

Visitor Management – Registration process manual

Visitor Management

Visitor registrations for the *Mein Schiff* fleet are done via a web-based system, where the visitor can register him-/herself. Below, you will find the instructions on how to register as a daily visitor:

Daily Visitors

- You will receive the link for the visitor registration website (<u>www.visitors.tuicruises.com</u>) from your contact person at TUI Cruises.
- For the visitor registration, you need to indicate the department of your TUI Cruises' contact. Please note that the registration has to be done at least 4 days prior to the visitation date. Otherwise, it is not possible to board the vessel as a daily visitor.
- You will receive an email, which contains a barcode for the check-in procedure. This barcode enables the check-in staff to review your important details digitally.







Procedure

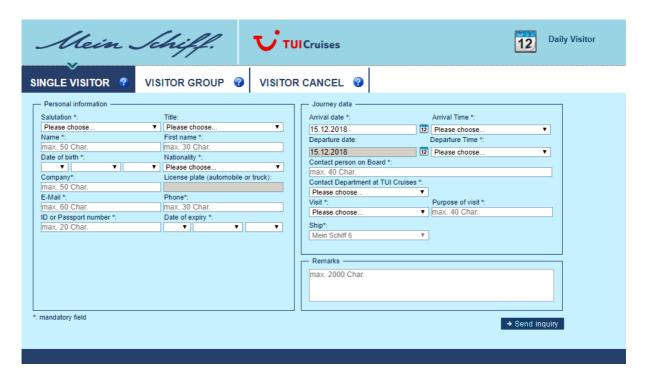
For a daily visitor registration on board of a ship of the *Mein Schiff* fleet, you have to open the visitor registration website (www.visitors.tuicruises.com). On the first displayed webpage you have to select the ship and the box "Daily visitor" (visitation without cabin). Furthermore, it is necessary to select by whom you have been invited, either by a crewmember of the vessel or a TUI Cruises' contact.







After submitting the selected fields with the button "Next" the following window opens:



This page obtains three tabs: "Single Visitor", "Visitor Group" and "Visitor Cancel".

- Single Visitor: As a single visitor, register under this tab.
- Visitor Group: Groups register under this tab.
- Visitor Cancel: In order to cancel your visitation onboard, you chose this tab.

Single Visitors

On the left-hand side, you enter your personal data, such as name, date of birth and ID / passport data. On the right-hand side, the date of the visitation and the ship name have automatically been selected in accordance to your input on the initial webpage. You still have to fill in some other details for your visit onboard, such as arrival time or the position of your contact person onboard. **Important**: It is essential that the department is entered correctly in order to proceed properly with the registration process. When entering the wrong name or department, the request might be forwarded to an employee of TUI Cruises, which is unknown to you and vice versa. Hence, the TUI Cruises employee might decline your request.



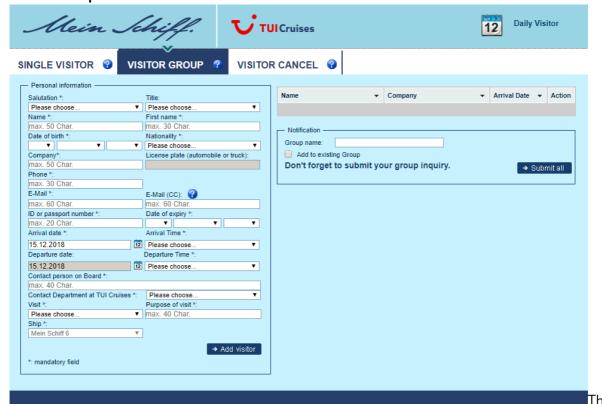
Mein Schiff.



By clicking on "Send Inquiry", the window "Limitation of liability" opens with which you have to agree to be able to board a ship of the *Mein Schiff* fleet. Subsequently, the registration request will be forwarded to the respective department of TUI Cruises. The request is now successfully entered into the visitor registration system; however, it does not yet mean the request is approved.



Visitor Group



registration process for visitor groups is generally the same as for single visitors. However, you choose the tap "Visitor Group" and determine a group name. Subsequently, it is possible to register several visitors consecutively and submit all visitor requests at once.







Visitor Cancel

After successfully submitting your daily visitor request into the visitor registration system, you will receive a "Visitor ID", which is included in the confirmation email. With that "Visitor ID" and your ID / passport, you are able to cancel your visit yourself. For this purpose, you have to open the visitor registration website (www.visitors.tuicruises.com), as you did for the registration of your visit. On the first displayed webpage, you have to select the ship and the box "Daily visitor" (visitation without cabin). Furthermore, it is necessary to select by whom you have been invited, either by a crewmember of the vessel or a TUI Cruises' contact. After submitting the selected fields with the button "Next" the registration webpage opens. Within the tap "Visitor cancel", you can cancel your visit with the help of your "Visitor ID" and your ID / passport number.









For all visitor types:

If the daily visitor registration process was successful, you, as well as the selected TUI Cruises contact department will receive the same email:

New visitor registration

Visitor Management <noreply@tuicruises.com> Gesendet: Mi 28.02.2018 12:30 An: Conctact Person or Department at TUI Cruises

we have received your request for the Mein Schiff 2 with the following

Your inquiry Visitor ID is 22007 Name: Mr. Max Mustermann

Date of birth: 1.1.1981 Nationality: GERMANY Company: Mustermann GmbH Position:

Dear Mr. Max Mustermann,

Phone: +49 40 123456789

E-Mail:Max.Mustermann@tuicruises.com ID or passport number: M2XEHRHAT Date of expiry: 31.12.2022

Ship: Mein Schiff 2

Embarkation date: 18.03.2018 Attendance: Business

Purpose of visit: Survey Suite Deck

Department: Port Operations

Your request will automatically be forwarded to your contact person on Board. You will receive a confirmation via e-mail, once your request is confirmed.

Best regards,

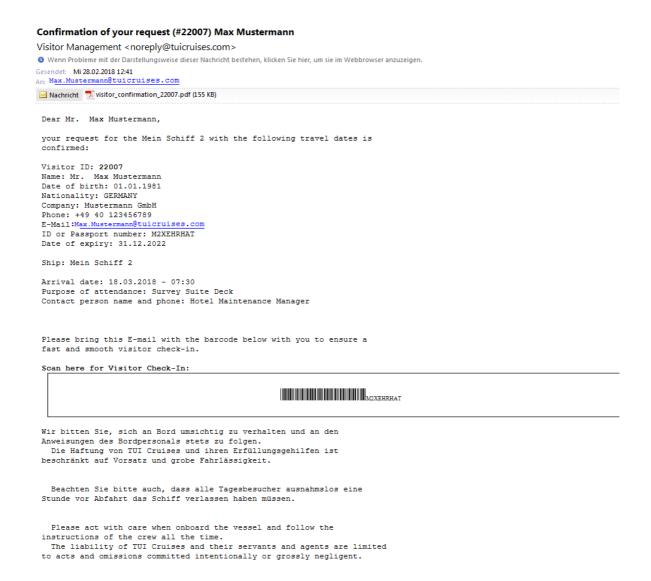
TUI Cruises GmbH







As soon as the approval process is completed, you will receive an email, which officially confirms the visit. That email includes all important and required personal data as well as information for your visit. Furthermore, the email includes a barcode, which will be scanned at the check-in, in order to review your important details digitally. The information as well as the barcode will also be attached to the email in form of a pdf-file. Find an example of a confirmation email below:



The confirmation email and your provided ID / passport have to be **brought and shown** at the day of your visit onboard of the *Mein Schiff*® fleet.

