



Conditions of participation for TUI Better World Sustainability Awards as part of the TUI Global Hotel Awards

These general conditions of participation shall apply for the application and awarding of the TUI Better World Sustainability Awards, which are awarded by TUI Group (hereinafter referred to as "TUI"), based at Karl-Wiechert-Allee 4, 30625 Hanover, Germany. Operational management of the application process, including evaluation and presentation, can be transferred to other TUI companies or external representatives.

1. Background

Sustainability is essential for TUI. As part of the TUI Global Hotel Awards, the TUI Group honours hotels around the world with the Better World Sustainability Awards, which demonstrate an outstanding commitment to sustainability and take the additional step of playing a pioneering role in sustainable tourism.

2. Conditions of participation

Participation is open to all hotels who meet the following requirements:

- 2.1. Hotels must be active contractual partners to one or more of TUI Group's tour operator, which are TUI UK & Ireland, TUI Germany, TUI Austria, TUI Switzerland, TUI Nordics, TUI Netherlands, TUI Belgium, TUI France.
- 2.2. At the indicated deadline, hotels shall present a valid sustainability certificate that is recognised by the Global Sustainable Tourism Council (GSTC). The standards recognised by GSTC can be found on the Global Sustainable Tourism Council website (<https://www.gstccouncil.org/gstc-criteria/gstc-recognized-standards-for-hotels-and-tour-operators/>).
- 2.3. Hotels themselves shall bear the costs for carrying out an audit or any other costs incurred in connection with obtaining a certificate.
- 2.4. Hotels shall have a score of "8" (in words: "eight") or higher for the period in both the environment/sustainability and accommodation overall questions in TUI's ongoing customer satisfaction questionnaire (CSQ). This score must be based on feedback from at least 50 guests across the following TUI markets: UK & Ireland, Germany, Austria, Switzerland, Sweden, Denmark, Norway, Netherlands, Finland, Belgium, France. Only feedback from guests who booked via a TUI Group tour operator brand will be taken into account in determining guest satisfaction.
- 2.5. Hotels shall accept the conditions of participation.
- 2.6. No fee will be charged by TUI to hotels for taking part in the Better World Sustainability Awards application process.

3. Application process

- 3.1. To apply for the Better World Sustainability Awards, hotels shall follow the steps outlined at the online application form on the TUI Group website. This means that hotels shall provide all necessary information by the specified deadline. Following the evaluation process, TUI will determine the winners that will be announced at the gala event to which the shortlisted winners will be invited every beginning of the year.
- 3.2. TUI reserves the right to make changes at any time to the conditions of participation, the period of application, the award or any other general conditions relating to Better World Sustainability Awards.

4. Confidentiality

TUI shall treat personal information in connection with the application process with the utmost confidentiality and refrain from passing it on to third parties without authorisation.

5. Communication

- 5.1. The winning hotels shall consent to TUI using their name and application information in communications as it sees fit (e.g. online, catalogues, intranet, press releases, newsletters, e-mails).
- 5.2. TUI shall give the winning hotels authorisation to issue internal and external communications about the award they have received.

6. Failure to comply / exclusion

If significant grounds exist, TUI shall reserve the right to exclude hotels from current and future application proceedings and to request the return of awards, especially if there is justified suspicion or proof of false declarations, manipulation or any other impermissible actions that may lead to the revocation of the certificate.