

Company Description

The TUI Group (TUI AG) is an international tourism group, mainly operating in Europe and North America with their headquarters located in Hanover and Berlin. The company has services in the entire tourism value chain including flights, accommodation, tours, cruises and leisure activities.

Entity relationships

TUI registers their guests, who can purchase either standalone, or packages including multiple of the holiday services that TUI offers. Holiday services include car-rental, flights, transfers, (sport) activities and accommodations (either in a hotel or on a cruise ship). All of these holiday services are bound to one or multiple specific locations. In addition, they are operated either in-house or by subcontractors.

A guest can choose to purchase travel insurance, but is required to purchase a car-insurance if they rent a car. Accommodations generally have multiple facilities, such as; WiFi, a pool, bicycle rental, a nearby beach, suitability for children, easy to access public transport, etc.

Flights and aircraft types are registered to make travelling easier for guests. Aircrafts have a certain plane type and flight details. Because the aircrafts are chartered, additional information such as maintenance and ownership are not considered. Transfers from the airport or harbor to the accommodation (and vice-versa) are possible. TUI does not own in-house cruise-ships, but instead cruise services are operated by external cruise-liners.

Guests can book various leisure activities at (or closeby to) their destination, in different categories (e.g., sports, museums, guided walks). TUI-employed staff is always allocated to a certain department.