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Tour Operator

Name of Entity: TUI Spain, SLU.

Address: Avenida de Manoteras, 44 – 5ª planta, 28050 Madrid

Contact: +34 910 07 76 70, apoyo.cliente@tuispain.com

Registration number: ESB81001836

VAT: ESB8100183

Trade-related Informaiton: Camara de Comercio de Madrid registered under the identification nº Hoja M-140868 Tomo 29059 Folio 144

Directors:

- 1) ANDREA ROSARIO PFEIFFER
- 2) HENRIK LARS PETTER ANDERSSON
- 3) JAN PETER FREDRIK ULWAHN

Website Responsible

Name of Entity: TUI International Holiday (Malaysia) Sdn Bhd

Address: A-38-11 & A-39-11, Menara UOA Bangsar, 5 Jalan Bangsar Utama 1, Taman Bangsar, 59100 Kuala Lumpur, WP Kuala Lumpur, Malaysia

Contact: +60 3 2330 3561, customer.qatarairwaysholidays@tui.com

Registration number: 201801013768 (1275784-T)

Directors:

- 1) TAN CHENG HUON
- 2) ONG SZE TING

Dispute Resolution

If a dispute arises in connection with your travel package, and you are a resident of the European Union, you may be entitled to use a certified Alternative Dispute Resolution (ADR) body in your country of residence.

However, we inform you that TUI Spain, SLU is not currently committed to participating in any specific ADR procedure, and therefore is not obliged to engage in ADR proceedings initiated by consumers.

For direct complaints or inquiries, you may contact us at:
customer.qatarairwaysholidays@tui.com