason. Our summer city breaks come with your flights and hotel included, and you can choose to add your transfers in, too. You can book excursions with us for your city break, or plan your own itinerary, but we've picked out a few things that make summer in Iceland extra special...

DAYLIGHT DELIGHT

During the summer months, you can expect up to 24 hours of daylight. As well as being a welcome relief for locals after the country's seriously short days in the winter, visitors find themselves with endless hours of exploring time.

ACCESS INLAND

Because of Iceland's namesake frosty weather, there are some places that can't be explored in winter, including Iceland's highlands. Here, you'll find green-tinted landscapes that look like they've been plucked from a Peter Jackson epic.

PRIME TIME FOR PUFFINS

Puffins flock to Iceland in summer – it's too cold for the orange-beaked birds during the winter months. The best time to spot them is between April and August, when the weather's warmer.

Iceland from all angles

Holidays to Iceland are all about the great outdoors. Here are some of the best ways to get to know this country's extraordinary landscape...

BLUE LAGOON VS SKY LAGOON

THE BLUE LAGOON

Icelandic locals have been warming up in thermal pools since Viking times, but this giant lagoon gives the tradition a modern, chic twist. You're given a fluffy towel and a smart wristband when you enter, which acts as an electronic locker key and in-water credit card – handy for the swim-up bar. Around the edge, you'll find stations handing out silica mud for DIY facials, and there's also a massage waterfall and a sauna. We offer two different Blue Lagoon tours – one in the morning and one in the evening. Whichever one you pick, you'll get transfers to and from the lagoon, entry with a towel, a mud mask, and a drink, plus two hours of soaking time.

THE SKY LAGOON

This trip takes you back to tradition, with a natural seven-step ritual that was first used centuries ago. As part of the process you'll relax in the thermal lagoon, cool down with a dip in an ice-cold pool and soak in sea views from a sauna. There are a trio of different packages to go for – if you'd just like to relax in the lagoon without any treatments the Pure Lite Pass is the one to pick. Or, if the seven-step treatment ticks your boxes, the Pure Pass is the option to go for. Want to level up the luxe even more? The Sky Pass goes one further, and includes the lagoon's signature body lotion.

LANGJOKULL SNOWMOBILE SAFARI



Iceland's glaciers get covered in a fresh dusting of snow each winter, so they're ideal for zooming across on a snowmobile. On this trip, you'll head out of the city to meet a monster truck which will drive you to Langjökull's base camp. Weather permitting, once you're there you'll drive your snowmobile to a 400-year old ice cave to explore its network of caverns with your guide. Once you've finished, you'll drive your snowmobile to a glacier hut before meandering back to the city on a monster truck.

ICELANDIC HORSE TOUR



The Icelandic horse is the only breed of horse in Iceland, which has remained pure for more than a thousand years. On this trip, you'll take off on a horse ride along ancient riding paths which go toe-to-toe with rocky lava fields and wintery landscapes.

QUAD BIKING



This trip puts you in the driver's seat, so it's a top pick for adrenaline junkies. You'll travel along a trail of asphalt and gravel roads on your quad bike, before heading along remote tracks to zoom around the Hafravatn Lake. A trip to Hafrafell Mountain for a scenic shot from its summit's in store, too.

Why pick a TUI experience?

With TUI experiences, you can get even more out of your holiday. Pre-book your holiday highlights before you're due to go, or from the comfort of your hotel room, at times and dates to suit you.



1000s of experiences worldwide



Free cancellation up to 24 hours before your experience starts



Customer care 7 days a week



TUI TAKES CARE OF YOU

At TUI we want you to discover your destination with peace of mind. All of our experiences take every care to keep you safe. What's more, they come with a flexible 24-hour cancellation policy and our value guarantee.

More info



Click this button to find the excursions featured on this page, plus all the experiences we offer in Iceland.



Storm Hotel

REYKJAVIK ICELAND

T T T Plus 4.5/5 Based on 2343 reviews

This contemporary hotel's rooms are decked out in a classic Nordic style, with wooden floors and fresh, white walls.

Staying here puts you in an ideal spot for exploring – the bar and restaurant-lined Laugavegur street is just around the corner. Before you head off, start your day with a buffet breakfast in the dining room.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi in public areas and rooms

Location

- Close to Laugavegur, the main shopping street in Reykjavik

Transfer time: 50 minutes by coach

Number of rooms: 93

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



SEE PRICES ONLINE

Available from December 2024 – February 2025 & December 2025 – February 2026



PLAN YOUR OWN ITINERARY

See page 16 for more details

Click the link or head to **tui.co.uk** for more info about our holidays, including hotel details, helpful videos and more.

[View online](#)



Board Options

- Bed & Breakfast



Whats Included

- Flights + transfers • Hotel stay
- Day-long Golden Circle trip
- Evening Northern Lights tour



Reykjavik Lights

REYKJAVIK ICELAND

T T T T 4.5/5 Based on 2933 reviews

The Reykjavik Lights Hotel occupies a spot on the edge of town. It's about a half-hour walk into the centre of Reykjavik from here. Alternatively, you can catch the bus that stops just outside the property.

The hotel has been designed to celebrate Iceland's ever-changing source of light. Each room is unique and themed around a specific day in the ancient Icelandic calendar. Local artwork depicts things like the Northern Lights and the Midnight Sun. You can book to stay here on both our summer and winter itineraries.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

- 4km to the centre of Reykjavik

Transfer time: 60 minutes by coach

Number of rooms: 105

Your service at this hotel

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Board Options

- Bed & Breakfast



Whats Included

- Flights + transfers • Hotel stay
- Day-long Golden Circle trip
- Evening Northern Lights tour



Klettur Hotel

REYKJAVIK ICELAND

TTT 4.0/5 Based on 2323 reviews

The Hotel Klettur is in a prime location near Reykjavik's bustling town centre, close to shops, restaurants and the picturesque harbour.

The hotel gives a nod to Icelandic cultures and traditions. On the first floor, there's a rock bursting through the wall. According to legend, it's home to elves, and therefore couldn't be disturbed when the property was being built.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi in rooms and lobby

Location

• Close to Laugavegur – the main shopping street in Reykjavik
• Close to the Hlemmur food court, and restaurants

Transfer time: 60 minutes by coach

Number of rooms: 166

Your service at this hotel

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Board Options

• Bed & Breakfast



Whats Included

• Flights + transfers • Hotel stay
• Day-long Golden Circle trip
• Evening Northern Lights tour



Skuggi Hotel

REYKJAVIK ICELAND

TTT Plus 4.5/5 Based on 3114 reviews

The Skuggi Hotel is in a great location. It's by one of the oldest streets in Reykjavik, and is just a short walk away from the main shopping district. The city's array of restaurants and bars are close by, too.

Inside, things are smart and contemporary. Rooms are a good size, and come with the likes of TVs, hairdryers and Wi-Fi.

Key Facilities

• 1 restaurant • Free Wi-Fi in rooms

Location

• Close to the shopping area

Transfer time: 50 minutes by coach

Number of rooms: 100

Your service at this hotel

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Board Options

• Bed & Breakfast



Whats Included

• Flights + transfers • Hotel stay
• Day-long Golden Circle trip
• Evening Northern Lights tour



Fosshotel Reykjavik

REYKJAVIK ICELAND

TTTTT  4.5/5 Based on 3139 reviews

It only takes five minutes to walk from this hotel's front door to Laugavegur, Reykjavik's main artery. Ten minutes longer will land you in the centre of the city, and the shoreline's just a short stroll in the opposite direction.

This hotel's the largest in Iceland. Expect chic interiors that blend steely greys with different shades of blue. Rooms follow suit, and come with big walk-in showers.

Key Facilities

• 2 bars • 1 restaurant • Free Wi-Fi zones

Location

• Close to the coastal Sculpture Walk and Laugavegur shopping and restaurant street

Transfer time: 50 minutes by coach

Number of rooms: 320

Your service at this hotel

Holidays here come with our **Hotel rep + 24/7 support on the TUI app and by phone**



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Fosshotel Baron

REYKJAVIK ICELAND

TTTTT  4.0/5 Based on 2788 reviews

The Fosshotel Baron is metres away from the waterfront, so you'll be greeted by views of the sea and the snow-capped mountains each time you step outside. You can book it on both our summer and winter itineraries.

Reykjavik's main street – packed with shops, bars and restaurants – is two minutes' walk away. There's also a Domino's Pizza opposite the hotel and a convenience store right around the corner.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi

Location

• Close to the sea front, harbour and shopping area

Transfer time: 50 minutes by coach

Number of rooms: 120

Your service at this hotel

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Centerhotel Laugavegur

REYKJAVIK ICELAND

T T T T T 4.5/5 Based on 895 reviews

You're within walking distance of Reykjavik's big-name sights from the Centerhotel Laugavegur – it's less than a 10-minute walk to the city's towering cathedral, and it's around the same distance to bar-lined Rainbow Street.

You can kick your morning off with a selection of hot-and-cold picks from the breakfast buffet. Dinner's an à la carte affair, with both Icelandic and international dishes featuring on the menu. There's a street-food spot on hand for picking up light bites, too.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi

Location

• Central location • 9 minute walk to Hallgrímskirkja • 1m to Reykjavik Harbour

Transfer time: 50 minutes by coach

Number of rooms: 102

Your service at this hotel

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Grandi By Center Hotels

REYKJAVIK ICELAND

T T T T T 4.5/5 Based on 948 reviews

This hotel's right in the centre of Reykjavik, just across the road from must-sees like the Reykjavik Maritime Museum and The Northern Lights Center. You can walk to Hallgrímskirkja church in around 20 minutes, passing landmarks like the Art Museum and Rainbow Street along the way.

Inside, this place has an industrial chic feel – think splashes of concrete and wood-and-black steel furnishings. There's a restaurant on hand for your meals, and a bar that's open for evening tipples after long days exploring.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi

Location

• 1.4km to the National Gallery of Iceland • Central location • 1km to Reykjavik City Hall

Transfer time: 50 minutes by coach

Number of rooms: 195

Your service at this hotel

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Hotel Reykjavik Saga

REYKJAVIK ICELAND

TTTTT 4.5/5 Based on 256 reviews

The Hotel Reykjavik Saga opened in summer 2022, so everything comes with a fresh feel. Its Art-Deco style restaurant lines up traditional seafood dishes with a modern twist, and it's paired with a bar which comes with a winter garden.

It's less than 10 minutes on foot to the city's iconic cathedral, and there are plenty of bar-and-restaurant options on your doorstep for evenings out. There's a bus stop right outside the hotel, too, so you've not got far stroll when it comes to exploring outside the city centre.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi • Spa*

Location

• 100m to a bus stop • 210m to Reykjavik's City Hall • 1.8km to Sun Voyager sculpture • 3.6km to Kringlan shopping centre • 49.4km to Blue Lagoon – Geothermal spa

Transfer time: 60 minutes by coach

Number of rooms: 130

Your service at this hotel

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Breakfast room

Alda Hotel

REYKJAVIK ICELAND

TTTTT Plus 4.5/5 Based on 2243 reviews

This place exudes style. Rooms in tones of grey are offset by contemporary lighting and brightly-coloured seats. The hotel is on Reykjavik's main street, Laugavegur, which means restaurants and bars are footsteps away.

When you check in, you'll be given a smartphone to use throughout your stay. It's really handy for looking up directions or making restaurant reservations.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi zones • Fitness room

Location

• On the main shopping street • 10-minute walk to Reykjavik Art Museum • 1km from Lake Tjörninn

Transfer time: 50 minutes by coach

Number of rooms: 88

Your service at this hotel

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Grand Hotel Reykjavik

REYKJAVIK ICELAND

TTTT 4.0/5 Based on 2879 reviews

This place occupies a spot on the outskirts of Reykjavik, and offers views of Mount Esja. The city centre is just a 25-minute walk away, while Laugardalur Park, with its geothermal pools, botanical gardens, and zoo, is practically next door.

Inside, the hotel is smart and modern, decorated with contemporary furniture and atmospheric LED lighting. Everything centres on an immense glass-roofed atrium, which houses a café that doubles up as a bar.

Key Facilities

• 2 bars • 1 restaurant • Grand Restaurant* • Spa*

Location

• Close to the Laugardalslaug swimming pool complex - the largest in Iceland • 10 minutes' drive from the city centre • In a quiet area of the city • Free shuttle bus service in to Reykjavik centre three times a day

Transfer time: 60 minutes by coach

Number of rooms: 311

Your service at this hotel

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Restaurant

Exeter Hotel

REYKJAVIK ICELAND

TTTT 4.5/5 Based on 817 reviews

This place is right across the road from the city's Old Harbour, and the futuristic Harpa Concert Hall's just around the corner. It only takes five minutes to reach the main street, Laugavegur, and you'll pass the city's most famous hot dog stall on the way.

The hotel's set in a century-old house, which has been restored with an industrial chic image in mind. You'll see minimal but modern decor, with snazzy features like smart TVs and quirky artwork in the rooms.

Key Facilities

• 1 bar • 1 restaurant • Free Wi-Fi in rooms

Location

• By the old harbour • Close to Reykjavik City Hall, National Gallery of Iceland and Laugavegur shopping street

Transfer time: 60 minutes by coach

Number of rooms: 106

Your service at this hotel

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Whats Included

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• Day-long Golden Circle trip
• Evening Northern Lights tour

*Extra charge



CenterHotel Arnarhvoll

REYKJAVIK ICELAND

TTTT 4.0/5 Based on 2854 reviews

The interior designers at this place paid homage to contemporary Scandinavian design. Think minimalist spaces and monochrome colours, offset with IKEA-style furniture and brightly painted feature walls.

You'll find this place on the harbour-front, opposite Reykjavik's space-age Harpa concert hall. It's also within walking distance of the city's main shopping street, as well as its restaurants and clubs.

Key Facilities

- 1 bar • 1 restaurant • Wellness area

Location

- City centre, near Laugavegur, the main shopping street

Transfer time: 60 minutes by coach

Number of rooms: 104

Your service at this hotel

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- Evening Northern Lights tour



Centerhotel Plaza

REYKJAVIK ICELAND

TTT 4.0/5 Based on 4198 reviews

Staying at Centerhotel Plaza puts you in a really central spot in downtown Reykjavik. It's on the edge of a square lined with cafes, bars and restaurants, so you won't have far to go for dinner or drinks out.

The harbour is just five minutes' walk away – convenient if you're planning a whale watching trip. As for the rooms, they're bright and airy, with flat-screen TVs and minibars as standard.

Key Facilities

- 1 bar • 1 restaurant • Free Wi-Fi

Location

- In the centre of the old city • Close to the main shopping street

Transfer time: 50 minutes by coach

Number of rooms: 255

Your service at this hotel

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Take your pick with TUI

Whether you're after a budget beach break, a cruise around the Caribbean or the adventure of a lifetime to somewhere like Africa or Asia, you can trust us to make it amazing. Here's just a taste of what we offer.

FAMILY



These hotels include a range of great family properties...

TUI MAGIC LIFE

- 24-hour All Inclusive
- Kids' clubs and activities for all
- Family rooms and facilities

ROBINSON

- Family-friendly dining options
- Kids' and teens' clubs
- Sports and activities for all ages

HOLIDAY VILLAGES

- All Inclusive
- Unlimited activities
- Kids' clubs for tots to teens

TUI BLUE



These hotels combine best-in-class service, authentic local cuisine and activities to suit you.

TUI BLUE

- Hotels designed for you
- Local experts and dedicated BLUE® Guides
- Global buffets, regional dishes and fine-dining speciality restaurants
- Tailored activities including kids' clubs and cooking classes for adults
- Range of adults-only hotels (16+) for restful, child-free breaks

LUXURY



These hotel collections focus on the finer things in life...

Sensatori by TUI BLUE

- At least 3 speciality restaurants
- Special adults-only and family zones
- Professional shows and piano bars
- Huge range of activities, ranging from yoga to cooking classes
- Luxury spas designed to appeal to your senses

A LA CARTE

- 5T hotels only
- Private taxi transfers included
- World-renowned brands

BUDGET-FRIENDLY



For a no-fuss kind of break, look no further than these hotels...

TUI SUNE0

- Well located hotels, close to the beach and resort centres
- All Inclusive options to help with budgeting
- Friendly staff, light entertainment and laid back activities

SPLASHWORLD

- Free waterpark access
- All Inclusive and self-catering options
- Family-friendly hotels

SNOW OVER SUN



Our TUI holidays to Lapland put family fun in the snow first, and Crystal Ski Holidays are all about slalomming down the slopes...

LAPLAND

- From daytrips to 4-night breaks
- Activities, like snowmobiling and husky rides
- Meet Santa and tell him your Christmas list

CRYSTAL SKI HOLIDAYS

- For skiers, snowboarders and sit-back-and-socialisers
- Over 100 resorts across Europe and North America
- Bar time, spa time and snowy adventure time

CRUISES



Our cruises let you sail the seas or Europe's rivers...

MARELLA CRUISES

- Over 200 destinations, from the Mediterranean to the Caribbean
- Adults-only and family ships
- All Inclusive as standard

TUI RIVER CRUISES

- Exciting European cities and hidden gems
- Egyptian history along the River Nile
- Sophisticated, adults-only ships
- Flights and meals with drinks included

CULTURE



If you like your holidays to come with a dash of culture, we've got just the ticket.

CITY BREAKS

- European destinations like Barcelona, Rome and Paris
- North American cities like Toronto, Las Vegas and New York
- Handpicked hotel and flights included in each package

TUI TOURS

- Local, English-speaking guides
- Europe, Asia, Africa and more
- Guided tours, private tours and self-drive tours available

SOMETHING DIFFERENT



For holidays that go beyond the beach, we've got lots of options...

MULTI-DESTINATION BREAKS

- Visit more than one place in a trip

FLORIDA

- Self-catering villas and themed Disney or Universal hotels
- Beach breaks on the west and east coast

TUI LAKES & MOUNTAINS

- Lakeside towns and mountain villages
- Handpicked hotels and family-run guesthouses
- Spectacular scenery and local food

SCENE

- Party holidays with around-the-clock experiences



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Allianz 

Allianz
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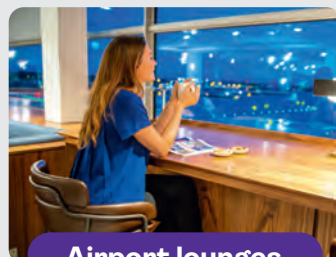
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More info



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Finishing touches

Once you've picked your flights and hotel, here's how we can help to get the final pieces of your holiday all squared away...

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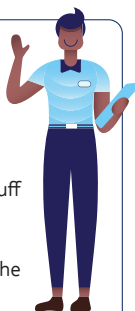


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CAR HIRE

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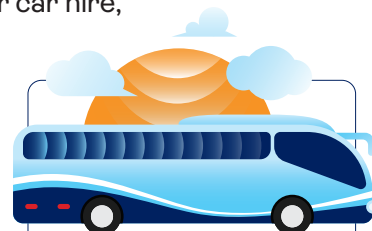
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Wherever you're travelling, we'll offer an experience to level up your break. Visit tui.co.uk/things-to-do



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Flight guide

An at-a-glance guide to our flying programme

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	Approx Flying Time*	Gatwick	Bristol	Manchester
Keflavik	3 hrs	Monday, Wednesday, Thursday & Sunday <small>15th Dec 2024 - 26th Feb 2025</small>	Wednesday & Sunday <small>29th Jan 2025 - 26th Feb 2025</small>	Monday, Wednesday, Thursday & Sunday <small>15th Dec 2024 - 26th Feb 2025</small>

* Approx. flying time based on Gatwick departure



 For more flight information visit [tui.co.uk/flight/flying-with-us](#)

A-Z guide

We understand the small print is the last thing anyone wants to read. But we believe it's really important to be clear in the information we give you. This A-Z outlines to what extent we would be liable, if at all. If any part of this guide isn't valid or can't be enforced, the rest will still apply. Not everything here will apply to you but a lot of it will so you'll need to read this guide before you book. You'll also need to read Our Agreement With You and Your Agreement With Us. Together, they explain every aspect of your holiday. If you need information in another format, do contact our Assisted Travel team on 0800 145 6920. In line with EU regulations, we need to let you know who you'll be flying with, as your holiday package flights may not be with TUI. You'll see which airline is included in your package as part of your booking journey, and we'll also let you know who the airline is when we send your tickets. If there are changes after that point, we'll tell you before you check in or at the boarding gate. When you come across anything to do with flights in this guide, we'll usually be talking about flights with TUI. So if you're flying with another airline, you'll need to check their conditions, too. From time to time, we need to change airlines or plane types but this isn't classed as a 'Major Change' to your holiday.

A

Accessibility Here at TUI, we want to make travelling as easy as possible. That's whether you or someone you're travelling with has access needs, reduced mobility or a disability, including non-visible ones, and neurodiversity. We know holiday planning can be stressful if you're relying on the hotel's accessibility details being available before booking. So, we've partnered with Accessible to bring you Detailed Access Guides for our most popular hotels, so you can check if they meet your individual needs. You can view these at [accessible.co.uk/tui](#). Whether you book your holiday in one of our TUI Stores, or make your booking online, our friendly and knowledgeable Assisted Travel Team are on hand to make sure your holiday's right for you. Give the team a call for free on 0800 145 6920. If you're a British Sign Language (BSL) user, you can also contact us via SignLive. Or, for more on accessible holidays, head over to our assisted travel page at [tui.co.uk](#).

Accuracy We published our latest brochures in July 2024. Our prices and information in those brochures were accurate on that date but they may have changed since then. We always check our properties regularly to make sure we're giving you accurate information and we'll tell you of any changes we know about when you book. If you've already booked, we'll tell you about any major changes we're aware of as soon as we can. Bear in mind public holidays and religious festivals affect whether or not facilities are available. Also, it may be the case some facilities aren't managed directly by the hotel and they could close without notice.

Adjacent Rooms These are two rooms next to each other and usually share some facilities, such as an entrance or a bathroom. They're available at selected accommodation and for a small supplement. The facilities can vary so check the individual hotel description. When you're booking, the room description will have ADJ next to it. Depending on where you're staying, you may need to book two rooms to get this room type. Please ask when you book.

Adult Properties These are hotels that cater really well for adults in terms of facilities and destination. They include our adults only TUI BLUE hotels, where the minimum age is 16, and our Exclusively for Adults ranges, where the minimum age is 16 or 18. You must not book children to stay at any of these hotels under any circumstances as bookings for children will not be accepted.

Advanced Passenger Information So that you can travel, it may be mandatory (as required by government authorities before or at the point(s) of departure and/or destination) to disclose and process your personal data for immigration, border control, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Some countries will only permit travel if you provide your Advance Passenger Information

or API (for example Caricom API Data and US Secure Flight Data) to the airline before your departure. Some or all of the Caricom states have entered into an agreement with the USA whereby advance passenger data, required by and provided to Caricom states for border security purposes, will be passed to the USA Department for Homeland Security for processing on behalf of those Caricom states. Please see the Caricom website for more details. The Transportation Security Administration (TSA) requires you to provide your full name, date of birth and gender for the purpose of watch list screening. You may also provide your Redress Number (as well as a Known Traveler Number), if available. Failure to provide details may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. Please see the TSA website for more details. These requirements may differ depending on your destination and you are advised to check. Even if not mandatory, we may assist where appropriate. You'll need your booking reference number, lead passenger's surname and your date of departure to access the site.

Age Ranges No under-18s can travel on their own. For our hotels, 2 to 12-year-olds are classed as children unless we say otherwise. For self-catering properties and any type of property in Florida, it's 2 to 16 inclusive.

Air-conditioning This may depend on the time of year and be subject to hotelier discretion. Also, you may have to pay for it when you get there.

Airline Rules Charter airlines aren't allowed to carry certain nationals to and from their country of origin. This is due to licensing law restrictions with overseas aviation authorities. The current licensing laws, as of 15th November 2010, do not allow TUI Group airlines to carry nationals of the following countries on their operating routes – Brazil, Kenya, and Morocco. Some other restrictions also apply...

- Cuban nationals may travel to any international Cuban airport, except Cayo Largo and Cayo Coco, and must be travelling as part of an inclusive tour package.
- Indian and Turkish passport holders can only travel on inclusive tour package arrangements. Please check with your embassy or consulate before you book.
- If you're going to Goa, Kerala and Sri Lanka, on an Indian, Pakistani, Sri Lankan, Nepalese or Bangladeshi passport you can't fly on British charter flights. This travel restriction doesn't apply if you have a Pakistani, Sri Lankan, Nepalese or Bangladeshi passport but your spouse has a foreign – non-Indian – passport.

Airport Assistance See **Assisted Travel**.

Airport Hotels and Parking - UK The companies that provide the hotels and car parks will have their own terms of use which will also apply to you. We can get you a copy of these if you need one, just ask. If you don't follow the instructions we give you, we may not be able to refund you any additional costs you're charged as a result. Any parking is at your own risk, so we ask that you don't keep any valuables in your car. You should be prepared to leave your keys with car park staff as this may be necessary. If you have a larger-than-average vehicle or a motorbike, please contact us to check that the car park can accommodate it without an additional charge. When you travel, take your booking confirmation with you as it contains instructions on what you need to do. If you have any problems on the day, please let the hotel or car park know so they can help you. If you don't let them know, we may not be able to help you later on. If you're parking and you arrive before the day and time shown on your confirmation, or stay later than planned, you may be charged for the extra parking at the car park's normal price. If you leave earlier than planned, we won't refund any of the charges you've paid.

You can amend or cancel any time up until a minute to midnight, the day before you arrive at the airport, free of charge. So, if you fly on the 2nd, you'd need to cancel by 23:59 on the 1st. If you cancel in time, you will be refunded what you've paid for the hotel and parking. If you don't cancel in time you will not be refunded any amounts paid for the hotel and parking and we will retain this as a cancellation charge.

Airport Lounges You can pay for UK airport lounge access after you've booked, subject to availability. You can do this via a TUI Holiday Store, Manage My Booking or by logging into your Customer Account.

Airport Service In most airports overseas, our Travel Experts aren't allowed past check-in or into the arrivals hall but we will have staff waiting to greet you outside the airport.

Alcohol During your flight with us, you can only drink the alcohol that our staff serve you.

All Inclusive Hotels You may need to wear a wristband or carry some ID to get the benefits of your package. For a full description of what's included, check the hotel description. Times for inclusive drinks, meals and snacks vary. Your All Inclusive package may not include bottled water, imported drinks, à la carte meals, or some speciality dishes. Some restaurants expect you to reserve a table and will be subject to availability. Not all bars and restaurants operate on an All Inclusive basis. Also, there may be cash bars once All Inclusive bars close. Bear in mind, under-18s won't be served alcohol. You should also be aware that we, and the hotels, may confiscate wristbands and IDs from guests who abuse the All Inclusive benefits. You may be charged for motorised sports, and there are time limits or age and experience restrictions on some of these activities. You may have to pay a deposit to hire equipment. Things like classes and beauty treatments may be included in the price but there'll be a limit on how many sessions you can take. Safety deposit boxes may not be included and you'll need to pay for things like telephone calls and excursions.

All Inclusive packages end when you check out of your room. In some cases you can pay to keep using the facilities. If there's a delay to your flight home and you have to spend extra time in the resort, any refreshments will be in line with the airline's instructions – not the board basis of your hotel. One last thing, you may find timings will change for things like happy hours in bars and dining times.

Amenities Lots of things you come across in resort will be quite different to what you've come to expect at home, like roads, power and water, for instance. If there's a prolonged drought, it might interrupt water supplies. In summer, there's often more demand on water, which means the pressure can drop, disrupting water heaters. You may also find in some destinations you won't be able to flush toilet paper down the toilet.

Artist Impressions These, together with any computer-generated images, are there to give you an idea of how the property will look – they're not replicas of the finished building.

Assisted Travel If you or anyone you're travelling with has a disability, is less mobile, has a vision or hearing impairment, or is undergoing medical treatment and needs support, contact our Assisted Travel Team - their number is at the end of this guide. Our colleagues can advise you which holidays are more suitable and meet your requirements. Also, if you've got any medical or dietary needs, they will do their best to help.

Assisted Travel at the Airport Assistance teams will be on hand at the airport, once notified of the request for assistance. Assistance is given at the designated points inside and outside terminal buildings. Assistance can include moving across various areas within the airport (e.g. check-in counter, toilet facilities and the luggage hall). And you can be assisted to the aircraft as well as boarding it. You can highlight to the Assisted Travel Team what type of assistance, and in which part of the airport experience, is needed.

Assisted Travel on Your Flight If you or a member of your party has a disability, uses a mobility aid, can't walk, or has difficulty climbing stairs, you should notify us of your assistance needs before travel. You can do this by contacting our Assisted Travel Team. You are strongly advised to contact us at least 48 hours before your departure.

Assisted Travel on Transfers If you aren't able to use our coach transfers, we can arrange an adapted transfer, if you tell us in advance by contacting our Assisted Travel Team. See **Medical Conditions & Wheelchairs**.

B

Balconies If the description refers to a French or Juliette balcony, this means that your room will have glass doors but you won't necessarily be able to go out onto the balcony as it'll be shallow in depth.

If you're on the ground floor, you'll get a terrace instead of a balcony, even if it says 'BL' or 'balcony' on your booking confirmation. Health and safety restrictions mean some hotels or apartments may not put you on a high floor if you have small children. Even if you're on a low floor, make sure you never leave your children unattended on your balcony.

Banned Airlines To improve safety, the European Commission has banned some airlines from operating in European airspace. In line with EU directive (EC) no. 2111/2005, Article 9, we need to make you aware of the list of banned airlines. To view the list of airlines that are subject to an operating ban within the European Community, visit http://ec.europa.eu/transport/modes/air/safety/air-ban/search_en

Bars If a hotel has a bar, you may well hear some noise – even outside normal licensing hours.

Beaches Many of the beaches in our resorts have been awarded the Foundation for Environmental Education's Blue Flag. The programme awards beaches and marinas that meet its high standards of hygiene, cleanliness, safety and environmental management. For details, visit www.blueflag.org.

When you're on the beach, make sure you check any flag warning systems and take local conditions into account, particularly things like undercurrents and tides. You'll also need to supervise children at all times as most beaches won't have a lifeguard.

Some beaches in Mexico and the Caribbean may experience an increased level of seaweed from time to time. This is known as sargassum, and is a natural occurrence which can change on a daily basis influenced by weather patterns and sea currents. Hotels which are affected work hard to clear the seaweed so you can continue to enjoy the beach during your holiday. The situation can change day to day due to nature, wildlife and local laws.

You may find that public beaches are closed at certain times, particularly in low season. Beach closures are carried out by local authorities so are beyond our control. One more thing, you may need to pay to use some beaches, especially in Italy.

Building Work From time to time, building work is unavoidable, particularly where hotels are open all year round, and it can be noisy. If we're aware of any work, we'll let you know as soon as possible if we think it'll affect your holiday. This can be difficult as we don't control the work and we're not always told when it'll happen and how long it will last. But if we think it'll have a significant effect, you'll have the option of a refund or an alternative holiday, as outlined under 'Major changes to your holiday' in Our Agreement With You.

Bungalows If the description of your accommodation refers to a bungalow, this means that you may be located in an accommodation block within an annexe building separate from the main building which may not necessarily be single storey or detached.

C

Check-in

For Your Flight We recommend you arrive at the airport at least two hours before your scheduled departure time. For flights over seven hours, it's three hours before. Regardless of the length of your flight, you need to have completed check-in at least an hour before departure.

UK airlines need to carry out enhanced security screening from certain destinations for return flights to the United Kingdom. If this applies to your flight, you'll be told whilst you're on holiday as it may mean that you need to check in a bit earlier. You might need to be at the boarding gate earlier, too.

If we think you may be under the influence of alcohol or pose a threat to passengers or crew, you won't be able to fly. The same applies if you smoke, use insulting or abusive words before or after you board. If that happens, we won't be responsible for your holiday arrangements and we won't give you a refund, pay compensation, or cover any other costs. We may even seek compensation from you for any loss caused by your behaviour. This includes having to divert the plane.

It's also a criminal offence to cause disruption on board, so you may be prosecuted. Airlines may also share details about your behaviour with other airlines, which could affect your future trips.

Online Check-in You'll be allocated your seats when you check in online. If you don't like the seats allocated, you can pay to select your seat. Sometimes we may need to change the seat allocated to you for operational or safety reasons or for persons with reduced mobility. Boarding cards must be printed on A4 paper and be clearly legible with no rips or tears. You must drop your bags off before bag drop closes, 45 minutes before your flight time. Just so you know, if you choose not to use our online check-in service, we reserve the right to charge a fee for airport check-in. Please also see Section 14 of Our Agreement with You and Yours with Us.

For Your Accommodation Check-in time is usually 3pm to 4pm for hotels, unless you're on a Villa Collection holiday when it's usually 2pm. Depending on when your flight arrives, you may miss a meal if you've booked All Inclusive, Half or Full Board. If your flight arrives late at night, this is classed as the first night of your holiday and your room will be ready when you arrive. If you arrive in the early hours of the morning the day after your flight departed, your room may not be available until the hotel's normal check-in time. You'll be able to use the hotel's facilities while you wait. And because you're checking in later on your first day you'll get to keep your room on the last day of your stay.

Check-out

For Your Accommodation On the last day of your holiday, you'll usually have to leave your room by mid-morning or noon. If you're in a villa, you may need to leave earlier. You'll be told the exact time when you get there. You may be able to keep your accommodation for longer, but there could be a charge. Depending on the time of your flight, you may miss a meal at your hotel. Also, you might not be able to use some of the facilities or take advantage of the full All Inclusive package.

If your flight leaves on or after midnight, you'll have to check out of your hotel room by midday the previous day. There'll usually be a courtesy room or apartment available for you where you can change and leave your bags until it's time to leave. You can pay for a late check-out room. They're normally available until 6pm that evening, but this varies from hotel to hotel. We recommend you book in advance as the hotel will allocate them on a first-come, first-served basis. You may be able to stay in the room you've had during your holiday, but you may have to move to another. The rooms will only be for you and your group to use, and will have beds and a private bathroom. Late check-out only covers the use of your room.

Child Prices Child prices are based on selected departures within the season dates, and will only apply to the cheapest room type that occupies children. Child prices are only available for the first and second child sharing a room with two full-fare-paying adults. Any more than two children on one booking pay the adult price, count towards room occupancy, and will pick up any applicable third or fourth adult reductions or occupancy discounts. You'll still pay full deposits, insurance, flight, room and board supplements, and any extras for all children travelling at a child price. Children qualifying for free or reduced child prices don't count towards group offers. Child prices only count towards room occupancy for self-catering and villa holidays.

You'll also need to pay a fee for an infant under the age of 2 on the date of return travel. Please note, infant fees vary dependent on holiday type. If any children in your group turn 13 after you've booked but before – or during – your holiday, they'll need to pay the adult price, plus the amendment fee.

Child Protection We believe we have an important role to play in protecting children's rights everywhere. Our child protection policy applies both in the UK and abroad. We train our resort staff to identify situations where children may need protection and report them to the relevant organisations. We're signed up to the Child Protection Code www.thecode.org. This independent organisation monitors and supports our child protection activities. If you suspect any child is at risk on your holiday, please tell your Holiday Advisor or call Crimestoppers, anonymously, on 0800 555 111. For more information, visit <https://www.tui.co.uk/editorial/child-protection.html>.

Conditions Of Carriage When you travel by air or river, your journey may be subject to certain international conventions including, but not limited to, the Warsaw and Strasbourg Conventions, and the Montreal Convention for air. By law we need to give you these in 'legal speak' to avoid any misinterpretation. We can supply a full copy of these if you ask us to.

Montreal Convention This is a notice required by European Community Regulation (EC) No. 889/2002.

Air carrier liability for passengers and their baggage This information notice summarises the liability rules applied by Community air carriers as required by Community legislation and the Montreal Convention.

Compensation In The Case Of Death Or Injury There are no financial limits to the liability for passenger injury or death. For damages up to 100,000 SDRs (approximately £96,000), the air carrier can't contest claims for compensation. Above that amount, the air carrier can defend itself against a claim by proving that it wasn't negligent or otherwise at fault.

Advance Payments If a passenger is killed or injured, the air carrier must make an advance payment, to cover immediate economic needs, within 15 days from the identification of the person entitled to compensation. In the event of death, this advance payment shall not be less than 16,000 SDRs (approximately £15,360).

Passenger Delays In case of passenger delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for passenger delay is limited to 4,150 SDRs (approximately £3,980).

Baggage Delays In case of baggage delay, the air carrier is liable for damage unless it took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for baggage delay is limited to 1,000 SDRs (approximately £960).

Destruction, Loss Or Damage To Baggage The air carrier is liable for destruction, loss or damage to baggage up to 1,000 SDRs (approximately £960). In the case of checked baggage, it's liable even if not at fault, unless the baggage was defective. In the case of unchecked baggage, the carrier is liable only if at fault.

Higher Limits For Baggage A passenger can benefit from a higher liability limit by making a special declaration at the latest at check-in and by paying a supplementary fee.

Complaints On Baggage If the baggage is damaged, delayed, lost or destroyed, the passenger must write and complain to the air carrier as soon as possible. In the case of damage to checked baggage, the passenger must write and complain within 7 days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at the passenger's disposal.

Liability Of Contracting And Actual Carriers If the air carrier performing the flight is not the same as the contracting air carrier, the passenger has the right to address a complaint or to make a claim for damages against either. If the name or code of an air carrier is indicated on the ticket, that air carrier is the contracting air carrier.

Time Limit For Action Any action in court to claim damages must be brought within 2 years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Basis For The Information The basis for the rules described above is the Montreal Convention of 28 May 1999, which is implemented in the Community by Regulation (EC) No. 2027/97 (as amended by Regulation (EC) No. 889/2002) and national legislation of the Member States.

Cots There's usually room for one cot in all our hotel rooms, apartments or villas, but you'll need to check with us before you travel to make sure there will definitely be one available when you arrive. In some countries, such as Italy, you'll need to pay a daily charge to hire a cot. If you're staying in a villa in Florida, you'll need to pay to hire a cot by credit card, before you travel. If you decide to bring your own travel cot, bear in mind there's no extra luggage allowance for these and the airline will charge extra if you go over your limit.

Customer Welfare See **Assisted Travel**.

D

Data Protection All details provided by you will be held by us and used in accordance with our Privacy Notice. We will process personal data about you and members of your party so that we can manage your account or booking, provide you with our products, services and/or any other travel arrangements booked with us. By providing other people's personal data, you must be sure that they agree to share their data with us and, where appropriate, they understand how their personal data may be used by us. For more information, please refer to our Privacy Notice available on our website or upon request in our stores.

Delays Depending on airport facilities, we provide light refreshments for a delay of 2 to 4 hours, a meal – or vouchers for a meal – for 4 to 8 hours, overnight accommodation for delays of 8 to 12 hours if it's necessary and possible.

If a delay is longer than 5 hours, you can cancel your flight and we'll refund the flight part of your holiday. We'll only refund the whole cost of your holiday if we change or cancel your holiday. We set out exactly what this means in Our Agreement With You.

Deposits As well as the deposit you pay when you book, if you're staying in an apartment or villa, you may also be asked to pay a deposit in local currency when you arrive. If you're on a Scene holiday, you may be asked to pay a deposit – in cash – even if you're in a hotel. Some hotels require a credit card swipe or cash deposit when you check in. Deposits cover all, or part of, the replacement costs for things being lost, broken or damaged. It's also to take care of any unusual cleaning charges. You'll get it back when you leave, or with an amount deducted if necessary. The property needs to be inspected before you leave. In some cases, your deposit will be returned to you by post.

Unfortunately we can't accept responsibility for any disputes which may arise, although we'll try to help you to resolve them. You'll find details of the amount and type of deposit for each property on our website, or you can call us.

See **Low Deposit Offer** for more details on the deposit you pay when you book.

Disability Assistance See **Assisted Travel**.

Dress Code Men may need to wear full-length trousers, shirts with sleeves, and shoes for dinner in most hotels and apartments. See **Gala Meals** for more details.

E

ESTA See **Visas**.

Extra Charges The key aspects of your holiday will be included in the price when you book – see **Prices** for details. But it's important to point out you may have to pay extra for some things when you get there. For example, you might want to book an excursion, use the safety deposit box in your room or enjoy something from the minibar. You may also need to pay extra for things like sports, beauty treatments and classes. If we're aware you'll need to pay extra for a particular activity or facility, we'll show you by adding an asterisk after the item. You may also need to pay extras locally if you choose to hire a car, for example: upgraded insurance cover, young driver's insurance, local taxes etc. Please refer to the car rental terms and conditions for details when booking your holiday. See **Meals** and **All Inclusive Hotels** for more details.

F

Family Rooms These are generally for two adults and two children. These are only available for selected holidays in selected accommodation, and only where the child is sharing a room, apartment or villa with a minimum of two full-fare-paying adults. When hotels are fully occupied, family rooms may be limited. Bear in mind, family- and 4-bedded rooms might not be larger than standard rooms.

Finishing Touches You'll need to book them at least seven days before departure and pay for them in full when you settle your invoice.

Flight Times Actual flight times are on your tickets. They are local times based on the 24-hour system. We can't guarantee the flight times in our brochure, on our website or on your booking confirmation won't change, so please always check your tickets.

A-Z guide

Flying With Children Infants less than 14 days old are not allowed to travel. Any child over 14 days and under two years old on the date of their return travel is classed as an infant. Infants must sit on an adult's lap and wear an extension seatbelt. If your child reaches their 2nd birthday while you're away you'll need to allow for this when you book. All children aged two and above must have their own seats on the plane. If you've paid for an additional seat for your infant, you can use your own car seat as long as it has a single release harness. It needs to be facing forward on the aircraft seat, designed to be secured by lap belt alone, and must conform to EU safety standards. You'll also need the instruction leaflet to show the cabin crew if they need it. The seat mustn't be more than 16 inches or 40cm wide. You can't use carrycots and deluxe child car seats, as they won't fit. The use of car seats will be at your airline's discretion. Airlines registered outside the UK may have their own rules. Call TUI for information on approved car seats. You'll find the number at the end of this guide.

Free Child Places These are only available for holidays departing between 1st May and 31st October in selected accommodation, and only where the child is sharing a room, apartment or villa with two full-fare-paying adults. They are available for children up to 12 years inclusive for hotels and up to 16 years inclusive for self-catering - unless we say otherwise in the property details. You'll need to pay a deposit but we deduct this from your final balance and will refund this when you pay for your holiday in full. Our free places don't include flexible dining, meal supplements, insurance, in-flight meals or any other extras. Plus, you need to pay the 'Select Your Seat' option for the child if you need this. If you change your booking, free child places on your new booking will depend on availability. If your first child goes free, your second child still pays the second child price. Not combinable with other selected discounts or special offers. See **Special Offers**.

G

Gala Meals Many hotels and apartments host gala meals over the Christmas and New Year period. Bear in mind that men will probably have to wear a jacket, shirt, tie and full-length trousers. You'll see if the meal's included by checking the individual property descriptions.

Green & Fair You may see hotels marked as Green & Fair in this brochure. These are hotels, which at the time of going to print, were certified as sustainable by an independent organisation. This process involved a third-party assessment to certify that the hotel complies with the Global Sustainable Tourism Council (GSTC) criteria or an equivalent standard. The GSTC criteria serves as the global standards for sustainability in travel and tourism and covers four main areas of impact: sustainable management, environment, social and economic benefits to the local community, and cultural heritage. For every holiday sold to a Green & Fair hotel, TUI makes a donation of £1 per person to the TUI Care Foundation (www.tuicarefoundation.com/en).

You can find out more about Green & Fair Hotels and the latest list of certified hotels - including the name of the certification body for each hotel - at www.tui.co.uk/holidays/green-and-fair. You should know that we review our portfolio of Green & Fair hotels three times a year and grant the Green & Fair label to any hotel certified at that time.

We're also members of Sustainable Aviation, a UK initiative that sets out the collective, long-term strategy of UK aviation to tackle the challenge of ensuring a cleaner, quieter, smarter future for our industry. You can find more information at www.sustainableaviation.co.uk.

Group Offers You may qualify for discounts if there are 10 or more in your party. Group discounts apply only at the time of booking. When you're about to book, ask your Travel Expert to contact our Groups Department. Or call our Groups booking line yourself - you'll find the number at the end of this guide. Groups of more than 20 can have a special service from a representative at the accommodation, a private get-together and greeting on the first day, and discounts on resort excursions. Of course, group discounts are subject to availability and we may withdraw them at any time. We base discounts on how many are travelling and everyone needs to travel on the same date. Their holidays must be for the same length and to the same accommodation. If it's more convenient for them, we can sometimes make arrangements for large groups to leave from different airports. They may not be available in conjunction with any other offers. Cancellations within your group may mean a drop or a removal of your discount, and the people who cancel will need to pay our standard cancellation charges.

H

Henna Tattoos Some resorts or hotels in which we operate may offer henna tattoos. We don't recommend or endorse these. If you decide to get a tattoo, please make sure that the henna being used is brown and not black. Black henna may contain chemicals that are known to cause skin irritation and burns.

I

In-flight Entertainment We have in-flight entertainment on all of our TUI long haul flights. For more details, contact TUI - you'll find their details at the end of this guide.

Infants See **Child Prices, Cots and Luggage**

Insurance You'll need to take out a suitable insurance policy for you and anyone travelling with you. This includes infants and children. We'll tell you about our insurance policy when you book. If you choose not to take out our insurance, you'll need to tell us who you're insured with. We'll need the company details and your policy number before you travel. We can't accept responsibility for any loss that you or anyone travelling on your booking suffers if the individual isn't adequately insured. As with all insurance policies, terms and conditions apply, so you need to make sure you've got the right policy for you. See **Delays** for more details.

If you're travelling to the European Economic Area you'll also

need a European Health Insurance Card. You'll get a new UK Global Health Insurance Card (GHIC) instead of an EHIC. You can apply at www.gov.uk/global-health-insurance-card. Visit www.nhs.uk/ehic for full details on what it covers. You do not need to apply for a GHIC if you already have an EHIC. Your EHIC remains valid in the EU until it expires. An EHIC or GHIC is free of charge. You'll need to have both this card and adequate travel insurance.

Interconnecting Rooms These are two rooms with a lockable connecting door between them. They're available at selected accommodation for a small supplement. If you want to book, interconnecting rooms, you'll need to book and pay for two of these rooms.

J

Junior Suites When we advertise a Junior Suite, it means you'll get a bedroom with a sitting area and a bath or shower room.

K

Kids' Clubs No matter which kids' club you're looking at, there are certain things to bear in mind:

- Children who are unwell won't be accepted
- If your child has a disability, we will do our best to look after them but please check with us before you book that the club can accommodate your child's particular needs
- Sometimes, even when you have checked in advance, there may be reasons why the club can no longer accommodate your child's particular needs. When this happens we will do our best to include them in as many activities as possible but you may need to stay with your child to provide the care and attention that they require.
- If your child has an allergy or any other special requirements, please let us know when you sign them into the kids' club for the first time
- Staff aren't authorised to administer medication or change nappies, so you'll need to return to the club to do this if necessary
- Staff may provide snacks and drinks during the day.
- You must register your child for all activities, sign them in at the start of the session, and out at the end
- You must stay within the complex while your child is in the club and also leave details of your whereabouts in case you're needed
- Activities may have to be cancelled, numbers limited and a rota introduced. This may be for health and safety reasons or at particularly busy times.
- If a kids' club is an important part of your time away, it's worth checking club availability before you book your holiday
- Even if you've booked a package holiday with us, you may still need to pay extra for some activities and sessions when you get there. If you haven't booked a package holiday with us, you'll also need to pay for your child to join the club itself.

Hotel-run Kids' Clubs Only clubs run by us meet our specification, which include strict staff to child ratios. Standards and facilities at hotel-run clubs vary. You should make sure you're satisfied with the facilities and staff providing the service before enrolling your child. Unfortunately, we're unable to take responsibility or guarantee that standards at hotel-run clubs meet UK standards.

L

Late Check-out Rooms See **Check Out**.

Lifts Some of our hotels don't have a lift. If stairs are a problem for you, please ask us for more details before you book so we can suggest a suitable property. See **Assisted Travel** for more details.

Local Laws Sometimes local laws, religious customs or events mean facilities aren't available. For example, in all Muslim countries during the month of Ramadan, bars and restaurants - including hotel restaurants - change their opening hours. You may not be allowed to eat, drink or smoke in public areas during daylight hours either. Drinking and gambling ages vary by destination. It's a good idea to find out more before you travel. For the most up-to-date information, we recommend you check www.gov.uk/foreign-travel-advice.

Lost Property If you leave something behind on the plane during your flight out, you'll need to contact the overseas airport and ask them to check their lost property. If it's on your flight home, let us know and we'll do our best to track down the item for you. If you leave what we class as a 'valuable item' at your hotel, like a camera, a laptop or a wallet, we'll do our best to find it for you. If your item is found, you'll need to contact the hotel to arrange for it to be returned, and there may be a charge for this. If we can't find your item, we'll send you a statement to support your travel insurance claim. For help with lost property, contact After Travel Customer Support - you'll find their details in the Getting In Touch section.

Low Deposit Offer This offer is per passenger. We can change or withdraw this offer at any time. The rest of the deposit will be due within eight weeks of you booking your holiday. If you cancel your holiday you still have to pay the full deposit.

Low Season You may find that if you're travelling outside of peak holiday periods, some facilities, both in your hotel and resort, may not be available and entertainment may be more low-key. Hoteliers may remove facilities at certain times due to low demand. These can include restaurants or bars and can be sudden, implemented by hotels on the spot without prior notice. Low season is usually May and October for short and mid-haul destinations like Spain and North Africa. For long haul destinations such as in the Caribbean and Mexico, low season tends to impact other months including January, May, September, October and November. However, unforeseen circumstances or lower-than-expected hotel occupancies can happen at any time, so facility closures are not limited to these specific months

Luggage When travelling with TUI your checked-in allowance

will vary between 15kg and 23kg depending on your holiday, so make sure you check when you book, and check your booking confirmation to confirm your allowance, as it may vary depending on the airline you are flying with.

You can buy extra checked-in luggage allowance if you need to - you'll need to do this at least 3 days before departure. If you're booking a tour or twin centre, remember to check your allowance, as your amount during the tour or twin centre may be less than for your international flights.

On package holidays with TUI, under twos get 10kg hold luggage allowance - hand luggage is not included. If you've booked a flight only, there is 0kg hold or hand luggage for infants. Folding pushchairs can be brought onboard, but will count towards your own adult hand luggage allowance and must fit within the size and weight limits - please see **Hand luggage**. You also have the option to check this in with your luggage, or take it to the aircraft door where we'll pop it in the hold for free. Please let the check in staff know on the day.

You can share your hold luggage allowance with others on your booking, but no single bag can be more than 25kg. If you have booked extra luggage allowance, you still need to make sure each bag is under 25kg, otherwise check-in staff won't accept it. If you've booked one of our wedding packages as a couple, you'll qualify for an extra 5kg of luggage allowance each for your wedding attire. This will be added to your booking when you book your wedding package. Bear in mind, if your flights change to another airline we won't be able to offer this allowance.

Hand Luggage The maximum dimensions are 55x40x20cm, and your weight allowance is 10kg. You can't buy extra hand luggage allowance. In addition to this, passengers can bring one small personal item, ie a handbag, laptop bag, briefcase or camera bag. This must be small enough to be stored under the seat. There are restrictions on what you can carry in your hand luggage so please read the information that comes with your tickets. Your airline won't be liable for loss or damage to valuable or fragile items packed in hold luggage, no matter how it's caused.

On Other Airlines If you're not flying with TUI, you'll need to find out what your allowance is for checked-in luggage and hand luggage. Some airlines do not give infants their own allowance.

Excess Luggage And Sports Equipment There may be a charge for excess luggage and sports equipment. Whether or not we can carry it will depend on capacity on the day. You can arrange to take golf clubs, windsurf boards, diving equipment and other sports equipment on your flight. If you don't book, you may still be able to check your own equipment in. But we can't guarantee this and there'll be a charge. Bear in mind, any problems with excess luggage charges need to be sorted out at the airport. We can't guarantee you'll be able to take bulky sports equipment with you on the coach to your holiday accommodation, and there may be an extra charge.

Lost And Damaged Luggage Please report any lost luggage or damage to us within seven days. If not, under the terms of the Montreal Convention, we won't be liable. See Montreal Convention for details. If your luggage is damaged on your way back to the UK, you need to complete a Property Irregularity Form (PIF) at the airport and keep a copy of it for insurance purposes.

M

Meals

On Your Flight TUI includes meals on long haul flights. Please let us know when you book if you require any children's meals. Just so you know, we don't provide meals for under-twos so you'll need to bring something with you. Remember to tell us if you have any special dietary requirements. We can't guarantee we'll be able to meet them, but we'll do our best. For group bookings, everyone in your party will need to either book in advance or decline the meal. For all other flights, we offer a range of snacks and drinks to buy onboard.

At Your Hotel Meals are usually served in the hotel's main restaurant. The set-up here may change from buffet to waiter service, or vice versa. For à la carte restaurants you may be limited to a certain number of visits per stay and you may need to make a reservation. You may need to pay extra for these, too. Not all of the hotel's restaurants will necessarily be open at the same time. Meals for infants are not included in the price of your holiday so you'll need to make your own arrangements.

Full Board Plus includes a Continental breakfast, lunch and dinner with drinks included during mealtimes. **Full Board** includes a Continental breakfast, lunch and dinner. **Half Board** includes a Continental breakfast and dinner - or lunch, if you wish - at some hotels. **Bed & Breakfast** usually means Continental breakfast.

Medical Conditions

On Your Flight If you have a medical condition, a serious illness, or you've recently had surgery or an accident, you'll need to be cleared for travel by the airline. You may also need a 'Fitness to Fly' certificate from your GP. Conditions that need medical clearance include respiratory, coronary or infectious illness. You'll need to give your request for medical clearance to the airline at least four working days before you're due to fly. If you're unsure what conditions require medical clearance, or if you have any concerns about your health, we recommend that you contact your doctor before you book.

The risk of deep vein thrombosis (DVT) while flying is extremely low but is still a serious medical condition. DVT is when a blood clot forms, usually in the lower leg, sometimes because of sitting still for a long time. It needs treatment with blood-thinning drugs to prevent clots breaking off and travelling to the lungs. You can take precautions to reduce the risk. People most at risk include those with a history of bronchial or circulatory problems, thrombosis, those recently hospitalised, smokers, the obese, those with congestive heart failure, a malignant disease, pregnant women or women taking the contraceptive pill. To reduce the risk, exercise your legs from time to time, or walk around if possible. Elastic stockings may be helpful. Drink plenty

of non-alcoholic liquids to prevent dehydration. See your doctor if you think you may be particularly prone to DVT.

At Your Destination If you have specific medical needs, think about whether the healthcare system in the destination you're looking at is likely to be able to meet those needs, if you have any problems while you're away. Consider things like the country's state of development and its size. You may find it helpful to look at www.gov.uk/browse/abroad/travel-abroad.

Mobility Aids See **Wheelchairs**

Mobility Assistance See **Assisted Travel**

Money Exchange If you want to change money to your hotel when you get there, check the property descriptions to find out if you can do this at your hotel.

O

Official Ratings Each country has its own system for rating properties, but at TUI we use our own ratings to make it easier to compare hotels. See **Tour Operator Ratings** for details.

P

Passports The name in your passport must match the name on your ticket otherwise you may not be able to travel and your insurance could be invalid. If someone in your group changes their name after you have booked, tell us and we'll issue the ticket in the new name. If you've already received the ticket, return it and we'll send one with the correct name. There may be a fee for this change. British Citizens must hold a valid 10-year passport. British passport holders travelling to any EU country require at least six months validity on their passport on the day of travel. Some countries outside of the EU require a British passport to have a certain period of validity left on it, or blank pages. Please visit gov.uk/foreign-travel-advice for advice by country. Other nationalities should check with their own governments. It is also your responsibility to check whether you need a visa to enter your destination country.

British Citizens under 16 years old, including newborn babies, are required to have a child passport. The child's passport will initially be valid for 5 years, but can be renewed for a further 5 years at the end of this period. You can visit the gov.uk/ website for further information and how to apply.

If your passport has an Israeli stamp, you may be refused entry to some countries. For more information, visit HM Passport Office website at gov.uk/government/organisations/hm-passport-office. If you don't have a UK passport, you should always check with your own embassy, high commission or consulate before you book. Please also see **Visas**.

Passenger Assistance See **Assisted Travel**.

Playgrounds You need to supervise your children on all play equipment.

Pool Views If you book a room with a pool view, you'll look directly onto or have a side view of the pool.

Pregnancy You can travel with us up to the 28th week. If you're more than 28 weeks at the time of your flight home, you'll need a medical certificate from your GP. It must state there are no complications and give the dates of your pregnancy. If you're more than 36 weeks at the time of your flight home, they'll refuse to take you. If you're expecting twins or more, you must return by the 32nd week. Please check your insurance policy for any restrictions that apply, as many only cover to the 28th week. **Premium Collection Benefits** You'll get the advertised benefits as long as you're flying with TUI.

Premium Seating Premium seating is available to book on long haul TUI flights. If you book to fly Premium, your luggage allowance will be 25kg in the hold and 10kg as hand luggage. Lounge access and fast-track security are only available on departure from UK airports. You can access the lounge from 3 hours before and up to your original scheduled departure time. We advise you wear smart casual clothing. Fancy dresses, vests, football shirts, tracksuits, baseball caps and other sports clothing are not allowed to be worn in the lounge. Shorts aren't permitted either, unless they are tailored and knee-length. Entry to lounges is subject to the individual lounge operator who may impose their own conditions and who reserves the right to refuse admission to anyone wearing clothing which their staff believe may cause offence to others. If the lounge is unavailable then alternative facilities may be offered. The location of fast-track security and airport lounges in the UK will be provided by TUI staff at the TUI bag drop.

Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions - see **Select Your Seat**. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. Just so you know, we'll always do our best to seat your group together but we can't guarantee this.

Prices Our brochure prices are accurate at the time of publication, but you should only use them as a guide. The prices we give are selected from a range of prices available within the high season or outside the high season. The price you pay will depend on when you're travelling and prices may go up and down throughout the season. The brochure price is based on the standard occupancy for the room type included in the package so the price will change if the room is occupied by a different number of guests. See **Occupancy Supplements/Discounts**.

What's Included The basic cost of your holiday includes the following...

- Return flight from the UK
- Air passenger duty at the standard economy rate.
- Departure taxes are included on holidays to Jamaica, Aruba, Puerto Vallarta, Costa Rica, Cancun and Punta Cana.
- Transfers between the airport and your accommodation - this

is usually by coach. Where we provide a taxi, the price we quote is for each person and based on 3 adults sharing a return taxi transfer.

- Car hire on selected holidays – check when you book
- The accommodation and meals as advertised or confirmed on your invoice
- Luggage allowance as confirmed on your ticket
- Aviation insurance and security charge
- Estimated fuel costs
- A Travel Expert at the UK airport and in resort
- All obligatory hotel service charges and taxes payable in advance
- VAT on all holidays to EC countries

What's Not Included The basic cost doesn't include the following...

- Additional flight charges, such as taxes and regional supplements
- Additional air passenger duty – there's a difference between standard and premium cabin charges. A higher rate is charged by the government for passengers travelling in premium cabins.
- In-flight meals unless we say otherwise
- Seats together on the plane unless we say otherwise
- Fuel supplements where applicable
- Excursions and shore excursions
- Holiday insurance
- Additional charges for particular room types, meals or under-occupancy in apartments. For details, ask your Travel Expert.
- Excess luggage and the transport of any sporting equipment
- Deposits requested on arrival by some apartment or villa owners, and by some hotels in Florida - see **Deposits**
- Any local taxes, levies or similar that local authorities abroad expect you to pay yourselves

R

Room Upgrades If you arrange a different room type with the hotel when you arrive, this won't be included in your contract with us. Please also see **Select Your Room**

S

Safety Overseas' safety standards are generally lower than ours in the UK. We take reasonable care to make sure only reputable businesses provide the services that make up our holidays, and we expect them to provide those services in line with local standards.

Children's Safety For our own Kids' Clubs, we take advice from leading UK child safety organisations and accident prevention agencies. You should always check you're happy with hotel clubs and children's facilities.

Health And Hygiene Hygiene standards are generally lower than in the UK – particularly in developing countries. Having said that, you can help to improve hygiene levels by taking a few basic steps...

- Wash your hands after going to the toilet
- Shower before you get into the pool
- Encourage children to go to the toilet before getting in the pool
- Make sure babies and infants wear swim nappies in the pool

Scuba Diving We recommend you check with your doctor before you go, and have a full medical examination in resort if you're planning scuba training. You may need to pay extra for this. It's also dangerous to fly within 24 hours of scuba diving. This is because pressure changes might cause 'the bends' or even in severe cases, paralysis. Of course, you also need to make sure you have adequate insurance cover.

Sea Views If you book a room with a sea view, it may be partly blocked by trees or smaller buildings, or across a road, but you'll still be able to see the sea. If we describe a room as a Limited Sea View, this will generally mean that your view of the sea will be to the side rather than directly in front of you. There may also be more obstructions like trees between your room and the sea than with a Sea View room.

Seating If you're flying with TUI the minimum seat pitch of our aircraft is 29 inches. The minimum seat width is 16 inches. If you think you'll have difficulty fitting into this seat size, please call our Assisted Travel Team before booking - you can find their details at the end of this guide. You might need to pay an additional charge depending on what options are available.

Seat Upgrades If you buy any seat upgrade, including Select your Seat, seats can be selected via Manage My Booking as soon as your booking is confirmed. If you've paid extra for Select Your Seat or if you've reserved Premium Seats, Extra Legroom Seats or Extra Space Seats, on some holidays you will be able to choose your seats at the time of booking, otherwise you'll be able to access the seat map immediately after you book your holiday. You can also choose your seats by logging in to your Customer Account or the Flight Extras website.

Seats With Extra Legroom These are available to book on selected short and mid haul flights and are suitable for adults and children. Our Select Your Seat service is included, in accordance with our Select Your Seat terms and conditions – see Select Your Seat. To get the best choice of seats, we recommend you book and select your seats as early as possible before departure. If you experience any difficulties using our online service, please contact your travel agent or, if you've booked your holiday online, please contact TUI on 0203 636 1790. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider. We'll always do our best to seat your group together but we can't guarantee this.

Seats With Extra Space These include seats that are close to or next to emergency exit doors, behind a bulkhead or behind a dividing wall. Seats with extra space are only available to pre-book for adults and children 12 years and over with TUI and 16 years and over on other carriers, but we may allocate these seats to families with children if the seats are not located in an emergency exit row. Emergency exit row seats are only available to passengers who are able to move quickly and operate the emergency exit without difficulty in the unlikely event of an emergency - in line with European Aviation Safety Authority (EASA) regulations. So, you won't be able to book these seats if you find it hard to move due to physical or mental disability, age, sickness or physical size. Just so you know, you also can't sit in these seats if you are:

- Under the age of 12, when travelling with TUI
- Under the influence of alcohol
- Travelling with an assistance animal
- Require an extension seatbelt.

These regulations have been put in place by the EASA and are for the safety of our passengers. The cabin crew have the final say and we kindly ask that their decisions are respected.

Select Your Seat If you pay to take advantage of our Select Your Seat service, you'll be able to log in to your booking and choose where you sit on the plane. If you're flying with TUI, online check-in opens 14 days before your flight takes off. You'll need to check in for your outbound and return flights separately.

Once you've checked in and confirmed your chosen seat, you won't be able to change it. That said, in some circumstances, we may have to change your seat. This would only be for operational, safety or security reasons. In accordance with the Civil Aviation Authority's guidelines, certain requirements must be satisfied before we can allocate seats near the exit. If we do have to change your seat, we'll try to keep it as close to what you booked as possible. A refund will only be offered if we can't seat you in a similar position to your original request. A similar position means the same type of seat - window, aisle etc - as your original selected seats. In such cases, we ask that you keep a copy of your confirmation documents and boarding cards. If you choose the Select Your Seat option but then don't go on to choose your seat numbers, we'll still try and seat your group together. If you're not flying with TUI, we'll do our best to keep your party together but we can't guarantee it.

To maximise seating options for all our customers, it may not be possible to book just a middle & aisle seat. If you have a specific seating requirement due to mobility restrictions, please contact our Assisted Travel Team.

Select Your Room You can select your room after you've booked your TUI BLUE, TUI MAGIC LIFE or ROBINSON holiday via the link on your booking confirmation email or via the TUI app, subject to availability. Select your room is only available in select TUI BLUE, TUI MAGIC LIFE or ROBINSON properties, and you can only select a room within your booked room type. Room allocation takes place on arrival and in rare cases, the hotel may not be able to provide the selected room due to operational reasons e.g. repairs. In this case, an equivalent replacement room will be allocated without charge. Full Terms & Conditions can be found at www.tui-blue.com/en/en/select-your-room, www.magiclife.com/en/en/all-about-booking/select-your-room-booking, and www.robinson.com/en/en/select-your-room

Single Rooms Single rooms and rooms for sole occupancy are available in most hotels, but demand always exceeds availability. Sometimes when we refer to single rooms it may mean a room suitable for sole occupancy. Single rooms are generally smaller, may not have the best locations or the same amenities. If you're booking a double room just for yourself, you'll usually be asked to pay a supplement. This also applies to self-catering accommodation, where, for example, three people choose a property for four. Our prices reflect the costs of the rooms contracted to us.

Smoking All our flights are non-smoking. In our hotels, there are usually designated areas.

Spa Spas in our hotels aren't included in the price of your holiday unless we say otherwise. Just so you know, in Spain and the Canary Islands, by law only over-16s can use the facilities.

Special Offers Our offers are only available on the holidays and dates we advertise, are per booking, and subject to availability.

Special Requests We'll always do our best to help however we can, but we can't guarantee we'll be able to meet your needs every time. These special requests aren't covered by Our Agreement With You so from a legal point of view, they're not part of your holiday contract.

Supplements

On Your Flight Depending on the airport you choose to fly from, on certain days or at certain times, you may have to pay a 'flight supplement'. Flight supplements may go up or down throughout the season. Some holidays are only available on flights with extra charges, either because the accommodation is available only on certain days of flying, or because onward travel arrangements are only available at certain times.

Occupancy Supplements/Discounts Depending on the number of people sharing a room, you may have to pay an 'occupancy supplement' for under-occupancy or single occupancy, or there may be a discount if more people share a room. Occupancy supplements/discounts may go up or down throughout the season.

Room Supplements Depending on the type of room you choose to stay in, you may have to pay a 'room supplement'. Room supplements may go up or down throughout the season. All rooms are subject to availability and any applicable occupancy and age restrictions.

Sustainability See **Green & Fair**

A-Z guide

Swimming Pools It's unlikely your pool will have a lifeguard. An adult must always accompany children in the pool. This includes children's pools and surrounding areas. Pools may be closed in early or late season, so April, early May and October, or in particularly bad weather. Also, pools won't be heated unless we say otherwise in the property description. If your pool has a waterslide, there may be height or age restrictions.

Taxes You may need to pay a tourist tax either at the airport or at your hotel. Taxes change regularly so check before you go. See **Prices** for more details.

Tour Operator Ratings We rate our holidays on our annual reviews and also the feedback we get from our end-of-holiday Customer Satisfaction Questionnaires. We rate hotels and apartments from '2' for no-frills, good value accommodation, to '5' for more comfort and a wider range of facilities. There may be some differences between accommodation that shares the same rating. That's where our 'plus' rating comes in.

Tours Most of our tours have age restrictions, so check before you book.

Towels You'll see from the individual property descriptions whether or not there's a pool towel service. You may find you'll need to pay a small charge.

Transfers The transfer times we give you are a rough guide. They don't allow for delays to incoming flights or local traffic conditions. In terms of the type of transfer you'll get, it depends on the holiday you've booked. Just so you know, if your holiday includes a coach transfer, we may occasionally need to change this to a minibus or taxi. Where coach access is limited, we may need to transport your luggage separately to and from your accommodation. If this is the case, it may also be necessary for your luggage to be collected earlier than your return transfer time to ensure it arrives at the airport in time for you to collect it before checking in.

In some destinations we feel that it's more suitable to book private transfers. Our prices are competitive against similar transfer services. Taxis take a maximum of three adults. Prices shown are per person, per return trip, based on three adults sharing. Luggage space may be limited and baby seats aren't provided.

Twin Rooms Some twin rooms can take a 3rd or 4th bed but they're usually camp or folding beds. Rooms that take extra beds or a cot aren't necessarily bigger than standard rooms so space may be limited.

V
Vaccinations Speak to your doctor at least two months before you're due to go away. Some treatments, for malaria for example, should begin well before you go. If you're booking within three weeks of your departure, speak to your doctor before you book. There's more information available in the Department of Health's free leaflet – Health Advice for Travellers. Call 0800 555 777 for a copy.

Visas The best place for up-to-date information on visa and travel advice is the Foreign, Commonwealth & Development Office. Visit www.gov.uk/foreign-travel-advice or call 0845 850 2829. There may be specific entry requirements for under-18s, depending on your destination. For example, if a young person is travelling without both parents, there may be extra costs and they may need extra legal documents such as an affidavit, from a notary public. Always check with the consulate or embassy of the country you're travelling to before you book.

W
Weather There are sometimes tropical storms and hurricanes in Florida, the Caribbean and Mexico between June and November. It's impossible to predict their path or how long they will last more than three or four days in advance, and often it's much less. South-east Asia may be affected by its monsoon season, typically May to September. If a storm is forecast for one of our destinations, your safety is always our first priority. If there are hurricanes during your holiday we follow the advice of the Foreign, Commonwealth & Development Office and work with the Federation of Tour Operators.

If you're on a Lapland holiday, some activities may not run because of current or forecast weather conditions, particularly if they affect the state of the snow. In the unlikely event this happens, we'll do our best to adapt the activity programme or offer suitable alternatives, but this won't be considered a Major Change to your holiday. Please see the Our Agreement With You pages.

Please also bear in mind that some hotel facilities - like outdoor bars and some sports - may not be available in adverse weather. Where we display weather information, this is supplied by the Met Office, © Crown copyright, the Met Office.

Weddings And Renewals Of Vows Please contact us for more details – the number you need is in the Getting In Touch section at the end of this guide. Also, see the Weddings brochure.

Wheelchairs
On Your Flight When you fly with TUI, we'll take your wheelchair and one other mobility item in addition to your normal luggage allowance. However, you'll need to let us know at least 48 hours before you travel. We recommend your wheelchair and other mobility aids are fully insured. If you've got an electric wheelchair, you'll need to let our Assisted Travel Team know so that the necessary arrangements can be made. Please let us know the wheelchair's make and model when you call. There's a limit on how many electric mobility aids we can take on each flight. If you don't let us know before you book and we can't carry your wheelchair, you might need to pay an extra charge to change your booking.

You can bring a battery-powered wheelchair if it meets the conditions given in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods, plus any other related CAA rules. Visit www.caa.co.uk for more information. Please contact us as soon as possible if you're travelling with a battery-powered wheelchair or mobility aid and let us know the device's make and model, dimensions and battery type. We can then confirm whether there's space onboard.

Electric wheelchairs need to be loaded in an upright position for the flight. Batteries must be securely attached to the mobility aid and terminals protected from short circuits. Electrical circuits must be isolated to prevent the device being operated accidentally. If the wheelchair can't be loaded in an upright position, the battery terminals need to be protected against short-circuiting, and the battery removed and stored in strong packaging. Lithium batteries that are designed to be removed must travel in the cabin.

You need to bring the operating instructions for your mobility aid with you. If you don't have these details, see <https://www.bhta.com/air-transport-advice> where your make and model should be shown. If not, you'll need to contact the manufacturer, or shop where it was purchased or hired.

If you want to check whether your wheelchair will fit onboard our aircraft, please contact our Assisted Travel Team – the number can be found at the end of this guide.

If you're flying with another airline, you'll need to contact them directly to see if your wheelchair will fit onboard. Our Assisted Travel Team can help you with this, too.

On Resort Transfers If you're taking an electric wheelchair or scooter, you'll need to book a taxi transfer to your hotel. You can't take them on the coach. There's an extra charge for this.

Wi-Fi Bandwidths may vary. Some hotels may offer an upgrade to a higher bandwidth which you may need to pay for. The upgraded service may also cover a different location to the free Wi-Fi zones. Some hotels may have a data cap on usage, or the free Wi-Fi may be restricted to a daily time limit per device or room. Once this usage or time limit is reached, there may be a charge to continue using the service. Factors that may reduce signal strength include high usage - particularly if lots of devices are using Wi-Fi at the same time, obstructions like thick walls and electronic machinery and adverse weather conditions. The device used to connect to the Wi-Fi - e.g. mobile phone, tablet or laptop - may result in a differing quality of service received. Wi-Fi zones may not be in the same location at every hotel. If your device isn't connected to Wi-Fi, remember to turn off data roaming to avoid possible data charges.

Due to factors outside of our control we can't guarantee the availability, performance or security of the Wi-Fi provided.

Our agreement with you, and yours with us

We are TUI UK Limited, Company Number 02830117, our Registered Office is Wigmore House, Luton, LU2 9TN and Our Agreement sets out what we can expect from each other when you buy a holiday from us.

Booking Your Holiday

When you book your holiday you are accepting Our Agreement on behalf of everyone travelling with you. We will only deal with you, the lead name, and you must be an adult when you book. Anyone aged under 18 on your holiday must be accompanied by an adult.

When we say "you" and "your" we mean you, as the lead name, or you and everyone travelling, depending on the context. Our Agreement, includes our A-Z Guide, the conditions of carriage of the airline or cruise operator and the provisions of international conventions (including the Warsaw, Montreal, Strasbourg and Athens conventions) that apply to travel by air, land, sea or river. Please ask for a copy of any conditions applicable. Our Agreement along with the relevant details in the booking confirmation is the entire agreement between us for your holiday.

Our Agreement is made under the laws of England and Wales. You submit to the exclusive jurisdiction of those courts. You can choose the law and jurisdiction of Scotland or Northern Ireland but only if you live there.

Providing Information

You must ensure all information you give is correct. We'll use the personal data you give us in line with our Privacy Notice. You must pass on any information we give you to everyone travelling. You must comply with all passport, visa and other immigration requirements. Your passport and travel documents must be in good condition – you may be refused travel if they are damaged. If you are not self-reliant or have reduced mobility (like finding it hard to walk 500 metres) you must tell us before you book and if this changes tell us at least 48 hours before your holiday.

The Price You Pay

When you book your holiday, you must pay a deposit unless this is within 12 weeks of your holiday when you must pay in full. We'll tell you the price of your holiday and the deposit before

you book. At least 12 weeks before you go you must pay the full balance. If you don't, we can cancel your holiday and charge you a termination fee.

When you book your holiday, we'll send your booking confirmation within 14 days. Mistakes can happen, so if any price on your booking confirmation, our website or our booking systems is obviously wrong, a booking made based on that price won't be valid, we can cancel it and refund you unless you want to pay the correct price.

If your holiday price changes because of movement in the relevant exchange rates, taxes or fees charged by someone else including tourist or landing taxes, port or airport fees or the cost of transport fuel or other power sources we can charge you that increase or refund to you a decrease (less our administrative expenses) providing it doesn't happen within 20 days before the start of your holiday. If we need to do this, we'll forward an amended invoice to you showing the changes made along with a detailed explanation.

We'll absorb any increase of 2% or less of your holiday price, so we won't pass on any increase below that level.

If the increase is more than 8% of the holiday price, you may cancel your holiday within 14 days of us telling you about the increase and we'll refund your holiday price except any amendment charges; and the increase will be considered a major change, see below.

Before Your Holiday

If You Change Your Holiday

Airlines or other transport providers can charge a fee for a change and sometimes treat a change as a cancellation. Fees can be up to 100% of the price for that part of your holiday. You must pay those fees as well as the amendment fee shown below.

When making changes, the price of your new travel arrangements will be based on the price that applies on the day you make the change. If your change means fewer adults travel, and your holiday price is based upon the number of adults, we'll recalculate the total price and the price per person may go up. This extra price isn't a termination fee. You will also need to pay the appropriate proportion of the termination fee for the adult who has cancelled. See "If you Cancel Your Holiday".

Some elements of your holiday, such as excursions, transfers, children's activities, flight or accommodation options, room/board upgrades, late check-out rooms theme park tickets and airport parking, may be non-refundable.

You may transfer your holiday to someone else if you give us at least 7 days' notice in writing or by email and the new lead name accepts the transfer and the terms of Our Agreement – insurance can't be transferred. You will be responsible, together with the new lead name, for our amendment fees and any costs as a result of the change.

Change	Days before your holiday			
	71+	70-29	28-15	14-0
To change a name, passenger or passenger type (you can correct a spelling error without a fee).	£25 per person			
To upgrade a service, add on a flight extra, upgrade a room type or board basis.	No fee			
To change to a new package holiday from a TUI accommodation-only or TUI Airways flight-only booking travelling on the same dates as original booking. Does not apply to third party accommodation or flights. <i>Note: if your change request includes travelling on different dates to your original booking, the cancellation/amendment fees set out in the T&Cs applicable to your original booking will apply.</i>	No fee (But you will need to pay the difference in price if your new TUI package booking is more expensive.)			
To change duration, the time of a TUI Airways flight or to travel on an earlier date than planned.	£50 per person			
To change accommodation, departure or destination airport, or change a flight not operated by TUI Airways.	£50 per person	Treated as a cancellation		
To travel on a later date than planned.	£50 pp	Treated as a cancellation		

Our agreement with you, and yours with us

If You Cancel Your Holiday

To cancel your holiday you must tell us as soon as possible. If you booked using a travel agency, that agency must tell us. When your holiday has been cancelled you will receive a cancellation invoice. You must pay a termination fee which covers our administration costs and compensates us for the risk that we do not resell your holiday. The fee is based upon how long before your holiday you tell us you want to cancel and is a percentage of the total price of your holiday.

How long before your holiday you cancel	Percentage of your holiday price
70 days or more	Loss of deposit
69-63 days	30%
62-49 days	50%
48-29 days	70%
28-15 days	90%
14-0 days	100%

Even if the termination fee is lower than the deposit, your deposit will not be refunded. We may not be able to refund elements of your holiday if they are added extras. If you are cancelling because of an unavoidable and extraordinary circumstance happening at your destination that will significantly impact the performance of your holiday or your flight to get there, you will not have to pay a termination fee and your deposit will be refunded.

If We Cancel Your Holiday

If we cancel your holiday, except where it's because you haven't paid or you have been disruptive, you can have a refund or accept a replacement holiday from us of a similar standard and price if we can offer you one. We'll also pay the compensation shown below (unless we have cancelled because of one of the reasons listed in 'Events Beyond Our Control' or where you haven't paid) and we'll refund the difference if the replacement holiday is of a lower price.

If We Change Your Holiday

We aim to give you what we promise but, as we plan our holidays a long time in advance, sometimes things can change. We can make a change at any time but will let you know before your holiday if there's time.

Flight times given are for guidance only – your actual times will be shown on your e-ticket. Check that carefully when you receive it. Aircraft type can change and some facilities such as entertainment or advertised seat pitch may not be available. If we can't provide a seat option, we'll refund the price you paid for that option.

Occasionally, we may have to make a major change to your holiday such as a change of destination, a downgrade of your accommodation by one full star rating, a change in flight time by more than 12 hours or a change of UK departure airport. A change in flight time that we need to make within 24 hours before you are due to fly is not a major change unless the time changes by more than 24 hours.

If we tell you about a major change after you book your holiday, you can accept the new arrangements offered by us; or accept a replacement holiday from us of the same or similar standard and price at the date of the change (we'll always refund the difference in price if the replacement holiday is a lower price at the date of the change), if we are able to offer you one; or cancel your holiday with us and receive a full refund.

If we make a major change, and you choose to cancel your holiday and receive a full refund, we'll pay the compensation shown below, unless the change is because of an event beyond our control. Any compensation payable is based upon how many days before your holiday departure we tell you about a major change. We'll pay 50% of the compensation for each person who paid a child price. No compensation will be paid for free child places.

How long before your holiday we tell you about a major change	Compensation per person
84 days or more	0
83-29 days	£25
28-15 days	£35
14-8 days	£50
7-0 days	£100

Events Beyond Our Control

Examples of events beyond our control are: war, threat of war, riots, civil disturbances, terrorist activity or its consequences, industrial disputes, any failure to secure relevant flying rights, natural or nuclear disasters, fire, health risks, unavoidable and unforeseeable technical problems with transport, closed or congested airports or ports, actual or potential severe weather conditions, the imposition of sanctions or other Governmental action and any other similar events.

On Your Holiday

Behaviour

Only you can use your accommodation. You must not let anyone else stay there. You are responsible for any damage to your accommodation or its contents during your holiday.

We can refuse to accept you on your holiday or continue dealing with you if we, or someone in authority, believe your behaviour (by any form of communication or in person) is disruptive. The Captain of your aircraft or ship can restrict your movements on board or remove you.

If you are disruptive and stopped from boarding your flight from the UK, or disruptive during your flight, we'll treat your booking as cancelled by you at that moment. If you are disruptive on your holiday we can remove you from your accommodation and you will be responsible for your own return home and for any other members of your group who cannot or will not travel without you. You will not be entitled to a refund in either case and we will not provide compensation or meet any costs or expenses.

If you are disruptive you will be responsible for any damages, costs and expenses (including legal expenses) incurred as a result. This can include cleaning, repairing or replacing property lost, damaged or destroyed by you, compensating any passenger, crew, staff or agent affected by your actions and diverting the aircraft or ship for the purpose of removing you. Disruptive behaviour includes being threatening or abusive, damaging property, upsetting, annoying or disturbing any other traveller, our staff or agents or putting any of them in danger.

Excursions

We may introduce you to suppliers of excursions or other services. If you buy one of these, you'll be contracting with the supplier directly, we act only as an agent and have no liability for the performance of that contract. Our Agreement doesn't apply to any contract for excursions or other services.

If Things Go Wrong on Your Holiday

You benefit from the rights applying to packages under The Package Travel and Linked Travel Arrangements Regulations 2018. We are responsible for all the travel services included in your holiday. If any of them isn't provided as we agreed, we'll pay you compensation, if appropriate, unless it's due to an event beyond our control (see 'Events Beyond Our Control'), is your fault or is caused by a third-party.

If you are in difficulty on your holiday we'll help by providing information on health services, local authorities and consular assistance. We'll help you make phone calls, send emails or make alternative travel arrangements. You must pay any costs we incur if the difficulty is your fault.

If You Have A Complaint

It is very rare for things to go wrong. If they do, you must tell the supplier in question (e.g. the hotel) and our representative straight away so they can solve the issue. If our representative isn't available, you should contact our TUI Guest Experience Centre which is open 24/7. If you're still not satisfied, contact After-Travel Customer Support within 28 days of coming home so we can investigate properly. Contact details are in the A-Z Guide.

We usually solve any issues but you can use ABTA's scheme for resolving disputes at www.abta.com.

Personal Injury

Your holiday is made up from services provided by suppliers who follow local standards. Overseas safety standards are generally lower than in the UK.

If anyone travelling suffers injury, illness or death because of the services provided as part of your holiday, you must tell us and the supplier involved about it and complete a report at the time. After your holiday you can contact After-Travel Customer Support. It must be no more than 3 months after you come home so we can investigate properly. Contact details are at the end of this guide.

Protecting Your Money

We provide security for the money you pay for your holiday and to bring you home in the event we become insolvent. When you buy a holiday from us that includes a flight, we do this by way of an ATOL (number 2524) managed by the Civil Aviation Authority, Gatwick Airport South, RH6 0YR. We also place a bond held by ABTA (V5126), 30 Park Street, London, SE1 9EQ, for holidays that do not include flights.

We've tried to write Our Agreement clearly. Unfortunately, the ATOL rules make us to include the next three paragraphs exactly as they're written.

Your Financial Protection.

When you buy an ATOL protected flight or flight inclusive package from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

Where your holiday is protected under the ABTA scheme, you agree to accept that in the event of our insolvency ABTA may arrange for the services you have bought to continue, or for a suitable alternative to be provided at the same cost as your original holiday. You also agree to accept that in circumstances where the travel service provider provides the services you have bought, you agree to pay any outstanding sum under your contract with us to that alternative travel service provider. However, you also agree that in some cases the services will not be provided, in which case you will be entitled to make a claim under ABTA's Scheme of Protection (or your payment card issuer where applicable) for a refund of the monies you have paid.

All money you pay to a travel agent for your holiday is held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust at all times but subject to the agent's obligation to pay it to us for so long as we do not fail. If we do fail, any money held at that time by the agent, or subsequently accepted from you by the agent, is and continues to be held by that agent on behalf of and for the benefit of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

Getting In Touch	
Before You Go	
If you're yet to travel with us, here are some numbers you may need...	
Bookings, Amendments or General Enquiries	0203 451 2688
Assisted Travel Team	0800 145 6920
Groups	0203 451 2684
Weddings and Renewal of Vows	0203 451 2688
Finishing Touches	0203 451 2963
TUI Airways - new bookings, amendments, in-flight extras and general enquiries	0203 451 2695
You can also email TUIPreTravel@tui.co.uk or write to us at the address below. If you've already booked, please include your reference number in your letter or email. If you're getting in touch about a wedding or renewal of vows please address your letter to 'Weddings or Renewal of Vows' instead of Pre-Travel Customer Services – at the same address.	
Pre-Travel Services, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED	
While You're Away	
For help while you're away, please call our Holidayline Team on +4433 33 365 147, text 80247, or use our contact form which can be found at www.tuicontact.com . They'll be there for you 24 hours a day, 7 days a week. Calls from abroad will be charged at international rates. Texts to 80247 cost 50p plus your network rate.	
When You Get Home	
When you're back in the UK, to discuss your TUI Airways flight experience, please call 0203 451 2699. For any other aspects of your holiday you can complete the online form located in the 'Contact Us' section of our website. Alternatively, you can write to us at the address below. Remember to give us your booking reference details.	
After Travel Customer Support, TUI UK, Contact Centre, Alexandra House, Alexandra Road, Swansea, SA1 5ED	
Travel Agent Support	
If you're a travel agent and need our help...	
Agent Reservations, Administration, Group Bookings and Weddings	0203 451 2677
Calls to 0203 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.	



EXPLORE tui.co.uk

CALL 0203 451 2688*

*Calls to 020 numbers cost the standard rate from UK landlines, but calls from mobiles may be higher. Check with your network provider.

VISIT your local TUI Store

DOWNLOAD the TUI app



All the flights and flight-inclusive holidays in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate.



TUI UK Limited is a Member of ABTA. When you book with an ABTA Member you can expect high service standards, fair terms of trading and accurate information. ABTA's strict joining criteria for Members, code of conduct, customer helpline and approved ADR scheme to resolve complaints are all there to give you confidence and peace of mind when booking your travel arrangements. For more information see www.abta.com.



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