

Forest fires on Rhodes - TUI informs about current situation

Rhodes/Hanover, 24 July 2023. TUI has reassessed the current situation due to the continuing challenging situation caused by the forest fires on Rhodes. In order to ensure the safety of guests and to be able to offer them a trouble-free holiday period, the following measures have been taken:

- All bookings of TUI holidays to Rhodes will be cancelled up to and including Friday, 28 July 2023. No guests will be taken to the island up to and including Friday. All scheduled flights will take place to bring guests back to their home countries. Guests with bookings whose holidays start in the coming days up to and including Sunday, 30 July 2023, can rebook for other destinations or cancel their trip free of charge.
- All bookings of TUI holidays to the south-eastern part of the island will also be cancelled up to and including Sunday, 30 July 2023. A free-of-charge rebooking period applies here for the next four weeks.
- TUI recommends all travelers to Rhodes with a planned holiday start in the coming days to switch to other destinations.

For further information, affected holidaymakers are asked to contact TUI. The group is in contact with the local authorities on Rhodes, the South Aegean region and with the Greek government in Athens. On Monday morning, TUI had deployed six additional aircraft to bring holidaymakers from Germany and the UK back to their home countries.

The group had around 39,000 guests on the island, 7,800 of whom were affected by the situation. They were taken to other locations on the island and are staying in hotels or accommodation designated by the local authorities. More than 300 service staff in south-eastern Rhodes for the safety of TUI guests and provide them with replacement accommodation, food and drinks. The situation on the ground is constantly evolving and changing and is regularly reassessed by the travel group.

About TUI Group

TUI Group is a leading global tourism group and operates worldwide. The Group is headquartered in Germany. TUI shares are listed on the FTSE 250, an index of the London Stock Exchange, on the regulated market of the Hanover Stock Exchange and on the Open Market segment of the Frankfurt Stock Exchange. The TUI Group offers integrated services from a single source for its 21 million customers.

The entire tourism value chain is covered under one roof. This includes over 400 hotels and resorts with premium brands such as RIU, TUI Blue and Robinson and 16 cruise ships, from the MS Europa and the MS Europa 2 in the luxury class and expedition ships to the Mein Schiff fleet of TUI Cruises and cruise ships at Marella Cruises in Great Britain. The Group also includes leading tour operator brands and online marketing platforms across Europe, five airlines with more than 130 modern medium and long-haul aircraft and around 1,200 travel agencies. In addition to expanding its core business with hotels, cruises via successful joint ventures and activities in holiday destinations, TUI is increasingly focusing on the expansion of digital platforms. The Group is transforming itself into a digital company.

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Global responsibility for sustainable economic, ecological and social action is at the core of our corporate culture. The TUI Care Foundation, initiated by TUI, focuses on the positive effects of tourism, on education and training and on strengthening environmental and social standards with projects in 25 countries. It thus supports holiday destinations in their development.

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