

Mein Schiff.



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 (www.visitors.tuicruises.com) 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.

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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.

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Visitor Registration System Mein Schiff Fleet



Please select ship:

Please select Daily / Cabin:

Please select embarkation date:

e.g. 11.02.2015

[→ Next](#)

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

The screenshot shows the 'Mein Schiff.' registration interface. At the top, there's a header with the 'Mein Schiff.' logo, the TUI Cruises logo, and a 'Daily Visitor' badge showing the date '12'. Below the header are three tabs: 'SINGLE VISITOR' (selected), 'VISITOR GROUP', and 'VISITOR CANCEL'. The main form is divided into two columns. The left column is titled 'Personal information' and contains fields for Salutation, Title, Name, First name, Date of birth, Nationality, Company, License plate, E-Mail, Phone, ID or Passport number, and Date of expiry. The right column is titled 'Journey data' and contains fields for Arrival date, Arrival Time, Departure date, Departure Time, Contact person on Board, Contact Department at TUI Cruises, Visit, Purpose of visit, and Ship. A 'Remarks' section is at the bottom right. A 'Send inquiry' button is located at the bottom right of the form. A legend indicates that an asterisk (*) denotes a mandatory field.

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.

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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.

Limitation of liability / Haftungsbeschränkung



Please act with care when onboard the vessel and follow the instructions of the crew all the time. The liability of TUI Cruises and their servants and agents are limited to acts and omissions committed intentionally or grossly negligent. Furthermore we would like to point out, that it is within your own responsibility to follow all entry & visa regulations during your cruise.

Wir bitten Sie, sich an Bord umsichtig zu verhalten und den Anweisungen des Bordpersonals stets zu folgen. Die Haftung von TUI Cruises und ihren Erfüllungsgehilfen ist beschränkt auf Vorsatz und grobe Fahrlässigkeit. Des Weiteren möchten wir Sie darauf hinweisen, dass Sie eigenständig dafür verantwortlich sind, die geltenden Einreise- & Visabestimmungen der Länder im Verlauf Ihrer Reise zu befolgen.

☐ I agree / Ich stimme zu

[→ Cancel](#) [→ Send](#)

Visitor Group

Mein Schiff.

TUI Cruises

Daily Visitor

SINGLE VISITOR

VISITOR GROUP

VISITOR CANCEL

Personal information

Salutation *:

Please choose...

Title:

Please choose...

Name *:

max. 50 Char.

First name *:

max. 30 Char.

Date of birth *:

Nationality *:

Please choose...

Company *:

max. 50 Char.

License plate (automobile or truck):

Phone *:

max. 30 Char.

E-Mail *:

max. 60 Char.

E-Mail (CC):

max. 60 Char.

ID or passport number *:

max. 20 Char.

Date of expiry *:

Arrival date *:

15.12.2018

Arrival Time *:

Please choose...

Departure date:

15.12.2018

Departure Time *:

Please choose...

Contact person on Board *:

max. 40 Char.

Contact Department at TUI Cruises *:

Please choose...

Visit *:

Please choose...

Purpose of visit *:

max. 40 Char.

Ship *:

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→ Add visitor

*: mandatory field

Name

Company

Arrival Date

Action

Notification

Group name:

☐ Add to existing Group

Don't forget to submit your group inquiry.

→ Submit all

The 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.


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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.

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 TUI Cruises

 Daily Visitor

SINGLE VISITOR ?

VISITOR GROUP ?

VISITOR CANCEL ?

Personal Cancel information

Visitor ID *:

ID or passport Number *:

→ Send inquiry

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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: Contact Person or Department at TUI Cruises

Dear Mr. Max Mustermann,

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

Your inquiry Visitor ID is 22007

Name: Mr. Max Mustermann
Date of birth: 1.1.1981
Nationality: GERMANY
Company: Mustermann GmbH
Position:
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

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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:

Confirmation of your request (#22007) Max Mustermann

Visitor Management <noreply@tuicruises.com>

Wenn Probleme mit der Darstellungsweise dieser Nachricht bestehen, klicken Sie hier, um sie im Webbrowser anzuzeigen.

Gesendet: Mi 28.02.2018 12:41

An: Max.Mustermann@tuicruises.com

Nachrichte: visitor_confirmation_22007.pdf (155 KB)

Dear Mr. Max Mustermann,

your request for the Mein Schiff 2 with the following travel dates is confirmed:

Visitor ID: 22007
Name: Mr. Max Mustermann
Date of birth: 01.01.1981
Nationality: GERMANY
Company: Mustermann GmbH
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

Arrival date: 18.03.2018 - 07:30
Purpose of attendance: Survey Suite Deck
Contact person name and phone: Hotel Maintenance Manager

Please bring this E-mail with the barcode below with you to ensure a fast and smooth visitor check-in.

Scan here for Visitor Check-In:



Wir bitten Sie, sich an Bord umsichtig zu verhalten und an den Anweisungen des Bordpersonals stets zu folgen.

Die Haftung von TUI Cruises und ihren Erfüllungsgehilfen ist beschränkt auf Vorsatz und grobe Fahrlässigkeit.

Beachten Sie bitte auch, dass alle Tagesbesucher ausnahmslos eine Stunde vor Abfahrt das Schiff verlassen haben müssen.

Please act with care when onboard the vessel and follow the instructions of the crew all the time.

The liability of TUI Cruises and their servants and agents are limited to acts and omissions committed intentionally or grossly negligent.

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.