



Questions and answers for the active week for Team Fun & Fair

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General questions

By when do I have to decide?

From 27 July 2020, you have the possibility to inform us about your choice via www.aktivwoche.com, stating the number of the active week trip from 2020. Those who have not decided by 15.08.2020 will automatically receive a voucher for their payment.

Which options do I have?

- 1) Rebooking to the new date of active week 21 (08-15.10 Team Fun/Fair) 15-22.10 Team Hain/Merkel)
- 2) Credit balance on the payment made to TUI Deutschland
- 3) Rebooking free of charge for the same or higher price
- 4) Rebooking against fee to a more favourable travel price
- 5) Cancellation of the trip for a fee as per TUI General Terms and Conditions

What happens to my payment made so far?

It depends on what you decide! In case of rebooking, the advance payment made from the existing booking will be fully offset against the new trip. In case of a credit decision, the payment made will be credited in full as a voucher.

Is my payment also secured in 2021 if I rebook?

Yes, when rebooking, the travel package law according to BGB § 585 applies. All package tours are sufficiently and fully insured with TUI.

If I decide on a credit balance, is it covered?

Yes, strategically and operationally we are a solid and healthy company. We were economically successful before the crisis and will be again after the crisis. Our business model is intact and we have over 21 million loyal customers. We have a team that is unmatched in our industry. We have great products. The commitment of the KfW bridging loan of EUR 1.8 billion is another important step for us to successfully bridge the current exceptional situation. We have been crisis-tested and this is now benefiting us. You as our customer can continue to count on us.

Can I cancel free of charge?

The trip can only be cancelled for a fee according to the TUI General Terms and Conditions.



Where can I find my booking or transaction number?

You will find the transaction number at the top of the confirmation you received with your booking.

TUI Deutschland GmbH Karl-Wiechert-Allee 23 DE - 30625 Hannover			Bestätigung/Rechnung 16:08 Uhr Nr. 2044436657/15 Seite 1 von 3		
Änderung		Vorgang* 44436657	Reise-/Versich.beginn* 21.07.2020	Expedient 0001	Agentur* 018196

Will the hotel be open for private travel during this time?

The resort would have closed on 09.10.20 and has extended opening hours especially for your groups. Due to the cancellation on the part of the active week, the hotel will stop operating for this season by 09.10.20 at the latest.

What is meant by individual solutions?

Individual solutions are usually complicated questions that we have to answer individually. We therefore ask you to enter the questions in the note field in our booking form. We will try to answer you as soon as possible.

Is the balance due this year?

No, the balance is due 31 days before the new travel date.

Is there a free of charge rule for the TUI Card?

No, the TUI Card is a credit card with the service of a travel cancellation insurance according to its own terms and conditions. These can be found at www.tui-card.de (Corona is not insured).

I have taken out a normal travel cancellation insurance, what happens to it?

Yes, if you transfer your trip, there are no costs and the insurance is automatically covered. When you decide to take out a TUI travel credit, the price of the insurance is automatically included in the credit. If you cancel your trip, the insurance will be cancelled with costs.

Questions about rebooking to the 2021 activity week

Why are the availabilities limited?

Due to the Corona crisis, flight and hotel capacities have been reduced considerably. This also affects TUIfly, which provides the flights for our Group.

How can I secure a place on the 2021 Active Week?

First come, first served, be the first and your seat is guaranteed.

What happens if there are no more seats available?

The booking is made on a first come, first served basis. We collect the overages and if we have no capacity left, the deposit will automatically be credited to your customer number.

How does the rebooking to the 2021 activity week take place, or what do I have to do?

You will receive all information about the rebooking via LINK on Whats App and as a newsletter. Here you have the choice between the above mentioned possibilities. If you decide to rebook for the 2021 Active Week, simply fill out the rebooking form. Please have your booking number ready for our rebooking form. The rebooking of your trip will then automatically be done at the same conditions as from your booking of the Active Week 2020 (same airport, room category, price, occupancy etc.)

When will I receive my booking confirmation for Active Week 21?

We are working as usual with high pressure and the group is our highest priority. Therefore it is our goal to inform you personally until 30.09.2020 with the new booking confirmation.



Can someone book for 2021 who was not there in 2020?

Yes of course. Of course we are happy for every new booking for 2021. At daily updated prices we are happy to book new participants for next year's activity week starting 01.10.20.

I have booked 2 weeks, can I reduce to the core week for 2021?

Yes, we can change the booking. In this case we can reduce the trip to 1 week, subject to availability, for a rebooking fee of € 50,-/person according to the terms and conditions.

I have booked 1 week, can I extend it?

Yes, we can change the booking. In this case, we can extend the trip to 2 weeks without a rebooking fee, subject to availability. In this case there is no rebooking fee of € 50,- per person.

My child will be 15 years old next year, what happens to the fixed child price?

In this case the price for the child will change. Children from 15 years of age pay the adult price. In this case, the seminar fees are also charged in full.

My child will be 2 years old next year, what do I have to consider (costs)?

In this case the price for the infant changes to the children's fixed price of € 499,- Seminar fees are only due from the age of 15 years.

Can I change my rebooking regarding name, airport or room?

Yes, changes can be made free of charge even after rebooking. We have suspended the fee for name changes and extend it until 31.05.2021.

What happens to my desired room?

The desired room and the fee of € 25 will continue to be paid and are for the good of the group, thus we also prevent an increase in seminar costs.

Will all 4 Grecotels be open?

Yes, the plan is to keep all 4 hotels open next year. The Ilia Palms will be completely renovated, there will be new pool facilities and much more. GRECOTEL continues to invest a lot of money in the maintenance and upgrading of the facilities despite the Corona crisis.

What happens if the situation regarding Covid 19 and its measures does not change?

TUI Deutschland strictly adheres to the consumer-friendly guidelines of the German government and we are in close contact with the German Foreign Office. In the case of an official travel warning, the right to cancel free of charge currently applies. This will also apply next year.

What will happen if there is a compulsory vaccination?

Currently there is no compulsory vaccination. This is also not to be expected with the current state of knowledge. Nevertheless, safety is paramount. Should the legal situation change, we are obliged to inform you and act in the interest of the consumer.

How am I covered if an official travel warning is issued?

If the German Foreign Office issues an official travel warning, TUI Deutschland will automatically make cancellations free of charge and will refund the amount or credit it to your account. TUI ensures continuity in customer money protection for package tours. To this end, the tourism group increased the own funds of the long-standing insurer DRS in April 20. DRS (Deutscher Reisepreis-Sicherungsverein VVaG) has been the insurer of tour operator TUI Deutschland and all other TUI tour operators in Germany since its foundation in 1994. It provides the customer with the statutory insurance cover for the sale of travel. You will receive the insurance certificate from DRS.



[I cannot commit myself yet because I have not yet been approved for a holiday?](#)

Here you have several possibilities:

- 1) You can rebook the Active Week to the next year and use the option of a free name change to secure the travel price in advance.
- 2) You can choose the travel credit and book a new trip at a later date. The travel credit will then be credited to the new trip.
- 3) You can decide to change your booking (different hotel, destination, time period, etc.) and the deposit will be credited to your account in full.

[Can I cancel or add participants within the rebooking?](#)

A partial cancellation within the rebooking is not possible. In this case, we recommend the credit solution and rebooking at daily rates (which we estimate will be higher than 2020). Adding New Participants is also to be treated as a new booking, only the change fees are omitted here, therefore we recommend here to regard the person who wants to travel as a completely new transaction.

[What happens to the benefits of the TUI Card, what about the costs?](#)

TUI Card is an independent company that has provided you with the card free of charge for the year 2020. In order to take advantage of the benefits for the coming year, we recommend that you continue to hold the card for the low annual fee of €79.90. You can find the advantages of the TUI Card [HERE](#)

Questions about the credit (voucher)

[Until when is the TUI travel credit redeemable?](#)

The credit can be redeemed until 31.12.21

[For which trips is the TUI travel credit redeemable?](#)

The credit can be redeemed for all brands of the tour operator TUI Deutschland:

- TUI Germany
- XTUI
- Airtours

Credit cannot be redeemed for TUI Netherland, TUISuisse, TUIfrance, TUIuK, TUI Cruises, TUI holiday homes, TUI Villas, Itur, houseboats/le boat, rail tickets, VERS[4u], flights only, mediated services (such as Center Parcs, Stage-Entertainment) and bookings made via tui-blue.com.

[Can the TUI travel credit be redeemed for several trips?](#)

If the first booking does not use up the full TUI travel credit balance, it can of course be used for further trips.

[Can the TUI travel credit be transferred to other people?](#)

The TUI Travel Credit is assigned to the payer's personal customer number and is not transferable. Of course, the travel credit can vary for a new booking.

[When is it possible to redeem the TUI travel credit balance?](#)

As of now

[Where do I see my TUI travel credit?](#)

The credit balance corresponds to the amount of the deposit. At the same time we will send you a receipt by e-mail with the amount of the credit, the customer number and the booking number.



Where can I redeem the TUI travel credit?

At the travel agency where the original booking was made, i.e. exclusively with us.

How do I redeem the TUI travel credit?

By making a new booking with us at the travel agency.

Can the TUI travel credit be redeemed for the remaining payment of an existing booking?

Yes, the TUI travel credit is automatically applied to outstanding payments of existing bookings.

Can the TUI travel credit be used for several bookings?

If the first booking does not use the TUI travel credit balance to its full extent, it can of course be used for further trips.

Will the seminar costs be reimbursed if the credit balance is used?

The seminar costs are not due until the final payment is made. (In the event of cancellation, these are also due). In the case of the credit solution, it is only the credit balance from the actual amount paid (down payment).

Do the benefits of the TUI Card also apply when the TUI travel credit balance is redeemed?

Yes, if the TUI Card is again entered as the payment method when booking.

For which payment methods can the TUI travel credit be redeemed?

Because the personal TUI travel credit balance is automatically offset against your outstanding travel payment, you must select the payment methods credit card or SEPA direct debit for the new booking.

The payment methods bank transfer is not suitable for clearing the travel credit.

What happens if I do not receive my TUI credit balance by the end of 2021?

If you have not found a trip via TUI by the end of 2021, your TUI travel credit will be automatically transferred back to the payment method specified in the booking

Questions about rebooking to a new trip!

Which trips can I rebook to?

You can rebook the trip to a package tour or hotel only of TUI Deutschland.

You can find trips and hotels on www.tui.com

(Find your trip and send us your new data via the rebooking form, we will then make the rebooking for you)

TIP, select the tour operator TUI Deutschland at www.tui.com

Not transferable to TUI Netherland, TUISuisse, TUIfrance, TUIuK, Airtours, XTUI, TUI Cruises, TUI Holiday Homes, TUI Villas, Itur, Houseboats/Le Boat, Rail Tickets, VERS [4u], Flights Only, mediated services (such as Center Parcs, Stage-Entertainment) and bookings made via tui-blue.com.

Up to what period can I rebook?

Unlimited to all bookable products of TUI Deutschland. See www.tui.com

Travel and hotels can be found on www.tui.com

(Find your trip and send us your new data via rebooking form)

TIP, select the tour operator TUI Deutschland at www.tui.com

Where can I get information?

Travel and hotels can be found on www.tui.com



(Find your trip and send us your new data via rebooking form)
TIP, select the tour operator TUI Deutschland at www.tui.com

How do I rebook the trip?

Travel and hotels can be found on www.tui.com
(Find your trip and send us your new data via rebooking form)
TIP, select the tour operator TUI Deutschland at www.tui.com
If you need help, we can advise you for a service fee of 25 € / person

Can you advise me, too?

We are happy to advise you for a service fee of € 25 / person, the settlement will be made when the credit is rebooked or redeemed.
TIP, you want to save money? No problem
Find your trip on www.tui.com and send us your new data via rebooking form.
TIP, select the tour operator TUI Deutschland on the website www.tui.com

Are there any fees for rebooking?

If the travel price remains the same or increases, there are no rebooking fees. If the new tour price is lower, TUI will charge a rebooking fee of 50€ / person. These fees do not include any consulting fee of 25€ / person.

Questions regarding cancellation of the trip

I would like to cancel the trip, what costs will I have to pay?

Cancellation is made according to the TUI Deutschland General Terms and Conditions. The seminar fees and the fees for the requested room will not be refunded.

I have cancelled or changed before, what happens to the fees?

The ABGs of TUI Deutschland apply at the time of cancellation. There can be no subsequent refunds, changes or goodwill.

Questions for participants who have not booked the trip as a package tour.

What do I do if I have booked flights, round trips, hotels, ferries, rental cars etc. separately?

We are not liable for services booked by third parties. Please contact us if you have booked individual services through our travel agency.