July 2026

SALES CONDITIONS CEE 2026/2027

RELIABLE – CONTINUED WITHOUT CHANGES



TUI EXTRA STARS

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TUI TUI cars Gebeco *Reisen, die begeistern.* airtours Defining Luxury Travel Since 1967



TUI EXTRA STARS

We make your targeted control easier

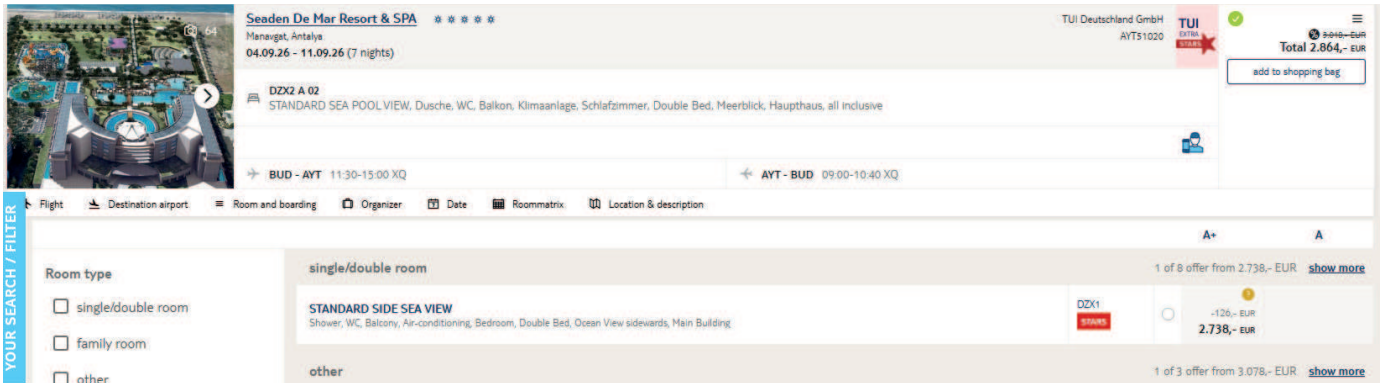
- The simplified selection of offers for TUI EXTRA STARS hotels has proven successful through targeted sales management. The packages labeled as TUI EXTRA STARS are becoming even more diverse and relate to well-manageable offers from TUI EXTRA STARS hotels for any length of stay and for all available TUI accommodation and flight options.
- Additional and special promotional periods for TUI EXTRA STARS offers will continue to be available. Stay well informed: you can find an advanced overview of each campaign launch in TUI NEWSNET / TUI informs / CEE sales & booking conditions / TUI EXTRA STARS.
- Offers labeled as TUI EXTRA STARS are easy to find in IRIS.plus using filter and sorting options.
- The hotel properties labeled as TUI EXTRA STARS apply to all accommodation variants offered within the TUI portfolio. External accommodation offers via connected hotel databases—clearly marked as external, dynamic offers or as "other hotel rates"—as well as requests outside of allotments are not considered TUI EXTRA STARS-relevant offer packages.
- Package deals labelled as TUI EXTRA STARS will automatically be displayed and available for booking in the IRIS.plus vacancy list for all flight options in the TUI portfolio and for any length of stay.
- Sales that are labelled as TUI EXTRA STARS (see below) are remunerated with your basic - and scaled commission as well as your plus 1 % TUI EXTRA STARS commission. The supplementary TUI EXTRA STARS promotional offers in special promotional periods are remunerated identically to the TUI EXTRA STARS commission, there is no double remuneration.

Offers

- ☐ TUI EXTRA STARS STARS
- ☐ TUI SELECT TUI SELECT
- ☐ TUI Österreich Selection
- ☐ Last Minute S26
- ☐ Campaign Code
- ☐ Family Specials
- ☐ Special Offers

TUI EXTRA STARS offers include many products from the following hotel brands and -concepts.

TUI MAGIC LIFE · ROBINSON · TUI BLUE · RIU HOTELS & RESORTS · TUI kids' club · TUI SUNEO



At a Glance

To illustrate the system more clearly, the table below shows all TUI products and sales attracting commissions.

TUI total turnover

Individual basic commission relevant for scaled- (overriding) commission. Includes active Internet bookings[1] as well as all price-reduced offers for the listed brands.	
airtours	**Total commission see on page 5**
Gebeco Reisen, die begeistern	
TUI CARS long-haul destinations/TUI CAMPER (less local taxes)	
TUI (including X-product line)	
TUI SELECT	

Products with increased fixed commission (irrelevant to scaled commission)	
airtours cruises (Hapag-Lloyd Cruises)[2]	**12 %**
Travel insurances (less insurance tax)	**15 – 35 %**
TUI CARS short- and mid-haul destinations (less local taxes)	**15 %**
TUI group tours	on request

Turnover with fixed commission[3] (irrelevant to scaled commission)	
Itur	**10 %**
TUI event tickets	**10 %**
TUI experiences[4]	**15 %**
Optional products such as transfers, food and drink packages, tourist visas, etc.	**5 %**

Turnover on net terms	
All „Flight only" products of TUI plus the flight-related turnover of a „Fly & Mix" booking	-

Products not included in the TUI total turnover	
Cancellation fees	**Total commission see on page 5**
Private travel agent bookings	-
Other fees/charges	-
Rebooking fees	**5 %**

Example A	
Total turnover in 2026/2027	745,890 €
Commission-related turnover	638,183 €
TUI EXTRA STARS turnover	92,192 €
11 % basic commission	**82,048 €**
1.1 % scaled commission	**7,020 €**
1 % TUI EXTRA STARS commission	**922 €**
Total commission	**89,990 €**
Credit at the end of the financial year	**7,942 €**

Example B	
Total turnover in 2026/2027	176,589 €
Commission-related turnover	157,094 €
TUI EXTRA STARS turnover	31,592 €
10.5 % basic commission	**18,542 €**
0.4 % scaled commission	**628 €**
1 % TUI EXTRA STARS commission	**316 €**
Total commission	**19,486 €**
Credit at the end of the financial year	**944 €**

[1] For domains with the identical name as the travel agency
[2] According to the HLC/TUIC commission model, the turnover does not count towards the TUI total turnover. The Hapag-Lloyd Cruises fare model applies, including the deposit and cancellation conditions.
[3] Agencies below minimum turnover receive 7 % and new agencies 8 % fixed commission instead of 10 %
[4] Golf Globe products 5 %, private transfers via Mozio 10 %, products of Mozio are not included in the TUI total turnover



Commission Scheme 2026/2027

TUI total turnover per location 2026/2027					
Turnover category in € 1,000	**Basic commission** (deducted from invoice)	**Scaled commission**	**Total** (=basic and scaled commission)	TUI EXTRA STARS	**Total commission for TUI EXTRA STARS sales**
More than 800	11.00 %	1.20 %	12.20 %	TUI EXTRA STARS commission +1 % in addition to your scaled commission	13.20 %
700 – 800	11.00 %	1.10 %	12.10 %		13.10 %
600 – 700	11.00 %	1.00 %	12.00 %		13.00 %
500 – 600	11.00 %	0.85 %	11.85 %		12.85 %
400 – 500	11.00 %	0.70 %	11.70 %		12.70 %
300 – 400	11.00 %	0.60 %	11.60 %		12.60 %
250 – 300	11.00 %	0.40 %	11.40 %		12.40 %
150 – 250	10.50 %	0.40 %	10.90 %		11.90 %
110 – 150	10.00 %	0.40 %	10.40 %		11.40 %
70 – 110	10.00 %	0.30 %	10.30 %		11.30 %
Less than 70	7.00 %	-	7.00 %		7.00 %

- **Increased basic commission (immediate deduction)**
  When a minimum turnover of 70,000 Euro has been reached, the basic commission is **10 %**. For agencies achieving min. 250,000 Euro turnover in F/Y 2025/2026, the basic commission is **11 %** (or **10.5 %** at a turnover of min. 150,000 Euro). Agencies achieving less than 70,000 Euro receive **7 %** basic commission.
- **Scaled commission**
  Your total TUI turnover in F/Y 2026/2027 will determine your commission rate. You can reach up to **1.2 %** scaled commission. At the end of each financial year, your scaled commission will be calculated on the base of the category achieved and credited to your commission-relevant turnover.
- **New agencies**
  are classified with **8 %** basic commission. Upon achieving the minimum turnover you will receive the difference on your final settlement.
- **Minimum turnover remains 70,000 Euro**
  If the TUI total turnover for the F/Y 2025/2026 is less than 70,000 Euro, the basic commission for the F/Y 2026/2027 will be **7 %**.
  If the minimum turnover of 70,000 Euro is achieved by the end of the F/Y 2026/2027, the difference between basic commission and the achieved total commission will be credited and the basic commission for the next financial year will increase to **10 %, 10.5 % or 11 %.**
- **No penalty**
  Failure to comply generating minimum sales, paid commissions are not charged back.



Group Tours, TUI CARS & Insurance

GROUP TOURS

Group inquiries are welcome at all times.
Our specialists for group bookings rely on a wide know-how and experience. Use our wide range of TUI offers – for your own and your customers' benefit: everything offered from one source.

Your gross sales of group bookings are relevant for the calculation of the index of your scaled commission, but not for the commission itself.

Therefore you can rise to a superior sales class even faster and consequently earn a higher commission.

We are happy to send you our attractive group conditions.
For your group requests, please contact:

TUI / airtours
Phone: +43 50 884 - 5566 / E-Mail: gruppe@tui.at

TUI CARS & TUI CAMPER



TUI CARS

TUI CARS sales less local taxes (incl. motorcycles) are included in the TUI total turnover.

- **Short- and mid-haul destinations**
  For your TUI CARS sales (less local taxes) in Europe, North Africa and Western Asia* you receive a **15 %** flat rate commission.

- **Long-haul destinations**
  For all TUI CARS sales (less local taxes) at long-haul destinations you receive your individual basic- and scaled commission.

* TUI CARS mid-haul destinations: Europe (incl. Azores, Canary Islands, Madeira); North Africa (Egypt, Morocco, Tunisia, Cape Verde); Western Asia (Israel, Turkey)

TUI CAMPER

All TUI CAMPER sales are included in the TUI total turnover and you receive your individual basic- and scaled commission. This also includes all prepaid extras such as miles packages.

TRAVEL INSURANCE

Selling customised travel insurances provide you with an attractive commission. All travel insurance bookings from these programmes increase your TUI total turnover.

Special arrangements

- Insurance packages by the tour operator brands **Gebeco Reisen, die begeistern** attract a **10 % fixed commission** (agencies below minimum sales earn a **7 %** fixed commission).

VERS [4u]

Fixed commission for travel insurance packages
TUI incl. X-product line, airtours and VERS[4u].

	Fixed commission[1]
Standard & Flex/Vario tariffs	
– Packages with travel cancellation insurance	35 %
– Packages without travel cancellation insurance	25 %
– Individual insurances	15 %
Group tariffs	
– Packages	20 %
– Individual insurances	15 %
Annual insurances	
– Packages and individual insurances	15 %
Special products	by arrangement

[1] after deduction of insurance tax



Special Regulations

Cancellation fees

- Turnover from cancellation fees (for TUI, XTUI & airtours only) is not included in the TUI total turnover, but will be fully remunerated (**5 %** immediately and the difference to the total commission at the end of the year).

Rebooking fees

- You will receive **5 %** commission on rebooking fees. These do not count to the TUI total turnover.

Other fees/charges

- No commission can be paid on other charges such as taxes, fees of any kind (including direct airline fees for rebooking scheduled flights that are recorded in the booking confirmation as mandatory information), and other surcharges.

Flex Tarif upgrade

- The flex tarif upgrade will be fully remunerated with your individual scaled commission. In the event of cancellation, a 50 % share of the fee will be credited on your next agency settlement.

Private travel agent bookings

- No commission is paid on private travels of employees.
  These sales are not included in the TUI total turnover.

Other hotel rates

- Turnover of „other hotel rates“ with special cancellation conditions (e.g. „no cancellation free of charge! **80 %** cancellation fee upon booking“ or „free cancellation until 6 p.m. at the day of departure“) counts towards your TUI total turnover. For these sales you will receive **8 %** basic commission and **2 %** fixed commission paid with your final settlement. A deposit of 20 % will be due immediately after booking and debited from your agency account. In case of “free cancellation until 6 p.m. at the day of departure” no deposit is due, the total amount will be debited four weeks before depature.
- The “Additional offer” hotel rate, count towards TUI’s total turnover and these sales are remunerated at **8 %**. You can find detailed information on TUI NEWSNET.

Event tickets

- Ticket Only: Sales of event tickets as single service (entrance fees without advance booking- and system fee) are included in the TUI total turnover and attract **10 %** commission (**7 %** for agencies below minimum sales, **8 %** for new agencies). Valid for sales from 01.11.2026 to 31.10.2027. The event tickets on offer are brokered by TUI Deutschland GmbH in the name and for account of the specific event organiser.
- Combined ticket: This may be used together with a TUI hotel as a TUI package only. Purchases using this ticket (admission charges, not including advance booking- and system fees) with a travel date between 01.11.2026 - 31.10.2027 are compensated with your individual basic commission of at most **10 %** and count towards your TUI total turnover.

Individual Coupon-Code (Web-Coupon)

- Bookings that contain individual Coupon-Codes (Web Coupons) beginning with “TUI”, which are displayed both in the myTUI account and on the website and entered in the fixed booking for the price reduction, are generally remunerated with a basic commission of a maximum of **10 %.** This also applies to the bookings listed under
  TUI EXTRA STARS and other on-top remunerations.

Additional products („Additional Services“)

- Additional products are in particular all products in addition to accommodation- or flight services, which are offered via IRIS.plus „Extras“ note window „Zusatzleistungen“/„additional services“, „Further“ (i.e. food & drink packages, transfers, tourist visas, hand luggage, extra luggage, sport packages, excursions, catering on board and Tourist train tickets incl. -upgrades if not booked free of charge). These additional products, independent of the destination and product line, count to the TUI total turnover and are commissioned with **5 %**. Ancillaries e.g. seat reservation will count to the total sales and will be also commissioned with **5 %**.

TUI SELECT

- These are selected premium hotels combined with attractive additional services. Seat reservation, private transfer and satisfaction promise - all bookable in one package with just one click. The new product package for demanding customers will be available to book at your travel agency via IRIS.plus. In the IRIS.plus package holiday matcher there is a new offers filter ‘TUI SELECT’. You receive the full commission on the total holiday price, which is included in the total TUI turnover. You can find detailed information in the TUI NEWSNET under Products / TUI SELECT.

TUI experiences

- TUI experiences (via TUI MUSEMENT S.p.A.) bookable via a personalised affiliate link: The experiences are offered by TUI MUSEMENT S.p.A. These sales of TUI experiences bookings as individual services are remunerated directly by TUI MUSEMENT S.p.A. with the respective commission. Sales of private transfers offered by Mozio will not be included in the TUI total turnover.

TUI special offers

From the product portfolio of the brands TUI and airtours, we are providing special offers for specific destinations, hotels or individual product services in a specific promotional period. These offers are marked separately in IRIS.plus.

TUI BASIC special offers

- Bookings of TUI “Basic” special offers are commissioned with a maximum of 10 %.



TUI CHANCE special offers

- Bookings of TUI "Chance" special offers are additionally remunerated as an incentive with at least 2 % and more on top of the applicable commission. You can find the amount of the currently applicable incentive from the product identification in IRIS.plus.

Internet

- Please note that these conditions do not apply to online sales. A separate agreement is required in this case.
- The relevant content (booking information, image and text material) is made available by TUI through various booking tools and databases (currently Traveltainment, Peakwork, partly Traffics, Giata, TravelCMS). Please contact your selected service operator for information on integration of this content on your website.

Itur

- Itur sales are part of your TUI total turnover. You will receive a commission to a maximum of 10 %.

Gebeco Reisen, die begeistern

Guaranteed 10 % from the 1st booking:

If the total commission at the end of the financial year is less than 10 %, the settlement payment for the total turnover of Gebeco Reisen, die begeistern will be paid directly by GEBECO in the final commission statement, in the amount of the calculated commission difference of 10 %.

- For Gebeco Reisen, die begeistern, you will receive the TUI basic and scaled commission depending on the sales category achieved (see p. 5).
- NEW: In addition, you will receive an ON TOP growth incentive of 3 % on your Gebeco additional sales if these sales show growth in the 2026/2027 financial year compared to the previous year (2025/2026 financial year).
- All Gebeco flights count towards TUI total turnover.
- For all flights in economy class, published in the catalogue, you will receive full basic/scaled commision.
- Fixed compensation of 25 Euros per person is granted for First-, Business Class and „Premium Economy" class surcharges published and for flights not published in the catalogue. You are also able to add an optional service charge (OSC).

GUARANTEED 10 % FROM THE 1ST BOOKING
for Gebeco group tours

+

TUI SCALED COMMISSION
for Gebeco group tours

+

NEW: 3 % ON TOP GROWTH INCENTIVE FOR YOUR GEBECO ADDITIONAL SALES

↓

GEBECO ON TOP – EARN MORE WITH EACH SINGLE BOOKING

airtours cruises

- Bookings of the product airtours cruises attract a fixed commission rate of **12 %**. This turnover counts towards your total TUI turnover.
- For Hapag-Lloyd Cruises booked under the airtours brand the turnover is remunerated with a fixed commission of 12 %. These sales are not included in your TUI total turnover.
- Add-ons to cruise bookings incl. Hapag-Lloyd Cruises (such as flights, shipping company flight packages, transfers and other travel packages, event tickets and tour packages) do not count as part of your TUI total turnover.

Flight Net sales

- Flight only products are available in IRIS.plus on up-to-date rates and count to your TUI total turnover.

TUI Ticket Shop (TTS) – your specialist for flights

- Also part of the TUI total turnover are the corresponding flight charges; this excludes taxes, other payments and surcharges imposed by the airline. The TUI Ticket Shop rates are net fares.
  Note: The departure date shown on a ticket booked through TUI Ticket Shop will determine to which financial year the turnover will be credited. For more details on TUI Ticket Shop, its credit card payment conditions, taxes and other payment options, please see the booking instructions and the corresponding lists. For further information see: www.tuiticketshop.at

Fly & Mix/Fly & Mix Flex - flight module only in combination with a TUI land arrangement

- No commission is generated by the flight module of a 'Fly & Mix and Fly & Mix Flex' booking. However, you may add an optional service charge (OSC) at your own discretion. This will apply per person, children and adults alike. You can select an OSC within a fixed range of € 1 to € 10. Different rates can be combined with each other. The OSC is included in the end price and is not visible to the customer. It will be deducted from overall settlements to the travel agency and is not added to your TUI turnover. Turnover generated by the flight incl. taxes and fees as well as the TUI land arrangement will be credited to your total TUI turnover. The additional service "Upgrade to Fly & Mix Flex" counts towards the TUI total turnover but is not taken into account for the commission. In the event of cancellation, a 50 % share of the fee for the Flex tariff upgrade will be credited on your next agency settlement. You will find further information on TUI NEWSNET.

TUI Ticket Shop Flex Cancellation (FlexStorno)

- With Flex Cancellation from the TUI Ticket Shop, we offer your customers flexibility and security. In the event of cancellation, your customers will receive 80% of the ticket price including taxes back, minus any applicable service fees. The price for this option is 10% of the ticket price including taxes (excluding the travel agency fee). This additional service counts toward total TUI turnover but is not commissionable.

TUI flight-only departing Austria (operator TUI Deutschland GmbH)

- TUI charter flights departing from Austria can be booked as stand-alone services but do not attract commission. You also have the option of adding an OSC. The net turnover forms part of your total TUI turnover.

TUI fly flight portal

- Certain flight turnovers booked through the TUI fly flight portal count as part of your total TUI turnover.



General Terms and Conditions 2026/2027

Agency number
Please note that your own agency number is a prerequisite for this cooperation. Separate agreements are required for Gebeco Reisen, die begeistern, TUI experiences, TUI fly Vermarktungs GmbH and TUI Ticket Shop. No reservation/booking can be accepted without an agency number.

Payment of deposits
On conclusion of a contract, the deposit specified in the terms and conditions of travel is to be collected by you; you are also obliged to collect the balance when the travel plan or travel documents are released to the customer. Please ensure that one of the methods of payment specified in the travel confirmation is used. You are not authorised to collect deposits at an earlier point of time nor are you authorised to collect deposits/balances exceeding those specified. If you fail to collect the sums in question, you will be held liable for the full costs of travel and for any costs arising in connection with collection of the outstanding amounts. If the customer cancels, you will be liable for the cancellation charge and any costs arising in connection with reimbursement and other costs. You undertake to appropriately retain and safeguard the payments collected from a customer. You are aware that you may be prosecuted for failure to retain and safeguard such payments.

Bank guarantee
A valid bank guarantee in the amount of 20,000 Euro per agency in favour of TUI Österreich GmbH is a prerequisite for this cooperation. We specifically reserve the right to call up a bank guarantee of up to 50 % of the sales at any time and without giving reasons. The bank guarantee may be called up for all justified claims of all TUI group companies.

Booking and distribution of documents
Booking of a holiday is carried out in accordance with the booking instructions. This also includes the collection of all customer data including address, E-Mail address, telephone number and mobile phone number for the SMS Assistant, as well as the selection of the payment method in IRIS.plus. The requirement of data correctness applies. The indication of travel agency data in the customer data fields in IRIS.plus is not allowed. The brokerage service is inseparably linked to the collection and transmission of customer data. In the event that the customer data required by the booking system, including email address, mobile phone number, and payment information, are repeatedly not recorded completely and/or correctly by the TUI agency, TUI reserves the right to reduce the commission for the respective booking by 50%. You do not have the right to make statements and/or promises over and above those of the services offered by TUI. In accordance with the stipulations of the new travel package directive (Pauschalreisegesetz), you will provide the customer with the precontractual information provided on IRIS.plus and the package travel form required prior to option/booking of a travel package. You will also inform the customer of the applicable General Terms and Conditions, particularly the travel conditions and the form in which payment is to be made before their travel booking can
be confirmed, and ensure that the customer agrees with these.
It is mandatory that our common customer signs the original travel schedule/travel documents published in IRIS.plus and therefore accepts the booking conditions from TUI.

Please note that TUI is your contact for any goodwill requests. Goodwill promises from service providers will not be considered.

Prices
You shall book the tours exclusively in accordance with the prices given in the catalogue or up-to-the-minute offers and shall desist from any actions unfairly impairing other agencies in their sales activities for TUI products. You may not independently grant price rebates on TUI sales prices. The fixed TUI travel price must always
be given on public advertising and on invoices and other travel documents. You are always liable towards the specific TUI company, pursuant to the Terms and Conditions, for the full amount due to TUI after deduction of commissions for the booked travel services. Any violation of these instructions constitutes a reason to terminate the cooperation according to the Commercial Agents Act. In any case the basic commission shall be reduced to 10 % or lower, if the existing scale is lower already.

Invoices, agency settlement
are made available exclusively in the TUI web archiving system.

Information, IRIS.plus queue
We communicate relevant information for a certain booking process using the usual electronic communication media, but also through the IRIS.plus queue. The usage or observation of the IRIS.plus queue is therefore mandatory. We cannot be held liable for information that is not observed or not forwarded to the end customer, or forwarded too late.

Validity
Terms and sales conditions are valid exclusively for the financial year 2026/2027 for our contract partners with head offices in Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Estonia, Georgia, Hungary, Israel, Kosovo, Latvia, Lithuania, North Macedonia, Moldavia, Montenegro, Serbia, Slovakia and Slovenia, for all bookings with departure dates between 01.11.2026 and 31.10.2027 and for all TUI tour operator brands and product lines. They are valid exclusively for stationary travel agency sales.

Individual arrangements are required for non-stationary sales routes such as network marketing, the internet, call centres or similar. Sales conditions for pool agencies that mediate TUI products through stationary booking agencies contractually associated with them must be separately agreed upon. The transfer of rights/obligations under this contract to other branches, agencies or third parties is subject to our prior written consent. You will be informed of the terms applicable to 2027/2028 at the beginning of the financial year.

Security certificate for package tours (Sicherungsschein)

A security certificate for package tours is printed at the end of the travel confirmation/invoice from TUI Deutschland GmbH, if the booked product is a package tour.

Tour operator's margin tax

In the case of TUI, Gebeco Reisen, die begeistern, airtours, XTUI as well as Itur bookings, you are considered to be the agent only and the tour operator is thus liable to pay the margin tax.

Deductions from account

When invoicing, 11 % basic commission will be deducted for agencies with a total turnover greater than 250,000 Euro in 2025/2026. The corresponding deductions will be 10.5 % for agencies with a turnover greater than 150,000 Euro, 10 % for agencies with a turnover greater than 70,000 Euro, 8 % for new agencies and 7 % for agencies that do not achieve the minimum sales.

Minimum turnover

Minimum turnover per sales agency is 70,000 Euro. Should you fail to achieve the requisite TUI minimum sales in the financial year 2026/2027 (01.11.2026 to 31.10.2027), we reserve the right to close the agency number. In any case the basic commission for the following financial year (2027/2028) will be reduced to 7 %. The turnover of newly opened agencies will attract a basic commission of 8 %.

Settlement of final commission (Overriding)

Your individual commission shall be calculated at the end of the financial year 2026/2027 (01.11.2026 to 31.10.2027). You will receive the statement for the scaled and additional commissions for all the sales attracting commissions (see page 4) in December 2027. Scaled and additional commissions will be paid by a credit note to your agency account.

Advertising

For the duration of the contractual relationship, you undertake to make customers aware of all brands and to promote these in accordance with their market relevance. This applies to shop window displays, presentations within and outside your premises and the home page of your website. Agencies may only use TUI brands, names and logos to promote TUI products online in accordance with the conditions of each valid trade mark directive. The use of TUI brands as keywords for search machine marketing is explicitly prohibited.

If an agency employs TUI brands for the promotion of TUI products in electronic price comparison, sales management and/or booking systems (such as online booking engines), the agency must ensure that TUI products and brands are presented in a manner identical to that of other promoted tourism services of other operators, and are neither sidelined nor concealed. In case an agency demonstrably violates the obligations above, TUI reserves the right to retroactively reduce its commission to 7 % on all turnover achieved in the financial year in question. TUI also reserves the right to impose additional penalties.

Terms of payment

B2B SEPA Mandates are obligatory for agencies in the Euro Monetary Union. The account will be debited approx. 4 weeks prior to departure (except TUI Ticket Shop, TUI CARS and deposits for "Other hotel rates"). In the event of even a single unjustified refusal of our debit order, we reserve the right to bar the agency from new bookings and/or cancel this agency contract with immediate effect. Agencies in source markets with another currency than Euro have to make a bank transfer within 7 days after the receipt of the weekly agency account. If no transfer of the full amount is made on time, we reserve the right to bar the agency from new bookings and/or to cancel the agency contract with immediate effect. The claim to the scaled commission over and above the basic commission is forfeited with immediate effect when the agency is barred and/or cancelled, without prejudice to the assertion of claims for additional damages. You agree in giving us your consent for electronic processing of all arising data from this agreement. We reserve the right to access your current business records in the event of conspicuous or repeated payment irregularities.

Direct collection in Euro-zone countries

We reserve the right to switch the agency to direct collection in the case that the above-stated payment conditions are not observed.
In addition, we can switch your agency to direct collection, with or without agency collection, if desired. Direct collection/agency collection is only possible for agencies in Euro-zone countries. This requires the signing of Annexe I. Settlement regulation for direct collection.

Payment by customers credit card

TUI Deutschland bookings (TUI, airtours, Itur and XTUI) can be settled by customer's credit card Visa, MasterCard, Diners Club and American Express.

Data protection

- Information pursuant to Art. 13 GDPR: The data controller is TUI Österreich GmbH, Towerstraße 3, Office Park 4, B.70, 1300 Wien-Flughafen, Austria. Our data protection officer can be contacted at datenschutz@tui.at. Within the scope of our contractual cooperation (agency contract), we process personal data of you and your employees. We use the personal data collected exclusively for the purposes of our contractual relationship, as well as for correspondence and contacting you. For this purpose, we may have to share the personal data with other companies of the TUI Group. The data will only be stored for as long as is necessary for the purposes outlined and/or to comply with statutory retention periods. You have the right of access to the relevant personal data, as well as the right to rectification, erasure, restriction of processing, objection and data portability. Furthermore, you have the right to lodge a complaint with the data protection authority at www.dsb.gv.at.
- Further information on the subject of data protection: Please take into account that you (your agency) are the data controller vis-à-vis end customers in accordance with the GDPR. You process (collect, retain, transmit, etc.) their personal data and are subject to your own duty to inform them pursuant to Article 13 of the GDPR with respect to how you process their personal data. It must be specified, among other things, to which recipients or categories of recipients data is transferred. These include, inter alia, tourism service providers such as tour operators. TUI Deutschland GmbH, as whose general sales agent we act, operates - as do any other service providers from the TUI Group - as an independent data controller. The data you provide shall only be processed for a specific purpose and on the basis of an appropriate legal basis. TUI Deutschland GmbH makes every effort to ensure the greatest transparency by means of its own data protection notice, available at www.tui.com/datenschutz. For this reason, it is recommended to make this information available to your customers. The processing of data for marketing purposes is carried out in the legitimate interest, appropriately and exclusively within the permitted scope. TUI Group companies apply extensive and cost-intensive marketing measures to actively enlarge your customer base, whereby the customer data that becomes known through the booking process is not used to initiate new mediation activities.
- The principle of data accuracy requires that you enter correct customer data into TUI systems (e.g. IRIS.plus) without exception. It is not permitted to enter agency data instead of customer data. The use of the SMS Assistant is obligatory and also requires the entry of complete customer data in IRIS.plus. This data is transmitted to the relevant TUI company for the purpose of providing the services of the SMS Assistant. This concerns information about unforeseen events in connection with the booked travel or general information about transfers and other booking-related services.

Miscellaneous

It is agreed that the exclusive place of jurisdiction for all disputes arising under this contract shall be the court in Vienna with relevant jurisdiction. Austrian law is exclusively applicable. Amendments and side agreements to this contract shall be in writing, which shall also be applicable to a waiver of the written form requirement itself.



If you have any questions

Please contact:

TUI Österreich GmbH
Commission Model & Sales Analyses

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E-Mail: vertriebskoordination@tui.at

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For details on current sales topics:
www.tui-newsnet.at