



TUI Procedures

New Builds and Major Refurbishments

What we need from you

- The guest's accommodation is arguably the most important factor of their holiday. Our customers expect that while they are staying in one of our properties they will be well looked after which is why we need to be involved when any hotels undergo a major refurbishment or are being built from scratch.
- As soon as you are aware that any building work or major refurbishments will be taking place at your accommodation, we require you to notify your TUI Purchasing Manager/Destination Team with the details of the scope of work that will be going ahead.
- If the work is structural or extensive, we would like to support you with any health & safety queries to ensure that no additional safety requirements would be needed after the event. For example, you might install a new balustrade, but the design does not conform with the ABTA/FTO standards which may result in a TUI Group restriction – which we would like to avoid at all costs.
- We ask for your cooperation and commitment in relation to the two 'New Builds and Major Refurbishment' health & safety assessments that need to take place:
 1. Pre-Operational Checklist (POC)
 2. Full Operational Assessment (FOA)



Types of Assessment Information

Pre-Operational Checklist (POC)

The POC should be completed at least 9 days prior to any TUI customer arrivals. This assessment checks the fundamentals surrounding the accommodations' structure including (but not limited to):

- Balcony information
- Fire detection information (alarm, escape routes, sprinkler, emergency lighting, signage)
- Hotel design information (number of floors, stairways, atrium etc.)
- Water safety information (pools, spas, rooms with direct access to water)
- Progress on construction works

Full Operational Assessment (FOA)

Once your accommodation is operational, within 7 days of our first customer arrival, a FOA will need to be completed. It is an in-depth assessment which checks three key areas:

- Building Safety (structure of hotel, fire safety, general safety)
- Water Safety (pools, spas, Jacuzzi's, waterparks)
- Food Safety (restaurants, kitchens, procedures)



Assessment Requests and Summary

Assessment Requests

- SGS are TUI Group's health & safety auditing partner, they will be reaching out to you via email in order to secure a dates for the assessments
- An affiliate (auditor) of SGS will visit your accommodation in order to conduct the assessment. A key contact from the accommodation is required to assist the auditor during their visit and take them to all areas of the hotel when required. The auditor will also need to review the accommodation's safety procedures
- Please note - the POC must take place at least 9 days prior to the hotel's planned opening date in order to allow time for the assessment to be completed and reviewed. TUI customers will only be able to arrive after the hotel has had a POC and the results have been approved by a member of our Safety & Risk Team.
- Once an assessment has been confirmed, if you were to cancel/postpone within 7 days of the confirmed date then full cancellation charges may apply.

Summary

- Notify TUI of any building works
- Commitment to the required health & safety assessments is required (POC and FOA)
- Collaborate with TUI on any follow up work that is required on completion of the assessments



Contact

For further information contact the Safety & Risk Accommodation Team

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