

TRADE PARTNER ROUND UP



27th June 2025

Version 79

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It's almost time...

Winter 2026 holidays land on
3rd July.

The full programme is launching on 3rd July with over 50 destinations and 2000 hotels, with more free kids places available than ever before for a Winter launch!

Not forgetting Weddings and Groups, We have new wedding destinations to choose from!

***See full launch pack for full details and exclusive code for wedding guests!**



W26 Marella Cruises Launch

MARELLA
CRUISES

Key Launch Messages

- Marella Discovery 2 and Marella Explorer 2 will both be adults only for W26
- Brand NEW themed cruise
- Malaga returns as a home port in April 2027, replacing Cyprus
- 5 returning ports of call, Tangier, Tunis, Vigo, Porto and Lisbon
- 62 ports of call including 6 homeports
- Shorted cruises available for new to cruise customers
- 162 Cruise & Stay hotels across six destinations
- Flying from 13 regional airports
- Overnight onboard stay in port for Funchal and Willemstad
- Marella Explorer in Maderia for New Year's Eve fireworks display

[Click Here for the](#)
[W26 Marella Launch Webinar](#)

To access the Marella Microsite, **[click here](#)**
using the password: MarellaW26





Agent Updates

Key Information



Name Change Policy & TUI Flex

Update to our Name Change Policy - TUI Packages

We can NOT change the names of all passengers on a TUI Package holiday booking. This must be treated as a cancellation under normal Terms and Conditions (incurring cancellation fees), with the new passengers being booked under a brand new Booking Reference.

Also under no circumstances may an unnamed guest replace a guest who does not show up in resort, hotel rooms are allocated only for individuals name on the original booking. If a different person travels instead, they will be required to pay the hotel directly, as the original guest will be marked as a “no show”. It is essential TUI has an accurate record of all guests especially in the case of emergency.

Update to our TUI Flex - TUI Packages

We want to sincerely apologise that TUI Flex is unavailable on agent hybrid for trade partners. This is due to the content not updating on the booking platform and we are currently working on a fix to reactivate this. Due to the small agent uptake on Flex, we know this has a minimal impact on new sales.

A new set up on flex is now being developed and we will communicate to trade partners once this goes live.





Agent Updates

Holiday Vouchers



Existing Paper Vouchers

Holiday vouchers can be used on bookings made by our Trade Partners. Please ensure that the voucher is posted to the Wigmore House address, as detailed on the back of the voucher. We advise that this is sent, recorded delivery and a copy of both the front and back of the voucher is kept for your records.

The voucher will NOT appear on the agent or customer invoice. It will only appear on your agent statement once the balance is due. If a voucher has been applied and then the booking has been cancelled please contact the After Travel team who will be able to reissue the voucher. Please ensure you check the terms and conditions of the voucher before sending and you post to the correct address at Wigmore House, Luton. For voucher queries, please contact Agentremits@tui.co.uk

New Digital Vouchers

The Digital Vouchers can be redeemed in the Hybris bookflow using the Holiday Voucher code box. Any vouchers that need applying to Crystal bookings need to be sent to redemvoucher@tui.co.uk where the voucher team will apply them to the booking. The voucher is now a promo code, rather than a payment method. It can be used towards deposit or amendment/cancellation fees. This means the voucher WILL show on the agent of customer invoice.

The voucher should be used in full at the time of redemption, if the holiday cost is lower than the voucher amount it will need to be applied manually by emailing redemvoucher@tui.co.uk. A new voucher for the remaining amount will not be issued.



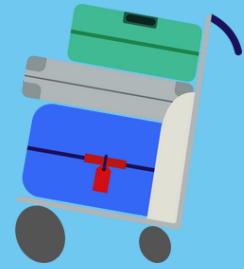


Agent Updates

Sun Express Flights



Sun Express FAQ for agents



How can I check in for my Sun Express Flight?

You can check in for your Sun Express through their [Online Check-in portal](#). Anyone not checking in online or purchasing airport check-in through manage my booking will be charged a fee.

If you'd like to add extras or airport check-in to your booking please use this link to [manage your booking](#).

What do I do if I receive an error when checking in for my Sun Express Flight?

We're sorry you've received an error when checking in for your flight with Sun Express, in order to check-in free of charge at the airport you'll need to give them a call on 0208 157 9797 - they'll then record that you've called and confirmed an error, to allow free check in for your booking number and ensure you're not charged at the airport. If you need to contact Sun Express from Turkey, the telephone number is +90 444 0797.

I've had problems with check in for Sun Express and wasn't able to check-in online for my TUI Holiday - I was charged at the airport, what happens now?

We're sorry you've been unable to check in online and were charged at the airport – we'll refund this for you, please see your resort rep or contact us after travel.

The TUI app states that online check in is not available for my Sun Express flight, it directed me to the airport check-in where I was charged, what happens now?

We're sorry our TUI app directed you to check-in at the airport, and you were charged for this, – we'll refund this for you, please see your resort rep or contact us after travel.



SunExpress

Adult only sailings

MARELLA
CRUISES

We are pleased to announce that the Marella Discovery ship will be adults only for summer 2026 and based in the port of Limassol, Cyprus.

For Summer 2025 we can offer the below sailing exclusively for adults only. These sailings are highlighted with the 17+ Adults Only icon within the bookflow

- Marella Explorer 2 Summer 2025 from Dubrovnik
- Marella Explorer 2 Winter 2025 from Gran Canaria and Tenerife
- Marella Discovery Summer 2026 from Limassol
- Marella Explorer 2 Summer 2026 from Dubrovnik
- Transatlantic sailing
- Selected repositionals





Agent Updates

New UK Airport Routes



**Newquay & Glasgow Prestwick
Airports are now live with 3rd Party
Flying!**

**Including Mainland Spain, Portugal and
Italy in time for this summer!**

**This will allow your customers more
flexibility and choice from their local
airport - Check out agent hybris to
search availability!**



**NEW
ROUTES!**

TUI Winter Webinar Series - July 25

Get ready for our exciting lineup of winter webinars this July! Join us for these informative sessions to boost your winter product knowledge:

What's Coming Up:

- **W26 Launch Programme** - A quick 30-minute overview of our exciting new winter programme launching July 3rd.
- **Crystal Ski** - Featuring guest speaker Dave Smith, who'll share expert insights on our ski offerings.
- **Magical Lapland** - Discover the wonder of Lapland with TUI.
- **City Breaks** - Featuring our spectacular Christmas Markets.
- **Winter Long-haul** - Special guest Maria from RIU Hotels will showcase their stunning properties in Mexico and the Caribbean.

Each webinar is designed to equip you with the knowledge to help your customers find their perfect winter escape. Whether you're interested in one specific topic or want to attend the full series, registration is simple.



Upcoming Webinars

W26 Launch Webinar, Tuesday 1st July - 10AM - 30 mins

<https://forms.office.com/e/1nWzA6kUBm>

Crystal Ski with guest speaker, 4th July - 10am - 1hr

<https://forms.office.com/e/GmtxfDaKY8>

Lapland with TUI, 7th July - 10AM - 30mins

<https://forms.office.com/e/mLUjEsN02W>

TUI City Breaks & Christmas Markets, 10th July - 10AM - 1hr

<https://forms.office.com/e/nfnNHOFUfh>

TUI Winter Long-haul featuring RIU Hotels, 24th July - 10AM - 1hr

<https://forms.office.com/e/33VaFLxOXy>

More webinars coming soon.....





CRYSTAL
— SKI HOLIDAYS —

JOIN US FOR THE:

LONDON SOUTHEND AIRPORT x CRYSTAL SKI HOLIDAYS: ROADSHOW

Tuesday 15th July 2025

Location:
London Southend Jet Centre,
London Southend Airport
Southend-on-Sea, Essex, SS2 6YH

PROGRAMME OF EVENTS*

09:30 – 10:00: Tea & Coffee on arrival

10:00 – 11:00: Crystal Ski Holidays: Back 2 Basics

11:00 – 11:15: Break

11:15 – 12:45: Crystal Ski Holidays: Choosing the right resort?

12:45 – 13:30: Lunch

13:30 – 15:00: Airport tour

LIMITED SPACES AVAILABLE

Interested?

Email trade.relations@tui.co.uk

Include your full name, ABTA number & agency/cosortia name

*Approximate timings - subject to change



WIN a place on the RIU VIP Top Sellers trip!

After the HUGE success of the TUI RIU Top sellers trip to Cape Verde in March 2025, The RIU VIP Top Sellers trip is back for this year!

All 2025 RIU bookings staying between 1st May and 31st December that you register in your RIU Partner Club account will count towards your chance to win a place on our fantastic winners trip in Spring 2026 - The destination will be revealed later in the year.....

How does it work?

Bookings already registered in your RIU Partner Club account will count but there are lots of opportunities to move into a winners spot by booking and registering even more RIU sales.

Not a RIU PartnerClub Member?

Not a problem! Sign up and start registering all your RIU bookings! You can even go through bookings you have made and enter those if they haven't travelled yet! So everyone has a chance to bag a spot on this fantastic trip!

Please full T&C's from previous communication





Newcastle International
Your Airport

TUI! TAKE ME TO MEXICO!

We are giving away a 7 night holiday to Mexico in collaboration with Karisma Hotels and Resorts for 2! Flying with TUI and staying at the 5* Luxury All Inclusive Margaritaville Island Reserve Riviera Maya!

So what do you need to do?

Make a booking flying from Newcastle to Cancun travelling on 16th March or the 13th April 2026 to be able to enter to win! If you make a booking and its staying in a Margaritaville hotel you will get triple entries! Simply fill in this short form and the more you enter the more chances you get!

<https://forms.office.com/e/hgn8qZpcVs>