

## General Suitability- Clarification table

TUI UK&I General Suitability/ Non-suitability for customers with reduced mobility				
Travel Product	What does TUI's website say about the suitability of this travel product?	Why?	What does this mean for me?	What does "not generally suitable" mean for this travel product?
<b>Flight</b>	All flights are generally suitable for passengers with reduced mobility	<p>All flights departing from the EU must comply with EU1107/2006. This means that, as a minimum, airlines must provide, on request:</p> <ul style="list-style-type: none"> <li>• free carriage of 2 pieces of mobility equipment</li> <li>• free carriage of medical equipment</li> <li>• help arranging suitable seating, next to a travelling companion if needed</li> <li>• Assistance in moving to the on-board toilet, if required</li> <li>• Carriage of assistance and guide dogs in the cabin is permitted, subject to national regulations and requirements.</li> </ul>	<p>Provision of general suitability on a TUI Airways flight, or any other EU carrier, is subject to advance notification of at least 48 hours before scheduled departure.</p>	<p>The airline you have selected does not comply with EU1107/2006</p>

## General Suitability- Clarification table

<b>Transfers</b>	Transfers included in your holiday package may not be suitable for customers with reduced mobility	Coaches will have steps, while taxis or hire cars are standard vehicles. Some destinations will not allow mobility aids or equipment in the transfer coach.	Some destinations may have generally suitable alternatives to standard transfers, on request. These may include minibuses and/or wheelchair accessible vehicles. To check which destinations have these, please contact Customer Welfare before booking.	The transfer selected is not suitable for those with certain accessibility requirements
------------------	--	---	--	---

**General Suitability- Clarification table**

<p><b>Accommodation</b></p>	<ul style="list-style-type: none"> <li>• This accommodation is generally suitable for those with reduced mobility Or</li> <li>• We're looking into whether this accommodation is generally suitable for those with reduced mobility Or</li> <li>• This accommodation is generally unsuitable for those with reduced mobility</li> </ul>	<p>Each accommodation is different, so TUI is assessing each one to specify its suitability status. Some accommodations are still yet to be assessed for suitability, but we are working hard to assess all TUI accommodations and the status of each will be updated in due course.</p>	<p>A generally suitable accommodation will have: adapted rooms on request, step-free access throughout the main areas of the hotel and a description of the means of entry to the pool (if there is one). In addition, it may have step free access throughout the surrounding areas. Generally suitable properties will have precise information of their suitability available via the Customer Welfare Team. Provision of a generally suitable accommodation is subject to the customer having informed TUI of their requirements prior to travel</p>	<p>A non-suitable accommodation will not have adapted rooms available, and/or not fulfil the requirement for step-free access throughout the accommodation</p>
-----------------------------	---	--	--	--

## General Suitability- Clarification table

<p><b>Cruise ship</b></p>	<p>This ship is generally suitable for anyone who can walk independently.</p>	<p>Due to the nature of access to our ships and ports of call, TUI can only guarantee general suitability for customers who are able to walk independently, and who are not entirely reliant on their mobility aids. In ports where the gangways are flat and it's safe to do so, passengers with a mobility aid may disembark the ship. However, this is not guaranteed. It depends upon conditions generally outside of TUI's control, such as sea level, weather conditions, distance from the port, and other</p>	<p>A generally suitable cruise ship will feature adapted cabins on request and general step free access throughout the ship. Precise information on suitability is available from the Customer Welfare Team.</p> <p>Provision of a generally suitable Marella Cruise experience is subject to the customer having informed TUI of their requirements prior to travel</p>	<p>A non-suitable cruise ship will not have adapted cabins available and/or not have step free access on-board.</p>
<p><b>Cruise Itinerary</b></p>	<p>This itinerary is generally suitable for those who can walk independently.</p>	<p>Due to the nature of access to our ships and ports of call, TUI can only guarantee general suitability for customers who are able to walk independently, and who are not entirely reliant on their mobility aids. In ports where the gangways are flat and it's safe to do so, passengers with a mobility aid may disembark the ship. However, this is not guaranteed. It depends upon conditions generally outside of TUI's control, such as sea level, weather conditions, distance from the port, and other</p>	<p>A generally suitable itinerary will feature ports of call that can be accessed by passengers with reduced mobility that can walk independently. Precise information on suitability of each port is available from the Marella Cruise Operations Team.</p>	<p>All itineraries will be considered suitable for those who can walk independently. Precise information on suitability is available from the Marella Cruise Operations Team.</p>

## General Suitability- Clarification table

<b>Excursions</b>	This excursion may not be suitable for those with reduced mobility.	TUI cannot guarantee that the transport, venue and facilities of all excursions will be generally suitable for customers with reduced mobility.	We strongly recommend speaking to our specialist Customer Welfare Team if you have any queries or concerns about the accessibility, or general suitability, of a product offered by TUI. Our team will be able to expand on the definition and request some more information from you, or from our suppliers, if needed to service your needs.	TUI cannot guarantee that the transport, venue and facilities of all excursions will be generally suitable for customers with reduced mobility.
-------------------	---	---	--	---