



TUI UK & Ireland factsheet

ABOUT TUI UK & Ireland

WHAT WE'RE FAMOUS FOR

- 11,000 UK&I colleagues
- Regional flying from 21 UK&I airports
- Retail estate of over 300 stores
- Over 4000 hotels to choose from
- Six unique hotel concepts
- Award winning and trust pilot Excellent
- More than 4500 destination staff to support customers 24/7
- Accessibility focused with initiatives to best support all customers
- TUI Airways with over 70 aircraft operating to 77 destinations in 31 countries
- Only tour operator with UK run Kids Clubs
- Long-haul flying with recommended premium economy
- Flexible payment and low deposits

WHAT WE ACTUALLY ARE

- 62 TUI Cities destinations
- 97 TUI Tours on offer
- Accommodation Only
- Crystal Ski Holidays takes 190,000 customers each winter to 150 resorts
- Marella Cruises takes away 374,000 customers each year to more than 100 destinations on 5 cruise ships.
- TUI River Cruises takes 20,000 customers away each year on 6 ships offerings more than 35 itineraries.
- 3PF (Third Party Flying) through partners such as EasyJet, Emirates, BA and Ryanair – 61 partners in total

Board:

- Neil Swanson, Managing Director
- Chris Logan, Commercial Director



- Bart Quinton Smith, Sales & Marketing Director
- Julie Tindale, HR Director

TUI GROUP

- One of the world's number one integrated tourism group, headquartered in Germany
- CEO: Sebastian Ebel
- Operates in over 180 destinations worldwide, covering the entire tourism value chain under one roof
- Share listed in the FTSE 250 index and in the Quotation Board of the Open Market on the Frankfurt Stock Exchange, and regulated Market of the Hanover Stock Exchange and regulated Market of the Hanover Stock Exchange.
- The Group employs around 67,000 people worldwide
- Serves 34.7 million customers
- Owns 460+ hotels and resorts with premium brands such as RIU, TUI Blue and Robinson
- Owns 19 cruise ships
- Includes five airlines operating around 125 medium and long-haul aircraft, including the largest fleet of the latest Boeing Dreamliners.
- Includes 1,200 travel agencies
- TUI is increasingly focusing on the expansion of digital platforms. The Group is transforming itself into a digital company.
- TUI Musement is leading Tours & Activities business that combines a scalable digital platform with local service delivery in more than 100 countries worldwide.
- Runs TUI Care Foundation, which supports holiday destinations in their development. The foundation focuses on the positive effects of tourism on education and training and on strengthening environmental and social standards with projects in 30 countries.



TUI'S CONCEPTS



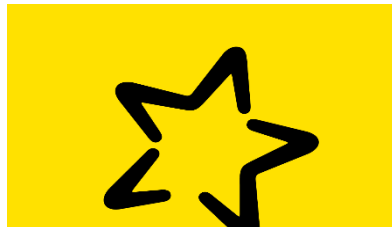
TUI BLUE

TUI BLUE is TUI's flagship leisure hotel brand offering lifestyle holidays tailored to specific needs and preferences so there is something for everyone.



ROBINSON

Robinson clubs are often found in scenic spots on a beach, nature reserve or golf course and offer an extensive range of sports to choose from.



TUI MAGIC LIFE

A 24-hour all-inclusive offering with an extensive sports programme and entertainment schedule included as standard.



TUI SUNEEO

TUI Suneo, formerly known as SuneoClub, offers great value, all-inclusive beach breaks, in three and four-star hotels across some of the most popular holiday destinations. Hotels are close to the resort centre and beaches, revolving around sun, sea and sand.





THE MORA

The Mora hotels combine laid-back, contemporary luxury with a highly tailored and flexible approach. The leisure hotel experiences let guests follow their mood into the moment and give them the freedom to holiday their way. The brand is aimed at holidaymakers who value elevated experiences designed to suit their personal preferences. The first hotels are located in Zanzibar and Tunisia.



RIU

With hotels worldwide, guests return year after year to enjoy the prime beach locations, personal service and warm, welcoming atmosphere.



SENSATORI BY TUI BLUE

Whether you're looking for a romantic getaway for two or a plush spot for a family holiday, there's a Sensatori by TUI BLUE resort for you. Every single one comes with a crop of premium touches, like speciality restaurants and professionally run kids' clubs – not to mention attentive service and five-star surroundings.



MARELLA
CRUISES

MARELLA CRUISES

- Five ships: Marella Explorer, Marella Explorer 2, Marella Discovery, Marella Discovery 2 and Marella Voyager
- Third largest cruise line in the UK
- Customers can fly from 21 regional airports
- All-inclusive as standard
- West end style entertainment
- Tips and service charges included in prices
- Flexible options available, such as Cruise & Stay
- **With you every step of the way** – we bring Marella Cruises' experience and TUI's holiday expertise together, so you can relax knowing everything's taken care of.
- **Your home from home** - Our crew give the warmest of welcomes, so you can expect the friendliest service at sea – where everyone remembers your name as well as your favourite cocktail.
- **Explore more** - Sail to over 100 destinations across the globe – we're focused on getting you to the places you love so you can spend more time ashore.
- **All-inclusive as standard** - Our cruise holidays include flights, luggage, transfer, meals, drinks, tips and service charges in one simple package.

TUI AIRLINE

- TUI Airline flies over six million customers abroad each year
- Chief Operating Officer: Dawn Wilson
- Operates to 100 destinations worldwide
- TUI Airways operates a fleet of 60 aircraft, including Boeing 787 Dreamliners



CRYSTAL SKI HOLIDAYS

- Leading ski holiday tour operator in the UK
- Over 40 years' experience of providing ski holidays
- We take customers to more than 100 resorts in twelve countries across Europe and North America flying from over 15 UK airports
- Offers:
 - One convenient package
 - The ability to pre-book extras such as lift passes, equipment and lessons
 - Flights & transfers – TUI & third party as well as Eurostar and snow trains.
 - Coaches to resort
 - The Crystal Ski Explorer App
 - A 'guide' to the mountain (rather than brochures)
 - Summer launch offers (e.g. 2 for 1 on lift passes)
 - A choice of durations, with 7 nights as the core package and short breaks of 3, 4, 5 and 6 nights available in selected resorts
 - ABTA & ATOL protection
 - Free booking changes and £100pp deposits up to 12 weeks before departure (on holidays with TUI flights)
- The ski season runs from December to mid-April
- Accommodation offered through Crystal includes hotels, half board, bed and breakfast and self-catering
- Core product is 3* & 4* Half Board and 75% of its volume comes from trips to France, Austria & Italy
- 'Finest' range gives more indulgent food & wine, and increased luggage allowance on TUI flights
- Has a handful of Crystal shops in indoor snow centres around the UK



TUI RIVER CRUISES



- Personalised, adults-only packages on itineraries across Europe
- There are three ships in the TUI River Cruises fleet, TUI Isla, TUI Skyla and TUI Maya.
- Sail on the Rhine, the Main, the Moselle, the Danube, the Rhine and the Dutch and Belgian waterways.
- Standout service and more than 100 culture-packed shore excursions to choose from
- Each ship has a maximum of 155 guests onboard
- Full board plus as standard (3 meals a day with drinks)