

TUI REVISED BOOKING CONDITIONS

NEW HOLIDAY BOOKINGS MADE FROM 17 MARCH TO 31 MAY 2020, FOR ANY HOLIDAY ON SALE:

Balance Collection changed to 4 weeks

Book now, pay your balance four weeks before travel

For any customers that make a new TUI or Marella package for any holiday on sale booked between 18 March 2020 and 31 May 2020, giving you additional time to pay.

EXISTING BOOKINGS – TRAVELLING ON OR BEFORE 30TH JUNE 2020

Amend freely

To help you give your customers peace of mind, from 18 March 2020 if you have an existing TUI, Marella, package holiday booking travelling on or before 30 June 2020 you can amend for free to any holiday on sale.

You can do this up to seven days before your departure date, any amendment within seven days will be subject to normal T&Cs. Any bookings within 7 days of travel.

This new amendment policy is also applicable for third party flying bookings.

If customers amend to a lower cost holiday, we will refund the difference in price. If the holiday customers amend to a more expensive one than the original holiday, they will need to pay the difference in price.