

TUI

Discover your smile

TUI SENSATORI

JULY EDITION NOVEMBER 2019 – OCTOBER 2020

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

Featuring every TUI SENSATORI resort, including our new 5T+, adults-only hideaway – The Residence at TUI SENSATORI Barut Fethiye.

TUI SENSATORI

WE PUT 'U' IN THE MIDDLE

As the world's leading travel company, we're on a mission to help you 'discover your smile'. Here's how we're doing it...

PERSONAL SERVICE

Our global team of experts are here whenever you need us – you've got our high street TUI Stores in the UK, and our friendly reps in resort, along with the TUI Experience Centre and TUI app.

A DIFFERENT WAY TO HOLIDAY

There are so many options when it comes to travelling with us. We've got TUI Tours to everywhere from Japan to Uzbekistan, city breaks, mix-and-match Multi-Centre holidays, plus brand-new European TUI River Cruises.

HANDPICKED HOTELS

We whisk you away to resorts which we've designed from start to finish and hotels that we've carefully chosen, including family-friendly bases, romantic retreats, luxury options, and more.

BEST HOLIDAY AIRLINE

Fly from your local airport with our award-winning airline. Plus, thanks to our state-of-the-art 787 Dreamliners*, you can fly to lots of exotic destinations without any stopovers.

*Not available on all flights

ALL INCLUSIVE MARELLA CRUISES

Everything's taken care of with Marella Cruises, which sail the shining seas to over 200 destinations around the world. We're talking flights, tips, service charges, drinks, meals and more.

BETTER HOLIDAYS, BETTER WORLD

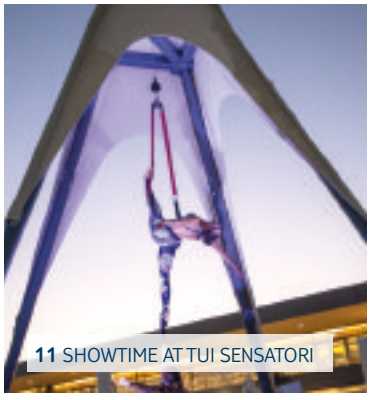
We do our bit to protect the planet, by actively looking out for the environment, local people and wildlife in the places you love to visit – via our hotels, excursions, airline, cruise ships and the TUI Care Foundation.













WHAT'S **NEW**

Welcome to the latest edition of **TUI SENSATORI** inspiration. Our handpicked, five-star **TUI SENSATORI resorts** are designed to fuel the senses. So, this collection offers up adults-only and family-friendly zones, professional entertainment and wow-inducing interiors, along with deluxe spa treatments, first-class pool scenes, gourmet à la carte dining and a range of sports and wellbeing classes.

Every year, our **TUI SENSATORI** portfolio gets bigger and better. We welcomed **The Residence at TUI SENSATORI Barut Fethiye** in 2019 – it comes complete with a swish spa and a clutch of stylish restaurants. Plus, each room features its own individual bar, fully stocked with wine, gin, vodka and whiskey. Then there are the cocktail-making ingredients, like juices, tonics and ginger ales. Rooms come with Nespresso machines, too. Find out more on page 52, and flick through the rest of this brochure for all the inspiration and information you'll need for your next holiday. There's a sneak peek into the resorts' shows, an inside look at our spas and a guide to the best **TUI SENSATORI** bars.

You can also find out more about **TUI SENSATORI** online at **tui.co.uk/sensatori**.

travel aware
gov.uk/travelaware

TRAVEL AWARE
STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

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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 section 2 of Our Agreement with You and Yours with us for 'The Price You Pay'. This brochure was published in July 2019 and prices are valid from June 2019.

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UNIQUE HOLIDAY EXPERIENCES

DESIGNED FOR YOU

Everyone has their own idea of the perfect break. That's why we've tailored every aspect of these holidays – which are designed exclusively by TUI – so you can find something just right.

TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI SENSATORI is all about finding your balance in five-star surroundings. Every aspect is designed to fuel the senses, and leave you feeling relaxed and rejuvenated in equal measure.

- Luxurious resorts featuring family and adult zones
- Gourmet dining, with à la carte meals included
- Professionally produced shows
- Lots of ways to wind down, from spa treatments to swim-up rooms

Find out more at tui.co.uk/holidays/sensatori

BLUE
TUI BLUE

EXPLORE THE MORE

TUI BLUE lets you experience the best of the destination you're in, among modern, high-quality surroundings.

- Authentic local cuisine and live cooking
- Tailor-made BLUEf!t workout plans
- Modern technology and the BLUE app for service that suits you
- BLUE Guides with insider tips

Find out more at tui.co.uk/holidays/tui-blue

ROBINSON

A NEW EXPERIENCE EVERY DAY

These high-end, club-style resorts offer a full roster of both energising and relaxing sports and activities, and tasty yet nutritious dining, all served up by an attentive team of ROBINS.

- Scenic, standout locations
- Over 60 professional sports and activities
- Fresh, wholesome food
- Multi-talented, expert team

Find out more at tui.co.uk/holidays/robinson-club



TUI FAMILY LIFE

FAMILY MOMENTS TOGETHER

Each of these hotels is geared up to cater for every generation – from tots to grandparents – while also offering facilities where the whole family can create lasting memories.

- Spacious family rooms with all the essentials
- Meals made for sharing
- Activities and entertainment for everyone – day and night
- Thoughtful facilities for families with under-3s

Find out more at tui.co.uk/holidays/family-life

TUI SENSIMAR

STYLISH HOLIDAYS JUST FOR ADULTS

We've created this range exclusively for adults, whether you're a honeymooning couple, a mum-and-daughter duo, or a group of friends with a connection that spans a lifetime.

- Carefully selected, peaceful settings
- Soothing spa treatments
- Sophisticated dining
- Low-key bars with music

Find out more at tui.co.uk/holidays/sensimar

TUI MAGIC LIFE

TAKING ALL INCLUSIVE TO THE NEXT LEVEL

TUI MAGIC LIFE pushes All Inclusive to the max. Drinks and snacks are available 24/7, alongside a host of activities at no extra cost. The teams are guaranteed to make your holiday memorable, too.

- All Inclusive around the clock
- Packed sports and activities programme, with watersports included, too
- Parties, DJ-led nightspots and local acts
- Beachfront clubs

Find out more at tui.co.uk/holidays/magic-life

RIU HOTELS & RESORTS

AS YOU LIKE IT

RIU started life as one family-run hotel in the Fifties, and seamless personal service is still at the forefront of what they do – whether it's at a family-friendly Fun4All hotel or an extravagant Riu Palace.

- Customer service with a personal touch
- Prime locations
- Range of entertainment
- Around-the-world cuisine

Find out more at tui.co.uk/holidays/riu





Today is yours. No chores, no daily commute, no worries. You're free.

As you wake up, draw back the curtains and drink in the view. See the **sun dancing** on the Mediterranean in Turkey, where every room faces the sea. Or slip straight into the pool from your terrace at our Rhodes retreat.

How you choose to spend your days and nights is up to you. Perhaps you'll start by stretching out during an awakening yoga class at our first **TUI SENSATORI** resort in Crete. Then allow those knots to be smoothed away with a conch shell and cinnamon-infused massage at the spa.

It really doesn't matter. Just relax. Just be.

A waiter comes over to deliver a signature cocktail at our resort in Ibiza. Under the clear, blue **Balearic sky**, savour the feel of icy condensation running down the glass beneath your fingertips, as that first fresh zing of citrus hits your mouth.

Tune in to the sound of water flowing into the **infinity pool** in Cyprus, the song of cicadas hidden in the trees, the distant laughter of families playing games nearby.

Inhale the alpine aromas that float across from the pine-clad forests alongside the TUI SENSATORI Resort Barut Fethiye. Or stay next door at The Residence at TUI SENSATORI Barut Fethiye. Here, you can slip into a **private hot tub** and feel the bubbles tickling your toes as the sky turns a dusky shade of pink at sunset.

Let your fingers caress the **powder-soft sands** that lace the edges of our Punta Cana hideaway. Or savour the sun's rays warming every inch of your skin as you sink further into a daybed in Mexico.

Engage your senses. Find your balance. Feel free.

AROUND THE WORLD IN **FOUR PLATES**

When it comes to dining, TUI SENSATORI resorts pull out all the culinary stops. International buffets aside, the speciality restaurants are just as globetrotting. Their menus take in Caribbean, Spanish and Japanese influences – to name just a few. And it's all done to its traditional best.

Here are just some of the authentic dishes on offer...



JUST-ROLLED SUSHI

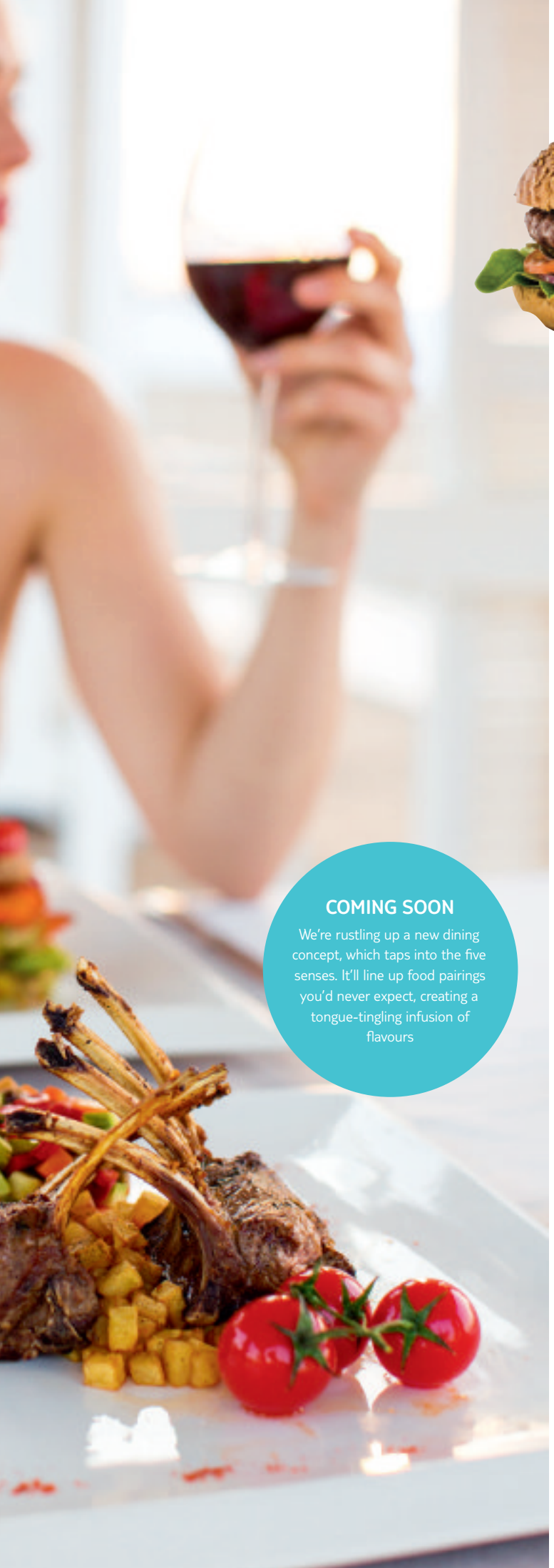
at TUI SENSATORI Resort Atlantica Aphrodite Hills

You'll need your chopsticks at the ready for this Asian fusion eatery. The concept of make-your-own sushi platters at Jasmine mean you can opt for a medley of carefully-crafted crab, salmon and prawn maki rolls. And there are vegetarian options, too, like cucumber and avocado.

Alternatively, you can watch your salmon fillet sizzle in a teriyaki sauce at the Teppanyaki table.

The rest of the eclectic menu is inspired by Thai and Chinese delicacies. Savour deep-fried pork in a tonkatsu sauce, creamy Thai green curry and spicy Kung Pao chicken. Dessert is just as exotic, so you can expect the likes of crispy banana and sweet praline-filled spring rolls.





COMING SOON

We're rustling up a new dining concept, which taps into the five senses. It'll line up food pairings you'd never expect, creating a tongue-tingling infusion of flavours

GOURMET BURGERS

at TUI SENSATORI Resort Punta Cana



Here, it's all about almighty USA-inspired burgers. BRGRS.PH does this American speciality with an experimental twist.

Pick from traditional burgers with juicy beef patties, crispy bacon and melted cheese. It's not all beef, either – there's braised pork, fish, lentils and falafel, too. Or choose something completely out of the box, like the minted chicken burger with naan bread or the steak and egg burger in a sourdough bun. Add some sweet potato fries and spicy Tennessee-style slaw on the side. The stacked-high burgers go hand-in-hand with a tempting menu of milkshakes and floats, which easily rivals any American diner.

STONE-GRILLED STEAK

at TUI SENSATORI Resort Atlantica Caldera Palace



The Aroma Stone grill restaurant is worth coming to for the uninterrupted views alone. It looks out over a golden-sand beach, so meals like rib-eye steak and salmon fillets are served to a soundtrack of crashing waves. But, this place has another ace up its sleeve – you'll be given your own hot stone slab to sear your meat, fish or veg on, which means you can cook it exactly to your liking. You can add lamb chops, tuna fillets and jumbo prawns to the mix, or sauté fresh vegetables. You'll need to pay extra to eat here, but it's worth every penny.



WOOD-FIRED PIZZA

at TUI SENSATORI Resort Riviera Cancun

Sienna is a Tuscan-inspired trattoria that pairs Italian favourites with interiors that echo the menu. Hanging lanterns and brick walls give it a rustic feel, while the smell of simmering garlic, basil and oregano fill the air. The restaurant's pièce de résistance is a wood-fired oven, which produces Naples-quality pizzas. Expect meaty combinations like chicken with pepperoni and chilli, cheesy choices laden with mozzarella, and authentic hand-rolled pasta. The best bit, though? It's all included in the resort's 24-hour Gourmet Inclusive dining plan.



TUI SENSATORI **SUNDOWNERS**

There's nothing quite like reflecting on the day over a few drinks when you're on holiday. That's why the bars at our TUI SENSATORI resorts are all geared up for a cocktail hour like no other. Many are positioned in prime spots for sunset-watching. There are lots of options if you're after an adults-only set-up. And, the menus feature the latest innovations in the cocktail-making world.

Here's a taster of some of the top cocktail-sipping spots across our TUI SENSATORI resorts.

BUTTERFLY BAR

TUI SENSATORI RESORT BARUT SORGUN

Hats off to award-winning milliner Philip Treacy OBE for conjuring up the design at this colourful cocktail bar.

BEACHFRONT BAR

THE RESIDENCE AT TUI SENSATORI BARUT FETHIYE

Acoustic music will complement the sunset at this shore-hugging bar, which you'll find at the latest resort to join the TUI SENSATORI collection.

SUNSET BAR

TUI SENSATORI RESORT IBIZA

Catch Ibiza's legendary sunset from this perfect vantage point of a bar, which is set on a hillside facing the sea.

MOJITO BAR

TUI SENSATORI RESORT RIVIERA CANCUN

Think you know mojitos? Think again. There are 31 varieties to try at this place, from kiwi to cucumber.

COMING SOON – MOLECULAR MIXOLOGY

Molecular cocktail-crafting is the latest string we're adding to our bartending bow. Designed to stir the senses, this experimental style of drink-making turns your tipple into a work of art. No matter which cocktail you choose, you're sure to be surprised, whether it's by the look, flavour or texture.

SHOWTIME AT TUI SENSATORI

The entertainment at TUI SENSATORI resorts is professionally produced for top-quality viewing. And, thanks to the wide range of different types of show on the line-up, you'll have something new to watch every night. Here's a sneak peek at what goes in to them...

AUDITIONS

During the selection process for TUI SENSATORI, applicants are put through their paces during a series of auditions, which we conduct with the help of professional casting agencies. We look for fantastic acting, presenting, vocal and dance skills – in a variety of genres, ranging from classical to rock.

THEATRE SCHOOL TALENT

Many of our cast members have been to drama school, and this is great because it means they'll be ready for the intensive, all-day training sessions they'll go through with us. There's a lot to learn – we put on a fortnightly entertainment programme made up of lots of different productions, and each one can be up to 45 minutes long.

REHEARSALS

Once the entertainers have been selected, they go through an eight-week training programme at our academy in the UK. Then, they've got four weeks of full-day rehearsals, so they're ready to be on stage from 19.00 to midnight every night. It's a great opportunity for team bonding, too.

SEQUINS & EYELINER

Backstage, you'll find everything from sequin-covered ball gowns to bumblebee costumes. We constantly change our costume suppliers, so we can get the best quality possible, and each outfit's fitted by a professional costumier. As for make-up, we use high-quality products that stay matte in the heat and under the lights.

ALL-AGES LINE-UP

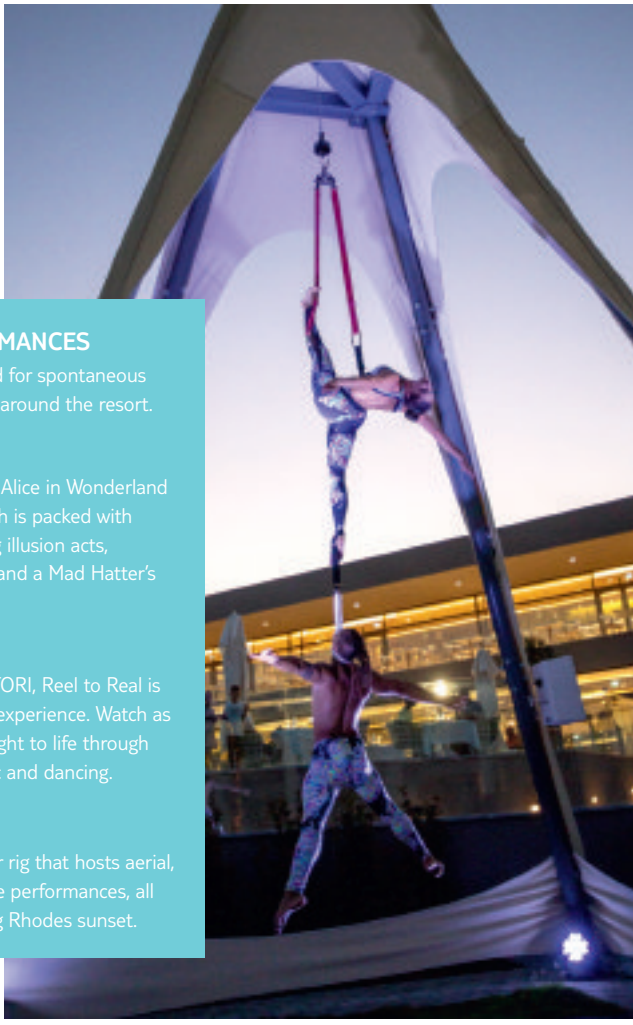
Evenings start with Play House Live!, which is really high-energy, with music, dancing and games for children. Then it's time for the main show, followed by music in the Piano Bar.

THE MAIN ACT

The nightly lead shows focus on theatre and music, with soul nights, comedy shows, and tribute acts, depending on where you stay. You can expect productions like Mad World – an Alice in Wonderland-themed show packed with ooh-and-ahh-inducing illusion acts, impressive acrobatics and a Mad Hatter's tea party. Or you might see Myth, which combines illusion with song and dance. Showman's new, and is inspired by movie musicals like Moulin Rouge, Burlesque, and A Star is Born. Then there's Deco-Dance, a screen-to-stage journey through the decades, showing how the days of silent movies have evolved into Technicolour cinema.







POP-UP PERFORMANCES

Keep your eyes peeled for spontaneous acts of entertainment around the resort.

MAD WORLD

Dive into the world of Alice in Wonderland during this show, which is packed with ooh-and-ahh-inducing illusion acts, impressive acrobatics and a Mad Hatter's tea party.

REEL TO REAL

A first for TUI SENSATORI, Reel to Real is an immersive cinema experience. Watch as an iconic movie's brought to life through on-stage acting, music and dancing.

ICARUS

We've built an outdoor rig that hosts aerial, variety and circus-style performances, all set against the striking Rhodes sunset.

A DIFFERENT CLASS OF PLAY

TUI SENSATORI resorts are designed to fuel your five senses, leaving you relaxed, refreshed and feeling like your true self. But it's not only adults who can have a sense-stirring experience. Read on to find out what your little ones can be getting up to while you enjoy some well-deserved me-time...

SENSORY NURSERIES

The Sensory Nurseries* at TUI SENSATORI resorts are for little ones aged up to four. No two are the same, but they all guarantee a sense-stirring experience from the moment your tot crawls in, thanks to each one having its own brightly coloured, creative design.

This is continued by the focused sensory play sessions that the nursery staff run, as well as the toys and equipment available to the children. Items include the likes of calming bubble tubes, gentle fibre optic lights and interactive tactile panels.

While these are all recognised for aiding children's development, you're unlikely to find them at other childcare providers – they rarely feature in mainstream nurseries and are usually reserved for specialist schools. Sleep's also vital for a baby's development, which is why each Sensory Nursery comes with a 'Little Land of Nod' sleep room, where they can rest their head.







PLAY HOUSE

At the Play House children's club, meanwhile, each day is centred on an exciting theme. There are as many as 33 different concepts, from robots and dinosaurs to intergalactic, all designed for children to learn something new while having fun. The themes are brought to life through Crazy Kitchen activities, Silly Science Lab experiments and Arts and Crafts Zone creative workshops – which are unique to TUI SENSATORI.

One of our new themes is called Eco Ocean Adventure. Children will explore what it's like to be an oceanographer through ecological experiments in the Silly Science Lab and aquatic-themed art in the Arts and Crafts Zone. There are also outdoor team games to play, including giant bubble activities, as well as ocean-themed cooking sessions in the Crazy Kitchen.

The Play House doesn't stop when the sun goes down either, hosting night-time events like movies and parties a few times a week.



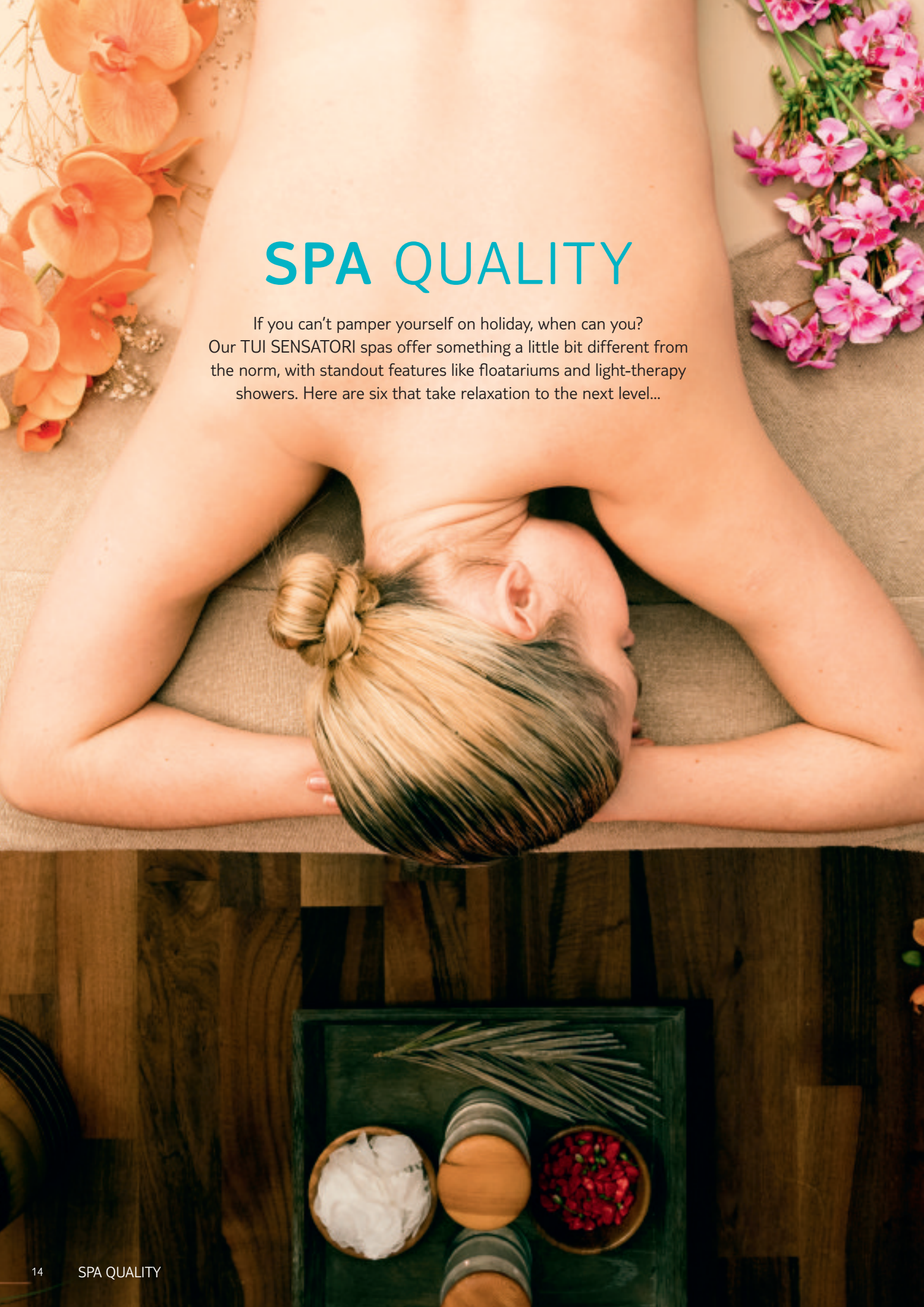
All TUI SENSATORI resorts have a Play House. In Mexico, Jamaica and the Dominican Republic, these are run by local staff who are TUI trained. Plus, they offer exclusive theme days, where little ones can get to grips with local culture by making mini-piñatas or carnival masks, learning about local fruit and listening to traditional tales. Flick through to each resort's pages to find out more.



THE SCIENCE BEHIND IT

Research shows that new experiences can have a big effect on the healthy development of children – particularly for under-2s. This is because, when an infant experiences something they haven't before, it causes new nerve connections to develop within the brain. And the more senses an experience stirs, the better it is for them. The Sensory Nurseries and Play House children's clubs at TUI SENSATORI resorts have been created with this in mind. And this is what puts them streets ahead of other hotel children's clubs and international nurseries.

*Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio. They're not available at TUI SENSATORI Resort Punta Cana and TUI SENSATORI Resort Riviera Cancun.



SPA QUALITY

If you can't pamper yourself on holiday, when can you? Our TUI SENSATORI spas offer something a little bit different from the norm, with standout features like floatariums and light-therapy showers. Here are six that take relaxation to the next level...


Fethiye

1 HEAT ROOMS

The spa at the **TUI SENSATORI Resort Atlantica Aphrodite Hills** is award-winning. And it's the Greco-Roman heat rooms that really set it apart from the rest. Each room gradually increases in temperature with different humidity levels to help flush out any toxins. There's even one with cooling ice showers to boost your circulation. The whole thermal experience ends in a Tepidarium.


Aphrodite Hills

2 TURKISH BATHS

If you like your spa treatments with a side of culture, the **TUI SENSATORI Resort Barut Fethiye** is spot on. The spa majors in the Turkish hammam experience. First, you'll head into the mosaic-filled steam room to help open your pores. Then, it's off to the hammam chamber, where your therapist exfoliates your body and layers you in soft foam. You can treat yourself to a Turkish bath at the **TUI SENSATORI Resort Barut Sorgun**, as well.

3 SUITES FOR CHILDREN

You're never too young for a spot of pampering. That's why every TUI SENSATORI resort offers something for children. At the **TUI SENSATORI Resort Riviera Cancun**, children aged five to 17 can book into the Perfectly Pink suite. It's been designed with little ones in mind, so therapists sport retro pink outfits and wigs. And the menu's perfect for their first introduction to the spa world, with child-friendly chocolate body wraps, warm pebble pedicures and bubble facials.

4 PRIVATE SPA SUITES

At the **TUI SENSATORI Resort Caldera Palace**, you can double up the relaxation – literally – by booking in for a couples' spa experience. You and your other half will be pampered to perfection during an hour-long, full-body massage, a frangipani head massage and a nourishing milk bath – which you'll have side by side in your very own private spa suite. You'll finish up by tucking in to chocolate-covered strawberries, washed down with Champagne.


Caldera Palace

5 LIGHT-THERAPY SHOWERS

The spa shower at the **TUI SENSATORI Resort Punta Cana** is anything but ordinary, thanks to a collection of coloured LED lights. Light therapy was once reserved for the Egyptian Pharaohs. Modern health experts vouch for its benefits, too. Switching between colours will stir the senses, targeting different areas of the body. For instance, turquoise is stress-reducing, blue relieves headaches and orange improves your mood.


Punta Cana

FIND YOUR **BALANCE** WITH TUI SENSATORI

It's not always easy to find time for yourself. That's why TUI SENSATORI resorts are fine-tuned to help you completely switch off, escape the ordinary and regain your balance. Here's how they do it...



FIVE-STAR SURROUNDINGS

TUI SENSATORI resorts are beautifully designed. From the moment you step inside, you can expect to be wowed by the interiors. And this continues right through to everywhere from the restaurants and bars to the bedrooms and bathrooms. The Residence at **TUI SENSATORI Barut Fethiye** is set to turn the chic factor up to the maximum. Lavish Lake House Suites are on the blueprint. And every room will come with its own bar, where you can shake up cocktails.

PICK OF THE POOLS

The pool is often the focal point on holiday, so why not treat yourself to a room with one right outside? You can upgrade to a swim-up suite or opt for your own plunge pool or whirlpool at lots of TUI SENSATORI resorts. At **TUI SENSATORI Resort Riviera Cancun**, each room comes with a whirlpool as standard. Sprinkled throughout the rest of the grounds here, you'll find pools for every mood, from one dedicated to peaceful sunbathing to one that has slides and tipping buckets for children to splash in.

SOPHISTICATED DINING

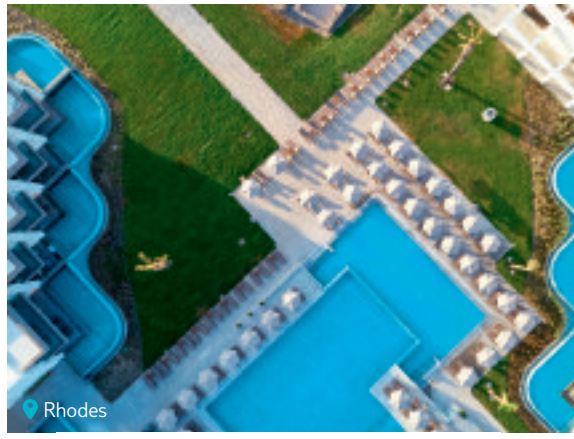
Mouth-watering meals are a given at TUI SENSATORI resorts. And, that's the case whether you're dining at one of the à la carte restaurants – each resort has at least three within the All Inclusive offering – or the buffet, where dishes take inspiration from around the world. There's the option to go all out at **TUI SENSATORI Resort Riviera Cancun's Le Chique***, where you'll be served up a 14-course feast of Heston Blumenthal-esque, experimental cuisine. There's a similar restaurant at **TUI SENSATORI Resort Punta Cana***, too.





ALL KINDS OF ACTIVITIES

If you like to keep busy, it's easy to find something to do, and activities range from up-tempo to slow and steady. You can flex your muscles during a pool-based aqua boarding session, before trying your hand at archery. After a day at the spa, unwind to a soothing soundtrack during a sound meditation class** or round off the day with calming candlelit yoga.



ADULT AND FAMILY ZONES

Relaxing's easier when you're surrounded by likeminded neighbours, whether you're a couple seeking peace and quiet or a family with children keen to make friends. That's why lots of our resorts group rooms together into family and adults-only zones.





PROFESSIONAL ENTERTAINMENT

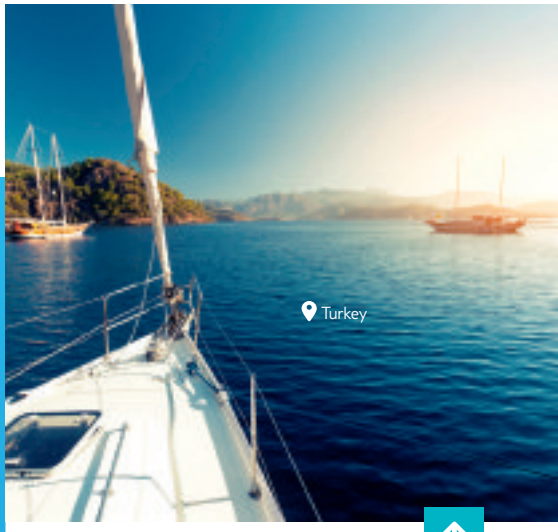
With concert-style vocal performances, theatre-inspired shows and intimate music gigs all on the agenda, you'll always have something new to watch. **TUI SENSATORI Resort Atlantica Dreams Resort & Spa** goes one further, covering off immersive cinema experiences and outdoor acrobatics. You can relax knowing our childcare is industry-leading, too. The Play House children's club gets youngsters taking part in immersive activities that are unique to TUI SENSATORI, while the multi-sensory nurseries for under-4s come with toys and equipment that you'd normally only find in specialist schools.

*These restaurants are subject to availability
**Not available at TUI SENSATORI Resort Negril



EXPLORE THE EXTRA-ORDINARY

The sumptuous surroundings of our TUI SENSATORI resorts may be hard to tear yourself away from. But there's a whole world out there waiting to be explored. Our days out are all about new experiences in new places, all you need to do is find the one for you.



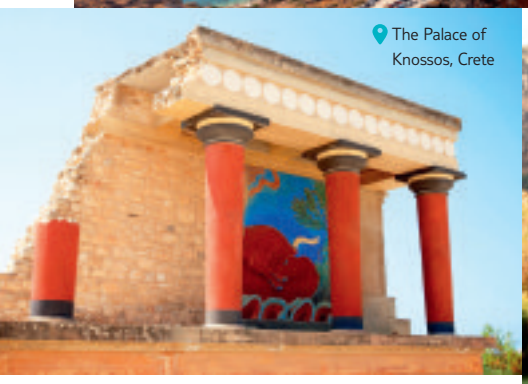
SAIL AWAY-ERS

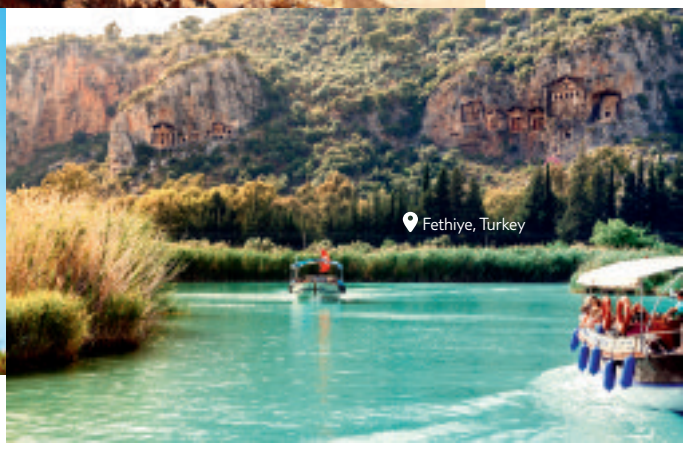
Boat trips are a breeze when you stay at TUI SENSATORI, with days on deck available from practically every resort. A cruise off the coast of Turkey takes you to three different beaches, with cocktails dished out along the way. In Mexico, you can sail across to Contoy Island, which is so small there's a limit to the number of visitors it can take each day. Grab a snorkel and explore the kaleidoscopic coral reef, while chicken and fish get the barbecue treatment on the beach.

CULTURE VULTURES

Ancient ruins are ten-a-penny when you visit Crete, but few are more impressive than the Palace of Knossos. It's home to the legend of the Labyrinth and the Minotaur, and close to the island's Venetian-inspired capital, Heraklion. On Rhodes, history buffs flock to the impressively well-preserved Lindos Acropolis, which is perched on top of a cliff. And for a dose of Roman history, Turkish style, you can climb 200 steps to the hand-carved, cliff-side tombs in Fethiye.







To view our full range of excursions, visit **gotui.com** or, once you've booked, just download the **TUI app**.



Cancun, Mexico



Pissouri Beach, Cyprus

WATER BABIES

With a Blue Flag tick to its name, Cyprus' Pissouri Beach is big on the sunbathing scene, and even bigger with water-skiers, jet-skiers and paragliders. Leap across to the Caribbean, and you can get up close and personal with 30-foot whale sharks off the coast of Cancun, before taking a boat trip to snorkelling and scuba diving hotspots. For thrill-a-minute flumes, Ibiza's Aguamar waterpark has everything from super-speedy slides to in-the-dark rides.





Contoy Island, Mexico

ADVENTURE SEEKERS

Away from Crete's pretty beaches and traditional tavernas is Samaria Gorge – the longest ravine in Europe. The 11-mile trek between towering cliff faces will take you past rare kri-kri goats and an abandoned village, before delivering you to the shores of the Mediterranean Sea. In Jamaica, you can swoop high above the rainforest on a chairlift to the top of Mystic Mountain. Once you've snapped a few pictures, get in the hot seat for your own Cool Runnings moment on a bobsled back to ground level.



Samaria Gorge, Crete





GOURMET GURUS

Ibiza is best-known for its party scene, but the island knows a thing or two when it comes to proper Spanish food. Ses Eufabies is up there with the best authentic eateries, serving skillets of fresh seafood paella right by the beach. The Dominican Republic is famous for its parrilladas, where grilled lobster, snapper and squid are piled high on sharing platters. And, if you want to call the shots at dinner, pick the best-looking bass or bream at a Turkish fish market and take it to a local restaurant to be cooked.





WHERE IN THE WORLD

From seaside villages, to hilltop retreats via timeless towns, TUI SENSATORI resorts crop up in top spots around the world. Here's a quick look at where you'll be jetting off to.

1



JAMAICA PAGE 58

All the Caribbean stereotypes are present and correct in Jamaica – from rum cocktails to jerk chicken shacks. The island's TUI SENSATORI resort has bagged a spot on Negril's Seven Mile Beach, which often crops up on lists of the world's best.

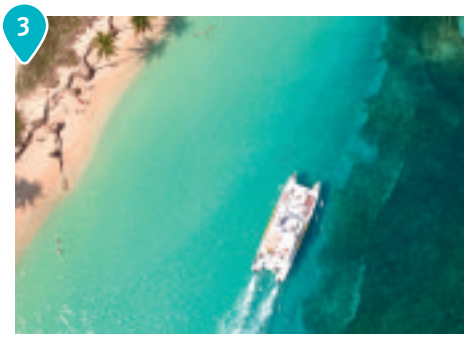
2



MEXICO PAGE 54

Run your finger along a map of Mexico's Caribbean Coast, and you'll come across Riviera Maya – home to TUI SENSATORI Resort Riviera Cancun. This 30-kilometre stretch of bone-white sand is backed by tropical jungle.

3



DOMINICAN REPUBLIC PAGE 60

Our latest long-haul TUI SENSATORI Resort Punta Cana is hidden behind a curtain of palm trees, and a blanket of duvet-soft sands. This is one of the Caribbean's most diverse islands, so you can expect everything from mountains and five-star beaches to colonial towns.

4



CRETE PAGE 36

Greece's largest island lays claim to another superlative – our first ever TUI SENSATORI resort. It's pitched up along sleepy Lyttos Beach, with lively Hersonissos and historic Heraklion just up the road.

5



CYPRUS PAGE 40

You'll find the sun-soaked island's TUI SENSATORI in Paphos' exclusive Aphrodite Hills resort. It overlooks the spot where its namesake's mythological goddess is said to have risen from the crystal-clear ocean.

6



TURKEY PAGE 44

Turkey has one foot in the east and one in the west – with spice markets sitting alongside designer boutiques. The country's home to a trio of TUI SENSATORI resorts. There's one in Side, and two in Fethiye, including the new sleek adults-only The Residence at TUI SENSATORI Barut Fethiye.



7



RHODES PAGE 32

With more than 20 Blue Flag beaches, a UNESCO-approved old town, and nightlife to suit every mood, the Greek island of Rhodes ticks all the boxes. The TUI SENSATORI resort here is right on a beach, close to the traditional fishing village of Gennadi.

8

IBIZA PAGE 28

Just a stone's throw from the bright lights of San Antonio, you'll find peaceful Cala Tarida. Its west-coast position means TUI SENSATORI Resort Ibiza has a front-row pew at the best sunset on the island.

TRAVEL AWARE

STAYING SAFE & HEALTHY ABROAD

THE FOREIGN & COMMONWEALTH OFFICE AND NATIONAL TRAVEL HEALTH NETWORK AND CENTRE HAVE UP-TO-DATE ADVICE ON STAYING SAFE AND HEALTHY ABROAD.

- For the latest travel advice from the Foreign & Commonwealth Office including security and local laws, plus passport and visa information check **www.gov.uk/travelaware** and follow **@FCOtravel** and **Facebook.com/FCOtravel.**
- More information is available by checking **www.tui.co.uk/destinations/info/travel-aware.**
- Keep informed of current travel health news by visiting **www.travelhealthpro.org.uk.**

The advice can change so check regularly for updates.

CRUISE AND STAY

Did you know you can team your TUI SENSATORI holiday with a Marella Cruise?

With Cruise & Stay, you can spend a week at sea and follow it up with a stay at one of our TUI SENSATORI resorts. Or do it the other way around, enjoying a week-long TUI SENSATORI break before setting sail. Marella Cruises takes its passengers to over 120 destinations every year on a range of itineraries, so you can tailor-make your trip to suit you.

Pick up a Marella Cruises brochure, or head to **tui.co.uk/cruise** to find out more.





AWARD-WINNING
We've scooped the prize for the **'World's Best Leisure Airline'** for the last five years in a row, so you're in good hands.

FLYING **HIGH**

Flights for most **TUI holidays** are with our very own airline, which means a seamless experience from the moment you step on board. Here are just some of the reasons to jet off with us...

UNBEATABLE SERVICE

Your holiday starts the minute you step on board. The facts speak for themselves – 87% of our passengers rated our inflight service as good or excellent for summer 2018.*

MODERN FLEET

Our fleet includes 11 787 Dreamliners, which are quieter and more spacious than other planes. They also come with mood-lighting to help you adjust to new time zones and an improved cabin pressure to help reduce jet lag.

RETAIL THERAPY

We've got a great selection of food and drink options, as well as a range of duty-free products, which means you'll save money against the high street price.

AIRPORTS TO SUIT YOU

We fly direct to more than 90 destinations worldwide, from 21 regional airports in the UK and Ireland.

FAMILY-FRIENDLY FLYING

Jetting off with little ones has never been easier. You can bring a pushchair or car seat free of charge, and there's food on board that's tailored for youngsters.

*Based on customer feedback, scoring our service as 7/10 or above.

BEFORE YOU TRAVEL

We want to make your airport experience as stress-free as possible. Here's how we do it...

BAG DROP

If you've checked in online, you can use our self-service bag drop kiosks** at Gatwick, Birmingham, Manchester, Newcastle, Cardiff and Bristol airports. And if you have an early flight, you can check your luggage in the day before at Gatwick, Birmingham and Manchester.

A HELPING HAND

If you or someone travelling with you has difficulty getting around, we can arrange help at the airport. It's free – just let us know as soon as you book your holiday or no later than 48 hours before your flight.

** Self-service bag drop kiosks are available subject to the destination you're flying to.



YOUR ONBOARD EXPERIENCE

Wondering what you get on a TUI flight?

FLYING SHORT & MID HAUL

Flights of seven hours or less – including to Cape Verde – take place on our fleet of Boeing 737s and 757s. You'll get...

- 15-20kg luggage allowance, depending on which holiday you book, and 10kg for children under 2**
- At least 28" seat pitch
- A range of food and drinks to buy on board, including great value meal deals, hot and cold sandwiches, snack boxes and sweet treats
- If you're flying to Cape Verde or Lapland, you'll get a complimentary meal, with a choice of tea or coffee

FLYING LONG HAUL

Our long-haul flights are seven hours or more. Here's what's included...

- **20kg luggage allowance** and 10kg for children under 2**
- Up to **32" seat pitch**
- Blanket and pillow on night flights
- 9" seatback TV, plus headphones for use during the flight
- On-demand movies, TV and music channels, plus games
- Children's TV channels and activity pack
- Three-course meal accompanied by your choice of complimentary soft, hot and alcoholic drinks***
- Afternoon tea or hot breakfast snack before landing
- Children's meals available

FLY PREMIUM TO GET THESE EXTRAS

You can upgrade your booking online, over the phone, or at a TUI Holiday Store. Prices start from just **£369 return** per person. Here are the extras you can look forward to...

- **23kg luggage allowance** and 10kg for children under 2**
- Dedicated Premium Club bag drop and check-in
- Fast-track through security
- Lounge access at UK airports
- Priority boarding in the UK and overseas
- **38" seat pitch**, with a bigger recline
- Duvet and pillow on night flights
- Amenity kit with luxury cosmetics
- Noise-reduction headphones for use during the flight
- Complimentary drinks including a glass of sparkling wine before take off***
- Four-course meal

**Not included if you book flight only ***Excludes Champagne and Prosecco









FLIGHT EXTRAS

SELECT YOUR SEAT

Get priority access to **online check-in** and the chance to pick seats from a plan of the plane. We'll email you 90 days before your return flight with details on how to do this.

SEAT UPGRADES

Extra legroom seats give you up to two extra inches on your seat pitch, plus priority access to online check-in. There are seats with extra space, too. They can only be booked for adults.

EXTRA LUGGAGE

You'll have 15-20kg hold luggage, depending on your holiday type, plus 10kg hand luggage. If you need more, book your extra kilos in advance to avoid higher charges at the check-in desk.

ASK OUR **EXPERTS**

Everything you need to know about your holiday, brought to you by our panel of experts.



MEET OUR EXPERTS

We put your questions to Alexandra, Glynn and Verity, from TUI head office.



Alexandra Vaughan
Finishing Touches Product Manager



Glynn Hughes
Travel Insurance Commercial Manager



Verity Mattocks
Travel Money Commercial Manager

Can I make changes to my holiday booking?

If you booked on our website, you can set up an account to make tweaks to things like the accommodation and passengers. Your account has other handy features, too, like a holiday countdown, and a shortlist, for saving trips you've got your eye on. If you booked in a **TUI Store**, pop in to see your **Travel Advisor**.

How do I get to my accommodation once I arrive in resort?

TUI coach transfers drop you right to your door. If you'd prefer to get a **taxi** or **hire a car** and make your own way, we can sort this for you, too, at a competitive price. Your online account's the place to do this.



Where can I get the best deals on UK airport parking and hotels?

We work closely with suppliers to bring you deals – if you find the same thing for less within 24 hours, our provider, Holiday Extras, will give you a refund. The same goes for airport lounges, if you fancy beating the crowds pre-flight. Log in to your account to find out more.

Is it worth getting a pre-paid currency card?

Currency cards are a secure way to spend abroad. With the **TUI Multi-Currency Travel Money Card**, the exchange rate is fixed at the time you load it up – so you don't need to worry about fluctuating rates or credit/debit card charges. Plus, it can hold as many as 13 currencies at a time. Pick one up at your nearest **TUI Store**, where you can also get travel money in cash.

Do I need to book travel insurance?

Travel insurance protects you from the unexpected, so it's good to know it's there. In fact, having adequate insurance is actually a condition of booking with us. We can arrange this for you when booking your holiday, online or in store. Our insurance is underwritten by AXA Insurance UK plc and, as with all policies, terms, conditions, exclusions and limitations apply. See the A-Z for details.

How can I get a late check-out?

Our late check-out option means you can have a room until up to 6pm, to freshen up before a late flight. Sometimes, the room may differ from the one you've been staying in, but we try to avoid this. You can arrange **late check-out** by logging into your account or speaking to your **Travel Advisor**.

I'm not sure what to do while I'm on holiday – can you give me any tips?



You can browse hundreds of experiences at **gotui.com.** Arranging what to do in advance means more time for relaxing, plus it can save you money. Our guides are destination experts, so they'll show you the very best bits. The in-resort reps will be able to help, as well.

INTRODUCING
FLEXIBLE FLYING

We've teamed up with leading airlines to give you even more holiday choices...

When it comes to flying, you've told us you want more options – from shorter breaks, to a wider variety of departure airports.

That's why we've joined forces with over 20 other leading airlines – like **British Airways** and **Emirates** – to help you tailor-make your time away with the exact dates and airports that you want. It also means we can open the door to a new crop of places, from **Mykonos** and **Zanzibar** to the **Maldives** and **Antigua.**

While you're away, it goes without saying, the great service you've come to expect from TUI will still be present and correct. Your holiday is of course still **ATOL protected**, too. If you need us, you can get in touch by text, over the phone, via email, or face-to-face. It's entirely up to you.

BRITISH AIRWAYS

WHAT YOU GET

✓Complimentary meals and drinks (long haul)

✓New buy on board menu from Marks & Spencer in Euro Traveller (short haul)

✓Contoured leather seats (short haul)

✓Activity pack for kids (long haul)

virgin atlantic

WHAT YOU GET

✓Complimentary meals and drinks

✓Seat-back TVs with movies, TV shows and channels for kids

✓Superior service with that Virgin Atlantic flair

✓Online check-in 24 hours before your flight and free seat selection

Emirates

WHAT YOU GET

✓Enjoy up to 4,000 channels of inflight entertainment

✓Special meals, toys and dedicated children's entertainment channels

✓Complimentary multi-course meals and drinks

✓Up to 20MB of free Wi-Fi

easyJet

WHAT YOU GET

✓Allocated seating

✓23kg bag allowance

✓Award-winning onboard menu with options for the kids

✓New ergonomically designed seats (on selected flights)

QATAR AIRWAYS القطرية

WHAT YOU GET

✓A generous luggage allowance of 30kg in Economy class

✓Free seat selection

✓Complimentary meals to suit a variety of tastes

✓Nutritious meal boxes and complimentary activity packs for children

CATHAY PACIFIC

WHAT YOU GET

✓Ergonomic seats with a spacious 32-inch seat pitch

✓A generous luggage allowance of 30kg on most routes

✓Complimentary meals and award-winning wines and beverages

✓At-seat power sockets & inflight Wi-Fi on selected flights

#TUISENSATORI

If we've given you a taste for TUI SENSATORI, head online where you'll find lots more information and inspiration for your next holiday.



TAP THE TUI SENSATORI APP

Get your holiday off to a flying start, before you even arrive at the airport, with the TUI SENSATORI mobile app. It puts everything you need to know about your resort at your fingertips.

- Check out the schedule for activities and entertainment, and guarantee the time slots you want at the à la carte restaurants.
- Get to know the staff and contact other guests – ideal if you fancy a game of tennis but don't have a partner to play against.
- Drop reception a line to request an extra pillow or some towels.
- At selected properties, you can check in to the resort ahead of time, so all you need to do when you get there is collect your key.

DISCOVER

This section of the TUI website is dedicated to helping you plan your holiday. It's updated daily with expert tips, exclusive news and detailed guides on everything from food and culture to festivals and events.

For holiday inspiration and travel tips, head over to **tui.co.uk/destinations/discover**

DOT COM DREAMING

Log on to **tui.co.uk/sensatori**, and you can find out even more about the collection and our full offering. Each resort's page is packed full of information, photos, videos, and the best deals.

Browse more than **600** TRAVEL GUIDES

View more than **40,000** IMAGES

Watch more than **400** VIDEOS

Use **#TUISensatori** to share all the details of your holiday with us. We're **TUI United Kingdom** on Facebook, and **@TUIUK** on Twitter and on Instagram. What's more, we've got hundreds of innovative and inspiring videos waiting for you on **youtube** - just search for **TUI UK.**



TUI river cruises

TUI RIVER CRUISES

Introducing our new European river cruises, sailing on the Danube, Rhine, Moselle and Main in 2020. Spend your days getting to know a new place, with stops in time-warp villages and wide-awake cities, like **Budapest**, **Vienna** and **Amsterdam**.

Then retreat to our sophisticated, adults-only ships, where you can look forward to chic cabins and multiple restaurants and bars. Plus, there's so much included in the price, from **direct flights** and **transfers**, to **meals with drinks** and **excursion credit**.

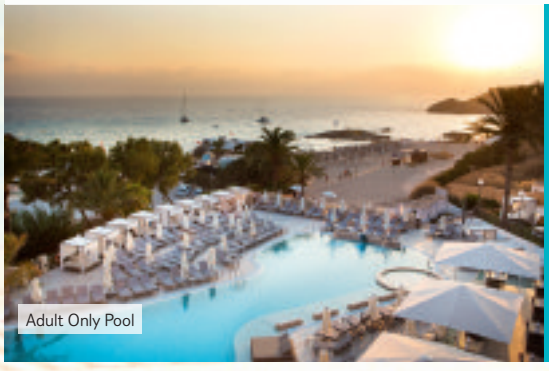
App | Online | TUI Store



TUI SENSATORI RESORT IBIZA

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI Sensatori Resort Ibiza is in sleepy Cala Tarida, on the west coast of the island. It overlooks a sandy beach and the Mediterranean Sea and, because it's set on a hillside, it enjoys some of the best sunsets in the Balearics. The whole place has been designed to make the most of the views. There's a rooftop bar, which offers uninterrupted views of the sun setting behind the sea in the evenings. It's a great spot to relax with a cocktail after dinner.



Adult Only Pool

TUI SENSATORI



TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT IBIZA TTTTT

- ✔ Overlooking Cala Tarida Bay
- ✔ Lounge bar for sunset-watching
- ✔ Fantastic dining options

8.2 HOLIDAY OVERALL

8.3 ACCOMMODATION OVERALL

Customers rating out of 10. May 18 to Oct 18

TripAdvisor rating

BASED ON 2047 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

Transfer time: 25 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£1065† pp	£1745† pp	£455† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a Double Room. **Board: All Inclusive**

High season dates: 27 Jul 20 - 28 Aug 20
Season dates: 01 Apr 20 - 31 Oct 20

KEY FACILITIES

■ 5 pools ■ 1 kids' pool ■ 6 bars ■ 6 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Sports and wellbeing programme ■ Play House children's club ■ Evening entertainment programme ■ Prestige spa*

LOCATION

■ 18km from the airport ■ 7km to San José ■ 11km to San Antonio ■ On a steep hill

POOL SCENE

There are six pools on offer, including an adults-only pool with built-in loungers, and a splash pool just for children over at The Retreat, complete with fountains and tipping buckets.

FOOD & DRINK

Big buffets are served in the main restaurant. For dinner with a view, head to the rooftop Sunset Restaurant & Lounge Bar, which plates up Mediterranean favourites like tapas and paella.

There's an Italian trattoria offering all the usual suspects. Over in The Retreat section of the resort, a five-minute walk away, you'll find a Pan-American eatery where you can enjoy a buffet at lunch, and get your hands on burgers, nachos and barbecued ribs at dinner.

SPORTS & WELLBEING

Mini-buses are on hand to ferry guests to and from The Retreat, which is a five-minute walk from the heart of the resort. Here, you'll find things like an archery range, a tennis court, and a dance studio.

There's games, arts and crafts and themed days at the Play House for children aged between 3 and 12 to get involved in.

EVENING ENTERTAINMENT

After dark, you'll be able to choose from on-stage shows and live music in the piano lounge.

Spectacular views come courtesy of the Sunset Bar's outdoor terrace, so there's no need to venture out to Café Del Mar.

HEALTH & BEAUTY

You'll find the resort's gym and Prestige spa* in The Retreat. The latter features a pool with hydro-massage jets, and a thermal zone with an ice fountain, sauna and steam bath.

There's a string of treatment cabins in the spa*. This is the place to indulge in massages, facials and body wraps. Plus, yoga and meditation sessions are hosted at the Jade Jagger-designed wellbeing space.

Please Note This resort is located on a steep hill with no lift access to the main blocks.

ROOMS: 396

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.


Main pool


Retreat activity pool


Main pool with snack bar

TUI SENSATORI RESORT IBIZA IS IN A STANDOUT SPOT ON THE WHITE ISLE. IT COMES WITH A GREAT BEACHFRONT SETTING AND BRILLIANT SUNSET VIEWS.


Buffet Restaurant


Splash park


Sunset Lounge Bar

Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

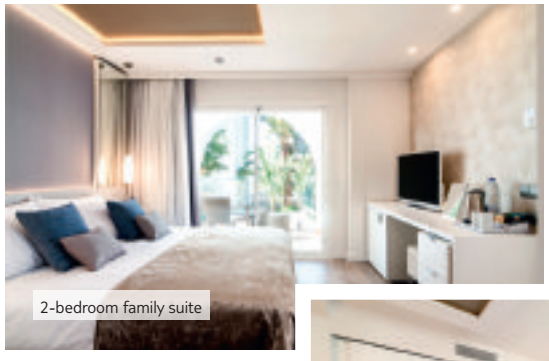
- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

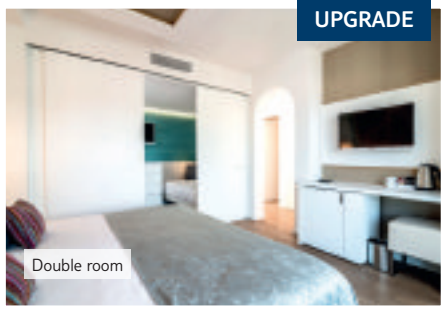
ROOM OVERVIEW

Double rooms offer extras like a **sea view** or a terrace with a **hydro-massage whirlpool**. For a little extra, you can book a **swim-up room**. Many of these rooms can be reserved in the **adults-only** section of the resort. If you're here with children, **family rooms** are available, too. Please note, guests with children may be allocated rooms on the 1st or 2nd floor.


2-bedroom family suite

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

UPGRADE


Double room

LATE CHECK-OUT ROOM
Book on-line

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

GREENER & FAIRER HOTELS
Travelife certified



TUI SENSATORI ATLANTICA DREAMS RESORT AND SPA

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI SENSATORI Atlantica Dreams Resort and Spa opened its doors for the first time in summer 2018. You can expect design-led interiors from the outset – the landscaped pools blend into sea views on the horizon, and the rooms have luxury fittings, like waterfall showers and mood lighting. While the interiors are ultra-modern, the resort's surroundings are authentic through-and-through, with a sprinkling of traditional tavernas and a Blue Flag shingle beach right outside the hotel.



TUI SENSATORI



TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

ATLANTICA HOTELS & RESORTS

TUI SENSATORI ATLANTICA DREAMS RESORT AND SPA

TTTTT

- ✔ Beachfront setting
- ✔ High-design interiors
- ✔ 6 restaurants

7.6 HOLIDAY OVERALL

8.1 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 390 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

Transfer time: 75 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£1435† pp	£1749† pp	£465† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a Family Room. **Board: All Inclusive**

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Apr 20 - 31 Oct 20

KEY FACILITIES

■ 5 pools ■ 1 kids' pool ■ 5 bars ■ 6 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Daytime activity programme ■ Play House ■ Sensory Nursery* ■ Spa*

LOCATION

■ Beachfront ■ 20-minute drive from Prasonisi with 2 beautiful bays ■ 20km from Lindos

POOL SCENE

The pools blend seamlessly into the grounds. They're not your typical rectangular options, with zigzagged edges connected by glass-walled bridges. The whole area's surrounded by crisp white loungers, chairs and tables.

True to TUI SENSATORI form, there's a pool to suit every mood. As well as the main one, you'll find an activity pool, an adults-only one and an indoor number. Little ones have their own waterpark to play in, too, complete with slides, sprinklers and a dunk bucket.

FOOD & DRINK

When it comes to mealtimes, you'll be able to tuck into something new each day at the buffet restaurant, which offers a mix of international cuisine and local specialities. Alternatively, visit one of the themed à la carte restaurants for Italian, American or traditional Greek fare.

The snack scene's just as impressive, too. In between the pools, there's an American snack bar, serving up loaded pizzas, burgers and chips. Close by in the sports hub, there's also a crêpe station, an ice-cream parlour and a café.

SPORTS & WELLBEING

You'll find an archery range and tennis courts tucked within the grounds. Alternatively, you'll be able to wind down while strengthening and toning, with a trademark TUI SENSATORI yoga session, pilates or tai chi.

The TUI SENSATORI Play House will put on a range of child-friendly sessions. Youngsters can conduct experiments in the Silly Science Lab, whip up treats in the Crazy Kitchen and flex their creative skills in the Arts and Crafts Zone.

EVENING ENTERTAINMENT

Professional shows and musical performances of chart-topping hits will be on the agenda after dark, with contemporary and classical musicians. Earlier on in the evening, little ones will have the chance to sing and dance along to the popular Play House Live! children's show.

There are a couple of bars for a more laidback evening, with options up on the terrace and down by the beach. And while you're unwinding with a drink, you might be treated to a surprise show featuring guitar players, singers and aerial acrobats.

HEALTH & BEAUTY

You'll be able to book in for a range of wellness treatments at the spa*, from deep-cleansing facials* to aromatherapy massages*. And there's a sauna and a steam bath where you can relax before and after your pampering session.

The resort is getting kitted out with a high-tech dance studio, complete with a sprung floor, mirrored walls and music system.

ROOMS: 304

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.







WITH HIGHLY POLISHED INTERIORS AND A BLUE FLAG BEACHFRONT LOCATION, THIS NEW-FOR-2018 RESORT ADDS A SPLASH OF LUXURY TO AN UNDER-THE-RADAR CORNER OF RHODES.







Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

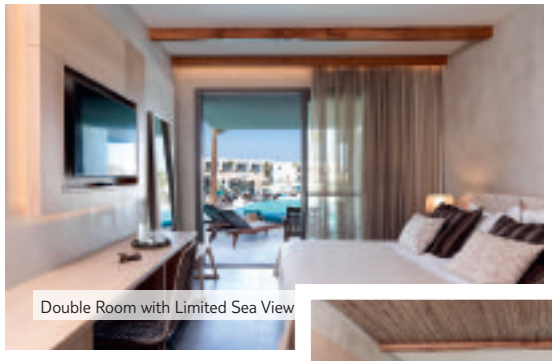
- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

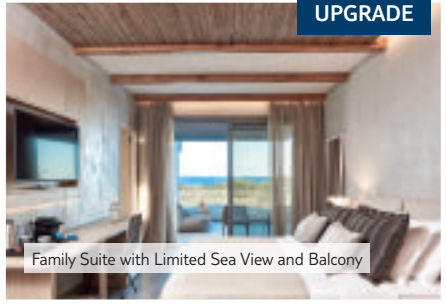
ROOM OVERVIEW

Rooms here are spacious and modern with free Wi-Fi. Double rooms sleep up to three with a balcony. For a bit extra, choose a **swim-up room** with direct pool access. **Family swim-up rooms** with a sliding door are also available, they sleep up to four. Or for something really luxurious, upgrade to a **beachfront suite with a private pool**.



Double Room with Limited Sea View

UPGRADE



Family Suite with Limited Sea View and Balcony

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

LATE CHECK-OUT ROOM
Book on-line

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



TUI SENSATORI RESORT ATLANTICA CALDERA PALACE

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

As the first TUI Sensatori resort, this place paved the way for all the others. The luxurious rooms here range from doubles to family rooms and suites, and most are available with sea views, private pools or swim-up entrances. Where TUI SENSATORI Resort Atlantica Caldera Palace really excels is in the entertainment. It's the best you'll find at any TUI hotel, spanning comedy nights, professional shows and live music.



Sensatori Entertainment - Image used for illustrative purposes

TUI SENSATORI

Swim-up room



TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

ATLANTICA HOTELS & RESORTS

TUI SENSATORI RESORT ATLANTICA CALDERA PALACE

TTTTT

- ✔ 6 pools
- ✔ Spa with 23 treatment rooms
- ✔ 7 restaurants

8.4 HOLIDAY OVERALL

8.8 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 3963 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

WE ALSO OFFER

■ Full Board

Transfer time: 25 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£1255† pp	£1589† pp	£475† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a Double Room With Inland View And Whirlpool Bath. **Board: All Inclusive**

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Nov 19 - 31 Oct 20

KEY FACILITIES

■ 6 pools ■ 6 bars ■ 7 restaurants ■ A la carte dining* ■ Free Wi-Fi ■ Daytime activity programme ■ Play House ■ Sensory nursery* ■ Teens' zone ■ Evening entertainment programme ■ The Spa Retreat*

LOCATION

■ On the beach ■ In Analipsi, a traditional village that's home to a handful of cafés, bars and beach shops ■ 5-minute drive from lively Hersonissos

POOL SCENE

You'll count six swimming pools while you're here. Two of the pools are just for adults and they're surrounded by calm sunbathing spaces and hot tubs.

One of the six pools is a fun splash area, where children can soak themselves with tipping buckets and water jets.

FOOD & DRINK

The main restaurant comes with buffet stations, show cooking and children's dishes, and has an adults-only section during dinner. If you fancy a taste of Greece, head to Red Saffron, a contemporary taverna with an al fresco terrace.

Speciality restaurants include Tex-Mex, which serves tacos, fajitas and ribs by the pool. There's also a Japanese place*, and Five Flavours Thai, which offers a mix of well-known favourites and more unusual dishes.

SPORTS & WELLBEING

This resort is teeming with sports activities, including archery, tennis and Water Walkerz. Even personal training sessions are included in your stay here.

Teens can kick back in a stylish chill-out zone, which is kitted out with arcade machines, sofas and flatscreen TVs. There are basketball hoops, and tables for air hockey and pool, too.

EVENING ENTERTAINMENT

The entertainment timetable includes adults-only comedy nights, professional shows, and live music performances. And in the summer months, you can browse craft and souvenir stalls at a Cretan night market in the grounds.

Children get to watch Play House Live! shows when they stay here. These interactive performances are high energy and involve bright puppets and quizzes. Grown-ups, meanwhile, can relax with a drink in the swanky Guru Bar, which stays open until 1am.

HEALTH & BEAUTY

The treatment list at the spa* is longer than your arm. It features luxuries like chocolate and honey massages. If you book in, you're free to use the steam room, the plunge pool and the wet and dry saunas, as well.

Please Note Please note: TUI Sensatori is a cash-free environment – extras must be settled on departure.

For weddings the resort allocates the wedding time, for operational reasons. All non resident guests who wish to attend the wedding in the resort will need to purchase a wedding day pass. There's an All Inclusive pass. Wedding meals in the à la carte restaurant is at an extra charge. Sole use of à la carte restaurant may be possible at an extra charge.

GREENER & FAIRER HOTELS

This place lends its support to local businesses via free walking tours to encourage spending in the surrounding village, as well as market evenings where traders sell traditional Cretan goods like olive oil, woodcrafts and tea.

ROOMS: 411

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.




Guru bar


Main restaurant

THE FIRST TUI SENSATORI PROPERTY IS WELL-VERSED IN THE ART OF INDULGENCE. EVERYTHING FROM MEALS TO SPA TREATMENTS ARE SERVED WITH A TOUCH OF CLASSIC, GREEK STYLE.




Sprayground



Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

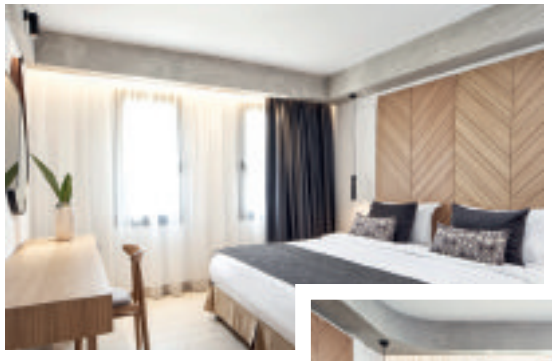
- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

ROOM OVERVIEW

All rooms here come with a balcony or terrace, air-conditioning, satellite TV, tea and coffee-making facilities, a minibar* stocked with refreshments – replenished daily, and a safe. There's a choice of rooms available, including **swim-up rooms.**




UPGRADE

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

LATE CHECK-OUT ROOM
Book on-line

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

GREENER & FAIRER HOTELS
Travelife certified



TUI SENSATORI RESORT APHRODITE HILLS by Atlantica

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

This place is set in the heart of the exclusive Aphrodite Hills complex, which is also home to luxury properties, great restaurants, a championship golf course, and a top-class spa that boasts a string of awards. The resort's hilltop position means it looks out over the Mediterranean Sea. A free shuttle bus will get you to pebbly Bonamare Beach in 15 minutes, where you can make use of the sunbeds and parasols.



The Retreat Spa

TUI SENSATORI

TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE



ATLANTICA HOTELS & RESORTS

TUI SENSATORI RESORT APHRODITE HILLS by Atlantica TTTTT

- ✔ Family swim-up rooms
- ✔ Award-winning spa
- ✔ Championship golf course

8.1 HOLIDAY OVERALL

8.3 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2030 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

Transfer time: 20 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON
£1309† pp	£1219† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a Deluxe Double Room. **Board: All Inclusive**

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Nov 19 - 31 Oct 20

KEY FACILITIES

■ 5 pools ■ 1 kids' pool ■ 4 bars ■ 4 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Sports and wellbeing programme ■ Play House ■ Sensory nursery* ■ Evening entertainment programme ■ Spa*

LOCATION

■ 3.5km to Aphrodite's Rock ■ 25km to Paphos resort centre ■ 11km to Bonamare Beach ■ Free shuttle bus to Bonamare Beach

POOL SCENE

The main pool is a massive, two-tiered number. An infinity edge connects the lower and upper sections, and there's a bar for each level. There's also a built-in whirlpool, plus a shaded children's paddling pool.

You can relax in the quieter, adults-only pool, which also has its own bar. Elsewhere, there's an infinity-edge activity pool, a indoor-outdoor pool in the health club, and a sunbathing area.

FOOD & DRINK

The Eleonas buffet restaurant offers local flavours, international favourites, and a section of healthier options. The poolside place, El Sabor, meanwhile, serves laid-back lunches, plus an à la carte evening menu of Mexican platters.

You can tuck into freshly-rolled pasta in the Fig & Olive Mediterranean speciality restaurant. Alternatively, head for the Asian fusion spot, Jasmine, to twirl noodles and scoop up fresh sushi.

SPORTS & WELLBEING

A packed activity programme sets you up for the day with morning jogs, and introduces you to things like tennis, archery, and dancing. The complex is also laced with walking trails, and you can sign up for lessons at a championship golf course* – the Aphrodite Hills PGA National, Cyprus.

Little ones will be invited to join in with treasure hunts and themed days at the TUI Sensatori Play House. It's right next door to a super-sized sandy play area, filled with slides, climbing frames, and a zip-wire.

EVENING ENTERTAINMENT

The TUI Sensatori Show lounge is where you can catch professional shows with your resident cast and fly-in guest performances.

You can sip martinis on the adults-only Sunset Lounge's al fresco terrace. It overlooks the sea and the velvety greens of the neighbouring golf course. Elsewhere, acoustic musicians accompany proceedings in the Carob Lounge.

HEALTH & BEAUTY

Head to the award-winning Retreat Spa*, in the Village Square area, to pamper yourself with indulgent treatments like sea salt body buffs and caviar facials. You can also work your way through different types of Greco-Roman heat rooms.

You can join a relaxing yoga session on the hillside wellbeing platform, which overlooks the coastline. Indoors, the resort's own health club houses a fully-equipped gym, plus separate saunas and steam rooms for men and women. They're all free to use.

GREENER & FAIRER HOTELS

You can sample the best of the local community at this resort. They get all their fruit and veg from nearby farms. And, once a week, local jewellers set up shop in the lobby to sell their wares.

ROOMS: 290

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.




Sunset Lounge



JUST A STONE'S THROW FROM THE MEDITERRANEAN SEA, THE TUI SENSATORI RESORT ATLANTICA APHRODITE HILLS PAIRS AN AWARD-WINNING SPA WITH A GREAT CHOICE OF RESTAURANTS.


The Retreat Spa




The Retreat Spa

Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

ROOM OVERVIEW

All rooms have flatscreen TVs, free Wi-Fi and a separate bath and shower. **Deluxe doubles** have a **sea view** or there are **family rooms with sliding doors**. If you like to be first in the **pool**, opt for a **swim-up room** with a **sea view. Family suites with Jacuzzi® and sea view** are also available.


Deluxe double room

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

UPGRADE


Swim-up family room

LATE CHECK-OUT ROOM
Book on-line

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available



TUI SENSATORI RESORT BARUT SORGUN

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI Sensatori Resort Barut Sorgun's biggest selling point is its location. It's right on a gold-sand beach, and just footsteps from a 400-hectare forest. You can choose from 4 swimming pools, and take your pick from activities like tennis, pilates and watersports. There's just as much choice when it comes to dining. The resort's 6 restaurants showcase national dishes, gourmet cuisine, and everything in between.



TUI SENSATORI



TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT BARUT SORGUN TTTTT

- ✔ Whirlpool and swim-up rooms
- ✔ 6 stylish restaurants
- ✔ Design-led cocktail bar

8.6 HOLIDAY OVERALL

9.1 ACCOMMODATION OVERALL

GOLD MEDAL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2820 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

Transfer time: 80 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£1275† pp	£1625† pp	FREE**

Adult prices based on a 7 night holiday for 2 Adults sharing a Family Area 1 Bedroom Family Room With Sea View. **Board: All Inclusive**

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Apr 20 - 31 Oct 20

FREE CHILD PLACES
**Subject to availability. See A-Z for info.

KEY FACILITIES

■ 4 pools ■ 1 kids' pool ■ 5 bars ■ 6 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Daytime activity programme ■ Play House ■ Evening entertainment programme ■ Spa*

LOCATION

■ On the beach, in the small town of Sorgun ■ Opposite Sorgun Forest ■ 15-minute dolmus bus journey from the shops, restaurants and bars of Side town centre ■ About an hour's drive from Antalya Airport

POOL SCENE

You can dip in and out of 4 pools, including a peaceful adults-only number and an activity one shaded by canvas sails. There's a children's pool complete with a sprayground and pirate ship, too.

If you want to raise the bar a bit, upgrade to a swim-up or whirlpool room, or a private pool suite.

FOOD & DRINK

Big buffets spreads are displayed in the resort's main restaurant. If you're in the mood for some local dishes, check out Safran. The menu at this Turkish-themed à la carte features grilled lamb kebabs and sticky baklava.

The Ocean Bar & Restaurant plates up seabass, roasted rainbow trout and broiled lobster, while Olive offers Italian classics like seafood linguini and mushroom and asparagus risotto in elegant surroundings.

SPORTS & WELLBEING

You'll find the full spectrum of activities at the TUI Sensatori Resort Barut Sorgun – take your pick from things like beach volleyball, pilates and archery.

Canoes and a tennis court cater for sporty types.

EVENING ENTERTAINMENT

Polished evening entertainment includes classical musicians, professional shows and chilled-out guitar-singer duos. For bellinis and mojitos in designer surroundings, head for the Butterfly Bar.

Come evening, Play House Live! keeps young children on their toes, with singing, dancing, quizzes and puppets.

HEALTH & BEAUTY

Turkish baths and 24 different kinds of massage are on the menu at the modern spa*. Couples can opt for a romantic ritual, which includes aromatic massages and sparkling wine in a candlelit Jacuzzi® bath.

There's a jogging track that winds through the resort's gardens. A gym and sauna are on hand, too.

GREENER & FAIRER HOTELS

You can expect fresh-as-it-gets fruit and veg at this hotel's à la carte restaurants – they grow them onsite in their garden. There's also the chance to sign up for cooking classes with the executive chef.

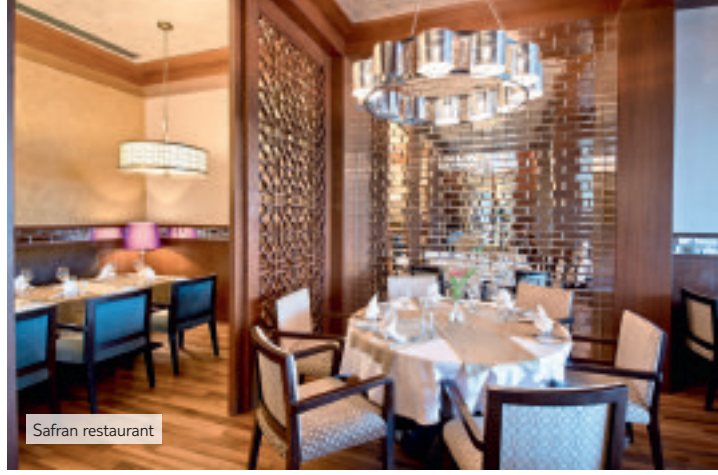
ROOMS: 310

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.







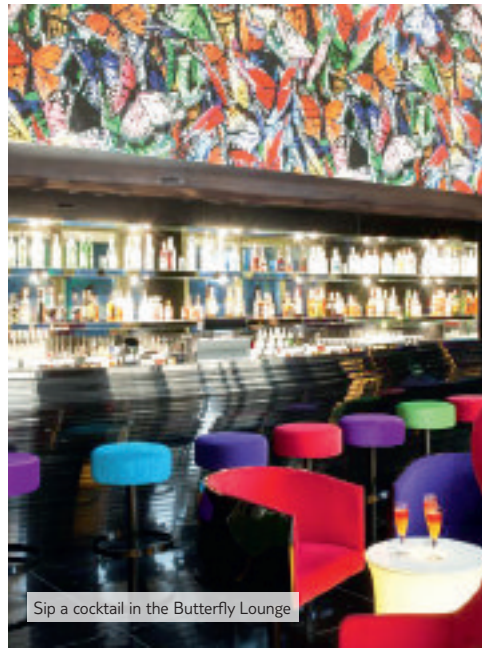
Safran restaurant

THIS BEACHFRONT RESORT COMES WITH 4 SWIMMING POOLS, 6 RESTAURANTS, AND A STYLISH BAR DESIGNED BY PHILIP TREACY.



Olive Italian Restaurant - Planned appearance





Sip a cocktail in the Butterfly Lounge

Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

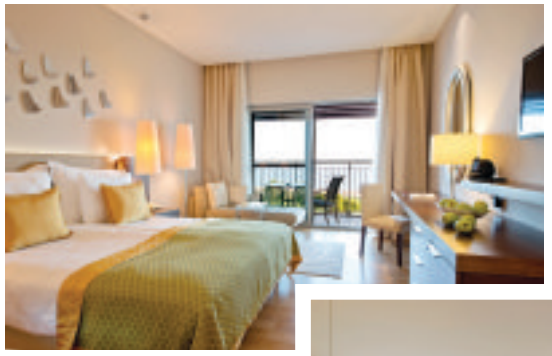
- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

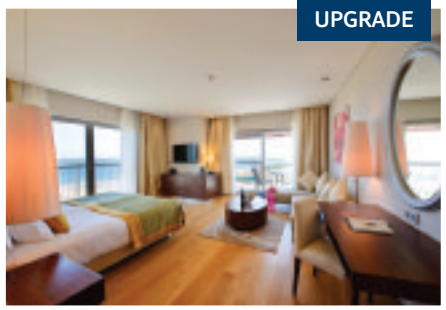
All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

ROOM OVERVIEW

All rooms include free Wi-Fi, TV and speakers for an MP3 player. Double rooms are available, and there are **sea-view** double and twin rooms in the adults' area as well as **swim-up rooms**. **1-bedroom family rooms** have sea views, or for a bit extra, you can have **2 bedrooms**, a **whirlpool bath** or a **swim-up**. **Deluxe suites** have a lounge and private pool.



UPGRADE



For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

LATE CHECK-OUT ROOM
Book on-line

SELECT YOUR SEAT SERVICE
Visit tui.co.uk

TAXI TRANSFER
Taxi transfers available

Gold Travelife Sustainability in tourism

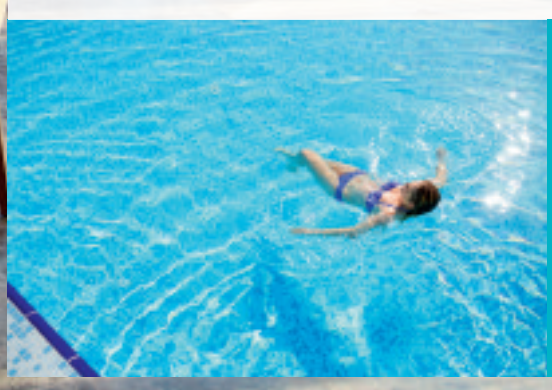
GREENER & FAIRER HOTELS
Travelife certified



TUI SENSATORI RESORT BARUT FETHIYE

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

TUI Sensatori Resort Barut Fethiye has a prime location. It's spread across 19 acres of land, and sits beside a hillside cloaked in sweetgum trees. If that wasn't enough, you've also got a stone beach that stretches for miles. The resort's highlights include pools fringed by flora, restaurant menus serving everything from Far East to Turkish cuisine, and Sensatori's signature wellbeing and children's facilities.



TUI SENSATORI

Italian restaurant



TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT BARUT FETHIYE

- ✔ Sweeping sea views
- ✔ First-class dining
- ✔ Secluded forest setting

8.9 HOLIDAY OVERALL

9.3 ACCOMMODATION OVERALL

GOLD MEDAL

Customers rating out of 10. May 18 to Oct 18

TripAdvisor rating

BASED ON 1959 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

Transfer time: 60 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£1215† pp	£1559† pp	£565† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a 1 Bedroom Family Room. **Board: All Inclusive**

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Apr 20 - 31 Oct 20

KEY FACILITIES

■ 4 pools ■ 1 kids' pool ■ 5 bars ■ 6 restaurants ■ A la carte dining* ■ Free Wi-Fi ■ Play House ■ Sensory nursery* ■ Evening entertainment programme ■ Spa*

LOCATION

■ Secluded forest setting ■ Coveted position on a sweeping bay ■ Stunning views over the Mediterranean Sea ■ 13km from Fethiye town ■ 43km from Dalaman airport

POOL SCENE

There are no less than five pools. Each one framed by bougainvillea. One is just for adults, with luxe extras like in-water loungers to relax on.

There's a big pool for everyone, one dedicated to activities and another especially for little ones, complete with waterslides, a fountain and spray ground.

FOOD & DRINK

Global favourites are on offer at the resort's main buffet restaurant. If you'd rather get a feel for the local cuisine, check out the Turkish restaurant, where you can tuck into things like meze, grilled kebabs and baklava.

The Tao Chinese restaurant showcases a huge array of rice and noodle dishes, while Basilico puts its efforts into producing delicious pizzas and pastas.

SPORTS & WELLBEING

Relaxing activities like yoga and pilates are on the daytime schedule. You can also join in more energetic activities, such as tennis, volleyball, and football, or try a high intensity interval training class on a paddleboard.

EVENING ENTERTAINMENT

The hotel lights up after dark. Evening entertainment ranges from live musicians to professional shows. Play House Live! keeps younger guests amused with musical performances and puppet shows.

HEALTH & BEAUTY

The resort's tranquil spa* offers ten treatment cabins, where you can indulge in massage treatments, softening body scrubs and facials.

GREENER & FAIRER HOTELS

Fethiye's beaches are loggerhead turtle territory. This resort goes to great lengths to protect them during breeding season – between May and October – by making leaflets and putting up signs around nesting areas.

ROOMS: 418

OFFICIAL RATING: ★★★★★

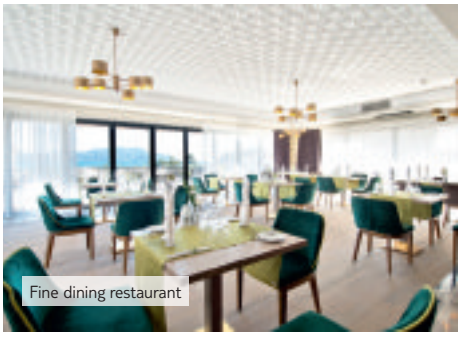
*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.


Family pool




Turkish restaurant

THE TUI SENSATORI RESORT BARUT FETHIYE IS EDGED BY THE MEDITERRANEAN SEA AND THICKLY-WOODED MOUNTAINS. ALONG WITH SPECTACULAR VIEWS, IT OFFERS TOP RESTAURANTS AND A PEACEFUL SPA.


Fine dining restaurant





Use **children's facilities** at leisure times or enjoy **supervised sessions**.



SENSORY NURSERY††

Supervised care seven days a week with both morning or afternoon sessions, for babies and toddlers aged 0-4 to:

- See, touch, feel and hear with multi-sensory toys
- Sleep in the Little Land of Nod
- Play with other little ones

PLAY HOUSE

Six days a week, for a couple of hours, for 3-12 years:

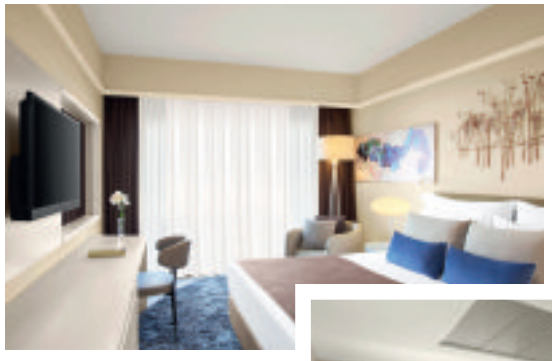
- Silly Science Lab & Crazy Kitchen
- Arts and Crafts Zone
- Evening movies and parties a few nights a week
- Stay and Play family sessions

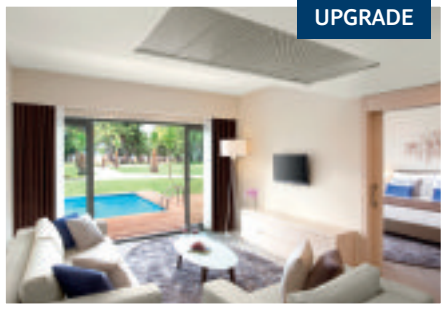
††Nursery sessions cost a little extra and need to be pre-booked due to the strict child-to-staff ratio.

All Play House Coordinators and Nursery Nurses hold UK-accredited qualifications or equivalent.

ROOM OVERVIEW

Rooms have a balcony or terrace and air-conditioning May to October. There are double rooms in both the mixed and the adults' areas with a **sea view**, or for a bit extra, as a **swim-up** room. 1 and 2 bedroom **swim-up family rooms** and **superior 2 bedroom family rooms** are also available.




UPGRADE

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

LATE CHECK-OUT ROOM
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SELECT YOUR SEAT SERVICE
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THE RESIDENCE AT TUI SENSATORI BARUT FETHIYE

This chic, adults-only hideaway brings a whole new level of luxury to the TUI SENSATORI collection.

MAIN POOL



EXECUTIVE LOUNGE





PENTHOUSE SUITE WITH WHIRLPOOL ON TERRACE



SUPERIOR ROOM



SWIM-UP LAKE HOUSE SUITE WITH TERRACE

The latest addition to the **TUI SENSATORI** collection's got interiors that wouldn't look out of place in even the glossiest of home magazines. Take the bedrooms, for example. The wow-inducing **Lake House Suites** are super-spacious, painted in a sophisticated Mediterranean-inspired colour palette. Plus, they come with either an outdoor hot tub or swim-up pool access. You're treated like a true VIP when you stay in one of these, too. There's a **butler on hand** to deliver drinks to your terrace or swim-up pool during the day. And, you can expect an invitation to dine at the **chef's table**.

Alternatively, choose a **Penthouse Suite** with a hot tub on the terrace, a **Superior Junior Suite** or a **Superior Room**. No matter which of these you go for, you can look forward to your own bar stocked with wine and cocktail-making ingredients. Plus, there's in-room aromatherapy, a sleek free-standing bath tub and thoughtful extras like **pillow menus**.

By day, find your balance during **yoga**, relax by the lake-like pool with cocktails delivered to your lounger, or get pampered with luxurious treatments like **hot-oil massages** and coconut milk body wraps at the spa. Elsewhere, DJs and acoustic musicians provide the chilled-out soundtrack at the **Cuphea open-air Bistro & Lounge**, where you can watch the sun sink into the horizon.

As for cuisine, it's a strictly **fine-dining** affair. You've got a selection of places to sit down for meals, including an à la carte restaurant fusing Turkish and Mediterranean flavours. Treat yourself to the Asmani restaurant*, meanwhile, and you can tuck into **farm-to-table** fare based on produce grown in the region.



ASMANI RESTAURANT

Not only do you have all of this at your fingertips, but you've also got the added benefit of being able to dip into the facilities at the next-door **TUI SENSATORI Resort Barut Fethiye** as much or as little as you like. With this comes professional-level shows, even more activities, five pools, an additional nine places to eat and three extra bars.

THE RESIDENCE AT TUI SENSATORI BARUT FETHIYE

- ✔ Luxurious, adults-only retreat
- ✔ 24-hour A La Carte dining available
- ✔ Access to the facilities at the next-door sister resort

FEATURED NEW FOR SUMMER 2019.
Customer satisfaction scores not yet available.

TripAdvisor rating
BASED ON 28 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON
£1285† pp	£1605† pp

Adult prices based on a 7 night holiday for 2 Adults sharing a Double Room. **Board: All Inclusive**

High season dates: 27 Jul 20 - 28 Aug 20
Season dates: 01 Apr 20 - 31 Oct 20

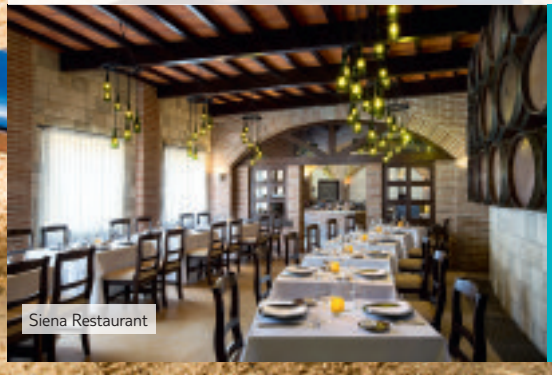
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TUI SENSATORI RESORT RIVIERA CANCUN

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

One of the main draws of TUI Sensatori Resort Riviera Cancun is its setting. The resort is on the Riviera Maya, so you're only ever footsteps from white sands and warm waters. Another highlight is the 24-hour Gourmet Inclusive dining set-up. All of your food and drink is included, and the quality is taken to the next level with à la carte eateries and a gourmet corner. Book a table at Le Chique restaurant, and you'll be able to test out the Heston Blumenthal-esque experimental cuisine.



Siena Restaurant

TUI SENSATORI

TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES



FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT RIVIERA CANCUN TTTTT

- ✔ In-room hot tubs
- ✔ Gourmet à la carte dining
- ✔ Four lagoon-like pools

8.3 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 12199 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

Available as part of a **Multi-Centre holiday**.
To find out more, flick to the front of this brochure, or visit tui.co.uk.

Transfer time: 25 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON	CHILD PRICES FROM
£2025† pp	£2395† pp	£1775† pp

Adult prices based on a 14 night holiday for 2 Adults sharing a Luxury Suite With Pool View And Garden View.
Board: All Inclusive

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Nov 19 - 31 Oct 20

KEY FACILITIES

■ 4 pools ■ 1 kids' pool ■ 7 bars ■ 8 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Daytime activity programme ■ Azulitos Play House children's club ■ Evening entertainment programme ■ Vassa Spa*

LOCATION

■ On the beach in Bahia Petempich, part of the exclusive Riviera Maya ■ 40-minute drive from the shops, bars and restaurants of Cancun ■ 40-minute drive from popular Playa del Carmen

POOL SCENE

Each of the hotel's five pools does a different job. One's dedicated to peace and quiet, while another's just for adults and comes with a swim-up bar.

If you've upgraded to a room in the Premium Section, you get exclusive use of the resort's fifth pool, where you'll be looked after by pool butlers.

FOOD & DRINK

Dining is the feather in TUI Sensatori Resort Riviera Cancun's cap. As well as the main buffet restaurant, Spoon, you've got Zocalo, a Mexican place offering the likes of tacos and burritos, and Tapaz, a tapas-style venue with dishes made for sharing.

Then there's Siena, a Tuscan-inspired trattoria serving all the Italian classics. Zavaz is the Caribbean bistro. It comes with an exotic menu of cuisine hailing from this part of the world, and an à la carte breakfast menu that covers off dishes like eggs benedict.

SPORTS & WELLBEING

You can set your own pace when it comes to activities, rather than relying on a coach or instructor for motivation. You can go kayaking*, for example, or start up a game of beach football.

Children's time can be spent in the TUI Sensatori Play House. There's a toy-filled children's room here, too, and activities for smaller guests include things like tennis lessons.

EVENING ENTERTAINMENT

You call the shots on your evenings at Sensatori Resort Mexico. Head to the mojito bar to work your way through a cocktail menu with 18 different options.

If you want to be entertained, you can catch nightly shows in the Roof Garden Lounge. If you're travelling as a couple, meanwhile, pop into the adults-only cocktail and shisha lounge*.

HEALTH & BEAUTY

The spa* has treatment rooms that look out over the sea. The therapy menu features treats like anti-oxidating guarana body wraps.

Please Note Please note that no under 18s are allowed in adults only rooms.

GREENER & FAIRER HOTELS

This resort's committed to helping vulnerable, local communities. So, they've teamed up with a Mayan women's cooperative, which provides homemade dragon fruit jam to the resort's restaurants.

ROOMS: 435

OFFICIAL RATING: ★★★★★

*Extra charge †Prices shown are a guide only and apply to selected departures. All prices can go up and down, please check price at time of booking. Prices will vary depending on occupancy. Flight supplements, room supplements and age restrictions may apply. See A-Z at the back of the brochure for more information on Prices and Supplements.




Hydrotherapy pool


Zavaz Restaurant

IN A PRIME SPOT ON THE EXCLUSIVE RIVIERA MAYA, THE BEACHFRONT TUI SENSATORI RESORT RIVIERA CANCUN OFFERS UP A TASTE OF THE FINER THINGS IN LIFE.






Kids' club - Video game room

Use **children's facilities** at leisure times or enjoy **supervised sessions**.



PLAY HOUSE

At the hotel-run children's club, there's fully supervised fun and games for 4-12 years, seven days a week. This includes:

- Silly Science Lab and Crazy Kitchen
- Arts and Crafts Zone
- Evening parties and movie sessions

FURTHER FAMILY EXTRAS

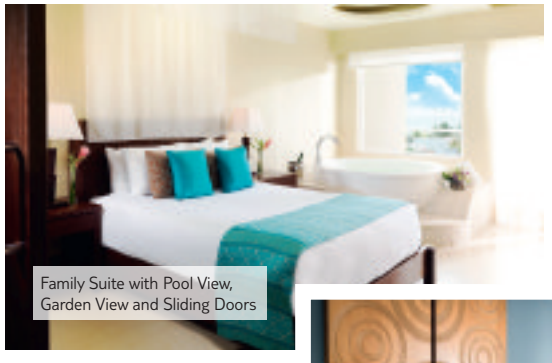
- Baby kits on arrival, with pushchair, cot steriliser and baby food^
- Dedicated children's pool area and spray ground
- Stay and Play family sessions

^Baby kits need to be requested on booking.

All Play House Coordinators are trained by TUI.

ROOM OVERVIEW

Junior suites include a whirlpool bath, an iPod dock, air-con and a rainfall shower. For all this and more, upgrade to an **adults-area swim-up junior suite.** Or try a **premium suite** with extras such as a concierge service and access to a private beach area. **Family suites** have a sliding partition with the option of a **sea view** and there's also extras for babies.


Family Suite with Pool View, Garden View and Sliding Doors


UPGRADE

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LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT NEGRIL

TTTTT

- ✔ On Seven Mile Beach
- ✔ Beach club-style pool area
- ✔ Reggae and rum lounge

8.5 HOLIDAY OVERALL

8.5 ACCOMMODATION OVERALL

GOLD MEDAL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 3271 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

Available as part of a **Multi-Centre holiday**.
To find out more, flick to the front of this brochure, or visit tui.co.uk.

Transfer time: 140 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON
£2699† pp	£2755† pp

Adult prices based on a 14 night holiday for 2 Adults sharing a Deluxe Double Room With Limited Sea View.
Board: All Inclusive

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20
Season dates: 01 Nov 19 - 31 Oct 20

A SNAPSHOT

TUI Sensatori Resort Negril is set on a long, white-sand beach, which runs along the west coast of the island. Thanks to its soft sands and tropical backdrop, it regularly features on lists of the world's best beaches.

One of the highlights here is a Gourmet Inclusive dining scene, letting you enjoy unlimited food and drink around the clock. There are also different room types, including swim-up rooms that feature over-the-water daybeds.

Days here are made for R&R. You've got four pools to laze beside, and there's a beachside palapa offering activities like yoga and tai chi.

KEY FACILITIES

■ 5 pools ■ 1 kids' pool ■ 9 bars ■ 6 restaurants ■ Free Wi-Fi ■ Cultural sessions ■ Dance classes ■ Fitness classes ■ Play House ■ Beach parties ■ Evening entertainment programme ■ Vassa Spa*

LOCATION

■ On the famous Seven Mile Beach in Negril, on the west coast of the island ■ Footsteps from the Caribbean ■ 10-minute taxi from the centre of Negril

POOL SCENE

There are four pools, including an adults-only number and two that come with swim-up bars. There's also another pool with a swim-up bar in the new premium section. Children have a splash area, as well, which features waterfalls and sprays.

The area around the Amber pool was created by top fashion designer Jonathan Saunders, and comes with cushions, sofas and parasols in his signature colours and prints. There's waiter service around the pools, so you won't have to move a muscle when you fancy another drink.

FOOD & DRINK

The main buffet restaurant features dishes from around the world, with interactive cooking stations and an open kitchen where you can watch the chefs prepare your food. At Palms, meanwhile, the breakfast is on a more intimate scale, and it comes with sweeping views of Seven Mile Beach.

If you want to sample some of the local cuisine, head to Ackee the Caribbean restaurant, where you can tuck into flavoursome dishes on the terrace. Alternatively, you can enjoy pasta dishes in the Italian eatery, Di Romagna.

SPORTS & WELLBEING

The sports and wellbeing facilities are more laid-back than those at other TUI Sensatori resorts. Instead of instructed sports lessons, think yoga and tai chi in a beachside palapa.

Playtime comes courtesy of the TUI SENSATORI Play House. It's has plenty of games and crafts for little ones to join in with.

EVENING ENTERTAINMENT

Evenings are fairly low-key at the resort, with beach parties and live music in the Rasta Lounge, as opposed to professional shows.

HEALTH & BEAUTY

The resort has strategically positioned a series of open-sided gazebos on the beach, so you can get your massage* as you listen to the waves breaking.

GREENER & FAIRER HOTELS

This place is found inside the Negril Marine Park, and it takes marine wildlife seriously. You'll be given some guidelines on what you can do to help, like keeping your distance from coral and not removing wildlife from the water.

ROOMS: 187 **OFFICIAL RATING:** ★★★★★

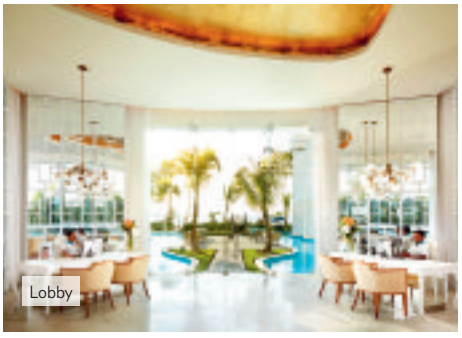
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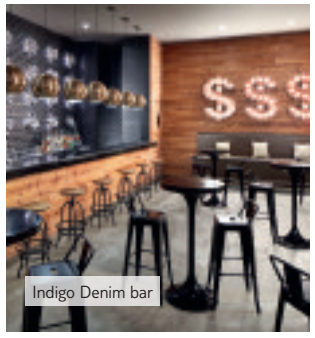

Amber pool




West end swim-up bar

POSITIONED ON NEGRIL'S FAMOUS SEVEN MILE BEACH, TUI SENSATORI RESORT NEGRIL PUTS WHITE SANDS AND THE CARIBBEAN SEA IN THE PALM OF YOUR HAND.


Lobby


Indigo Denim bar


Ackee Caribbean restaurant

Use **children's facilities** at leisure times or enjoy **supervised sessions**.



PLAY HOUSE

At the hotel-run children's club, there's fully supervised fun and games for 3-12 years, seven days a week. This includes:

- Silly Science Lab and Crazy Kitchen
- Arts and Crafts Zone
- Evening parties and movie sessions

FURTHER FAMILY EXTRAS

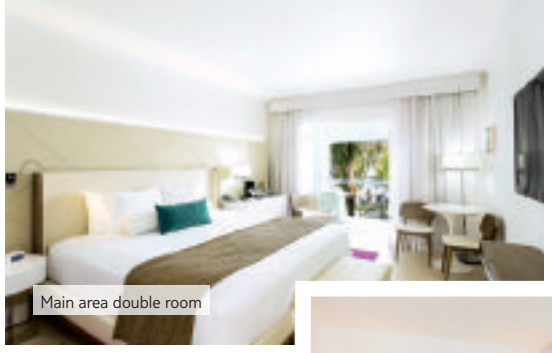
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- Dedicated children's spray ground
- Stay and Play family sessions

^Baby kits need to be requested on booking.

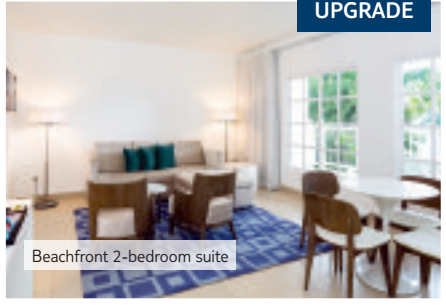
All Play House Coordinators are trained by TUI.

ROOM OVERVIEW

This resort is split into three sections. The **Main area** includes standard rooms, swim-ups and family rooms. The **Adult-area rooms** are located in their own section of the hotel with added benefits that include an adults only swimming pool with swim up bar. **Premium Area Suites** come with a personalised check in, an aromatherapy and pillow menu.


Main area double room

UPGRADE


Beachfront 2-bedroom suite

For photos, videos, latest prices, holiday durations, room upgrades and board options, visit **tui.co.uk**

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TUI SENSATORI

LUXURY HOLIDAYS DESIGNED TO FUEL THE SENSES

FIND OUT MORE ABOUT THIS HOTEL OR BOOK ONLINE

TUI SENSATORI RESORT PUNTA CANA

TTTTT

- ✔ On a white-sand beach
- ✔ Swim-up room upgrades
- ✔ Gourmet Inclusive dining

8.3 HOLIDAY OVERALL

8.7 ACCOMMODATION OVERALL

GOLD MEDAL

Customers rating out of 10. Nov 18 to Apr 19

TripAdvisor rating

BASED ON 2388 REVIEWS

ALL INCLUSIVE

FREE Wi-Fi

TRAVELLERS' CHOICE tripadvisor

Transfer time: 50 minutes by coach

PRICES FROM

ADULT LOW SEASON	ADULT HIGH SEASON
£2009† pp	£2295† pp

Adult prices based on a 14 night holiday for 2 Adults sharing a Adult's Area Luxury Double Room.
Board: All Inclusive

High season dates: 12 Dec 19 - 30 Dec 19 & 12 Feb 20 - 21 Feb 20 & 03 Apr 20 - 19 Apr 20 & 27 Jul 20 - 28 Aug 20
Season dates: 01 Nov 19 - 31 Oct 20

A SNAPSHOT

At this TUI Sensatori resort, you can step straight onto Uvero Alto Beach, where the soft sand is dotted with four-poster daybeds. Dip into four pools, keep active in The Sports Hub or watch a show in the theatre. For a more relaxed pace, take a cookery class or indulge in a spa treatment.

The resort's Gourmet Inclusive dining set-up means your meals are served in first-class restaurants, with premium drinks and gastronomic bites available around the clock. Just so you know, the resort shares its grounds and a number of facilities – including the main pool, bars and restaurants – with the Nickelodeon Hotel. However, the Play House is exclusively for use by Sensatori guests.

KEY FACILITIES

■ 4 pools ■ 1 kids' pool ■ 5 bars ■ 7 restaurants ■ A la carte dining ■ Free Wi-Fi ■ Daytime activity programme ■ Play House children's club ■ Evening entertainment programme ■ Vassa Spa*

LOCATION

■ On the beach

POOL SCENE

The pool count totals four, including an adults-only wet zone and an activity pool. There are swim-up bars to go with them, but if you don't fancy a dip, the waiters will bring your drinks to your lounger. There's also a separate sprayground for smaller swimmers.

The main pool is a big, lagoon-like number, with palm trees, parasols and sunbeds lining its edges. This area is shared with Nickelodeon guests.

FOOD & DRINK

When it comes to dining, open kitchens cook up food from around the world in Sugarcane, while the beachfront Lighthouse offers meals in view of the sea.

The Gourmet Village is home to the resort's à la carte eateries, including its adults-only signature restaurant, Kitchen 23 by Le Chique, where tasting menus are on the cards. Just so you know, access to the Gourmet Village is not exclusive to TUI Sensatori guests.

SPORTS & WELLBEING

The Sports Hub is a dedicated sports complex, where you can join in with games of tennis and football. Down on the beach, meanwhile, you can borrow kayaks, boogie boards, and paddleboards.

If you prefer the tempo a little slower, cocktail making, dance sessions and cookery classes are on offer.

EVENING ENTERTAINMENT

The resort's Village area houses the TUI Sensatori Show lounge, where you can catch professional shows.

There are a couple of watering holes to choose from. First there's the piano bar. Then you've got the Bond-inspired cocktail bar, which is reserved just for grown-ups after dark.

HEALTH & BEAUTY

Down-time comes courtesy of a state-of-the-art spa*, which features a herbal steam room and a sensory shower. Book in for a massage* in one of the treatment rooms, or in one of the outdoor cabins overlooking the spa gardens.

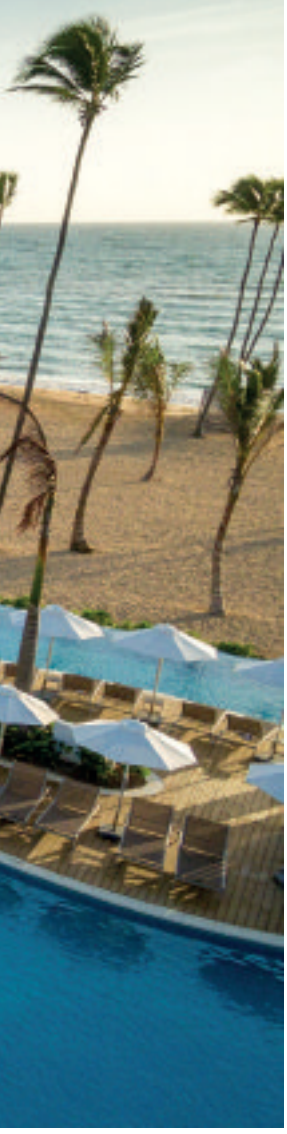
The wellness centre has a beauty salon*, and a gym filled with hi-tech workout equipment.

GREENER & FAIRER HOTELS

The resort's Gourmet Inclusive dining offering is just as much about sustainability, as it is about top-quality cuisine. They carefully plan their portions and table set-ups, so as to reduce the amount of waste and the excessive use of water.

ROOMS: 252 **OFFICIAL RATING:** ★★★★★

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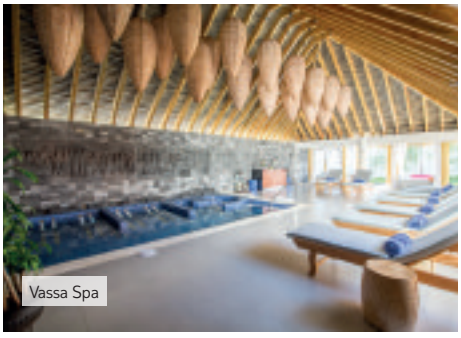




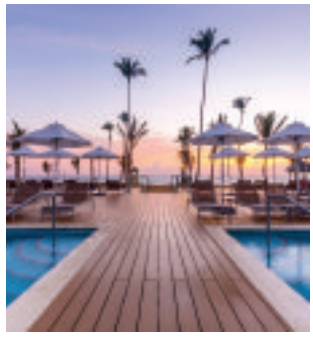


A BEAUTIFUL WHITE-SAND BEACH, DESIGNER INTERIORS AND A GOURMET DINING SCENE ARE THE CALLING CARDS AT TUI SENSATORI RESORT PUNTA CANA.





Vassa Spa



Use **children's facilities** at leisure times or enjoy **supervised sessions**.



PLAY HOUSE

At the hotel-run children's club, there's fully supervised fun and games for 3-12 years, seven days a week. This includes:

- Silly Science Lab and Crazy Kitchen
- Arts and Crafts Zone
- Evening parties and movie sessions

FURTHER FAMILY EXTRAS

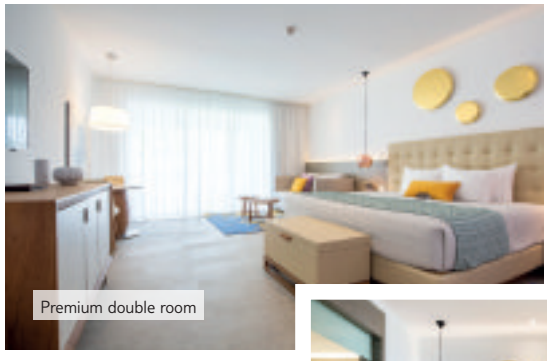
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- Dedicated children's spray ground
- Stay and Play family sessions

^Baby kits need to be requested on booking.

All Play House Coordinators are trained by TUI.

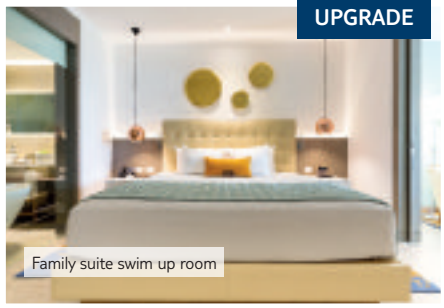
ROOM OVERVIEW

Rooms here all include air-conditioning, a coffee maker, Wi-Fi, bathrobes, slippers and a balcony or terrace. If you're travelling with the family, opt for a **family suite** - for a bit extra you can book a **swim-up** room. **Adults' area** rooms include twins, doubles, **swim-ups** and also **premium** rooms, which include private check-in and a beach and pool butler. Swim-up rooms are located on the ground floor.



Premium double room

UPGRADE



Family suite swim up room

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Travelife certified



THE LAID-BACK COUPLE

COASTAL BLISS

This is the type of package where the groom wears shorts and the bride rocks that salt-spray wavy hair look, so it's ideal for down-to-earth duos. Orchids and lanterns decorate the aisle, shells are scattered over the tables and personalised beach signs read 'this way to the wedding'. As you'd expect, the food takes on a seaside theme, with crab cakes and baked lobster, then mango cheesecake for dessert.

PERFECT FOR... Laid-back lovers like Will Smith and Jada Pinkett-Smith

STYLE MY AISLE

With gourmet dining, beautiful backdrops and luxurious spas, TUI SENSATORI resorts make perfect wedding venues. Tie the knot at TUI SENSATORI Resort Mexico and you'll have different themes to choose from. Which one makes you say 'I do'?

To start planning your dream wedding at **TUI SENSATORI Resort Mexico**, you can speak to a member of our specialist Weddings Team by calling 0203 451 2716* or visiting a TUI Store. Weddings are also available at our TUI SENSATORI resorts in the Dominican Republic, Jamaica, Cyprus, Crete, Turkey and Ibiza.



THE TRADITIONAL COUPLE

VINTAGE ELEGANCE

Offering up a classic, romantic style, with this set-up, you get an antique-style ceremony table, mercury glass vases filled with pastel-coloured roses, and a simple runner to walk down the aisle. The menu also showcases traditional sophistication, with foie gras mousse to start, veal tenderloin for the main, and sweet vanilla macaroons for dessert.

PERFECT FOR... An impeccable pair like the Duke and Duchess of Cambridge, Wills and Kate



THE GLAMOROUS COUPLE

PURE GLAMOUR

The Pure Glamour wedding is for couples who appreciate the finer things in life. You'll tie the knot surrounded by crystal chandeliers, bigger-is-better floral arrangements and gold furnishings. Wedding breakfasts consist of grilled scallops with seared spinach, filet mignon, and orange meringue drizzled with blackberry coulis.

PERFECT FOR... Extravagant souls like Kim Kardashian and Kanye West



THE ADVENTUROUS COUPLE

COLONIAL CHARM

This package has a distinct Mexican vibe, so it's a perfect reflection of couples who love exploring new places. Expect colonial-style, dark-wood furnishings, decorated with green and lilac bouquets and flickering candles. Cuisine-wise, you can have chicken chimichangas to start, and salmon with chipotle salad for the main course.

PERFECT FOR... International jet-setters like Beyoncé and Jay Z



THE STYLE-CONSCIOUS COUPLE

SOPHISTICATED SOIRÉE

This theme brings the sophistication of a chic city cocktail bar to the beach. The aisle runner has a monochrome damask pattern, and it's surrounded by sleek black chandeliers and cubic vases offset by fuchsia petals. The sushi starter is in keeping with the colour scheme. Then, there's chicken with Champagne sauce, followed by chocolate mousse.

PERFECT FOR... Fashion icons like David and Victoria Beckham

*Local call charges apply

UNWIND WITH COMPLETE PEACE OF MIND



For more information about our **travel insurance**, ask in store when you book your holiday.

As with all insurance policies, terms, conditions, exclusions and limitations apply.

defaqto EXPERT RATED 2019 ★★★★★ Travel Insurance

AXA

TUI UK Limited, TUI UK Retail Ltd, and TUI Ireland Limited trading as First Choice, and TUI, arrange travel insurance underwritten by AXA Insurance UK plc. TUI UK Limited, TUI UK Retail Limited and TUI Ireland Limited are Appointed Representatives of AXA Insurance plc which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 202312.

FLIGHT GUIDE

AN AT-A-GLANCE GUIDE TO OUR FLYING PROGRAMME

▸ ONLINE SEARCH

All the most up-to-date information about flying with us is now at your fingertips at **tui.co.uk**. Our online holiday search tool makes it easy to find out the latest and most detailed information about prices, availability, flight times, flight durations, and the airports we fly from and to.

▸ FLEXIBLE HOLIDAY DURATIONS

On top of the usual week or fortnight, we offer 10 and 11-night holidays – look out for flights highlighted in blue and marked with an asterisk to see what's on offer where.

▸ FLEXIBLE FLYING

We've teamed up with some other big-name airlines to offer you more flight options. As a result, some holidays are available for a wider variety of durations, including five, nine and 11-night stays. You'll find out who you're flying with when you book. The flight services may differ from those on a TUI flight, so check the airline's website for what to expect.

▸ FLYING LONG HAUL WITH TUI

There's never been a better time to fly long haul with **TUI**.

We serve complimentary meals, accompanied by your choice of wine, even in Economy.

Fly long haul with us and you'll get up to a 32" seat pitch. We offer long-haul flights from 11 UK airports – more than any other UK airline. Plus, our state-of-the-art 787 Dreamliners are quieter and more spacious than other planes. They come with mood lighting that helps you adjust to new time zones and an improved cabin pressure to help reduce jetlag.

▸ MORE ROOM ONBOARD

Adults and children can book one of our **Seats With Extra Legroom** to enjoy a bigger seat pitch, plus access to the **Select Your Seat service**.

We also offer upgrades to **Seats With Extra Space**.

▸ PREMIUM SEATS ON LONG HAUL FLIGHTS

Upgrade to **Premium Club** from just £369 return. You'll get improved seats, plus extra benefits at your UK airport, including priority access to bag drop and check-in, airport lounge access, fast-track through security, and priority boarding. Onboard, there's a bigger seat pitch, a beauty kit, and a selection of magazines and newspapers.

▸ ONLINE CHECK-IN

Don't forget to check in online before you leave for the airport – you can check in for your outbound and return flights at the same time and print your boarding cards at home.

For further information on flight upgrades, turn to page 22

		Approx Flight Duration**	Gatwick	Luton	Stansted	Norwich††	Southampton	
NOVEMBER 2019 - APRIL 2020 DEPARTURES								
GREECE	Crete-Heraklion	4 hrs	Th*, Su*					
	Rhodes	4 hrs	W*, Sa*					
CYPRUS	Paphos	4½ hrs	W*, F, Sa*, Su*	W	W*, Sa*			
TURKEY	Antalya	4¼ hrs	Tu*, F*, Sa*					
	Dalaman	4 hrs	M*, Th*, Sa					
DOMINICAN REPUBLIC	Punta Cana	9¼ hrs	W*, Th, Sa, Su*					
JAMAICA	Montego Bay	10½ hrs	M*, Tu*, Th*, F*					
MEXICO	Cancun	10½ hrs	M, Tu*, W*, F*, Sa*, Su*					
MAY - OCTOBER 2020 DEPARTURES								
BALEARICS	Ibiza	2½ hrs	M*, W*, Th*, F*, Sa*	W	W*, Sa*	F	Th	
GREECE	Crete-Heraklion	4 hrs	Tu*, Th*, F*, Su*	Th	Th*, Su*	Tu		
	Rhodes	4 hrs	Tu*, W*, Sa*	W*, Sa*	W*, Sa*	W		
CYPRUS	Paphos	4½ hrs	W*, Th*, Sa*, Su*	W*, Su*	W*, Sa*	Th		
TURKEY	Antalya	4½ hrs	M*, Tu*, W*, Th*, F*, Sa*, Su*	Tu	Tu*, F*			
	Dalaman	4 hrs	M*, Tu*, W*, Th*, F*, Sa*, Su*	M	M*, Th*	M		
DOMINICAN REPUBLIC	Punta Cana	9½ hrs	W*, Sa*, Su*					
MEXICO	Cancun	10½ hrs	Tu*, W*, F*, Sa*, Su*					

* 10 and 11 night available

** Approx. flying time based on Gatwick departure

†† An Airport Development Fee (ADF) will be charged at Norwich airport, payable per passenger on departure. The ADF is £10 per adult, children under 16 years are free. For more information visit www.norwichairport.co.uk

‡ This flight operates October only

	Bournemouth	Exeter	Bristol	Cardiff	Birmingham	East Midlands	Manchester	Liverpool	Doncaster Sheffield	Newcastle	Glasgow	Edinburgh	Aberdeen	Belfast
					Th*, Su*		Th*, Su*							
	Sa		Sa	Sa	W*, Sa*	Sa	W*, Sa*							
	W	Sa	W*, Sa*	W	W*, Sa*, Su*	W*, Sa*	W*, F, Sa*, Su*		W	W*, Sa*	W	W		
					Tu*, Sa*		Tu*, F*, Sa*							
			M		M*, Th*, Sa		M, Sa							
					Tu*, F*		M*, Th*							
			Tu	Tu	Tu, W, Sa, Su	Tu	Tu, W*, Su*		Tu	Tu	Tu			
			Tu*, F*		M*, Th*, F*		M*, Tu*, Th*, Sa*, Su*				Sa			
	Sa	W	M*, W*, Th*, Sa*	M, W*, Sa*	M*, W*, Th*, F*, Sa*	W*, Sa*	M*, W*, F*, Sa*	M		M*, F*, Sa	W*, Sa*		W	W
	F	Tu	Th*, Su*	Su	Tu, Th*, Su*	Th*, Su*	Tu*, Th*, F*, Su*			Tu	Tu			
	Sa	W	W*, F, Sa*	W*, Sa*	Tu*, W*, F*, Sa*	Tu*, W*, Sa*	Tu*, W*, F*, Sa*	Tu*, F*		W*, Sa*	Sa		W	W
	W	Sa	W*, Sa*	W*, Su*	W*, Th*, Sa*, Su*	W*, Sa*	W*, Th*, Sa*, Su*	W*, Su*		W*, Sa*	W	W		
	Sa	F	W*, Su*	Th	M, W*, Sa*, Su*		M*, Tu*, Th*, F*, Sa*, Su*	Sa		W	Sa	Sa		
	Su	Th*, Su*	W*, Sa*	M*, Th*	M*, Tu*, Th*, Sa*, Su*	M*, F*	M*, W*, Th*, F*, Sa*	W*, Th*, Su*		M*, Th*, Su*	M*, Th*	M*, Th*	M*, Th*	M
					Tu*, F*		M*, Th*							
			Tu*, F*		M*, Th*		M, Tu*, W*, Sa*, Su*	Su		M*, F*, Sa	W*, F, Sa*	Su		

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 please contact our Customer Welfare Team on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

Just to make things easier for you, here are some of the abbreviations we use... * extra charge **1st Ch** 1st child **2nd Ch** 2nd child **Ad** Adult **AI** All Inclusive **BB** Bed & Breakfast **BL** balcony or terrace **FB** Full Board **HB** Half Board **LSV** limited sea view **PB** private bath **PP** per person **PPPN** per person per night **RD** reduction **RO** room only **SC** self–catering **SH** shower **SUPPS** supplements **SV** sea view **SSV** side sea view.

In line with EU regulations, we need to let you know who you'll be flying with. This includes any connecting flights or transfers. These are the carriers we may use – **A3** Aegean **ABR** ASL Ireland **AEA** Air Europa **AMV** AMC Airlines **AP** Albastar **BA** BA Cityflyer / British Airways **BE** Flybe **BGH** Balkan Air **BJ** Nouvelair Tunisie **D8** Norwegian **EI** Aer Lingus **EVE** Evelop **FHY** Freebird Airlines **FPO** ASL France **JAF** JetairFly **KM** Air Malta **LS** Jet 2 **MT** Thomas Cook Airlines **OHY** Onur Air **PC** Pegasus **QS** Travel Service **ST** Germania **TBA** Carrier To Be Advised **TOM** TUI **VOE** Volotea **X3** TUIFLY **7M** Mistral Air

We'll let you know who the airline is when we send your tickets. For 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

A La Carte The Select Your Seat benefit that comes with A La Carte holidays is only available if you're flying with TUI and you book at least 3 days in advance. Please note, A La Carte benefits will not be available if you're combining your stay in an A La Carte hotel with a tour, or a stay in another hotel. See **Transfers** for more information.

Accuracy We published our latest brochures in July 2019. 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 for a small supplement. 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 TUI Sensimar, Gold and 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.

If you see a Scene logo, it means the hotel is recommended for adults only. At least one member of your group needs to be 18 or over. Any members of your party who are under 18 will need to give us a letter of consent from their parent or legal guardian when booking. They'll need to take this letter with them when they travel, too.

For adults-only hotels in the **Dominican Republic**, the minimum age accepted for all travelling on the booking is 18 years.

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, the 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 **Special Assistance.**

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'tkeep 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 thecar 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 Holiday Advisors 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.

B

Baby Club These are available at TUI Family Life and selected Kids' Club by TUI Family Life properties. There is always a minimum of one NNEB, CACHE or equivalent qualified staff member present. Trained staff look after under-threes for two-hour sessions throughout the day. Sessions in Baby Club cost £10 each and you can book them in the UK or in resort if available. Plus there's a discount when you book 3,6,9 or 12 two-hour sessions in the UK. Nine sessions or more can only be booked on two week holidays.

Bear in mind, wherever the Baby Club, if your child's ill, they won't be accepted in the Baby Club. Also, you'll need to supply your own nappies and prepared feeds.

We can't guarantee standards at Baby Clubs that aren't run by us.

Baby Equipment If you're travelling to one of our TUI Family Life hotels or TUI Sensatori resorts, you can book baby equipment including cots, strollers, highchairs and sterilisers. These must be booked in the UK and prices range from £10 to £25.

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.

Child prices are for children between 2 and 12 inclusive. 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 Certain rules and regulations apply to air travel. These are set out in 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 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.

Crèches See **Baby Club**

Customer Welfare See **Special Assistance**.

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.

Day-before Check-in At Gatwick, Manchester and Birmingham, if your scheduled departure time is before midday, you can check in at the airport from 12pm to 10pm the day before you travel. This service is free if you're flying with TUI and you don't need to book. All members of your group need to check-in together. This is to meet the Department For Transport's security requirements. You'll need everyone's tickets, passports and luggage.

If you're travelling to a destination that has additional security at check-in, we won't be able to issue your boarding cards. At the moment, this includes flights to the United States. You can still check in your luggage but you'll need to return to check-in the following morning to pick up your boarding cards.

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 **Special Assistance.**

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

Early Check-in See **Day-before Check-in.**

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 a safety deposit box or enjoy something from the minibar or room service. 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. See **Meals** and **All Inclusive Hotels** for more details.

F

Family Rooms These are generally for two adults and two children. They're available in selected accommodation but 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.

Family Life Our full TUI Family Life programme starts on or after 1st May so if you're in a TUI Family Life hotel before then, you may find certain activities aren't available yet. Check the individual property descriptions for details on what's on when.

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.

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. Please contact TUI for information on approved car seats.

Free Kids' 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 if your holiday is cancelled. Our free places don't include flexible dining, meal supplements, insurance, in-flight meals or 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.

Gold Gold is designed with couples in mind so we don't accept bookings for children under 16 here in the UK. There may be children's facilities though, and we can't guarantee a completely child-free environment. This is because hoteliers may accept bookings from other countries on rare occasions or a child may be booked as an adult. Please see **Adult Properties** for more details. Please bear in mind the full Gold programme won't start until the first arrival on or after 1st May, and entertainment at the end of the season may change.

Gold Medals If you see one of these on a property description, it means it's a customer favourite. Each year, we award Gold Medals to hotels that score highly in our Customer Satisfaction Questionnaires.

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 Advisor 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 services. But, 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** and **Cots**.

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 can apply at www.ehic.org.uk. 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 but you'll need to bring along a packed lunch for your child.
- 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.

KIDS' CLUB by TUI FAMILY LIFE We split our Kids' Clubs by age, into Bamse for 3-5 years, @611 for 6-11 years, and Hangout for 12-16 years, with two hours of daytime activities, five times a week. For evening activities, it's two hours of activities up to three times a week. Sometimes we'll combine ages for activities but it won't affect our strict staff-to-child ratios. We'll have two staff on hand at all times. In our hotels, our club activities run from 1st May to 31st October, unless the property description says otherwise. We may need to finish activities before the end of October if there isn't enough demand.

Sensatori Children's Clubs The Play House at Sensatori resorts is for 3 to 12-year-olds. It's open six days a week and some evenings for an hour or two at a time. At Sensatori Resort Mexico, Punta Cana and Jamaica, the children's club is provided by our partners, Karisma, and so it differs to what you'll find in our other Sensatori resorts. In Mexico it's also for children aged four and above, rather than three.

Kids' Dens You'll need to pay a deposit of around £50 and leave your passport, or pay a full deposit of £200 when you arrive, to use the games console, controllers, memory card, games and DVDs. You can pay this by credit or debit card, or in cash – in £ sterling. You can have a maximum of two items – games, CDs or DVDs – at any one time, and you can exchange items throughout your stay. Before you leave, a member of staff will check your room to make sure all the items in your Kids' Den are accounted for, and in the same condition as when you arrived. You'll have to pay for any missing or damaged items at prices specified in resort. In some destinations, the games consoles and TVs use NTSC operating systems, so European PAL games and DVDs won't work. But don't worry, the games and DVDs we provide will.

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 **Special Assistance** 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 http://www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country.

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.

Luggage This section explains how much you can take, what you can pack, and how to keep your valuables safe. Please make sure you know your limits so your trip can get off to a smooth start. Luggage allowances vary, and could change, so please check when you book.

A-Z GUIDE

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. Just as a guide, if you're going on a Premium Collection holiday - so A La Carte, Platinum, TUI Sensatori or TUI Sensimar - or TUI Family Life holiday your allowance is set at 20kg for checked-in luggage. 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 is in addition to the standard luggage allowance applicable to your holiday type. This extra allowance will be added to your holiday booking when you book your wedding package. One thing to bear in mind, though - if your flights change to another airline we won't be able to offer this allowance.

For some types of holiday – like Small & Friendly, Scene and Skytours – your maximum allowance is 15kg. You can buy extra checked-in luggage allowance in 5kg amounts if you need more space - you'll need to do this at least 3 days before departure. Also, if you're booking a tour or twin centre, remember to check your allowance. Reason being, your allowance during the tour or twin centre may be less than for your international flights.

On package holiday flights with TUI, under twos get a 10kg luggage allowance - this does not apply for flight-only bookings. We won't charge you to take your folding pushchairs, either.

You can share your allowance with others on your booking, but no single bag can be more than 23kg. This is for health and safety reasons. If you have booked extra luggage allowance, you still need to make sure each bag is under 23kg, otherwise check–in staff won't accept it. Also, we can only accept luggage if it's packed and secured in suitcases or bags, and we believe it can stand up to reasonable handling. Otherwise, we may ask you to sign a disclaimer before we can take it. This also includes any bags we believe are already damaged.

As for hand luggage, you can take one item on your flight. The maximum dimensions are 55x40x20cm. Your hand luggage allowance is 10kg - please note you can't buy extra hand luggage allowance. You should be able to lift your hand luggage into the overhead storage compartments yourself. Other bags, such as handbags or laptop bags, must fit in your single item of hand luggage. There are restrictions on what you can carry in your hand luggage so make sure you read the information that comes with your tickets. For example, you should pack valuables in your hand luggage – never your checked–in luggage. This includes money, jewellery, computers and important documents. 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.

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, like May and October, 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.

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, it's best to contact our Customer Welfare Team before you book - their number is at the end of this guide. We also recommend that you contact your doctor before you book if you've got any concerns about your health.

The risk of deep vein thrombosis 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.

If you think you might need to ask for therapeutic oxygen during your flight, please contact your airline for details at least one month before your departure date. TUI does not charge for this, but you must request it in advance so we can confirm that it'll be available for you. Contact our Customer Welfare team for more information – their number is at the end of this guide. See **Special Requests** for more details.

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 http://www.fco.gov.uk/en/travel-and-living-abroad/.

Mobility Assistance See **Special Assistance.**

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.

N

Night Flights See **Check-out**.

Nurseries At our TUI Sensatori resorts, there's a nursery for children up to four-years old that's available all week. You can book full or half-day sessions for the duration of your holiday. These are in blocks of 6,9,10 and 13 in a choice of AM or PM sessions, depending on the length of the holiday. You'll need to book before you go to guarantee a place. AM sessions are from 9.30-13.00 and PM sessions are from 13.30-17.00. Pre-booked sessions start the day after you arrive in resort and run consectively until the number of pre-booked sessions run out.

If you book a 14 night holiday you will be able to book 13, 10, 9 or 6 sessions if available. If you book a 7 night holiday, you will only be able to book a 6 session block if available.

Unfortunately there isn't a nursery at TUI Sensatori resort Punta Cana, Mexico or Jamaica. Baby equipment including cots, playpens, strollers, highchairs, sterilisers and bottle warmers are available to book at all our TUI Sensatori resorts except TUI Sensatori resorts Punta Cana, Mexico and Jamaica, but you'll need to sort this before you go.

Bear in mind, wherever the nursery, if your child's ill, they won't be accepted in the nursery Also, you'll need to supply your own nappies and prepared feeds. Also see **Baby Club**.

O

Official Ratings Each country has its own system for rating properties. We'll always publish any official ratings where they're available, usually as stars. But there are a few things we need to tell you on this front. In Italy you won't find any official ratings for some properties, like old villas and farmhouses that have been renovated. And in Greece and Turkey you'll also find reference to A to C instead of stars, with A being the best, based on facilities and ground space.

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. Passports for British citizens are valid for travel to any EU country up to and including the passport expiry date. Some countries outside of the EU require a British passport to have a certain period of validity left on it, such as 6 months, 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 Her Majesty's 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 **Special Assistance.**

Play House, TUI Sensatori See **Kids' Clubs**.

Playgrounds You need to supervise your children on all play equipment. Bear in mind, we can't guarantee standards of equipment unless it's at one of our TUI Family Life hotels.

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. Many policies only cover up to the 28th week.

Premium Collection Benefits You'll get the advertised benefits as long as you're flying with TUI.

Premium Club Premium Club seating is available to book on long haul TUI flights. If you book to fly Premium Club, your luggage allowance will be 23kg 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 dress, 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. At London Gatwick, Edinburgh and Birmingham the lounge provider is the No.1 Lounge. At Manchester Terminal 2 it's the Swissport Lounge. At Glasgow it's the Sky Lounge. At Newcastle it's the Aspire Lounge. At East Midlands it's the Escape Lounge, and at Cardiff it's the Cardiff Airport Executive Lounge. 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 Holiday Advisor 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 Holiday Advisor.
- 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.

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 into 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 Customer Welfare 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.

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 90 days before your return flight and choose your seats. You'll also get access to online check-in 2 weeks prior to departure – a full 7 days before this is made available to other customers.

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 Welfare team on 0203 4512585.

Sensimar Please see **Adult Properties** for more details.

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 Assistance If you or anyone you're travelling with is disabled, less mobile, visually impaired, or undergoing medical treatment, you'll need to contact our Customer Welfare Team before you book on 0203 451 2585. Calls from UK landlines cost the standard rate, but calls from mobiles may be higher. Check with your network provider.

They can tell you which holidays and flights are suitable for you and which properties have things like ramps and specially adapted rooms. Also, if you've got any medical or dietary needs, they will do their best to help.

On Your Flight If you or a member of your party is disabled, uses a wheelchair, can't walk more than 400 metres without help, or has difficulty climbing the aircraft stairs, EU regulations say you should notify us of your assistance needs before travel. You can do this by contacting our Customer Welfare Team. You'll need to do this at least 48 hours before your departure. Assistance can't be guaranteed if you don't let us know before this time.

Transfers If you aren't able to use our coach transfers, we can arrange a taxi transfer if you tell us in advance by contacting our Customer Welfare Team. Bear in mind, there is a charge for this. See **Medical Conditions** and **Wheelchairs**.

Special Offers Our offers are only available on the holidays and dates we advertise, are per booking, and are 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 We're part of Sustainable Aviation, a UK initiative bringing together airlines, airport operators, aircraft and engine manufacturers and air traffic management providers, which seeks to minimise the impact of flying on the environment and society. Visit www.sustainableaviation.co.uk.

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.

T

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.

Transfers to theme parks in Florida are organised by the hotel so you may need to book when you get there. They're likely to be on a first-come first-served basis, and timings may change.

If you're on a Sensatori holiday, the coach will drop you off first or second wherever possible. The majority of Florida packages will include a coach transfer, but please note that priority drop-off isn't guaranteed. If you've booked an A La Carte holiday, you get a private taxi transfer included for most destinations - see **A La Carte** for important information. Occasionally we may have to provide alternative transport, and in some cases you may have to share your taxi with other A La Carte guests. If you're not on an A La Carte holiday, you've still got the option of booking a private transfer, which will either be by minibus or taxi. 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 Office. Visit www.fco.gov.uk/travel 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 of 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 and Commonwealth 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 Our Agreement With You.

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 Customer Welfare 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.

Wheelchairs need to be stored 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 stored in an upright position, the battery terminals need to be protected against short-circuiting, and the battery removed and stored in strong packaging.

You need to bring the operating instructions for your mobility aid with you. If you don't have these details, see http://www.bhta.net/home/air-transport-advice-lists.html 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.

Here are the door sizes of TUI aircraft, so you can check if your wheelchair will fit onboard -

B737-800 Forward Hold - 48" x 35" / 1.22m x 0.89m, Rear Hold - 48" x 33" / 1.22m x 0.84m

B757-200 Forward Hold - 55" x 42.5" / 1.40m x 1.08m, Rear Hold - 54"x 45" / 1.40m x 1.14m

B767-300 Bulk - 38" x 43.5" / 0.96m x 1.10m

B787-8 Bulk - 45" x 40" / 1.14m x 1.02m

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

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.

Y

Your Opinion We ask customers travelling with us to fill in a Customer Satisfaction Questionnaire online when they get home, and to rate various aspects of their holiday experience.

All the questionnaires are analysed by an independent market research company. Then, we publish the results, where they are available. The scores you see are results for the last season and are shown as the percentage of guests who rated their holiday overall – so accommodation, location and meals – as good or excellent. If a property has recently moved across to TUI from our sister company, First Choice, we'll publish the last season's scores from First Choice so you can still see how the property's been rated by our customers and vice versa.

Some properties don't have a score for a number of reasons – it may be new for that season, we may have received less than 20 responses, or the hotel has changed – perhaps been refurbished, is under new management, or now caters for a different type of customer. Or perhaps the full season scores weren't available when we went to print.

As for our Premium Collection hotels, they have to achieve a score of at least 90%. If the accommodation is new, we'll make the judgment on whether it's suitable for this range.

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
Customer Welfare	0203 451 2585
Groups	0203 451 2684
Weddings and Renewal of Vows	0203 451 2689
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 email **serviceuk@tui.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.

OUR AGREEMENT WITH YOU, AND YOURS WITH US

Our Agreement with You

We are a trading division of TUI UK Limited, Company Number 02830117, having its Registered Office address at Wigmore House, Wigmore Lane, LUTON, LU2 9TN and Our Agreement With You sets out what you are legally entitled to expect from us when you buy a Package Holiday from us and will not apply to any course of dealings between us other than the Package Holiday booked. The Package Holiday as advertised by us will also have restrictions set out in our A-Z Guide (www.tui.co.uk/destinations/booking/atozguide), which should also be read carefully. Because we sell a wide variety of Package Holidays, you should read our A-Z Guide and these terms and conditions carefully, before you book, to see how they affect your specific travel arrangements made by us.

1. Your Travel Booking

Whether you book alone or as a group, we will only deal with the lead booking name in all subsequent correspondence, including changes, amendments and cancellations. You must be 18 years old at the time of booking and possess the legal capacity and authority to book as the lead name and travel on holidays with us and take up the offers advertised by us if they are still available. You are responsible for ensuring the accuracy of the personal details or any other information supplied in respect of yourself and any other person travelling on the booking and for passing on any information regarding the booking or any changes made in relation thereto, to all persons travelling on such booking, including but not limited to information on schedule changes or copies of booking confirmations.

In addition, if your holiday includes a flight, you are also responsible for

(a) notifying us prior to the time of booking of any personal circumstances and needs pertaining to a person included in the booking including, without limitation, whether any such person is not self reliant or is a person with reduced mobility - for example if you, or a member of your party, have difficulty in walking 500 metres, and

(b) notifying us at any time from the time of booking until 48 hours prior to the flight's departure by calling our call centre if any person travelling on the booking has ceased to be self reliant or a person with reduced mobility or if a person previously reported to be with reduced mobility or as not being self reliant does no longer fall into either category.

It is a condition of your booking with us that you and all other members of your party, including infants and children, are adequately insured on holiday. Any person who is under 18 years old must be accompanied by an adult on his or her journey. There may be other restrictions and conditions on some offers, but these are explained in the details of those offers. When you or, if you are booking through a travel agent, your travel agent ask for your booking to be confirmed, we will confirm the booking there and then, and set aside your chosen accommodation, holiday or transport for you. Next, we will send you or your travel agent a Confirmation Invoice within 14 days. We may not be able to confirm some of our ground arrangements straight away e.g. bespoke accommodation, tours etc. In these instances we may issue a Confirmation Invoice. However, a contract for arrangements that have not been confirmed on that invoice will only be made when we have sent you written confirmation that those additional arrangements have been completed. If there is any change to any of the details discussed at the time of booking, before the Confirmation Invoice is issued, we will notify you promptly of any new or changed details, including a change to the total price, if any. If any detail on the Confirmation Invoice is not correct tell us or your travel agent immediately. If there is an obvious error on the Confirmation Invoice we reserve the right to correct it as soon as we become aware of it, but we will do this within 7 days of issuing the Confirmation Invoice or, if your departure is within 7 days, no later than 24 hours before you go. If any of these changes are not acceptable then you will be entitled to a full refund.

The combination of travel services offered to you is a package within the meaning of the of the Package Travel and Linked Travel Arrangements Regulations 2018. Therefore, you will benefit from all EU rights applying to packages. We will be responsible for the proper performance of all the travel services included in the package. We may transfer your booking to another company in our group, but this will have no effect on your holiday arrangements.

Air Passenger Duty, which is payable by passengers departing from UK airports, is included in the price of your holiday. The price of your holiday will include the Air Passenger Duty for an economy seat. If you upgrade to a premium cabin this will be included in the upgrade cost.

2. The Price You Pay

All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for fuel that was estimated at the date of this publication. We reserve the right to add a fuel supplement to holiday prices should this increase after the date of this publication. Prices can go up or down. We will be able to tell you or your travel agent the up-to-date price of your chosen travel arrangements and of any other services advertised by us before confirming your booking.

We reserve the right to increase the price of your holiday after you have booked but no later than 20 days before the departure date stipulated and will forward an Amendment Invoice reflecting any changes made, and will provide you with justification and a calculation of how the increase has been calculated.

After a Confirmation Invoice has been sent to you, any increase to your holiday price will only be as the result of the direct consequences of changes in: 1) The price of the carriage of passengers resulting from the cost of fuel or other power sources; 2) the level of taxes or fees on the travel services included in the package travel contract imposed by third parties including tourist taxes, landing taxes or embarkation/disembarkation fees at ports and airports; and 3) the exchange rates relevant to the package. An administration charge and any relevant travel agent's commission is included within these amounts. If any of the costs detailed above decrease before your departure date, you will be entitled to a price reduction and will receive a refund of the amount less any administrative expenses we have incurred.

If the increase would be 2% or less of the holiday price shown on your Confirmation Invoice, excluding insurance premiums and any amendment charges, we will absorb the changes in our costs described above and will only pass on any increase above that level. If any change in our costs would cause a reduction in your holiday price, we will not make refunds of amounts less than 2% of your holiday price - calculated as above, but we will refund in full amounts exceeding such 2%, less any administrative expenses we have incurred.

If the increase is more than 8% of the holiday price, calculated as above, then

1. You may cancel your holiday booking within 14 days of the Amendment Invoice date and receive a refund of all monies paid to us except any amendment charges. We will only consider an appropriate refund of insurance premium paid if you can show us that you are unable to transfer or re-use your policy, and
2. the increase will be considered a Major Change as described in section 4 below and, unless you choose to cancel under paragraph 1 above, you will be entitled to the alternatives set out in section 4 for those circumstances, but in either case you will receive compensation in accordance with section 4.

The price quoted on the last Amendment Invoice issued is guaranteed, unless you change your holiday booking. Any increases in our costs which occur after the last Amendment Invoice has been sent will be borne by us. Should you instruct your credit/debit card company to "charge back" any payment(s) properly due from you in respect of your booking, we will charge you a fee of £10 per incident and associated costs. We further reserve the right to cancel your booking and/or take legal action against you for all outstanding payment(s).

3. If We Cancel Your Booking

We aim to provide your holiday as booked. But if, for example, there are not enough people booked on your holiday or you do not pay the balance of the holiday price on time, we may cancel it. We may also cancel your holiday when there are not enough people booked and we have notified you of the minimum number required. In these circumstances we will let you know based on the duration of your holiday as follows:

Cancellation

Duration of your holiday	Notice of cancellation
More than 6 days	20 days before departure
Between 2-6 days	7 days before departure
Less than 2 days	48 hours before departure

We reserve the right to cancel your holiday in any circumstances but if we cancel your holiday, except where this is because you have not paid, you can either have a refund or accept a replacement holiday from us of equivalent or similar standard and price, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking. In either case, we will pay you compensation, using the scale shown, (unless we cancel your holiday because you do not pay us the balance of the holiday price, or because of one of the events listed in the 'Important Note – Events Beyond Our Control', or there are not enough people booked on your holiday) and we will always refund the difference in price if the replacement holiday is of a lower standard and price. We will not cancel your holiday less than 12 weeks before you go, unless this is the result of one of the events in the 'Important Note – Events Beyond Our Control', or you have not paid.

4. If We Change Your Booking Details

We hope we will not have to make any change to your holiday but, because our holidays are planned many months in advance, we sometimes do need to make changes. We reserve the right to do this at any time. We will let you or your travel agent know about any important changes when you book. If you have already booked, we will let you know as soon as we can, if there is time before your departure. Flight timings shown by us are for guidance only and may change.

Occasionally it may be necessary to change the aircraft type for your flight, which may mean that some facilities such as in-flight entertainment or the advertised seat pitch may not be available. Where we are unable to provide a seat option that you have paid for we will refund the amount you have paid. Your Confirmation Invoice will show the latest planned timings. Your actual flight timings will be shown on your ticket, including any e ticket itinerary, which you should check carefully as soon as you receive it.

Major Changes To Your Holiday

Occasionally, we have to make major changes to the flight or accommodation making up your holiday with us.

Major changes to your holiday for which we will pay compensation, unless the change is for reasons beyond our control (see `Important Note – Events Beyond Our Control') using the scale shown, may include a price increase of more than 8%, or a significant change of destination, a change in accommodation to that of a lower category, a change in the time of your departure or return flight by more than 12 hours, a change of UK departure airport - excluding changes between London airports, London, Ebbsfleet and Ashford stations and between Dover/Folkestone ports. A delay to your flight that we need to make within 24 hours before you are due to depart will not be considered a major change unless the delay is for more than 24 hours. These changes are only examples and there may be other significant changes which constitute major changes.

If we tell you about any of these changes after we have confirmed your holiday booking, you may either

- accept the new arrangements offered by us, or
- accept a replacement holiday from us of equivalent or similar standard and price, at the date of the change, if we are able to offer you one. We may offer you a replacement holiday from another company in our group. Should you choose this option the terms and conditions of your holiday will not change and these conditions will still apply to your booking, or
- cancel your holiday with us and receive a full refund of all monies paid.

Either way, we will pay you compensation, using the Compensation table shown, unless the change is for reasons beyond our control, see the `Important Note – Events Beyond Our Control', and we will always refund the difference in price if the replacement holiday is of a lower standard and price, at the date of the change.

This standard payment will not affect your statutory or other legal rights. We will only make one payment for each full-fare-paying adult in the holiday booking. Any children not paying the full adult fare will receive 50% of these amounts. Children using a free child place will not receive any standard payment.

Compensation

Any compensation payable will be on these scales based on how many days before your booked holiday departure we tell you of a major change.

Period before departure when a major change is notified	Compensation payable per person
More than 84 days	0
83-29 days	£10
28-15 days	£20
14-8 days	£30
7-0 days	£40

If The Change Is Not Acceptable To You

If any major change indicated above is not acceptable to you, you can cancel your holiday booking. In this case, we will refund all the money you have paid us and will pay you compensation, as shown above, depending on how many days before your holiday we tell you about this change unless the change is for reasons beyond our control - see `Important Note - Events Beyond Our Control'. This standard payment will not affect your statutory or other legal rights.

Important Note – Events Beyond Our Control

Events beyond our control include but are not limited to: war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, any failure to secure relevant flying rights, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar events.

In February 2005 a new Europe-wide law relating to denied boarding, delays and cancellation of flights came into force. This law granted rights to passengers including in certain circumstances the right to cancel their flight and receive reimbursement of the cost of the flight from their airline. Full details of these rights is publicised at EU airports and is also available from affected airlines. You should note that reimbursement of the cost of a flight that forms part of your holiday is the responsibility of your airline and will not automatically entitle you to reimbursement of the cost of your holiday from us.

5. What Happens To Holiday Complaints

We can usually sort out any complaints you may have. But if we cannot agree, you can use ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute and available from www.abta.com. If you made your booking online you can also access the European Commission Online Dispute (ODR) Resolution platform at http://ec.europa.eu/consumers/odr/.

YOUR FINANCIAL PROTECTION

When you buy an ATOL protected flight or flight inclusive holiday 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 maybe re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

All money accepted from you by a travel agent acting as our agent 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 benefits of the Trustees of the Air Travel Trust without any obligation to pay that money to us.

The Package Travel and Linked Travel Arrangements Regulations 2018 require us to provide security for the monies that you pay for the package holidays booked from us and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 2524) administered by the Civil Aviation Authority Gatwick Airport South, West Sussex, RH6 0YR, UK, tel: 0333 103 6350, email: claims@caa.co.uk and a bond held by ABTA (V5126), 30 Park Street London, SE1 9EQ, tel: 0203 758 8779. email: consumerprotection@abta.co.uk for packages that do not include flights. Calls from UK landlines cost the standard rate, but from mobiles may be higher - check with your network provider.

6. Our Responsibility For Your Holiday

We will arrange for you to receive the travel services that make up the holiday that you choose and that we confirm. These services will be provided either directly by us or through independent suppliers contracted by us. Except where we are a Booking Agent we are responsible for making sure that each part of the holiday you book with us is provided to a reasonable standard and as was advertised by us, or as changed and accepted by you. If any part of your holiday is not provided as described, we will pay you compensation, if appropriate, unless this is due to reasons beyond our control. See `Important Note – Events Beyond Our Control'. We have taken all reasonable care to make sure that all the services which make up your holiday advertised by us are provided by efficient and reputable businesses. These businesses should follow local standards. However, overseas safety standards are generally lower than in the UK, for example few hotels yet meet EC fire safety recommendations even in Europe.

7. Personal Injury

If you suffer injury, illness or death directly as a result of the services provided as part of your holiday, we may make a payment to you. We will not make any payment if your injury, illness or death was caused by an event or circumstances which the person who caused it could not have predicted or avoided even if they had taken all necessary and due care. We will not make any payment if your illness, injury or death was your own fault. If we do make a payment, it will be similar to one you would receive under English law in an English court.

We will make such payments for injury, illness or death on the basis you are expected to accept

1. You must tell us and the supplier involved about your injury or illness and complete a report form while you are in the resort - see section 13. You should also write to our After Travel Customer Support at the address given in our A-Z Guide (www.tui.co.uk/a-zguide) about your claim within 3 months of coming home from your holiday to allow us to investigate it properly and co-operate with us so as to enable us to carry out such investigation. Please include a letter about your injury or illness from your doctor.
2. You should transfer to us any rights you have against the supplier or any other person.
3. You should co-operate fully with us if we or our insurers want to enforce those rights.
4. Any payments we make may be limited in accordance with international conventions.

We ask you to transfer your rights to us so that we can claim back from suppliers any payments we make to you, plus any legal or other costs. We will not make a profit from this. If we get back from the supplier more than we have paid you plus these costs, we will give the extra money to you.

Where you or someone on your holiday is in difficulty, we will give you appropriate assistance without undue delay by:

1. providing appropriate information on health services, local authorities and consular assistance; and,
2. assisting you to make distance communications and helping you find alternative travel arrangements.

We reserve the right to charge a fee for such assistance if the difficulty is cause intentionally by you or through your negligence, but any fee charged will be reasonable and will not exceed the actual costs we incur.

If you or someone on your holiday booking is injured, falls ill or dies while taking part in an activity which is not part of the holiday, or you need to incur unpredictable extra expenses for which we are not liable because the event is beyond our control - see `Important Note – Events Beyond Our Control' - we will, where appropriate and subject to our discretion, try to help if we can. We may help everyone on your holiday booking up to a total cost to us of £5,000 provided the following conditions are met.

1. You must ask us for help within three months of coming back from holiday.
2. You must make a claim under your insurance policy's legal expenses or other appropriate section. You must show us proof that your insurance company has received your claim and, if you get back the cost of legal or other expenses, you must repay us any money we have spent in helping you.

8. Excursions

From time to time we may introduce you to reputable third party suppliers of excursions or other leisure services. If you choose to enter into a contract for the provision of excursions or other leisure services, your contract will be with that supplier directly and we act only in the capacity of an agent, and therefore would have no liability for the proper performance of that contract. The terms and conditions in this "Our Agreement With You" will not apply to any contract for the provision of excursions or other leisure services.

Your Agreement With Us

9. Your Contract

By asking us or your travel agent to confirm your booking, you are accepting on behalf of all persons travelling on this booking that the terms of this Agreement, which incorporate the information, restrictions and obligations set out in our A-Z Guide, and the conditions of any terms and conditions of carriage – see Conditions of Your Ticket – constitute the entire agreement between us with regard to your booking and your travel arrangements. You also consent to our processing personal information about you and other members of your party. Where the context permits, reference to "you" and "your" will include you and all persons travelling on this booking. Your contract with us shall be governed by and construed in accordance with the law of England and Wales. You agree to submit to the exclusive jurisdiction of the courts of England and Wales over any claim or matter arising under or in connection with your contract with us. You may however choose to submit to the law and jurisdiction of Scotland or Northern Ireland if you are resident in either of these jurisdictions but not to any other law and/or jurisdiction.

It is a condition of booking that you and all members of your party provide certain information that may be sent to governmental authorities and border control and security agencies for the purpose of security and counter terrorism. This is known as Advanced Passenger Information, sometimes known as APIS. In the US this may be referred to as Secure Flight and applies for flights to and from the US plus certain flights that overfly the US. The information you must provide will include, but not be limited to, full name - as shown in your passport or travel document, gender, date of birth, travel document type, number, country of issue and expiry date, and for travel to the United States, your country of residence and the address for your first night's stay. You must provide this information to the airline between 6 months and 24 hours before departure, or between 6 months and 3 days before departure if you're going to the United States, Mexico or Jamaica. For TUI Airways flights you can do this by visiting http://eapi.tui.co.uk or by calling 0203 451 2706. Calls from UK landlines cost the standard rate, but from mobiles may be higher. Check with your network provider.

It is your responsibility to comply with all passport, visa and other immigration requirements. Your passport and travel documents must be intact; you may be refused travel if they are damaged or have been tampered with. We do not accept any responsibility if you cannot travel because you have not complied with these requirements.

10. Paying For Your Travel Arrangements

You will be required to pay a deposit to us for each person when you book unless this is within 12 weeks of departure when the full amount for the booking is payable. The deposit amount will be specified by us or your travel agent when your booking is made. If it is not specified then it will be the amount that we ask you to pay when you book, even if this is 100% of the holiday price. If you pay less than the deposit under a low deposit booking scheme, then this is only part of the deposit referred to in this paragraph. The remaining deposit will be due on cancellation or date specified at time of booking or on your confirmation invoice. Please note your booking deposit may be increased or there may be a charge payable for some accommodation, holidays or flight bookings where it is necessary to secure specific facilities with full payment at the time of booking e.g. weddings, coach touring and specific types of airline tickets. Once confirmed, the booking deposit, additional charges paid and insurance premiums will not be refunded in the event of cancellation except in the circumstances specified in Sections 2, 3 or 4 or as otherwise required by law. This is your only commitment until 12 weeks before you go. Within 2 weeks of booking, we will send you a Confirmation Invoice showing how much you owe us. You must pay the amount on the last Invoice issued by us at least 12 weeks before you go on holiday. If you don't, we reserve the right to treat your booking as cancelled and to charge you a cancellation charge up to 100% of the total on that last invoice, in accordance with section 12.

If you pay money for your booking to a travel agent appointed by us, they will hold that money as our agent from the time they receive it until they pay the money to us. Telephone bookings may incur an additional charge, check at time of booking. We do not accept personal cheques, only building society and bankers' drafts will be accepted.

If you pay by direct debit we will provide you with a confirmation setting out the payment amounts and due dates by which these payments will be made by you. The full payment will be required by 14 weeks before you go on holiday. In the event of two failed attempts to collect any direct debit payment we will cancel the direct debit mandate and you will be required to make payment by another method as detailed above.

11. If You Change Your Booking

1. You must ensure all names and details are entered correctly at the time of booking. You will receive an invoice once your booking is confirmed and must contact us straight away if there is something that you need to correct, or if you don't receive an invoice within 7 days of confirming your booking.
2. Subject to Section 11.4, you may transfer your booking to another person providing the following conditions are met:
   - You provide us with at least 7 days notice, and authorise the change in writing (which includes email)
   - The new lead passenger accepts the transfer and the terms of Our Agreement
   - That person complies with the terms of the existing booking
   - That person has valid holiday insurance – you cannot transfer your holiday insurance to the new lead passenger.

   We'll charge amendment fees to change a name on a booking outside 14 days to departure; these will be added to the new invoice. The new lead passenger, and you should they fail to pay, will be responsible for the payment of any balance due on that new invoice.
3. We charge an 'Amendment Fee' for each detail of your booking we allow you to change, see guide to our amendment fees table below. Please note that more major changes, including but not limited to, travelling later than planned, changes which lower the basic price of your holiday, and changes which result in your holiday ceasing to be a Package Holiday will be treated as a cancellation and incur the appropriate charges in line with Section 12.
4. Certain airlines and other transport providers treat changes as a cancellation and charge accordingly, up to 100% of the cost for that part of the arrangement. Where applicable these charges will be passed on to you.
5. When changing your holiday details, the price of your new travel arrangements will be based on the price that applies on the day you make the change. These prices may not be the same as when you first made your booking.
   Some accommodation is priced according to the number of people staying there. If your party size changes, we'll recalculate your booking cost based on the new number of people going. If fewer people share the accommodation, then the cost per person may go up. This extra cost isn't a cancellation charge, and it isn't normally covered by insurance.
6. Some arrangements cannot be removed once they have been added to your booking. These include: transfers, flight options, children's activities, accommodation options such as room/board upgrades and late checkout rooms. Certain extras, such as excursions, theme park tickets and airport extras may be non-refundable. We will make this clear when you book those arrangements, please check with us if you are unsure at the time of booking. A £50 per booking charge will be applied if you cancel car hire insurance more than 14 days after the initial holiday booking.

Guide To Our Amendment Fees

Change	Days left to Departure		
Changes	**29+**	**28-15**	**14-0**
To change a name, passenger or passenger type	£25 per person		
To change accommodation, flight time, airport, duration and/or to travel earlier than planned*	£50 per person	90% of original cost	100% of original cost
To travel later than planned	Cancellation charges apply - see section 12		

* please note there won't be any reduction in the price you pay, even if your new travel arrangements are cheaper than the original booking.

12. If You Cancel Your Booking

If you want to cancel your booking, or part of it, you must contact us as soon as possible. If you have made your booking through a Travel Agency, your agent must advise us of your request to cancel. Once your booking has been cancelled you can expect to receive a cancellation invoice within 14 days. If you don't please contact us. To cover the cost of processing your cancellation, and to compensate us for the risk that we may not be able to resell your travel arrangements, we'll make a cancellation charge on the scale shown below. You are responsible for paying this charge.

Your deposit is non-refundable, even if the cancellation charge calculated is lower than the deposit amount paid. Where extra facilities or transport options, see Sections 10 and 11.4, are non-refundable, in part or in full, the cost of these will be added to the cancellation charge you have to pay.

If you booked using a Low Deposit Offer, the full deposit amount stated on your confirmation invoice will need to be paid upon cancellation.

The cancellation charge may be higher for certain travel arrangements, such as coach tours or scheduled airfares. Please ask for details of cancellation charges when you book and check your insurance policy to see if you'd be covered for the cost of any cancellation charges.

Guide To Our Cancellation Charges

These charges are based on how many days before your booked departure we receive your cancellation notice, and are a percentage of the total cost of your booking, not including your insurance premium. If you want to cancel one or more passengers on the booking you'll have to pay a proportion of the applicable cancellation charge for those passengers.

Period before departure when notice of cancellation is received	% of total booking 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%

13. If You Have A Complaint

You must inform us without undue delay, taking into account the circumstances of the case, of any lack of conformity which you perceive during the performance of the travel services included in the package travel contract. If you have a complaint whilst away, you must immediately notify the supplier of the service in question (e.g. your hotelier) and our resort representative and complete a report form whilst in resort. If they are unable to resolve the problem, or a member of our staff is not available, you should contact us straight away by phone/fax/email and we will endeavour to assist. If you are still not satisfied on your return home, you must write to our After Travel Customer Support at the address given in our A-Z Guide, within 28 days of returning from your holiday to allow your complaint to be investigated properly. Please write your holiday reference number on your letter, and include all relevant information, as well as your daytime and evening telephone numbers. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

14. Online Check-in

You can check in online prior to departure if your flight is provided by TUI Airways. When checking in online you will be required to provide your advanced passenger information. 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.

15. Your Conduct

We reserve the right to refuse to accept you as a customer or continue dealing with you if we, or another person in authority, believe your behaviour is disruptive, causes unnecessary inconvenience, is threatening or abusive, you damage property, you upset, annoy, disturb, or put any other traveller or our staff or agents in the UK or resort in any risk or danger, on the telephone, in writing or in person. If the Captain of your flight or cruise ship or any of our resort staff or agents believes that you could be disruptive or that you are suffering from a contagious disease, they can also refuse to let you proceed with your travel arrangements, restrict your movements on board, disembark you from a ship or aircraft, or remove you from your accommodation or excursion. If you are disruptive and prevented from boarding your outbound flight in the UK, we will treat your booking as cancelled by you from that moment, and you will have to pay full cancellation charges (see section 12). If this occurs overseas then you will become responsible for your own return home and any other members of group who cannot or will not travel without you. We will not be liable for any refund, or compensation or any costs or expenses you incur. If you are refused carriage because of your behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and date of the refusal of carriage to other airlines for their information. This in turn may make it difficult for you to book other airline tickets. In any of these circumstances no refunds or compensation will be paid to you. As a result of your behaviour during any stage of your holiday including on an aircraft, transfer, in any accommodation, cruise or excursion, we reserve the right to make a claim against you for any damages, costs and expenses (including legal expenses) incurred as a result, including but not limited to (i) cleaning, repairing or replacing property lost, damaged or destroyed by you, (ii) compensating any passenger, crew, staff or agent affected by your actions and (iii) diverting the aircraft or cruise for the purpose of removing you . Criminal proceedings may also be instigated. For the purposes of this section reference to "you" or "your" includes any other person in your party.

16. Your Accommodation

Any accommodation we arrange for you must only be used by those people named on your Confirmation Invoice, or on latest Amendment Invoice issued. You are not allowed to share the accommodation or let anyone else stay there. You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally.

17. The Conditions Of Your Ticket

When you travel by air or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention or Athens Convention. You agree that the transport company's own 'Conditions of Carriage' will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as with the transport company. You can ask us or the travel agent booking your holiday to provide you with a copy of any of the conditions applicable to your journey. The airline's terms and conditions are available on request and the cruise conditions of carriage are available at www.tui.co.uk/cruise. We will tell you the identity of the air carrier when you book with us and if it is not known at that time or subsequently changes we will inform you as soon as possible and no later than at check-in.

18. Contacting You

If you book via our website or have opted in other circumstances for us to contact you via e-mail, we will communicate with you using the e-mail address you have provided. For example, to provide your e-confirmation, e-ticket, e-cancellation, etc. We will assume that your e-mail address is correct and that you understand the risks associated with using this form of communication. You may still have to contact us via our call centre or in writing as required in our terms and conditions.

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

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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.

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