



THE OPINIONS OF OUR GUESTS ARE IMPORTANT!

To be able to measure the satisfaction of our German, Austrian and Swiss guests with our hotels in the future, it is important to motivate as many guests as possible to take part in the TUI guest survey online. We need your support to achieve this.

Please help to make our guests aware of the online survey.

THERE ARE FOUR WAYS IN WHICH OUR GUESTS CAN TAKE PART IN THE ONLINE SURVEY:

- At the end of the holiday our service portal meine TUI sends the guest a mail with a direct link to the online survey. You can go to the meine TUI website and simply click, if signed on, on Guest survey.
- After their holiday, guests can use the access code indicated in their holiday confirmation or in their holiday schedule to log into www.TUI-befragung.de (the TUI survey website).
- If guests – when booking – explicitly selected printed travel documents, they can find the personal access in the printed documentation.
- If guests booked through tui.com, when the holiday is over they are sent a mail with a link that takes them directly to the survey page.

PORTALS THROUGH WHICH GUESTS CAN ACCESS THE SURVEY:

| Tour operator/brand | The guest is registered with the portal | The guest can participate directly using his code |
|---------------------|--|--|
| TUI | www.meine-TUI.de/.at/.ch | www.TUI-befragung.de/.ch |
| 1-2-FLY | www.mein-12fly.de/.at/.ch | www.1-2-FLY-befragung.de/.ch |
| TUI MAGIC LIFE | www.meine-TUI.de/.at/.ch | www.MAGICLIFE-befragung.de |
| ROBINSON CLUB | www.mein-robinson.com | www.ROBINSON-befragung.de/.ch |
| airtours | www.mein-airtours.de/.at/.ch | www.airtours-befragung.de |
| GULET | www.meine-tui.at | www.GULET-befragung.at |

HOW TO MOTIVATE YOUR GUESTS:

At www.tui-quality.net, where we also provide you with the results for your hotel from the TUI guest survey, you can find a sample letter for downloading under Information, Important downloads.

At the bottom, please fill in the name of your hotel and of the director, adding his digitised signature. Place the letter in the room shortly before the guest departs, or hand it over to the guest when he checks out. The more guests from your hotel that take part in the TUI guest survey, the greater your chance of winning a TUI Holly or TUI Top Quality!

If a guest cannot find his access code, he can send an email request to gaestebefragung@tui.de, providing his email address and transaction number.

If a number of people holidayed together at your hotel, all accompanying guests older than 14 years of age can take part in the guest survey. To this end it is only necessary to put the email address of the accompanying persons at the end of the online survey.

