



MY TUI HOTELS PORTAL TRAINING GUIDE



MY TUI HOTELS PORTAL

<https://www.mytuihotels.com>

The screenshot displays the My TUI Hotels Portal interface. At the top, there is a navigation bar with the TUI logo, links for HOME, FAQs, and HOTEL ADMIN, and a user profile for Alex Swift with a language dropdown set to English. Below the navigation bar is a search filter section titled "FIND HOTELS BY" with icons and labels for Brand (with a red notification bubble containing the number 3), Location, Party Composition, Cuisine, Hotel Facilities, Room Facilities, and Activities. A "SHOW" button and a "Reset All Filters" link are also present. Below the filter section is a section titled "OR BROWSE HOTELS FROM OUR BRANDS" featuring three brand logos: TUI BLUE, TUI MAGIC LIFE, and ROBINSON.

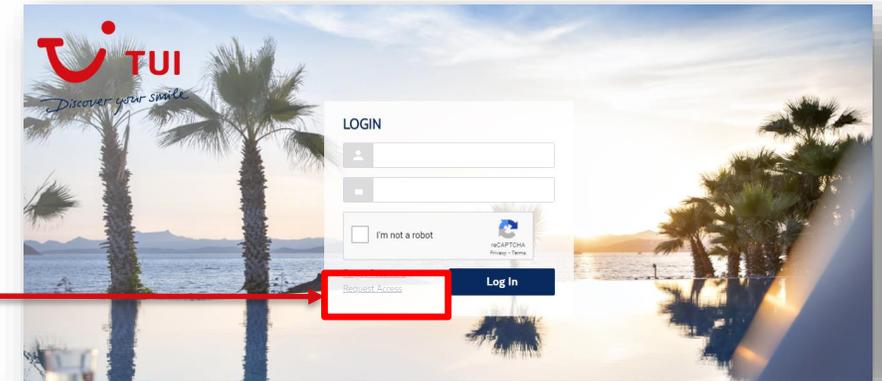


Why do I need a TUI Hotels Portal?

*The My TUI Hotels Portal has been designed as your **one-stop-shop** for all information needed to support learning and sales across TUI BLUE, TUI MAGIC LIFE and ROBINSON. Information across all current platforms has been consolidated into one location to answer all your queries.*

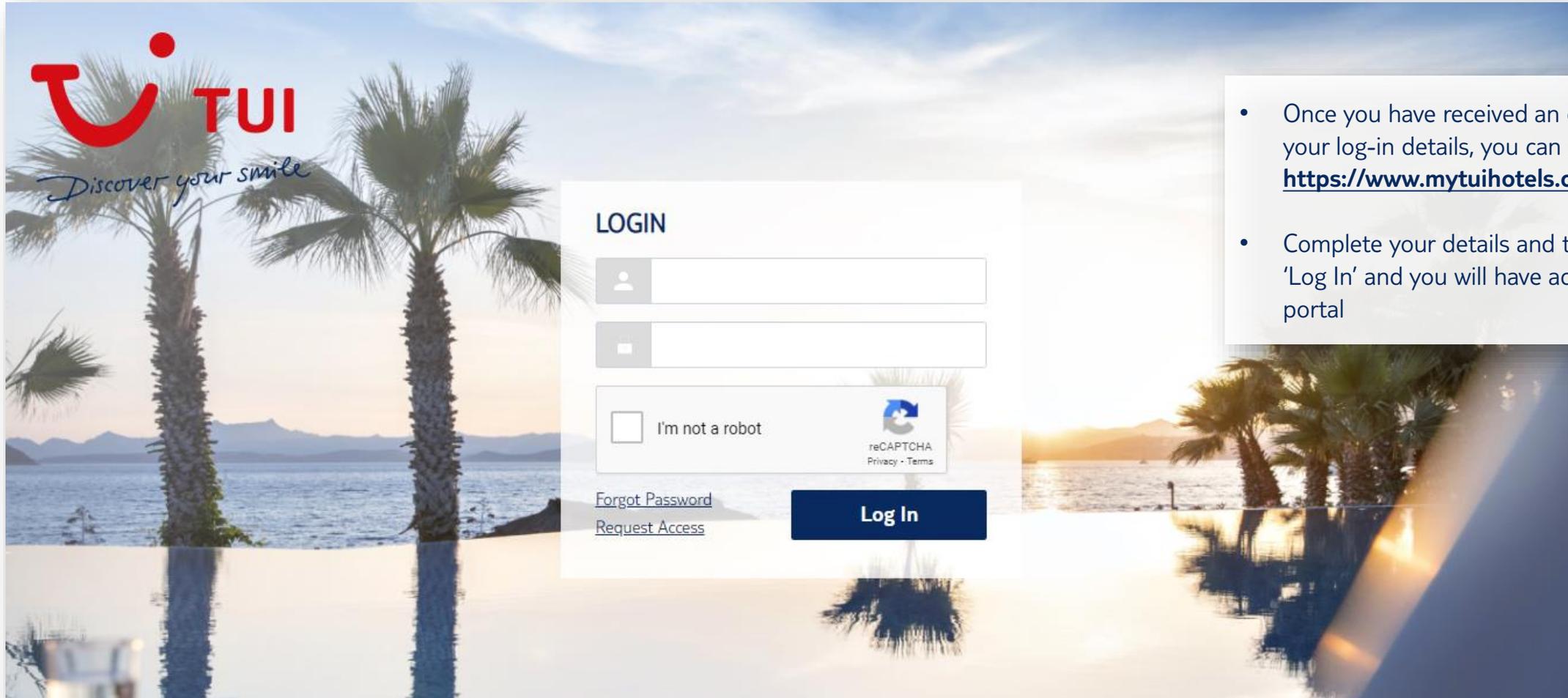
Register

- Visit <https://www.mytuihotels.com>
- You'll be presented with a log in screen
- Click on the button 'Request Access'

A screenshot of the TUI registration request form. The background is the same tropical beach scene as the previous image. The TUI logo is in the top left corner. The form is titled 'Registration request' and contains the following text: 'To register please enter you name, email and branch and submit your request. Once authorised you will be sent an email with your logon details. Note you need to use an official tui email account, if you do not have one please email xxxx@mytuihotel.com'. Below this text are five input fields: 'Name', 'Email', 'Company', 'Branch', and 'Country'. The 'Country' field is a dropdown menu with 'UK' selected. A 'Submit' button is located at the bottom right of the form.

- Complete the registration details
- Please note you must **use your personal TUI email address**, the system will reject non-TUI email addresses and an email address that's used across multiple users e.g. a shop email
- Once you have completed all the fields you should **receive your personal log-in details within 48 working hours** (Monday-Friday)
- If you don't receive your details please contact us at mytuihotels@tui.com

Accessing The Portal



- Once you have received an email with your log-in details, you can go to <https://www.mytuihotels.com>
- Complete your details and then select 'Log In' and you will have access to the portal

Home Screen

1. Site Menu

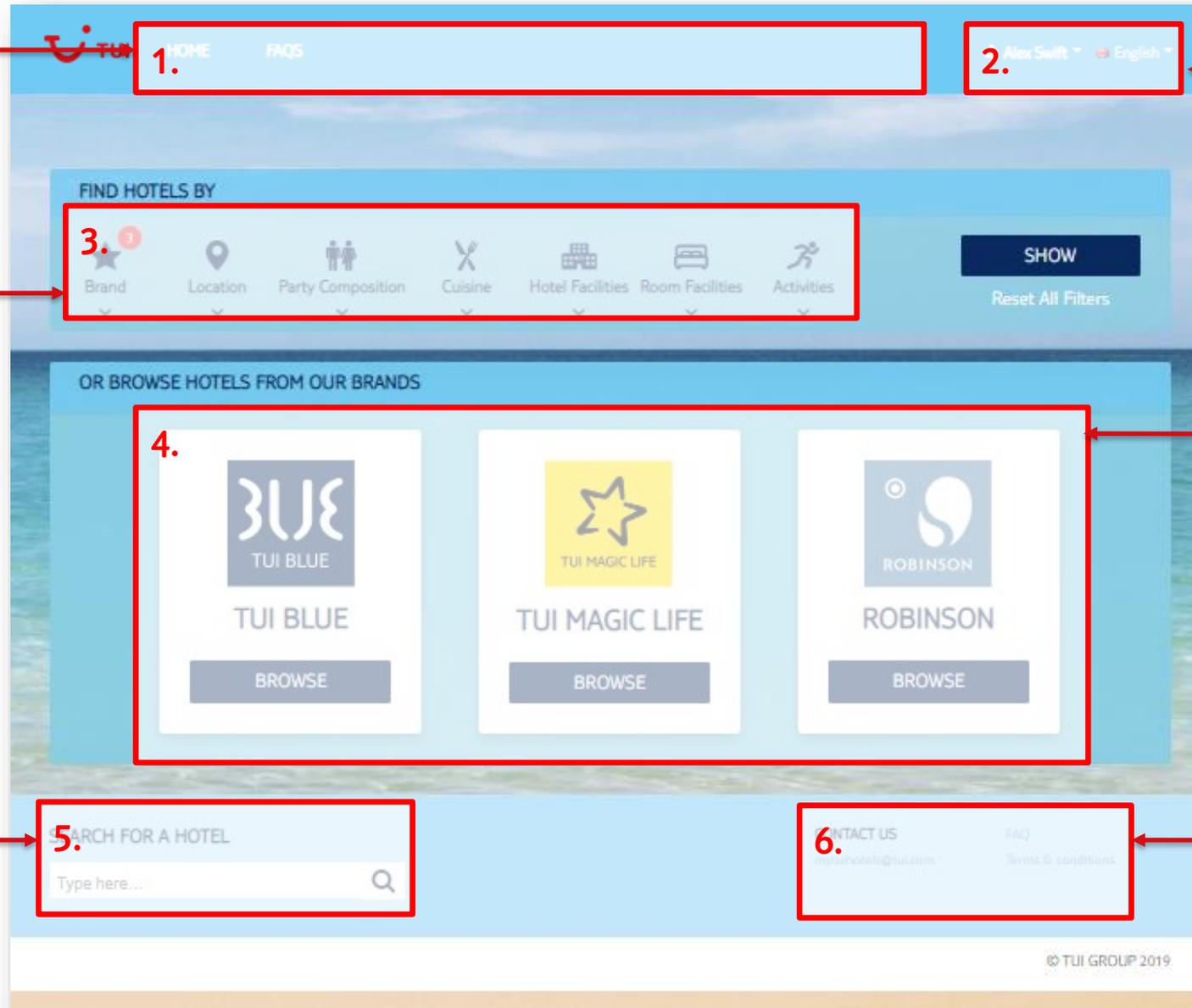
- Return to 'Home'
- FAQs

3. Search Menu

- Select multiple parameters to find the right hotel/club

5. Quick Search

- If you already know the hotel/club name you're searching for



2. Account Details & Language

- Your personal account details
- Language can be updated using the drop-down menu

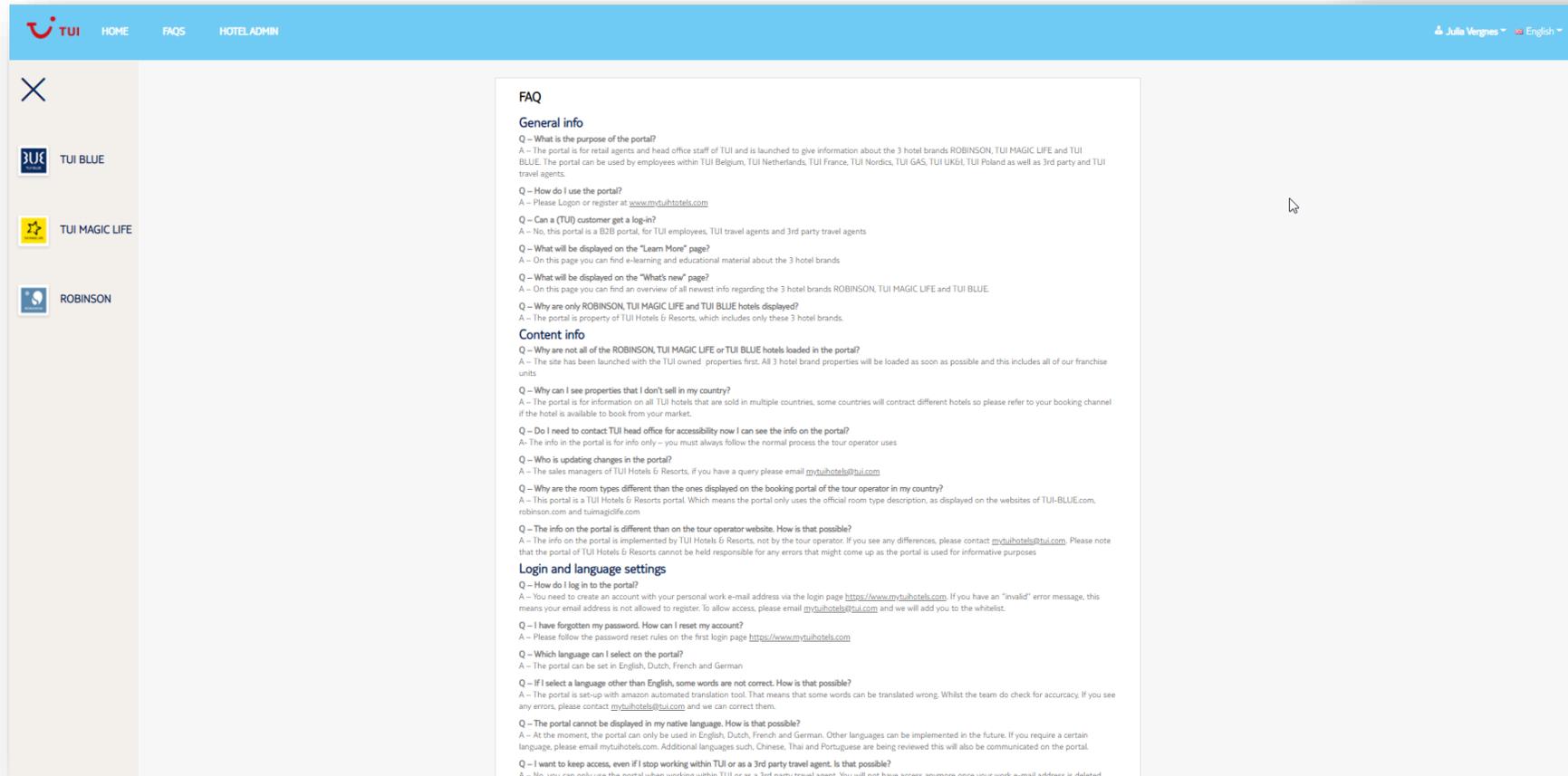
4. Brand Hotel Browser

- View all of the hotels available by a selected brand

6. Contact Us

- Email us
- FAQs
- Ts & Cs

1. Site Menu

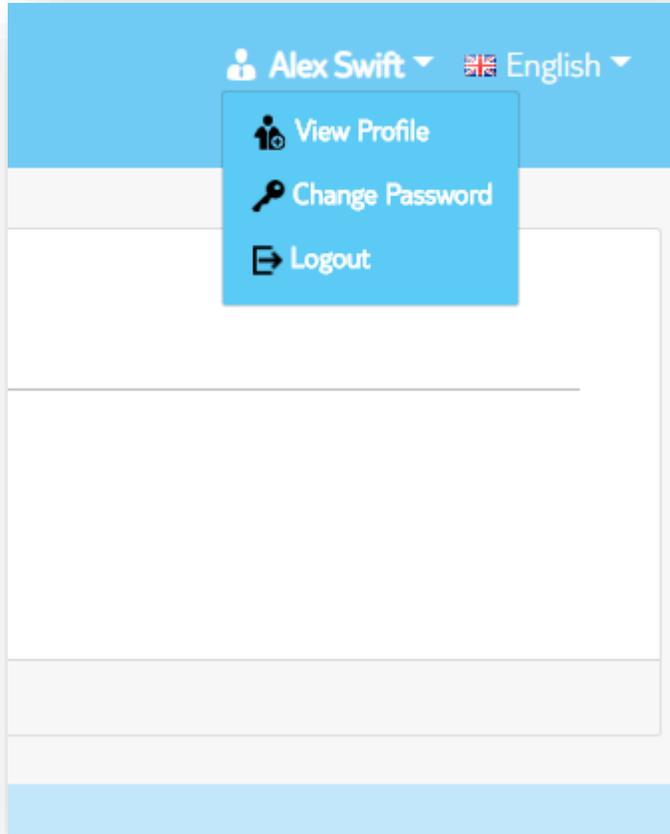


FAQs

- Here we've provided answers to the questions we expect you may have.
- If your question remains unanswered please contact us at mytuihotels@tui.com

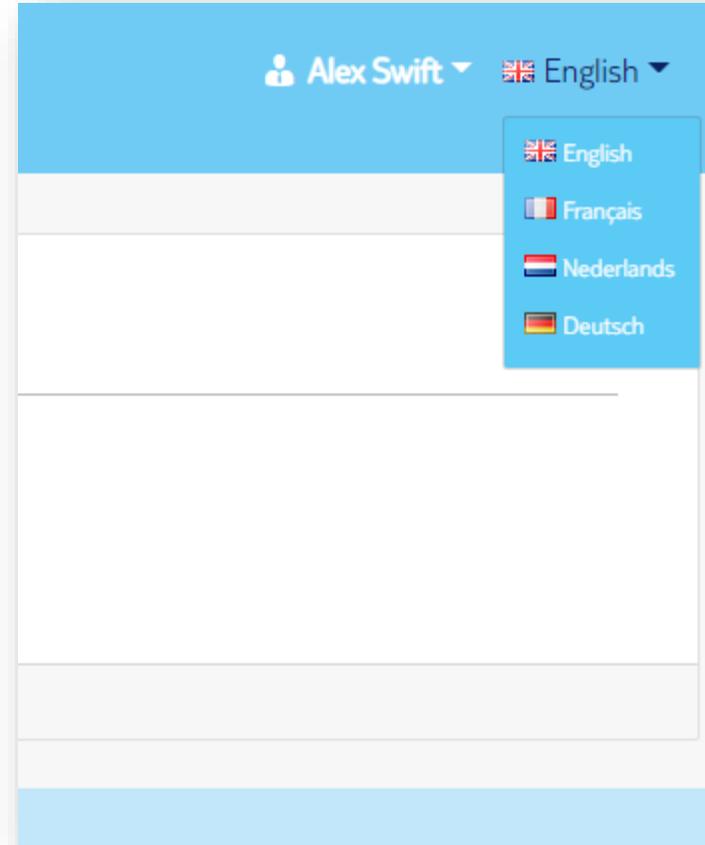


2. Account Details & Language



Account Details

- View general profile information
- Change your password
- Logout



Language

- Language should automatically be set to English
- System will be used across markets
- If it defaults to another option, please use the drop down to select your requirements



3. Search Menu



Various searches available to help you narrow down the best unit based on a specific set of criteria.

Brand

- TUI BLUE, TUI MAGIC LIFE & ROBINSON
- Labels: For Two, For All, For Families, For Adults Only
- Owned/Non-Owned

Location

- Select any destination we travel to
- Select proximity to set locations e.g. the beach

Party Composition

- Party composition e.g. Couples
- Type of Holiday e.g. Family Friendly

Cuisine

- Board basis
- Type of Restaurants & Bars
- Dietary Requirements
- Additional Options e.g. Gala

Hotel Facilities

- Hotel/Club Type
- Services

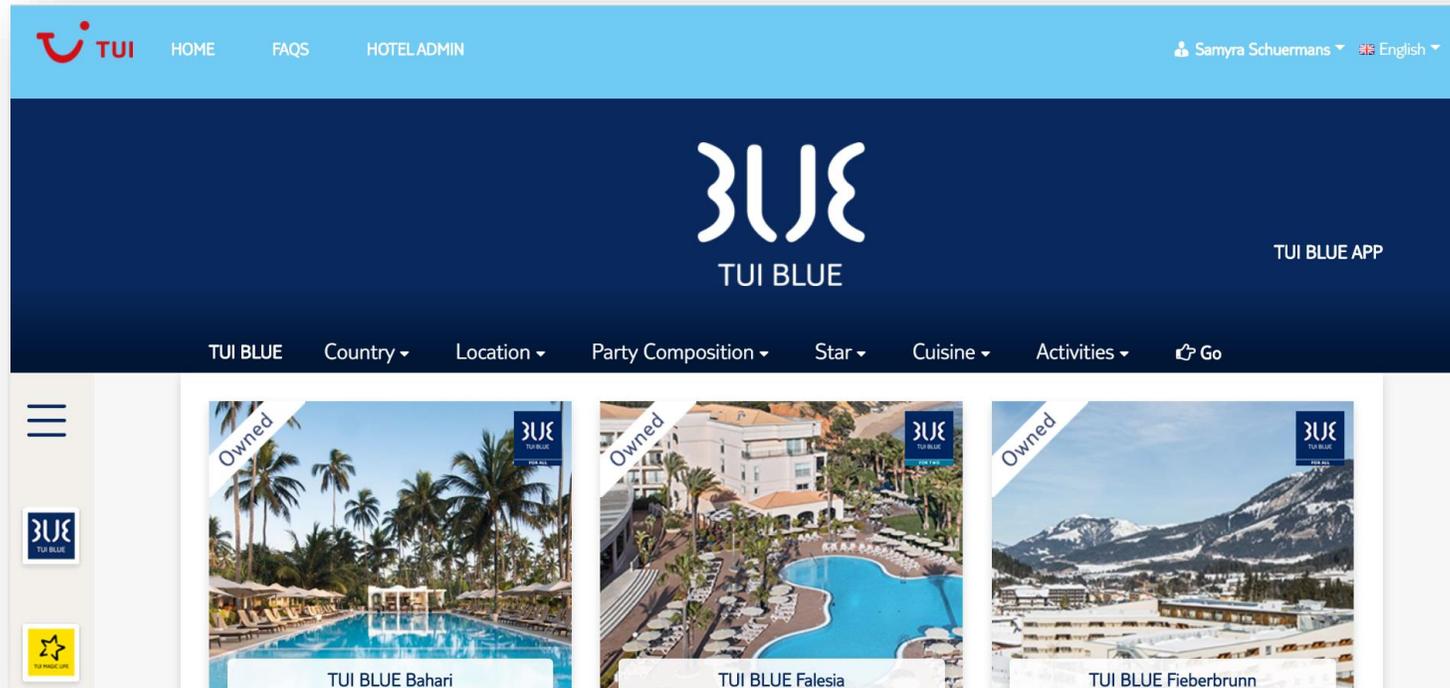
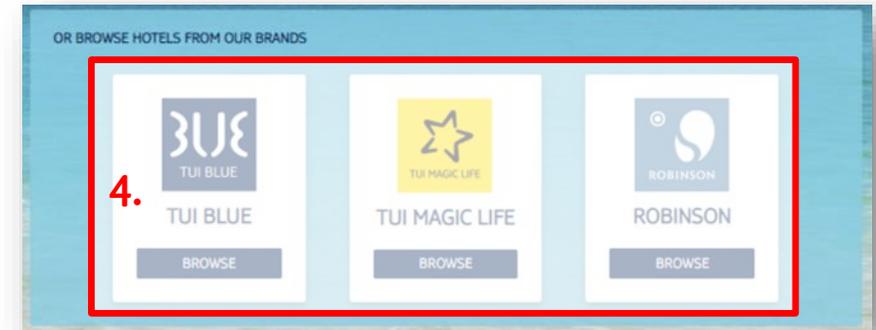
Room Facilities

- All elements of the room and bathroom are searchable with headings including comfort and entertainment

Activities

- Fitness
- Wellness
- Watersports
- Daytime Sports and Activities
- Evening Entertainment
- Childcare

4. Brand Hotel Browser

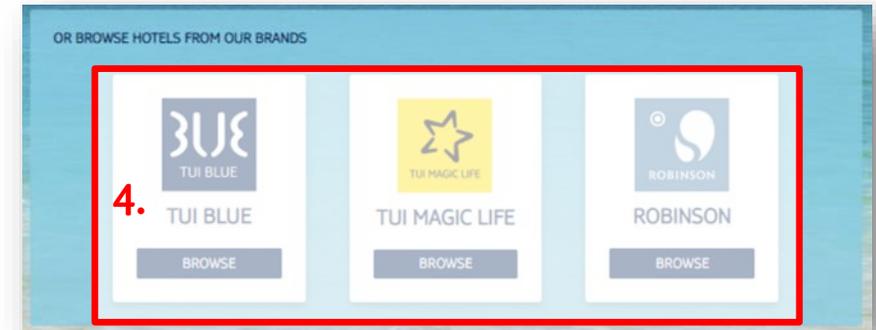


Hotel/Club Overview

- All hotels/clubs that have currently been loaded by brand can be found here
- If a hotel/club is owned by TUI you'll see a flag across the top left corner
- Basic information is provided here: unit name, location and rating (based on official rating)
- Please note we are adding new hotels/clubs weekly, so please check back
- If you cannot find the hotel/club you're looking for and have a query please use the contact us button at the bottom of the page



4. Brand Hotel Browser: Unit Detail Overview



TUI BLUE PALM GARDEN
Manavgat, Turkey

A. Overview Rooms Eating & Drinking Activities & Entertainment Hotel Facilities Services & Local Info Accessibility

Located on the magnificent Turkish Riviera, the TUI BLUE Palm Garden has an astonishing 80,000 square metres of picturesque grounds. An alluring sand and pebble beach extends up to a delightful bungalow complex lined with palm trees and a bright, inviting pool landscape with slides. With diverse recreational options and endless fun for kids, the resort is an all-inclusive paradise for travelers of all ages.

B.

Hotel/Club Type	Location
All Inclusive hotel Authentic (Type) Authentic (Type) Beach (Type)	At the seaside On/by the beach

C. Contact
0090 242 748 73 00
Send a Request

D. Factsheet **E.** Website **F.** App

USP's

Owned

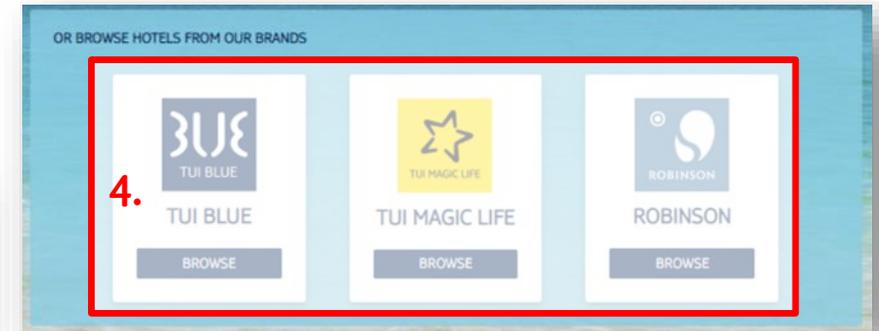
TUI BLUE Palm Garden
★★★★
Manavgat, Turkey

Unit level detail

- Once you click into a unit you'll be presented with the following screen. From here you can:
 - Use the menu to navigate to all hotel details
 - See an overview of the unit
 - Contact the unit directly* – **only to be used for urgent queries**
 - Download a factsheet of all information contained within this section – coming soon
 - Go to the .com websites to find out more
 - Access the brand app

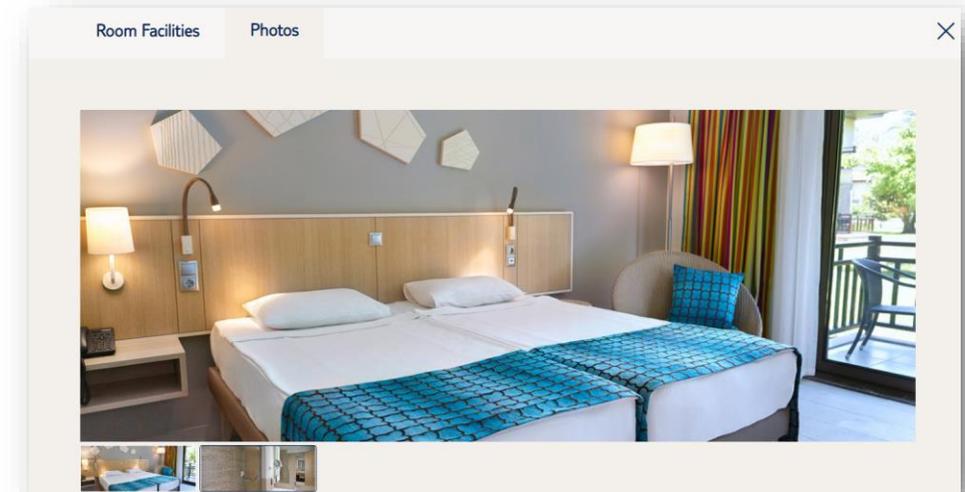
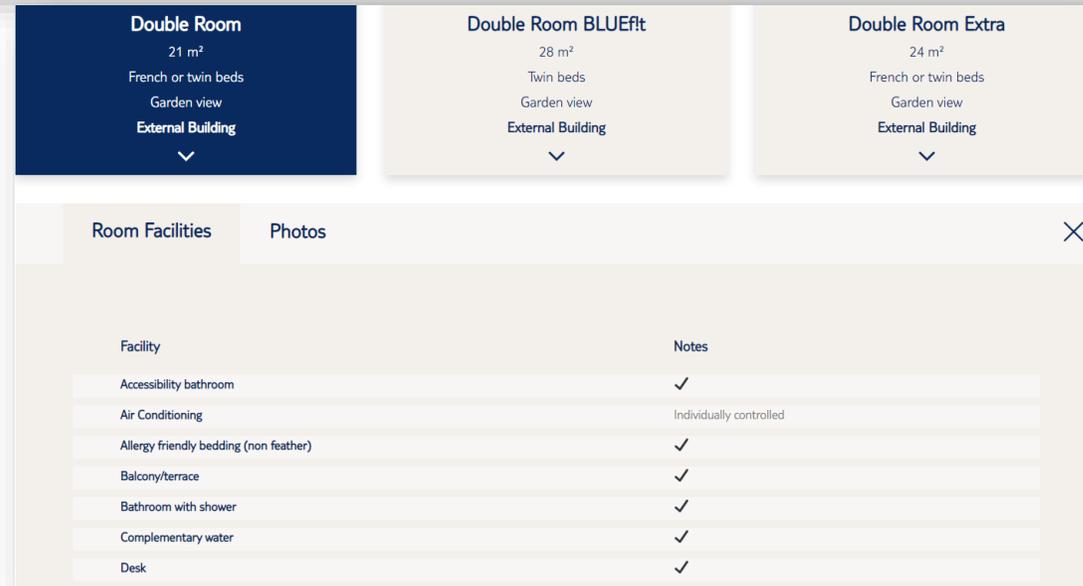


4. Brand Hotel Browser: Rooms



Room level detail

- All room types available are detailed
- Floorplans are shown to assist with layout
- Click into each room type to view full facilities
- A photo gallery is also available



4. Brand Hotel Browser: Eating & Drinking

TUI BLUE PALM GARDEN
Manavgat, Turkey

Overview Rooms **Eating & Drinking** Activities & Entertainment Hotel Facilities Services & Local Info Accessibility

Restaurants

The Restaurant Levante Purple Turtle Restaurant

Key facts

- Number of restaurants 3
- Number of bars 4

Main restaurant The Restaurant

Bars

Welcome Bar Beach Bar

Restaurants

The Restaurant Levante Purple Turtle Restaurant

Details Opening Hours Location/View Specials

Details

East Mediterranean Cuisine

Capacity

Inside and outside seating with wine bar

Restaurant details

4 Course menu

Bar details

Waiter service

Reservation

On site or via BLUE app

Dresscode

OR BROWSE HOTELS FROM OUR BRANDS

4. TUI BLUE TUI BLUE BROWSE

TUI MAGIC LIFE TUI MAGIC LIFE BROWSE

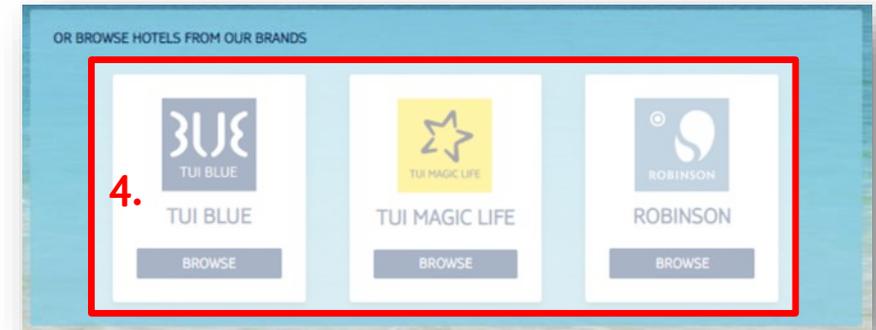
ROBINSON ROBINSON BROWSE

Food & drink

- All restaurants and bars available are detailed
- Click into each option and you will find details on:
 - Details including dress code
 - Opening hours
 - Location



4. Brand Hotel Browser: Activities & Entertainment and Hotel Facilities



TUI BLUE PALM GARDEN
Manavgat, Turkey

Overview Rooms Eating & Drinking **Activities & Entertainment** Hotel Facilities Services & Local Info Accessibility

Activities & Entertainment

All of the below activities are available on site, unless otherwise stated.

Fitness

Included for free

Aerial yoga	
Fitness boot camp	BLUEfit programme
Group fitness classes	BLUEfit programme & BLUEfit park
Indoor cycling	
Trampoline fitness	2 trampolines outside
Trend sports	Fascia Training
Yoga	
Zumba	

At extra cost

Personal training	
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TUI BLUE PALM GARDEN
Manavgat, Turkey

Overview Rooms Eating & Drinking **Activities & Entertainment** **Hotel Facilities** Services & Local Info Accessibility

General Hotel Facilities

Facility	Notes
Air conditioning	
Baby packs / facilities	Baby and children chairs (up to 3 years old), baby cots, stool, kettle in restaurant
Bathing jetty	
Beach	Wide, long, sandy/pebbly beach (app. 180 m wide partly pebbly), seperated area for adults
Bike storage area	
Billiard table	
Children's pool	
Cots	
Doctor / Nurse	
Extra beds	Baby cots free

Congress & Conference Rooms

Quantity of conference rooms 1
Size of conference room 114m²
Total capacity Ca. 120 Pax.
Wi-Fi cost per hour Free of charge

Equipment of Meeting & Conference Rooms

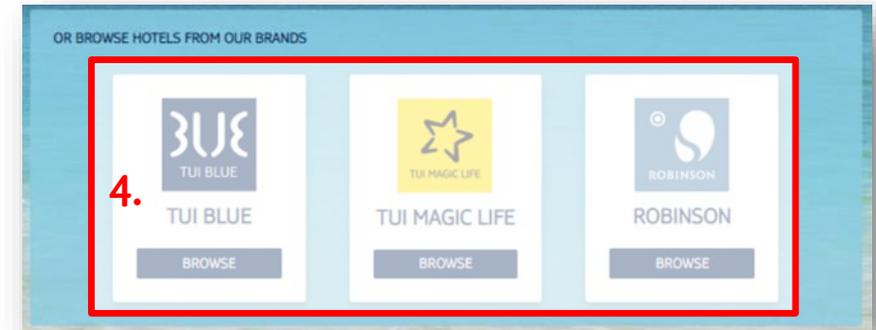
Audiovisual conference equipment
Flip chart, beamer
Photocopy service Additional charge

Menu

- Tabs to cover complete details regarding hotel facilities and the activities and entertainment programme



4. Brand Hotel Browser: Services & Local Info and Accessibility



TUI BLUE PALM GARDEN

Manavgat, Turkey

- Overview
- Rooms
- Eating & Drinking
- Activities & Entertainment
- Hotel Facilities
- Services & Local Info
- Accessibility

Services

Facility	Notes
24 hour reception	
Beach towels - free	
Bike rental	Guided Mountain bike tours (16+)
Car hire	
Change of bed covers	
Change of towels	
Hairdresser	External company
Hotel/Club shops	
Hotel doctor	Medical services at extra charge, nurse service 12 hours per day
Information desk for excursions	
Laundry service	Additional charge
Local bus services	

Accepted Payment Methods

- Local currency (cash) ✓
- Master/EuroCard ✓
- VISA ✓

General Security & Safety

- Fire detector ✓
- Smoke detector ✓
- Sprinkler ✓
- CCTV ✓
- Illumination in park ✓
- Emergency exit on every floor ✓
- Security personnel ✓
- Hotel staff trained in case of emergencies ✓

TUI BLUE PALM GARDEN

Manavgat, Turkey

- Overview
- Rooms
- Eating & Drinking
- Activities & Entertainment
- Hotel Facilities
- Services & Local Info
- Accessibility

Coming soon

SEARCH FOR A HOTEL

Type here...

CONTACT US
mytuihotels@tui.com
FAQ

Chat to us
TUI TALK
Terms & conditions

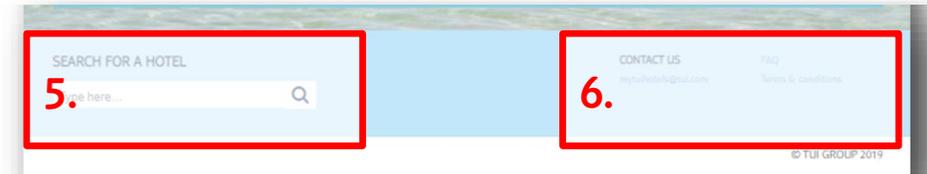
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Menu

- Tabs to cover complete details regarding services and local information
- Accessibility information – coming soon



5. Dedicated Search & 6. Additional Details



Search

- If you already know the exact hotel you're looking for you can easily access it from the search bar

Contact Us

- The TUI Hotel email address is provided so you can email us directly
- FAQs (as per the top menu) providing answers to the questions we expect you may have.
- If your question remains unanswered please contact us at **mytuihotels@tui.com**

FAQ

GENERAL INFO

Q – What is the purpose of the portal?

A – The portal is for retail agents and head office staff of TUI and is launched to give information about the 3 hotel brands ROBINSON, TUI MAGIC LIFE and TUI BLUE. The portal can be used by employees within TUI Belgium, TUI Netherlands, TUI France, TUI Nordics, TUI GAS, TUI UK&I, TUI Poland as well as 3rd party and TUI travel agents.

Q – How do I use the portal?

A – Please Logon or register at www.mytuihotels.com

Q – Can a (TUI) customer get a log-in?

A – No, this portal is a B2B portal, for TUI employees, TUI travel agents and 3rd party travel agents

Q – What will be displayed on the "Learn More" page?

A – On this page you can find e-learning and educational material about the 3 hotel brands

Q – What will be displayed on the "What's new" page?

A – On this page you can find an overview of all newest info regarding the 3 hotel brands ROBINSON, TUI MAGIC LIFE and TUI BLUE.

Q – Why are only ROBINSON, TUI MAGIC LIFE and TUI BLUE hotels displayed?

A – The portal is property of TUI Hotels & Resorts, which includes only these 3 hotel brands.

CONTENT INFO

Q – Why are not all of the ROBINSON, TUI MAGIC LIFE or TUI BLUE hotels loaded in the portal?

A – The site has been launched with the TUI owned properties first. All 3 hotel brand properties will be loaded as soon as possible and this includes all of our franchise units.

Q – Why can I see properties that I don't sell in my country?

A – The portal is for information on all TUI hotels that are sold in multiple countries, some countries will contract different hotels so please refer to your booking channel if the hotel is available to book from your market.

Q – Do I need to contact TUI head office for accessibility now I can see the info on the portal?

A- The info in the portal is for info only – you must always follow the normal process the tour operator uses

