

FY17 Full Year Results & Strategy Update 13 DECEMBER 2017



Robinson Club Noonu, Maldives

FORWARD-LOOKING STATEMENTS

This presentation contains a number of statements related to the future development of TUI. These statements are based both on assumptions and estimates. Although we are convinced that these future-related statements are realistic, we cannot guarantee them, for our assumptions involve risks and uncertainties which may give rise to situations in which the actual results differ substantially from the expected ones. The potential reasons for such differences include market fluctuations, the development of world market fluctuations, the development of world market commodity prices, the development of exchange rates or fundamental changes in the economic environment. TUI does not intend or assume any obligation to update any forward-looking statement to reflect events or circumstances after the date of these materials.

FY17 FULL YEAR RESULTS FRITZ JOUSSEN

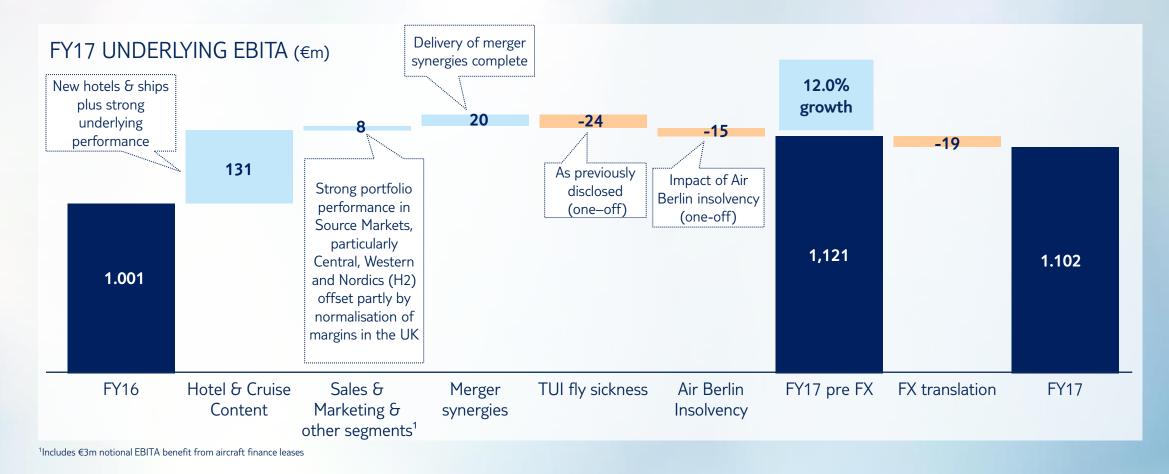
TUI GROUP | 2017 FY Results & Strategy Update | 13 December 2017

TUI continues its strong performance track record in FY17

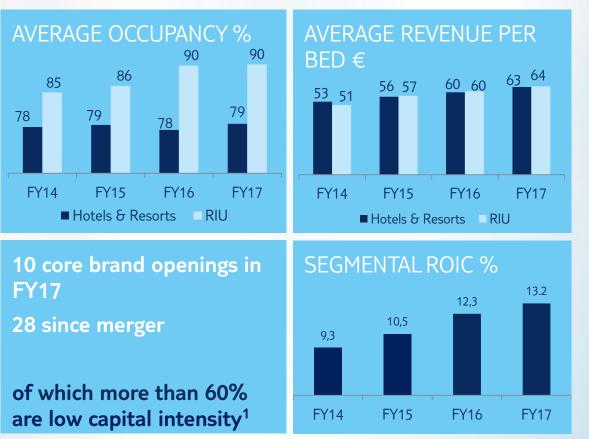
TURNOVER €18.5bn +11.7% ¹	UNDERLYING EBITA €1,102m +12.0% ¹	 Third consecutive year of strong top line and earnings growth 56%² earnings from hotel & cruise content (up from 30%² at merger) Delivering attractive shareholder returns – dividend per share of €0.65 announced
UNDERLYING EPS €1.14 +33.7% ¹ DIVIDEND PER SHARE 65 cents	ROIC ³ 23.6% WACC ³ 6.75%	 Strong ROIC performance continues

At constant currency rates; ² Based on FY17 Year End and FY14 Year End reported numbers ³ For both ROIC and WACC methodology please refer to FY17 Annual Report pages 27-29

Strong performance driven by growth in own hotel/cruise content and underlying trading



Hotels & Resorts Strong performance resulting in four consecutive years of increasing ROIC



1 Low capital intensity is defined as Management, Franchise and 50% of owned hotels due to joint venture structures

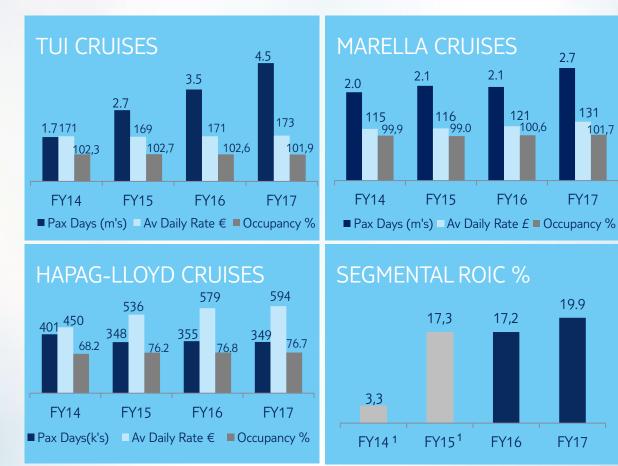
TURNOVER AND EARNINGS (€m)

	FY17	FY16	%
Turnover	679.0	618.6	9.8
Underlying EBITA	356.5	303.8	17.3
o/w Equity results	91.2	74.1	23.1

BRIDGE UNDERLYING EBITA (€M)



Cruises Strong market supports capacity growth – increasing ROIC



TURNOVER AND EARNINGS (€M)

FY17	FY16	%
815.0	703.1	15.9
1,052.5	807.3	30.4
255.6	190.9	33.9
135.9	100.1	35.8
	815.0 <i>1,052.5</i> 255.6	815.0 703.1 1,052.5 807.3 255.6 190.9

* TUI Cruises joint venture (50%) is consolidated at equity

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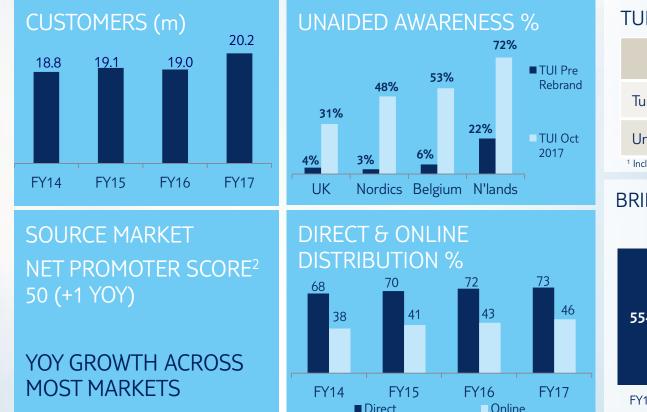
FY17

101,7



¹ FY14 & FY15 ROIC excludes Marella Cruises

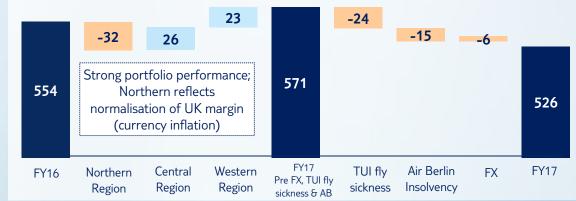
Sales & Marketing Diversification of source markets delivers strong portfolio performance



TURNOVER AND EARNINGS (€M)

	FY17	FY16	%
Turnover	16,143.2	14,997.2	7.6
Underlying EBITA	526.5 ¹	554.3	-5.0 ¹
¹ Includes one-off TUI flv sickness of €24m ar	nd Air Berlin insolvency of €15m imp	act in the year	

BRIDGE UNDERLYING EBITA (€M)



² NPS is measured in customer satisfaction questionnaires completed post-holiday. It is based on the question "On a scale of 0 to 10 where 10 is extremely likely and 0 is not at all likely, how likely is it that you would recommend TUI to a friend, colleague or relative?" and is calculated by taking the percentage of promoters (9s and 10s) less the percentage of detractors (0s through 6s)

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Trading for future seasons is progressing well overall

HOTELS & RESORTS

- Continued growth in own hotel brands with seven openings scheduled to date for FY18
- Strong demand for Western Med and Carribean
- Expect to see some improvement in demand for Turkey & North Africa mainly from our Source Markets



¹These statistics are up to 3 December 2017 and shown on a constant currency basis and relate to all customers whether risk or non-risk

CRUISES

- Strong cruise yields and load factors across all three brands
- Ship launches scheduled for 2018 and 2019



SALES & MARKETING IN SOURCE MARKETS

- Winter 2017/18¹ volumes up +3%
- Summer 2018 performing in line with expectations albeit at very early stage
- Strong performances in Nordics and Germany; UK resilient, rebrand progressing well



FY17 FULL YEAR RESULTS HORST BAIER

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Income Statement

In €m	FY17	FY16	
Turnover	18,535.0	17,153.9	
Underlying EBITA	1,102.1	1,000.5	
Adjustments (SDI's and PPA)	-75.6	-102.4	
EBITA	1,026.5	898.1	
Net interest expense	-119.2	-179.5	
Hapag-Lloyd AG	172.4	-100.3	. –
EBT	1,079.7	618.3	L
Income taxes	-168.8	-153.4	
Group result continuing operations	910.9	464.9	
Discontinued operations	-149.5	687.3	
Minority interest	-116.6	-114.8	
Group result after minorities	644.8	1,037.4	L
			_
Basic EPS (€)	1.10	1.78	
Basic EPS (€, continuing)	1.36	0.61	- г
Pro forma Underlying EPS (€, continuing)	1.14	0.86	

ADJUSTMENTS

Reduced by €27m due to completion of post-merger integration

INTEREST

Improvement of €60m, due to lower RCF utilisation, lower interest on provisions and refinancing of High Yield Bond to Senior Notes with lower coupon rate, partially offset by additional finance lease interest for new aircraft and cruise ships

HAPAG-LLOYD AG

 Book profit of €172m realised on disposal of HLAG interest. Prior year reflects share value impairment during H1 FY16

TAX

Underlying effective tax rate remains at 20%

DISCONTINUED OPERATIONS

Completion of Travelopia disposal; charge of €131m relating to disposal of net assets and recycling of FX losses. Prior year reflects Hotelbeds transaction

EPS

 Significant underlying increase driven by operational performance, financial and tax efficiency

Cash Flow & Movement in Net Debt

In €m	FY17	FY16
EBITDA reported ¹	1,490.9	1,305.1
Working capital	406.2	271.8
Other cash effects	89.9	63.7
At equity income ¹	-252.3	-187.2
Dividends received from JVs and associates	118.2	82.2
Tax paid	-146.1	-186.4
Interest (cash)	-57.1	-71.2
Pension contribution	-141.3	-335.6
Operating Cashflow	1,508.4	942.4
Net capex δ investments incl PDPs ²	-1,071.9	-634.8
Disposal proceeds	388.0	811.6
Free Cashflow	824.5	1,119.2
Dividends	-456.8	-341.1
Movement in Cash Net of Debt	367.7	778.1

¹ Continuing ops basis, non-continuing adjustment in Other cash effects

² Net capex of €766.9m, net investments of €102.5m and net PDPs of €202.5m

IMPROVEMENT IN WORKING CAPITAL Driven by growth in Source Markets turnover		AL
HAPAG-LLOYD AG SHARES – DISPOSAL PROCEEDS O ~€400M Interest in Hapag-Lloyd AG now fully disposed		
	FY17	FY16
	350	-214
	368	778
	-22	-
	-149	-350
	36	136
Closing net cash including Discontinued Ops		350
Travelopia		-318
t	583	32
	WORH Driven Market HAPA – DIS ~€400 Interest fully dis	WORKING CAPIT Driven by growth in S Markets turnover HAPAG-LLOYD A - DISPOSAL PRO ~€400M Interest in Hapag-Lloy fully disposed FY17 350 368 -22 -149 36 ed Ops 583 -2

Leverage ratio – medium-term we feel well placed within new target range (3.0x-2.25x)

DEVELOPMENT AND OUTLOOK

Guidance FY17 €m 3.50x Gross debt 1,933 3.25x to Bonds 296 2.75x **SPLIT** 3.00x to Liabilities to banks 80% Aircraft 381 2.50x 20% Cruises & Other 1,227 to Finance leases 2.25x to Other financial liabilities 29 3.3 Target range for FY 18 Pensions 1,127 2.5 Discounted value of operating leases¹ 2,619 3.00x - 2.25x5,680 Debt **Reported EBITDAR** 2,241 Leverage Ratio 2.5x ¹At simplified discounted rate of 1.75% FY 16 FY 17

LEVERAGE RATIO FY17

• Current aircraft order book including options for fleet rollover consists of 88 aircraft until FY 22

• Case by case decision regarding future financing, current assumption is a mix of operating and finance leases

FY18 Guidance¹

	FY18e	FY17
Turnover ²	Around 3% growth	€18,535m
Underlying EBITA	At least 10% growth	€1,102m
Adjustments	~€80m	€76m
Net interest expense	~€120m	€119m
Underlying effective tax rate	~20%	20%
Net capex & investments incl. $PDPs^3$	~€1.2bn	€1.1bn
Net (debt)/cash	Slightly negative	€0.6bn
Leverage ratio	3.0x to 2.25x	2.5x
Interest cover	5.75x to 6.75x	6.1x
Dividend per share	Growth in line with underlying EBITA	€0.65

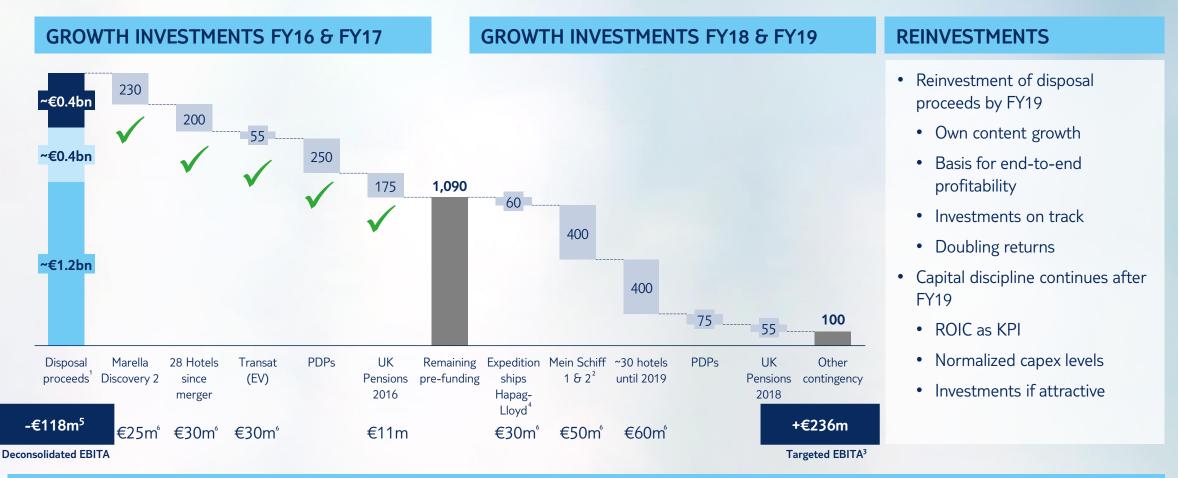
Assuming constant foreign exchange rates are applied to the result in the current and prior period and based on the current Group structure
 Excluding cost inflation relating to currency movements
 Assuming acquisition of Mein Schiff 1 for Marella Cruises

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GROWTH FROM INVESTMENTS HORST BAIER

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Update on re-investment programme FY16-FY19 – doubling EBITA under way



1 Including working capital/cash effect; 2 Assumes MS1+ 2 purchase as cash transaction/final decision on transaction structure/financing not yet taken; 3 Based on targeted EBITA run-rate; 4 Equity-contribution, delivery in spring & autumn 2019; 5 Number includes €93m EBITA of HBG & Travelopia as well as EAT of MS1+2 within TUI Cruises of €25m due transferring the ships to UK market, delivery in summer 2018 & 2019; 6 run-rate

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Hotels & Resorts investments: 28 new core hotels since merger, low capital intensity

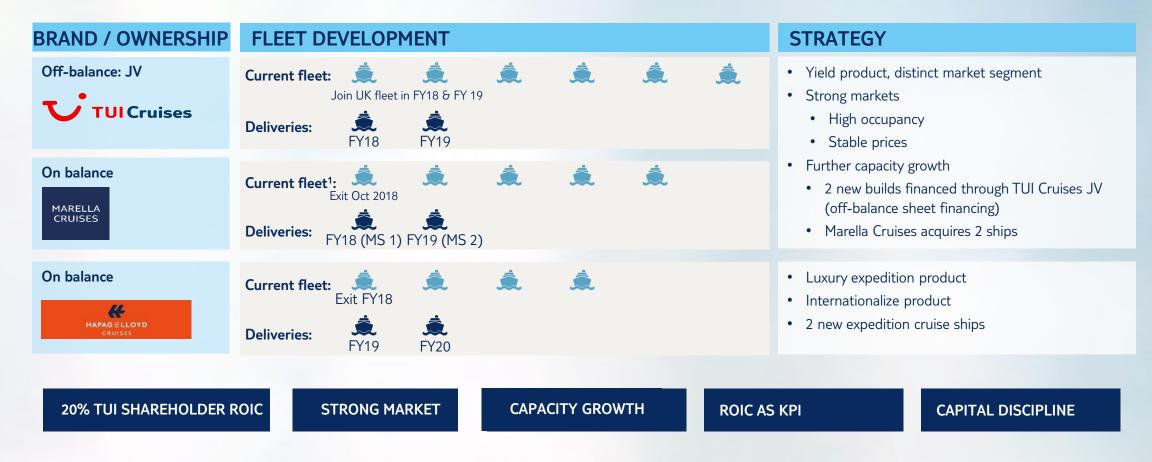
PORTFOLIO DIVERSIFICATION wither portfolio diversification Further portfolio intensity Berlin Croatia Bulgaria RIU o diversification Dublin RIU New York Portugal 🚔 🖓 Ibiza Italy assets **Furkey** Greece Dom Rep Cyprus Djerba Jamaica 🕐 หา๊น RiuAruba St. Lucia RIU Sri Lanka RĨU Mauritius Management, Franchise Ownership, Lease > 60% OF INVESTMENTS WITH **ROIC 28 HOTELS FY17: 10% ROIC 28 HOTELS FY18: >15% CAPITAL DISCIPLINE** LOW CAPITAL INTENSITY¹ (PARTIALLY STILL RAMP UP) (TARGET)

DE-RISKED GROWTH

- Pre-dominantly low capital
- Ownership in 365 days destinations/ where scarcity of
- De-risking through JV offbalance financings
- 15% ROIC hurdle

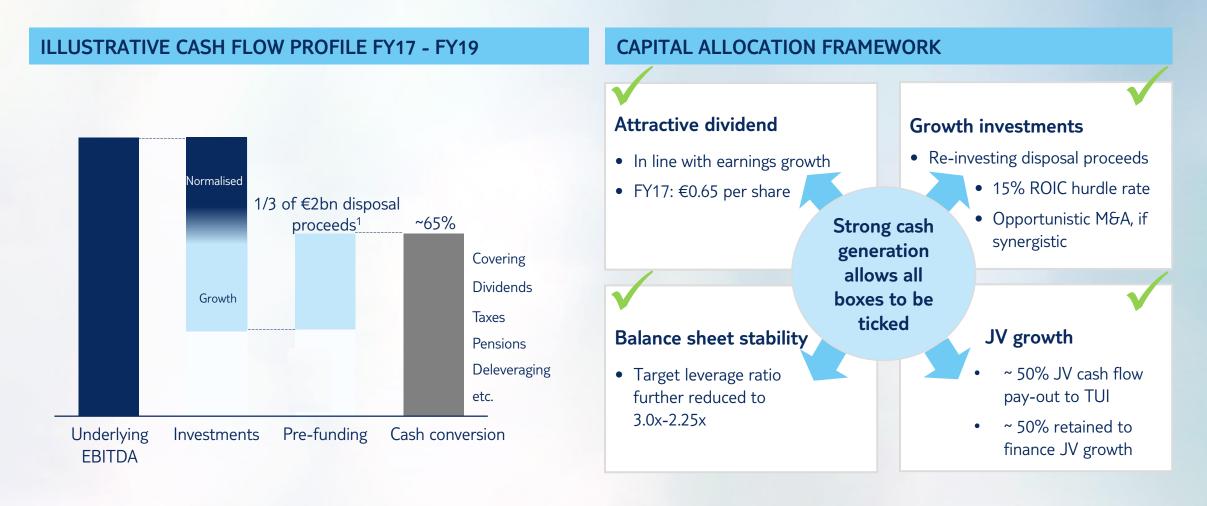
1 Low capital intensity is defined as Management, Franchise and 50% of owned hotels due to joint venture structures

Cruise investments: Capacity growth strategy, partially off-balance financing



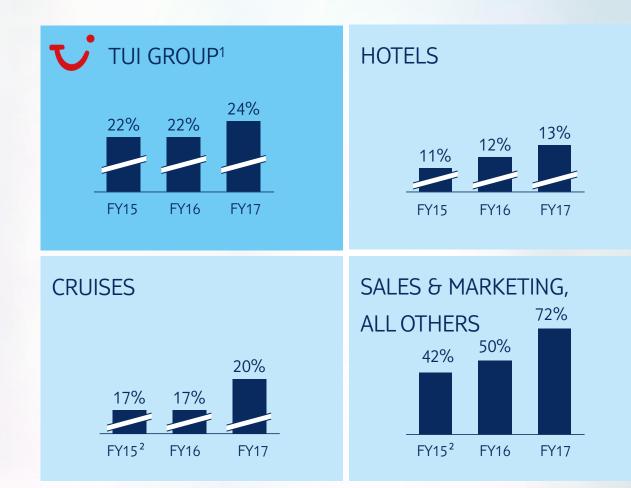
¹ Majesty exited Marella fleet November 2017

Strong cash generation allowing to invest, pay dividends and strengthen balance sheet



1 Disposal proceeds reinvested from FY16-FY19

Business model strength continues to drive ROIC



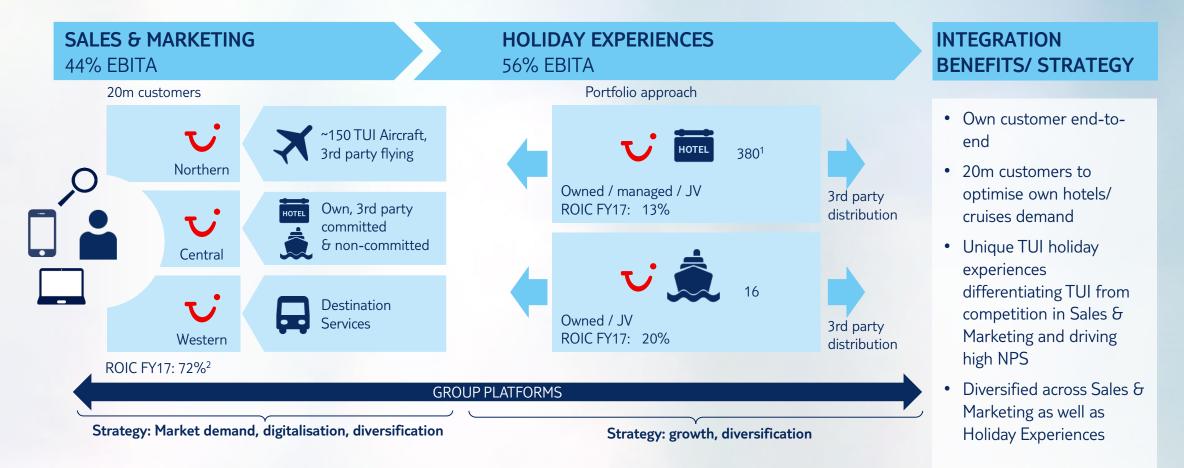
- Delivering strong ROIC for TUI shareholders
 - Hotels: pre-dominantly low capital intensity, JVs
 - Cruises: partially off balance sheet financing
 - Sales & Marketing: low capital intensity
- Strong earnings

performance

FY17 STRATEGY UPDATE FRITZ JOUSSEN

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3 years after the merger: TUI – one brand, superior strategic positioning, diversified

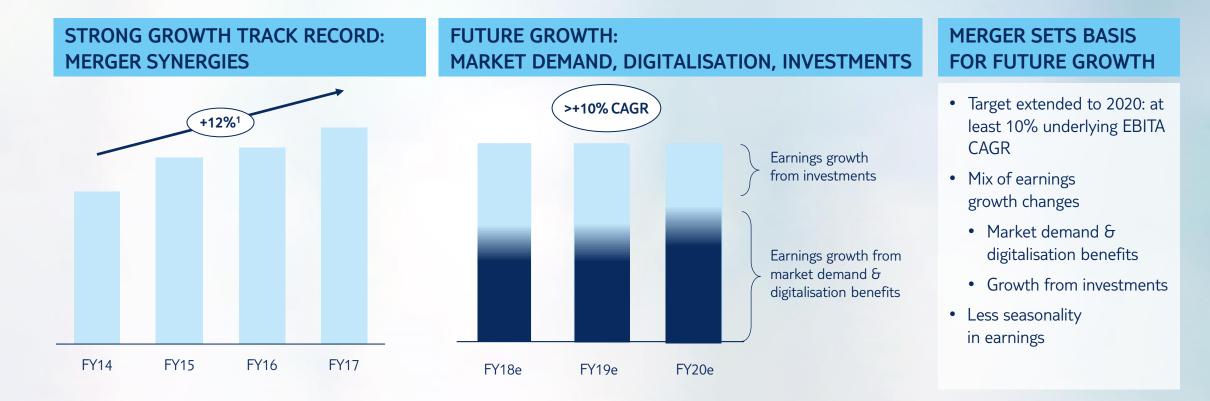


1 This number includes concept hotels and 3rd party concept hotels

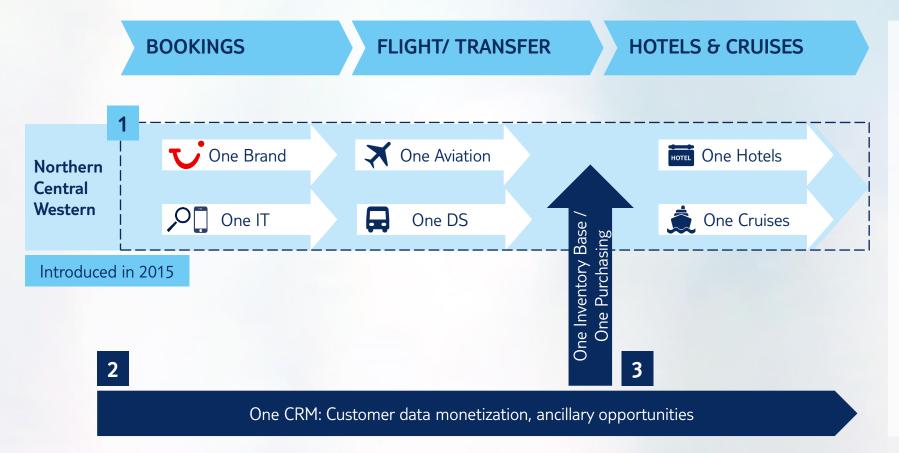
2 This number relates to Sales & Marketing/ all other

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Merger synergies delivered, strong earnings growth story continues



Group initiatives and digitalisation driving efficiency

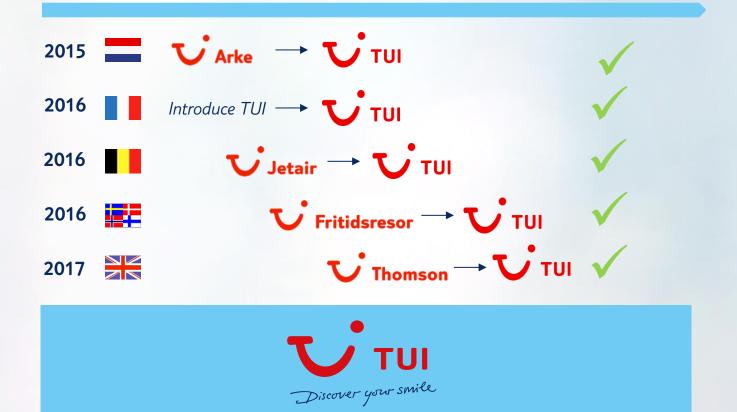


- 6 One platforms introduced in 2015
- 2 new initiatives 2017
 - One CRM
 (Cloud based)
 - One Inventory (Blockchain), One Purchasing
- Initiatives quantified and tracked, contributing to at least 50% of our EBITA growth target

2

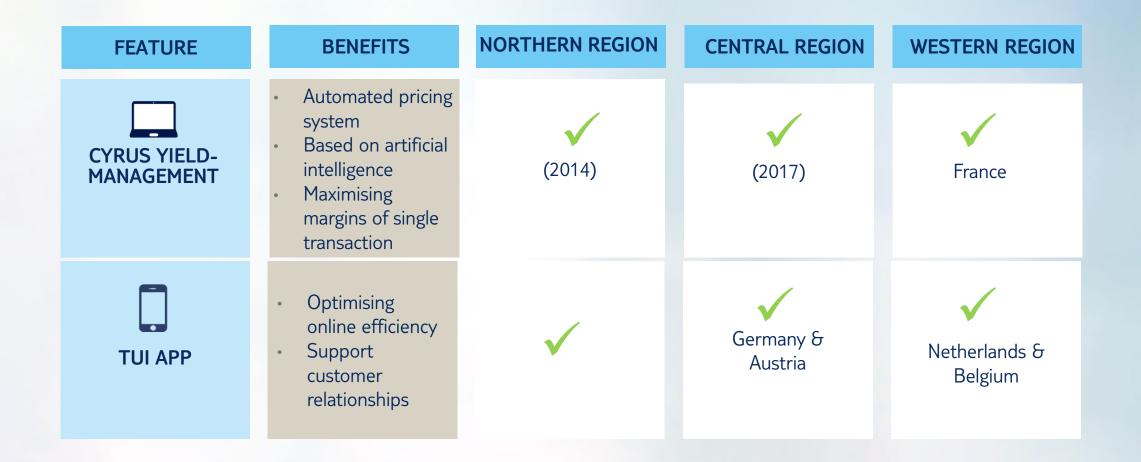
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1 Launched in 2015: Update on One Brand initiative



- High levels of unaided TUI brand awareness in migrated source markets
- Rebrand paid back within short time period
- Brand migration funded by operational efficiency and increased revenues

1 One IT initiatives previously launched : Update on Yield Management and TUI App



2 Launched in 2017: One CRM – A 20 million customers mass individualisation opportunity

Know our customers and develop a direct relationship

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Put analytics $\boldsymbol{\vartheta}$ insights at the heart of everything we do

Personalised marketing, sales & service to drive value

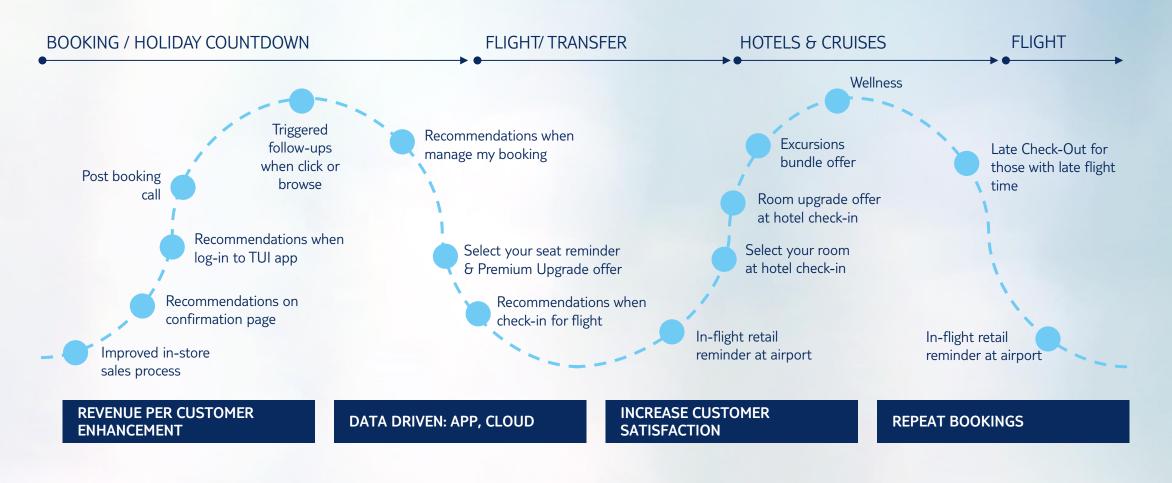
Develop retention propositions to build emotional loyalty to our brand Reduce cost of sale by strengthening direct channels

Share customer insight with wider business

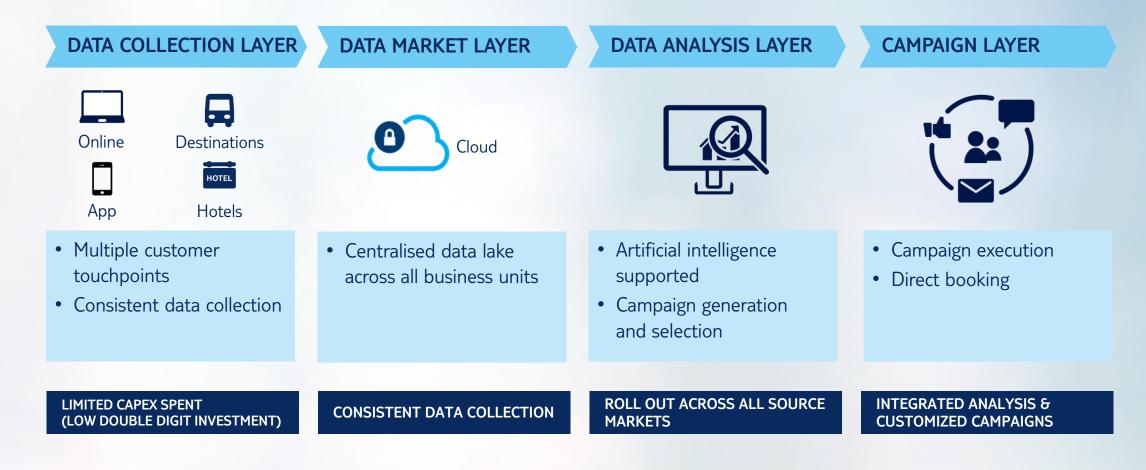
Cross-selling of TUI products and ancillaries

Reduce marketing spend

2 Personalized experiences during journey increase customer satisfaction and revenues



2 Data driven CRM process: One CRM platform rolled out to all source markets



2 Customer profile builds over time enabling personalized recommendations – example

			NEW CUSTOMER	REPEAT CUSTOMER	• Nota bene: Sophia is a
Name	2801928128	Mrs Sophia Meyer	Mrs Sophia Meyer	Mrs Sophia Meyer	fictional character
Status & Value		Status: New Prospect	Status: New Customer C: Low Value	Status: Repeat Customer B: Medium Value	Digital platforms comply
Marketing preferences		Email (Yes)/ Mobile (No)	Email (Yes)/ Mobile (Yes)/ App (Yes)	Email (Yes)/ Mobile (Yes)/ App (Yes)	with relevant data protection & privacy
Life-stage		Family	Family	Family	laws (incl. EU General
Holiday preferences	Ibiza	Majorca/ Ibiza	Majorca/ 4 Star	Ibiza/ 4 Star/ Close to beach/ Family room/ Extra Legroom Seat	Data Protection
Product preferences				Family Life/ Sensimar	Regulation)
Booking status		Shortlist:Majorca/Villa/5.5.17 Shortlist:Majorca/Hotel only/ 23.5.17	Live: Majorca/ Hotel only/ 23.05.2017	Live:Majorca/Family Life/1.5.18 Shortlist:Ibiza/Sensimar/1.8.18	
Next Best Action			Offer Late check-out	Offer concierge service for next booking	

2 One CRM is focussed on scaling automated and personalized marketing based on previous customers' experiences

	MANUAL MARKETING	AUTOMATED MARKETING	EXAMPLE FROM OUR NORDIC SOURCE MARKE		
Examples	Newsletters, season launch campaigns, tactical campaigns	Browse & abandoned cart follow-ups, holiday countdown		Manual	Auto
Approach	Products to customers	Customers to products			
Targeting	Segments			1,400 (114m sent)	8,600 t) (4m sent)
	Trading needs	Customer history			
Inputs	Marketing plans & themes	Triggers (event & behaviors)			
	Sales offers	Customer propensity & product	Monthly % of CRM		
	Season launches	value	online revenue	<50%	>50%
Scalability	Limited scalability	Scalable across markets			

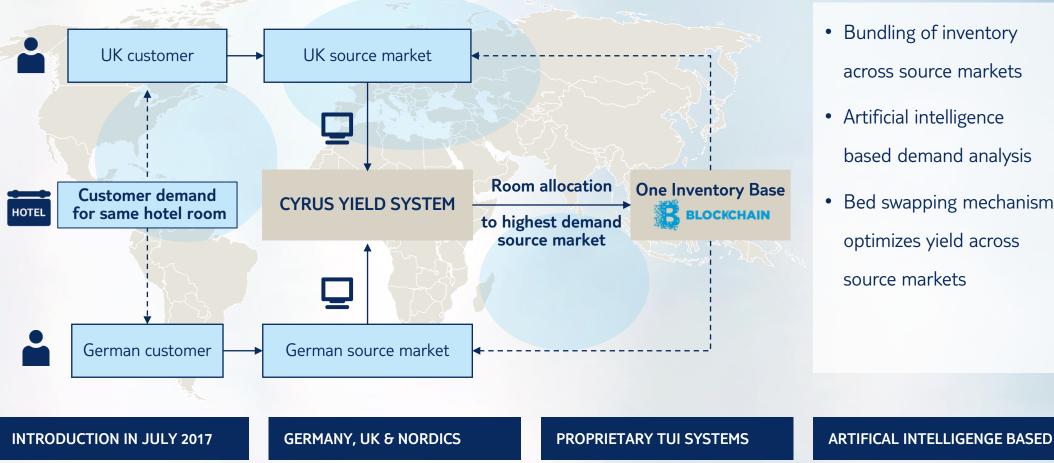
Launched 2017: Destimo purchasing and Blockchain Inventory – Opportunity to commercialise 3 our risk inventory of 100m bed nights and our €5bn purchasing volume from 3rd party hoteliers



Our vision:

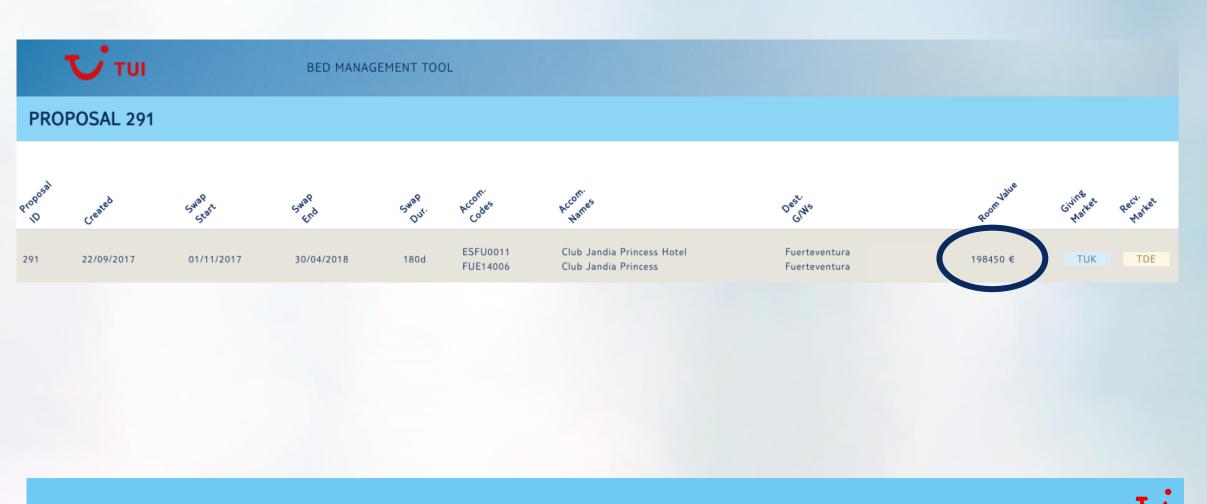
- Centralised inventory management based on Blockchain technology
- Cyrus: Digital system driving yields, supporting marketing of 100m bed nights to 20m customers
- Destimo: Proprietary purchasing system

3 Blockchain Inventory: first feature launched in July 2017 – bed swap



- Bundling of inventory across source markets
- Artificial intelligence based demand analysis
- Bed swapping mechanism optimizes yield across source markets

3 Blockchain Inventory: Bed swap screenshot



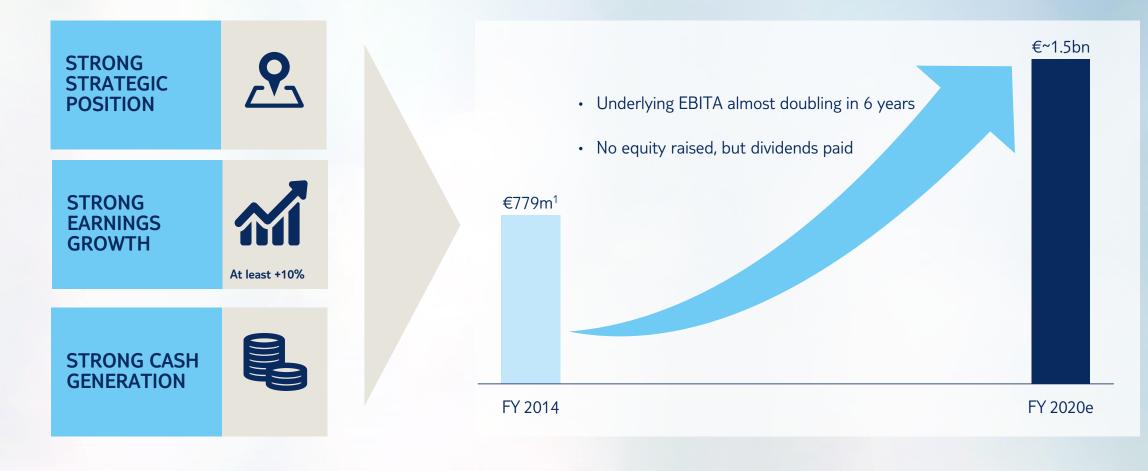
3 Blockchain Inventory: Strategic optionality – Low risk entry into new markets and reduction of yield pressure at the same time



OUR AMBITION FRITZ JOUSSEN

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Our ambition: Strong strategic positioning, strong earnings growth and strong cash generation. Doubling of EBITA in 6 years



APPENDIX

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FY17 Turnover by Segment (excludes Intra-Group Turnover)*

ln €m	FY17	FY16	Change	FX	Change ex FX
Hotels & Resorts	679.0	618.6	60.4	-24.9	85.3
- Riu	493.1	461.6	31.5	-10.2	41.7
- Robinson	82.6	72.2	10.4	-0.8	11.2
- Blue Diamond	-	-	-	-	-
- Other	103.3	84.8	18.5	-13.9	32.4
Cruises	815.0	703.1	111.9	-53.1	165.0
- TUI Cruises	-	-	-	-	-
- Marella Cruises	502.4	406.4	96.0	-53.1	149.1
- Hapag-Lloyd Cruises	312.6	296.7	15.9	-	15.9
Source Markets	16,143.2	14,997.2	1,146.0	-539.7	1,685.7
- Northern Region	6,601.5	6,564.4	37.1	-543.7	580.8
- Central Region	6,039.5	5.562.9	476.6	4.2	472.4
- Western Region	3,502.2	2,869.9	632.3	-0.2	632.5
Other Tourism	677.0	669.3	7.7	-3.5	11.2
Tourism	18,314.2	16,988.2	1,326.0	-621.2	1,947.2
All Other Segments	220.8	165.7	55.1	-0.4	55.5
TUI Group continuing operations	18,535.0	17,153.9	1,381.1	-621.6	2,002.7

*Table contains unaudited figures and rounding effects; restated to treat Hotelbeds Group and Travelopia as discontinued operations, plus the reclassification of a Destination Services company from Central Region to Other Tourism, and Marella Cruises from Northern Region to Cruise segment

FY17 Underlying EBITA by Segment*

In €m	FY17	FY16	Change	FX	Change ex FX
Hotels & Resorts	356.5	303.8	52.7	-5.5	58.2
- Riu	355.9	318.3	37.6	-5.5	43.1
- Robinson	38.5	38.7	-0.2	1.6	-1.8
- Blue Diamond**	20.1	16.5	3.6	0.6	3.0
- Other	-58.0	-69.7	11.7	-2.2	13.9
Cruises	255.6	190.9	64.7	-7.8	72.5
- TUI Cruises**	135.9	100.1	35.8	-	35.8
- Marella Cruises	86.5	61.3	25.2	-7.8	33.0
- Hapag-Lloyd Cruises	33.2	29.5	3.7	-	3.7
Source Markets	526.5	554.3	-27.8	-5.6	-22.2
- Northern Region	345.8	383.1	-37.3	-5.3	-32.0
- Central Region	71.5	85.1	-13.6	-0.2	-13.4
- Western Region	109.2	86.1	23.1	-0.1	23.2
Other Tourism	13.4	7.9	5.5	-4.4	9.9
Tourism	1,152.0	1,056.9	95.1	-23.3	118.4
All Other Segments	-49.9	-56.4	6.5	4.6	1.9
TUI Group continuing operations	1,102.1	1,000.5	101.6	-18.7	120.3

*Table contains unaudited figures and rounding effects; restated to treat Hotelbeds Group and Travelopia as discontinued operations, plus the reclassification of a Destination Services company from Central Region to Other Tourism, Blue Diamond to Hotels & Resorts and Marella Cruises to Cruise segment both from Northern Region **Equity result

Deliver Merger Synergies

	Per Capital Markets Update May 2015		Realised	to FY16	Realised to FY17	
In €m	Synergies	One-off costs to achieve	Synergies	One-off costs to achieve	Synergies	One-off costs to achieve
Corporate streamlining	50	35	40	35	53	35
Occupancy improvement	30	-	30	-	30	-
Destination Services	20	42	10	31	17	34
TOTAL	100	77	80	66	100	69

Underlying effective tax rate for FY17 at 20%

MERGER SYNERGIES FULLY DELIVERED

Adjustments & Net Interest Result

In €m	FY17	FY16	
Gain/(Loss) on disposals	2.2	-0.8	
Restructuring expense	-23.1	-12.0	
Purchase Price Allocation	-29.2	-41.9	
Other one-off items	-25.5	-47.7	
Total Adjustments	-75.6	-102.4	

In €m	FY17	FY16
Debt related interest	-102	-126
Non-debt related charge	-38	-75
Interest income	21	21
Net interest result	-119	-180
o/w cash interest	-57	-71

Earnings per share (continuing operations)

ln €m	Reported FY17	Reported FY16	Pro forma FY17	Pro forma* FY16	
EBITA	1,027	898	1,102	1,001	
Net interest expense	-119	-180	-119	-180	Underlying effective tax
HLAG book value adjustment and equity result	172	-100	-	-	rate calculated based on
EBT	1,080	618	983	821	underlying EBT
Tax rate	16%	25%	20%	25%	
Tax Charge	-169	-153	-197	-205	
Minority Interest	-117	-111	-117	-111	
Net Income	794	354	670	504	Pro forma NOSH based on
Basic number of shares (m)	584	584	587	587	• issued share capital as at
Basic Earnings Per Share (€)	1.36	0.61	1.14	0.86	30.9.17

* Pro forma number of shares excludes 6.5m shares relating to employee stock options and Employee Benefit Trust; figures are rounded

Net Financial Position, Pensions and Operating Leases

In €m	30 Sep 2017	30 Sep 2016
Financial liabilities	-1,933	-2,041
- Finance leases	-1,227	-1,232
- High Yield Bond	-	-306
- Senior Notes	-296	-
- Liabilities to banks	-381	-411
- Other liabilities	-29	-92
Cash	2,516	2,073
Net cash (debt)	583	32
- Net Pension Obligation	-1,127	-1,451
- Discounted value of operating leases ¹	-2,619	-3,144

¹ At simplified discounted rate of 1.75% with both years on continuing ops basis

Key Sources of Funding 30 September 2017

Instrument	Issue	Maturity	Amount €m	Interest % p.a.
Revolving Credit Facility	Sep 14	Jul 22 ¹	1,750 ²	E/L +1.40 ³
Senior Notes	Oct 16	Oct 21	300	2.125
Finance leases	Various	Various	1,227	Various

¹ Extended from December 2020 to July 2022

² Including a tranche of €215m for the issue of bank guarantees

³ Upgrade of our rating by S&P has reduced our RCF interest margin from 1.55% to 1.40% p.a as of 14/02/2017

Financial Calendar 2018



13 FEBRUARY 2018

Q1 FY18 REPORT & ANNUAL GENERAL MEETING 9 MAY 2018

Q2 FY18 REPORT



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Contact

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