



# TUI Group Factbook

## December 2018



# TUI GROUP - REASONS TO INVEST & BUSINESS MODEL



# What do we offer to our investors – 3 reasons to be invested / to invest

1

## STRONG STRATEGIC POSITION



- Global leading tourism group
- Holiday product provider with own distribution
- Own customer end to end: Markets & Airlines, Hotels, Cruises, Destination Experiences
- Individualisation and targeted marketing
- Yielding of own products
- Risk mitigation by double diversification

2

## STRONG EARNINGS GROWTH



- Global leisure travel market growing above GDP
- Strong track record driven by merger synergies:
  - Underlying EBITA CAGR of 13%<sup>1</sup> since merger
  - Underlying EPS CAGR of 16% since merger
- Future growth supported by digitalisation benefits and by reinvesting disposal proceeds
- Reiterate at least 10% CAGR in underlying EBITA for the three years to FY20<sup>2</sup>

3

## STRONG CASH GENERATION



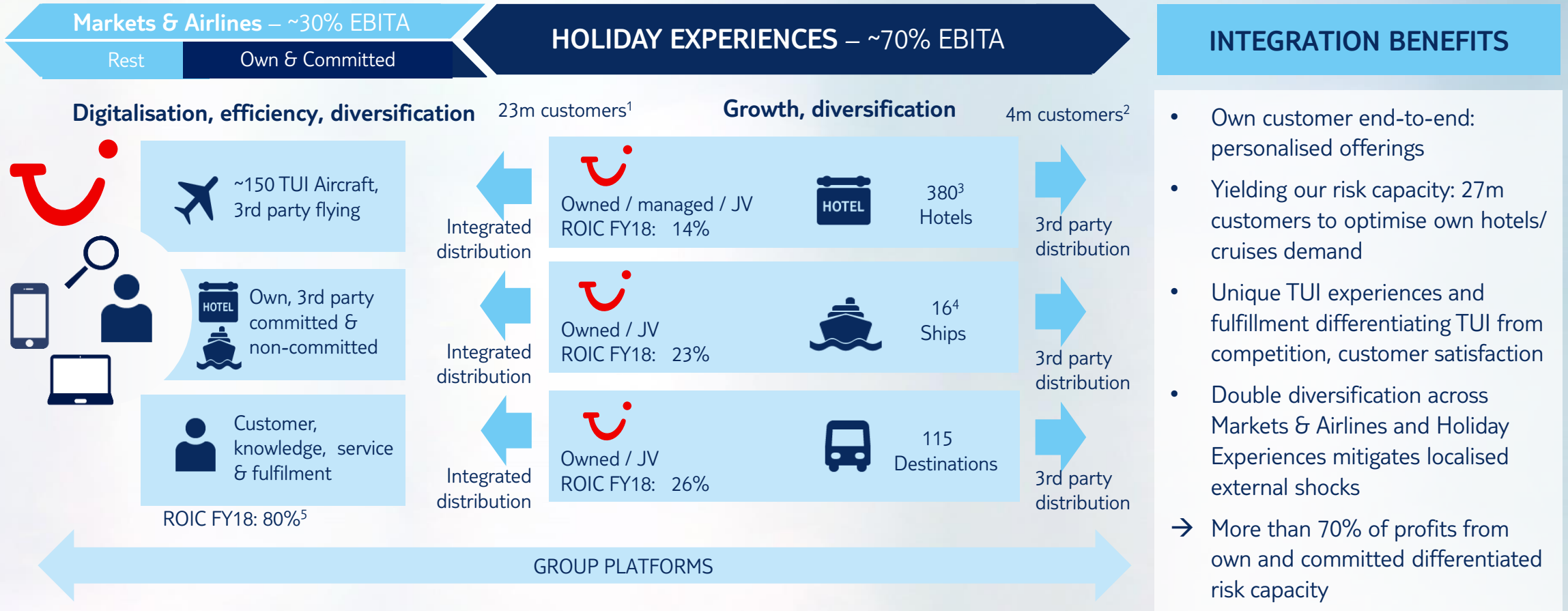
- 23% group ROIC FY18, significantly above cost of capital
- Strong operating cash conversion, enabling to fund
  - investments
  - high cash returns to shareholders in form of dividends
  - balance sheet stability

<sup>1</sup> Underlying EBITA CAGR of 10% since merger / average CAGR of 13% since merger at constant currency (company earnings guidance is at constant currency) <sup>2</sup> Based on constant currency growth, three year CAGR from FY17 base to FY20





# 1 4 years after the merger: TUI – one brand, superior strategic positioning, diversified product-focused holiday provider with almost 70% Holiday Experience earnings



1 21m Markets & Airlines customers plus a further 2m for Cruise and from our strategic joint ventures in Canada and Russia totals 23m 2 4m customers direct and via 3<sup>rd</sup> party channels to our Hotels & Resort and Cruise brands 3 This number includes group hotels and 3<sup>rd</sup> party concept hotels as at end of FY18 4 As at end of FY18 5 This number relates to Markets & Airlines and All other segments

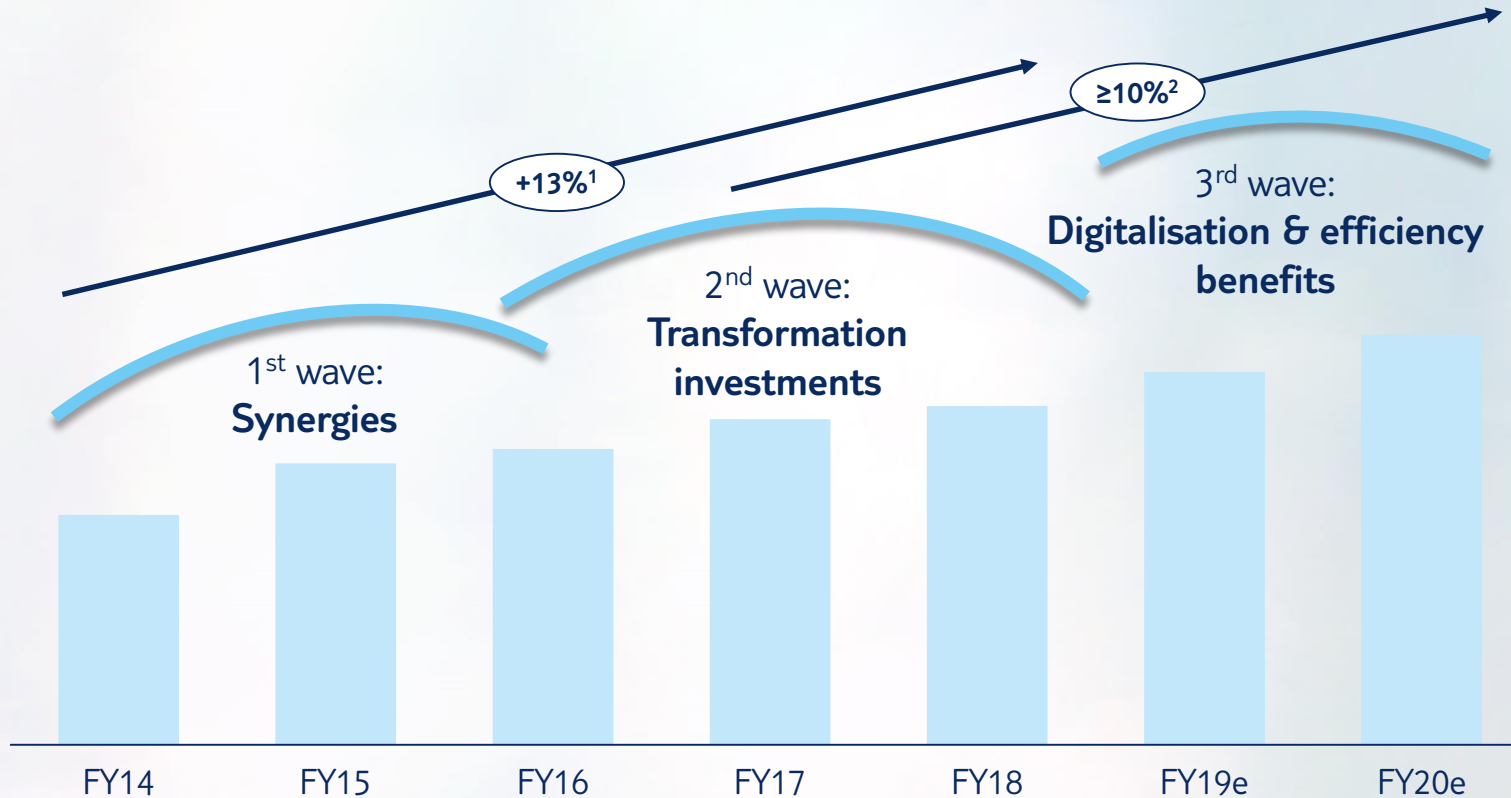


## 2 Three waves driving earnings: Future earnings growth driven by reinvestment of disposal proceeds, digitalisation and efficiency benefits

**STRONG GROWTH TRACK RECORD:  
MERGER SYNERGIES**

**FUTURE GROWTH:  
INVESTMENTS, DIGITALISATION & EFFICIENCY**

### HIGHLIGHTS



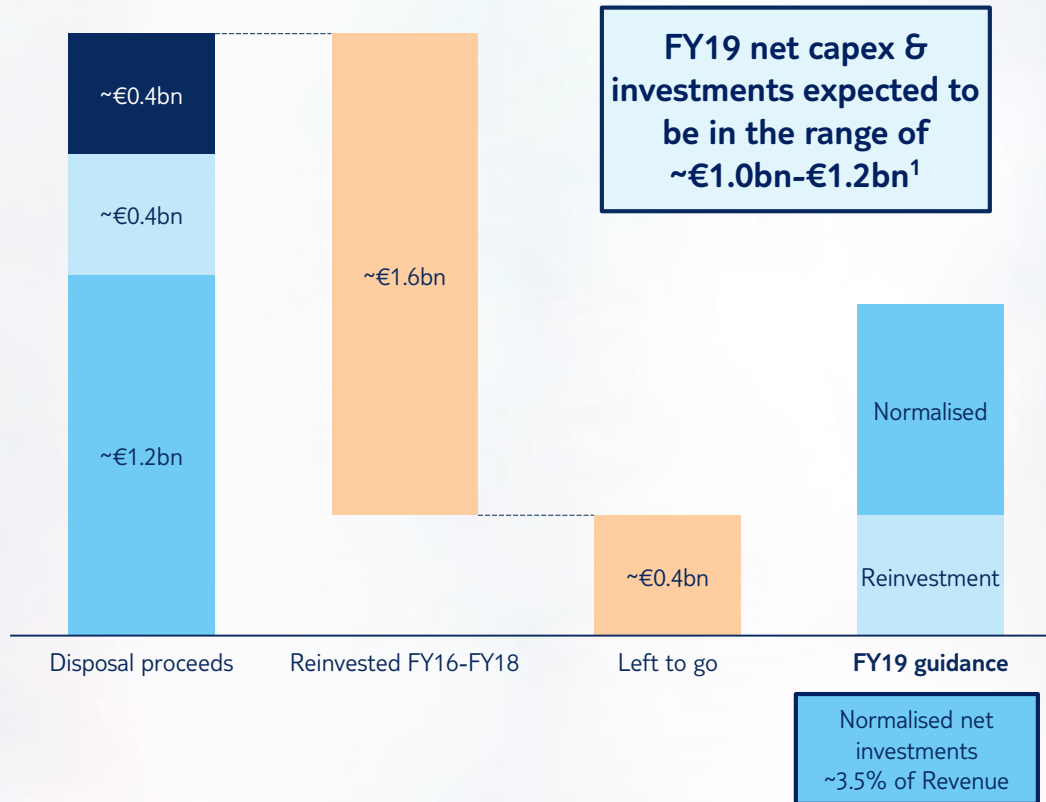
- 3 earnings waves, heading towards third wave
- Mix of earnings growth changes gradually over time
  - Growth from investments
  - Digitalisation and efficiency benefits

<sup>1</sup> Underlying EBITA CAGR of 10% since merger / average CAGR of 13% since merger at constant currency <sup>2</sup> Reiterate our guidance of at least 10% CAGR in underlying EBITA for the three years to FY20; three year CAGR from FY17 Base to FY20

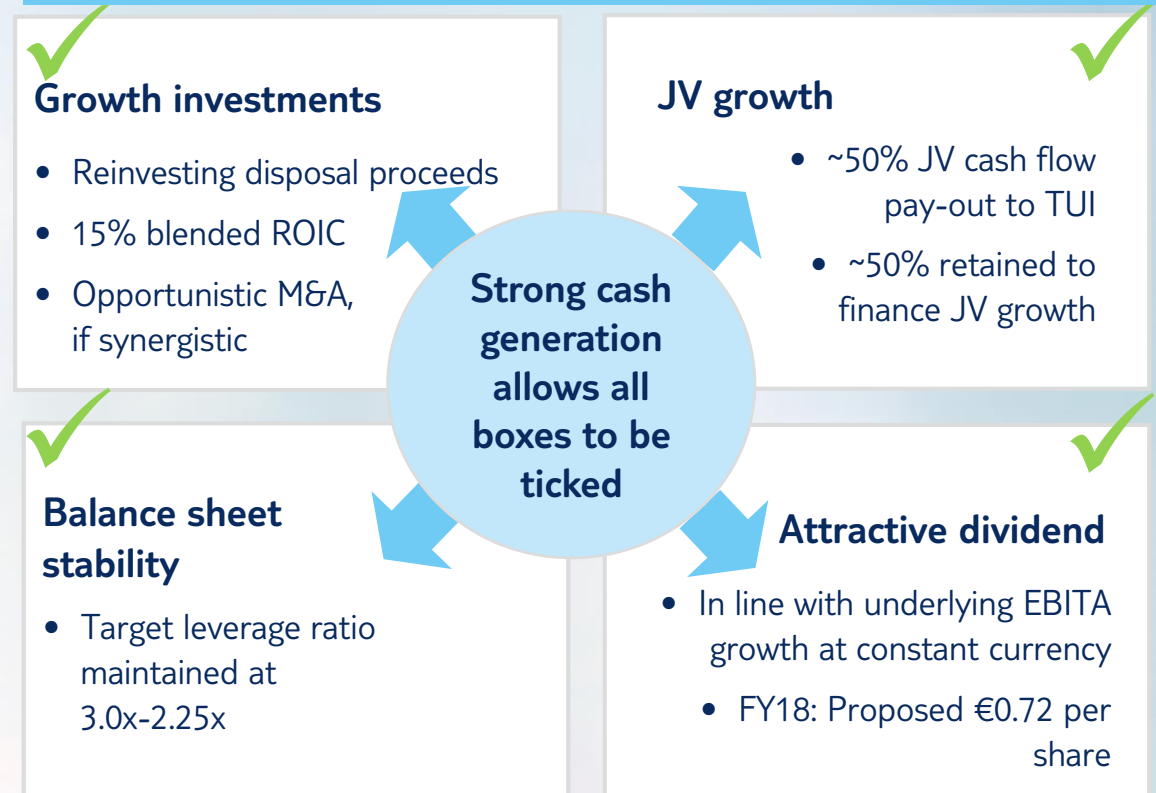


### 3 Strong cash generation allowing to invest, pay dividends and strengthen balance sheet

#### FY19: LAST YEAR OF DISPOSAL PROCEEDS REINVESTMENT



#### CAPITAL ALLOCATION FRAMEWORK



<sup>1</sup> Including PDPs, excluding aircraft assets financed by debt or finance leases



### 3 Hotels & Resorts investments: 44 new hotels since merger, lower capital intensity

#### PORTFOLIO DIVERSIFICATION



#### DERISKED GROWTH

- Predominantly lower capital intensity
- Ownership in 365 days destinations/ where scarcity of assets
- De-risking through JV off-balance sheet financings
- 15% Blended ROIC hurdle

> 60% OF INVESTMENTS WITH LOWER CAPITAL INTENSITY<sup>1</sup>

44 NEW HOTELS OPENED SINCE MERGER


















ROIC 44 HOTELS FY18: >15% (TARGET)

CAPITAL DISCIPLINE

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



### 3 TUI's cruise capacity growth financed through disposal proceeds re-investment programme and off-balance sheet (JV)

BRAND / OWNERSHIP	FLEET DEVELOPMENT	OFF-BALANCE SHEET FINANCING AS PREFERRED OPTION
<p>Off-balance sheet: JV</p> 	<p><b>Current fleet:</b>   Exit FY22    </p> <p><b>Deliveries:</b>  FY19  FY23  FY24  FY26</p>	<ul style="list-style-type: none"> <li>• Funded by JV</li> <li>• No CAPEX requirements for TUI</li> </ul>
<p>On balance sheet</p> 	<p><b>Current fleet:</b>     </p> <p><b>Deliveries:</b>  FY19 (SGE<sup>1</sup>)</p>	<ul style="list-style-type: none"> <li>• Part of TUI's growth investment strategy</li> <li>• Funded by reinvesting disposal proceeds</li> </ul>
<p>On balance sheet</p> 	<p><b>Current fleet:</b>   </p> <p><b>Deliveries:</b>  FY19  FY20  FY21</p>	<ul style="list-style-type: none"> <li>• Part of TUI's growth investment strategy</li> <li>• Funded by reinvesting disposal proceeds</li> </ul>

<sup>1</sup> Marella Cruises acquires SkySea Golden Era (SGE) to replace Mein Schiff 2, which will remain within TUI Cruises fleet due to high demand in the German cruise market.

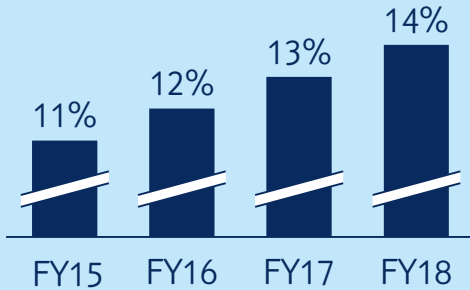
Note both Marella Spirit and Hanseatic left the Group fleet in Autumn 2018



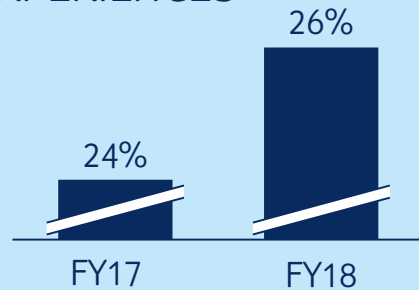


# Business model strength continues to drive ROIC<sup>1</sup>

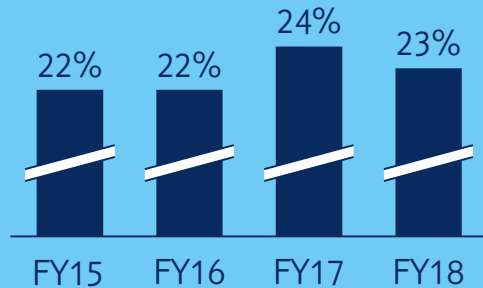
## HOTELS



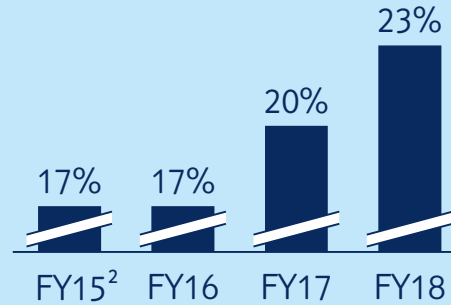
## DESTINATION EXPERIENCES



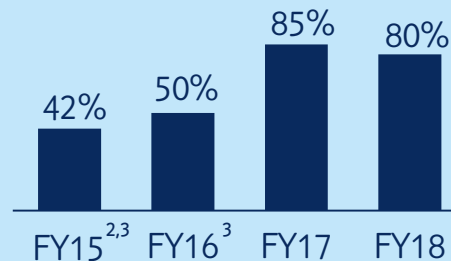
## TUI GROUP



## CRUISE



## MARKETS & AIRLINES AND ALL OTHER



- Delivering strong ROIC for TUI shareholders
- Hotels: predominantly lower capital intensity, JVs
- Cruises: partially off balance sheet financing
- Markets & Airlines: low capital intensity
- Strong earnings performance
- FY18 reflects reinvestment of disposal proceeds

<sup>1</sup> Pre IFRS 16 <sup>2</sup> Based on former segmentation - Marella Cruises within Markets & Airlines <sup>3</sup> Based on former segmentation - Destination Experiences within Markets & Airlines



# GROUP FINANCIALS



# Income Statement – Key Figures

## FY18 and FY17

In €m	FY18	FY17
<b>Turnover</b>	19,523.9	<b>18,535.0</b>
Underlying EBITDA	1,563.9	1,541.7
<b>Underlying EBITA</b>	<b>1,147.0</b>	<b>1,102.1</b>
Adjustments	-86.8	-75.6
<b>EBITA</b>	<b>1,060.2</b>	<b>1,026.5</b>
Interest result	-88.7	-119.2
Hapag-Lloyd AG	0.0	172.4
<b>EBT</b>	<b>971.5</b>	<b>1,079.7</b>
Income Taxes	-191.3	-168.8
<b>Group result continuing operations</b>	<b>780.2</b>	<b>910.9</b>
Discontinued operations	38.7	-149.5
Minority Interest	-86.4	-116.6
<b>Group result after minorities</b>	<b>732.5</b>	<b>644.8</b>



# Adjustments & Net Interest Result

In €m	FY18	FY17
Gain/(Loss) on disposals	2.1	2.2
Restructuring expense	-34.9	-23.1
Purchase Price Allocation	-31.8	-29.2
Other one-off items	-22.2	-25.5
<b>Total Adjustments</b>	<b>-86.8</b>	<b>-75.6</b>

In €m	FY18	FY17
Debt related interest	-110	-102
Non-debt related charge	-49	-38
Interest income	70	21
<b>Net interest result</b>	<b>-89</b>	<b>-119</b>
<i>o/w cash interest</i>	<i>-81</i>	<i>-57</i>



## Earnings per share (continuing operations)

In €m	Reported FY18	Reported FY17	Pro forma FY18	Pro forma* FY17	
EBITA	1,060	1,027	1,147	1,102	● Adjusted for interest provision release of ~€31m attributable to prior period
Net interest expense	-89	-119	-120	-119	
HL AG book value adjustment and equity result	-	172	-	-	● Underlying effective tax rate calculated based on underlying EBT
<b>EBT</b>	<b>971</b>	<b>1,080</b>	<b>1,027</b>	<b>983</b>	
<i>Tax rate</i>	<i>20%</i>	<i>16%</i>	<i>20%</i>	<i>20%</i>	● Adjusted to reflect normalised non-controlling interest
Tax Charge	-191	-169	-205	-197	
Minority Interest	-86	-117	-135	-117	● Pro forma NOSH based on issued share capital as at 30.9.18
<b>Net Income</b>	<b>694</b>	<b>794</b>	<b>687</b>	<b>670</b>	
Basic number of shares (m)	587	584	588	587	
<b>Basic Earnings Per Share (€)</b>	<b>1.18</b>	<b>1.36</b>	<b>1.17</b>	<b>1.14</b>	





# Cash Flow & Movement in Net Cash

In €m	FY18	FY17
<b>EBITA reported<sup>1</sup></b>	<b>1,060.2</b>	<b>1,026.5</b>
Depreciation <sup>1</sup>	438.3	464.4
Working capital	66.4	406.2
Other cash effects <sup>1</sup>	74.6	89.9
At equity income	-297.7	-252.3
Dividends received from JVs and associates	222.7	118.2
Tax paid	-236.0	-146.1
Interest (cash)	-80.8	-57.1
Pension contribution	-207.5	-141.3
<b>Operating Cash flow</b>	<b>1,040.2</b>	<b>1,508.4</b>
Net capex	-746.2	-766.9
Net investments	-63.1	-102.5
Net pre-delivery payments	-17.7	-202.5
Disposal proceeds	-	388.0
<b>Free Cash flow</b>	<b>213.2</b>	<b>824.5</b>
Dividends	-435.3	-456.8
<b>Free Cash flow after dividends</b>	<b>-222.1</b>	<b>367.7</b>

In €m	30 Sep 2018	30 Sep 2017
<b>Opening net cash as at 1 October including Discontinued Ops</b>	<b>583</b>	<b>350</b>
Movement in cash net of debt	-222	368
Asset Finance	-204	-149
Other	-33	14
<b>Closing net cash as per Balance Sheet</b>	<b>124</b>	<b>583</b>

<sup>1</sup> Continuing ops basis – non-continuing adjustment in Other cash effects (FY17)



# Balance Sheet

In €m	30 Sep 2018	30 Sep 2017
Non-current assets	10,682.1	9,867.6
Current assets	4,929.7	4,317.9
<b>Assets</b>	<b>15,611.8</b>	<b>14,185.5</b>
Subscribed capital	1,502.9	1,501.6
Capital and revenue reserves	2,195.2	1,438.1
Non-controlling interest	635.5	594.0
<b>Equity</b>	<b>4,333.6</b>	<b>3,533.7</b>
Non-current financial provisions	1,730.3	1,896.1
Current provisions	380.9	382.6
<b>Provisions</b>	<b>2,111.2</b>	<b>2,278.7</b>
Non-current financial liabilities	2,250.7	1,761.2
Current financial liabilities	192.2	171.9
<b>Financial liabilities</b>	<b>2,442.9</b>	<b>1,933.1</b>
Other non-current liabilities	409.5	459.8
Other current liabilities	6,314.6	5,980.2
<b>Other liabilities</b>	<b>6,724.1</b>	<b>6,440.0</b>
<b>Liabilities</b>	<b>11,278.2</b>	<b>10,651.8</b>
<b>Equity and Liabilities</b>	<b>15,611.8</b>	<b>14,185.5</b>



# Financial Ratios FY18 and Targets for FY19

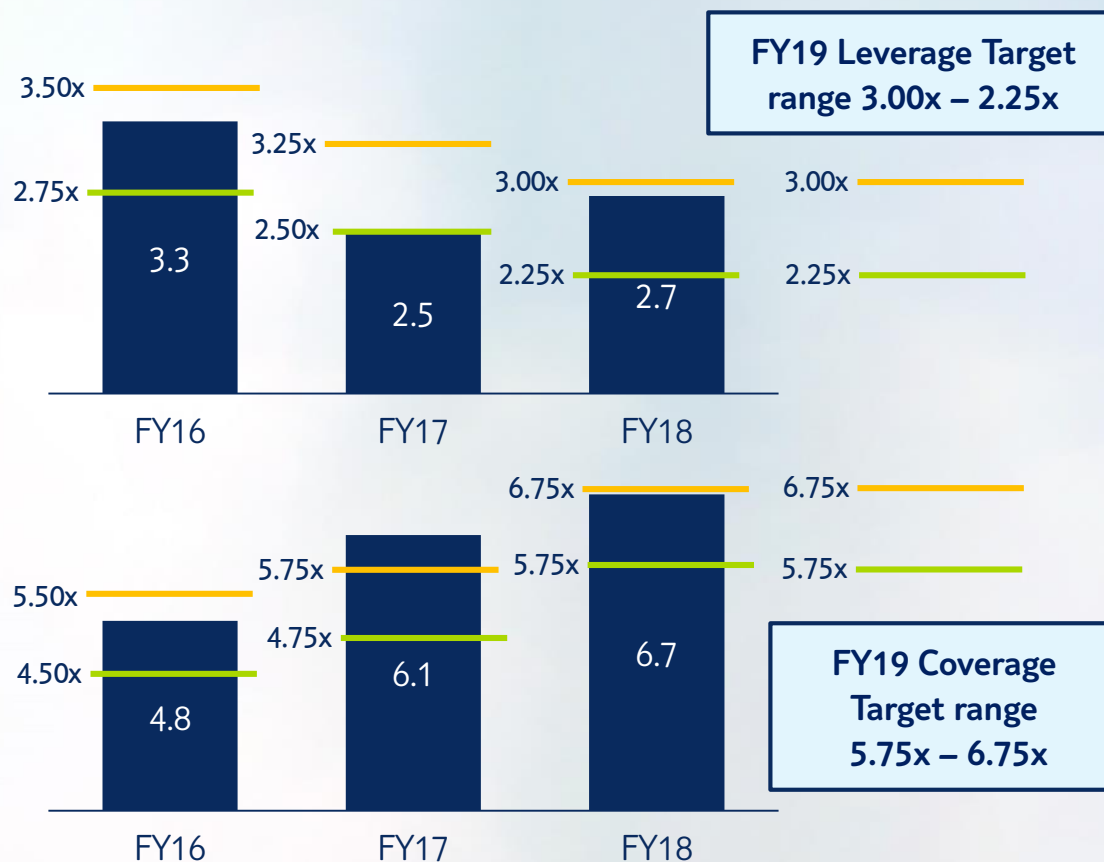
## LEVERAGE RATIO FY18

€m	FY18
Gross debt	2,443
<i>to Bonds</i>	297
<i>to Liabilities to banks</i>	780
<i>to Finance lease</i>	1,343
<i>to Other financial liabilities</i>	23
Pensions	870
Discounted value of operating leases <sup>1</sup>	2,654
Debt	5,967
Reported EBITDAR	2,220
<b>Leverage Ratio</b>	<b>2.7x</b>

## COVERAGE RATIO FY18

€m	FY18
Reported EBITDAR	2,220
<i>Rentals – interest component</i> <sup>2</sup>	240
<i>Net interest expense</i>	89
Interest Charges	329
<b>Coverage Ratio</b>	<b>6.7x</b>

## DEVELOPMENT AND OUTLOOK



- Current corporate credit ratings “Ba2/positive” from Moody’s and “BB/stable” from S&P
- Upgraded by Moody’s from “stable” to “positive” outlook in February 2018 and from “Ba3” in April 2016
- S&P upgraded from “BB-” in February 2017

<sup>1</sup> At simplified discounted rate of 1.75%    <sup>2</sup> Simplified approach - one third of long-term rental expense



# Key Sources of Funding 30 September 2018

Instrument	Issue	Maturity	Amount €m	Interest % p.a.
Revolving Credit Facility	Sep 14	Jul 22 <sup>1</sup>	1,750 <sup>2</sup>	E/L +1.40 <sup>3</sup>
Senior Notes	Oct 16	Oct 21	300	2.125
Schuldschein	Jun 18	Jul 23 – Jul 28	425 <sup>4</sup>	1.75 <sup>5</sup>
Finance leases	Various	Various	1,343	Various

Post balance sheet date: €161m Commercial Paper issued up to 12 December 2018 based on a €350m programme with maturity in Jan-Mar 2019 at favourable rates to cover seasonal cash requirements

1 Last extension in July 2017 2 Including a tranche of €215m for the issue of bank guarantees 3 Margin depending on rating grid 4 €425m split into three tranches with maturity of 5 years, 7 years and 10 years (closed July 2018) 5 Average interest rate including interest hedge costs for variable tranches



# ROIC and Value added methodology

In €m	Notes to ARA	FY18	FY17
<b>Equity</b>		<b>4,333.6</b>	<b>3,533.7</b>
<i>Subscribed capital</i>	(23)	1,502.9	1,501.6
<i>Capital reserves</i>	(24)	4,200.5	4,195.0
<i>Revenue reserves</i>	(25)	- 2,005.3	- 2,756.9
<i>Non-controlling interest</i>	(27)	635.5	594.0
<b>Plus interest bearing financial liability items</b>		<b>3,516.2</b>	<b>3,328.2</b>
<i>Pension provisions and similar obligations</i>	(28)	994.8	1,127.4
<i>Non-current financial liabilities</i>	(30,36)	2,250.7	1,761.2
<i>Current financial liabilities</i>	(30,36)	192.2	171.9
<i>Derivative financial instruments</i>	(36)	78.5	267.7
<b>Less financial assets</b>		<b>3,390.1</b>	<b>3,024.7</b>
<i>Financial assets available for sale</i>	(36)	54.3	69.5
<i>Derivative financial instruments</i>	(36)	525.0	295.3
<i>Cash and cash equivalents</i>	(21,36)	2,548.0	2,516.1
<i>Other financial assets</i>		262.8	143.8
<b>= Invested Capital before addition of effects from purchase price allocation</b>		<b>4,459.7</b>	<b>3,837.2</b>
Plus effects from purchase price allocation		342.0	317.5
<b>= Invested capital</b>		<b>4,801.7</b>	<b>4,154.7</b>
Invested Capital Prior Year		4,154.7	4,180.6
Seasonal adjustment <sup>1</sup>		500.0	500.0
<b>Ø Invested capital<sup>2</sup></b>		<b>4,987.2</b>	<b>4,667.7</b>
<b>Underlying EBITA</b>		<b>1,147.0</b>	<b>1,102.1</b>
<b>ROIC %</b>		<b>23.04</b>	<b>23.61</b>
Weighted average cost of capital (WACC) %		6.37	6.75
<b>Value added</b>		<b>829.9</b>	<b>787.0</b>

<sup>1</sup> Adjustment to net debt to reflect a seasonal average cash balance    <sup>2</sup> Average value based on balance at beginning and year-end





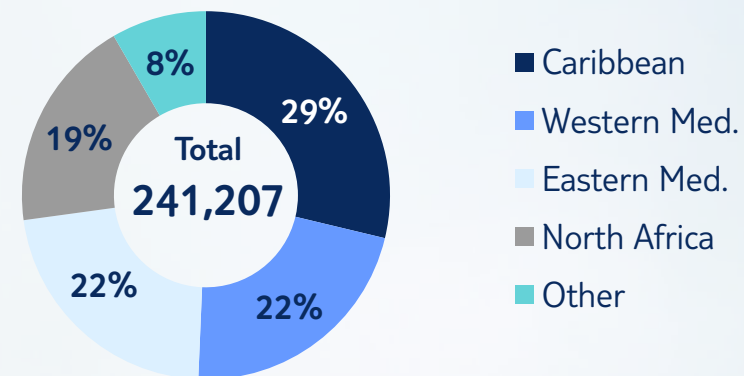
# HOTELS & RESORTS



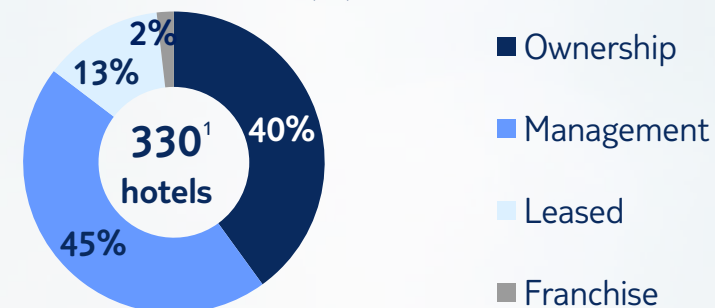
# Hotels & Resorts Summary FY18

Key Facts	FY18
Total Turnover (€m)	1,390
o/w Turnover 3 <sup>rd</sup> party (€m)	607
Underlying EBITDA (€m)	524
Underlying EBITA (€m)	426
o/w Equity result (€m)	92
Number of hotels <sup>1</sup>	380
Number of beds <sup>2</sup>	241,207
Capacity ('000) <sup>3</sup>	39,428
Revenue/bed (€) <sup>4</sup>	65
Occupancy (%) <sup>5</sup>	83

HOTEL BEDS BY REGION (%)



FINANCING STRUCTURE (%)



Plus 50 3<sup>rd</sup> party concept hotels = 380 Group hotels

**~60% OF INVESTMENTS WITH LOWER CAPITAL INTENSITY<sup>6</sup>**

**OWNERSHIP IN 365 DAYS DESTINATIONS/ SCARCITY OF ASSETS**

**DERISKING THROUGH JV OFF-BALANCE SHEET FINANCINGS**

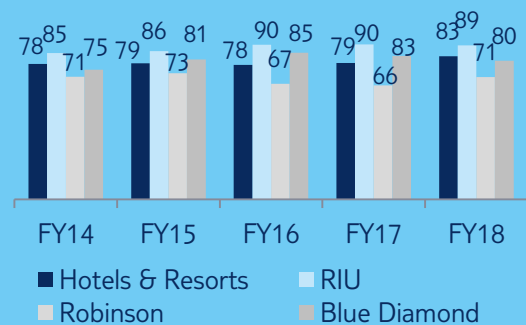
<sup>1</sup> o/w 50 are third party concept hotels (330 Group hotels reflect the Hotel & Resorts segment) <sup>2</sup> Based on 330 Group hotels <sup>3</sup> Group owned or leased hotel beds multiplied by opening days per annum <sup>4</sup> Arrangement revenue divided by occupied beds <sup>5</sup> Occupied beds divided by capacity <sup>6</sup> Lower capital intensity is defined as Management, Franchise and 50% of owned hotels due to joint venture structures



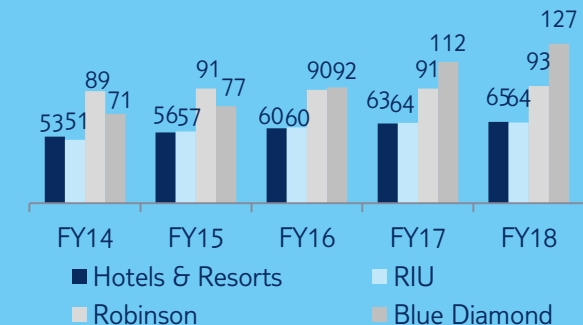
# Hotels & Resorts Summary by brand

Key figures FY18	<b>RIU</b> HOTELS & RESORTS	 ROBINSON	 BlueDiamond Resorts	Total
Turnover (€m)	407.0	89.3	-	606.8
Underlying EBITA (€m)	390.3	41.8	23.9	425.7
Capacity ('000) <sup>1</sup>	17,503	3,095	3,638	39,428
Number of hotels <sup>2</sup>	90 <sup>2</sup>	24	26	330
Number of beds	82,638	14,403	27,016	241,207

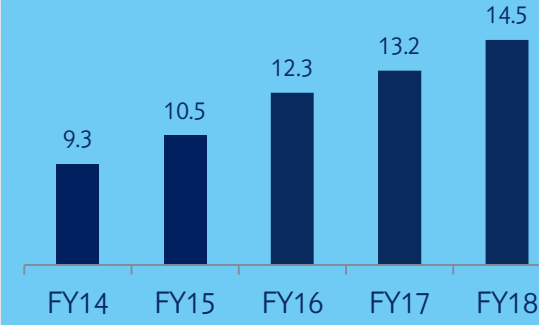
## AVERAGE OCCUPANCY<sup>3</sup> %



## AVERAGE REVENUE PER BED<sup>4</sup> €



## SEGMENTAL ROIC %



<sup>1</sup> Group owned or leased hotel beds multiplied by opening days in the period   <sup>2</sup> Count as at 30 September 2018 (includes RIU Calypso which operates as a TUI Sensimar hotel)   <sup>3</sup> Occupied beds divided by capacity   <sup>4</sup> Arrangement revenue divided by occupied beds

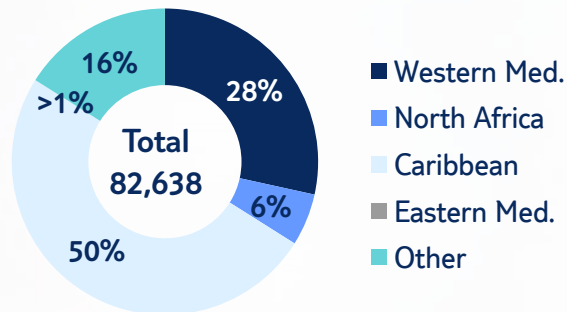


# Hotels & Resorts

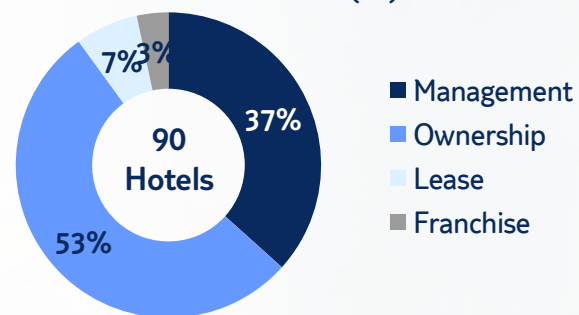
## RIU – Key figures FY18

RIU 100% view <sup>1</sup> In €m	Total	o/w RIUSA II (fully consolidated)	o/w Riu Hotels (consolidated at equity)	Riu in TUI accounts
Turnover	1,159	844	316	844
Underlying EBITA	470	340	130	390
<i>EBITA Margin</i>	41%	40%		
<b>EAT</b>	<b>268</b>	<b>161</b>	<b>107</b>	
o/w EAT to TUI <sup>2</sup>	126	76	50	126
ROIC (incl. Goodwill)	22%			
ROIC (excl. Goodwill)	27%			

HOTEL BEDS BY REGION (%)



FINANCING STRUCTURE (%)



<sup>1</sup> Unaudited figures <sup>2</sup> RIUSA II EAT to TUI includes release of goodwill following disposal of Dominicanotel.



# Hotels & Resorts

## Robinson – Key figures FY18

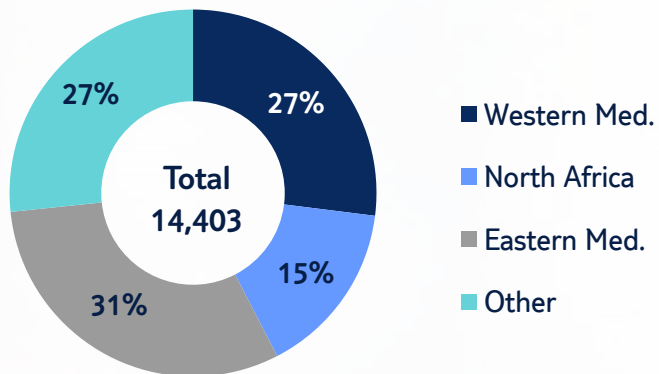
(€M)

Robinson In TUI accounts <sup>1</sup>	FY18	FY17
Total Turnover	213	204
Underlying EBITA	42	39
EBITA margin	20%	19%
ROIC	10%	11%

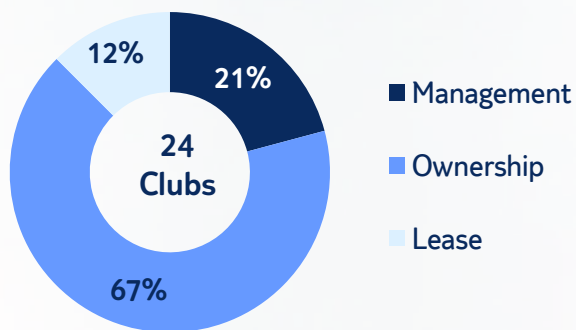


Robinson Club Noonu, Maldives

### HOTEL BEDS BY REGION (%)



### FINANCING STRUCTURE (%)



<sup>1</sup> Unaudited figures



# Hotels & Resorts

## Blue Diamond – Key figures FY18

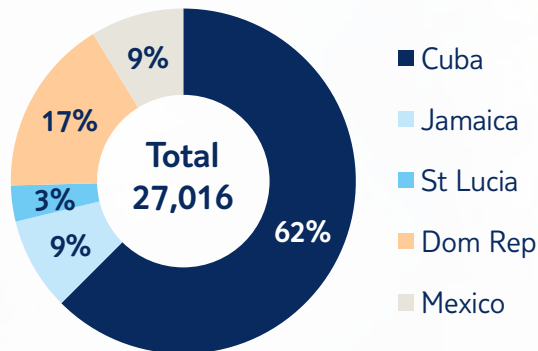
(€M)

Blue Diamond 100% view <sup>1</sup>	FY18	FY17
Turnover	410	360
EBITA	81	62
EBITA margin	20%	17%
<b>EAT</b>	<b>49</b>	<b>41</b>
o/w EAT to TUI (49%)	24	20

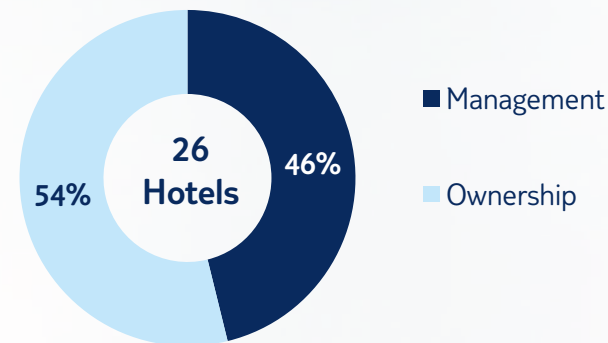


Blue Diamond Royalton Riviera Cancun, Mexico

### NUMBER OF BEDS BY LOCATION (%)



### FINANCING STRUCTURE (%)



<sup>1</sup> Unaudited figures



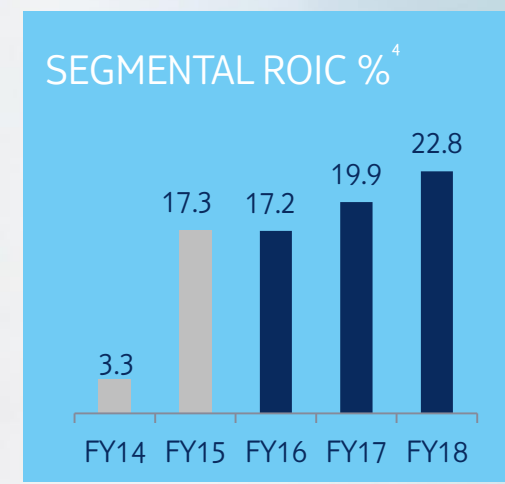
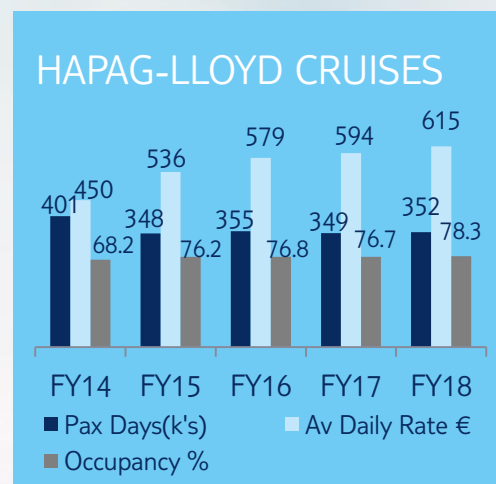
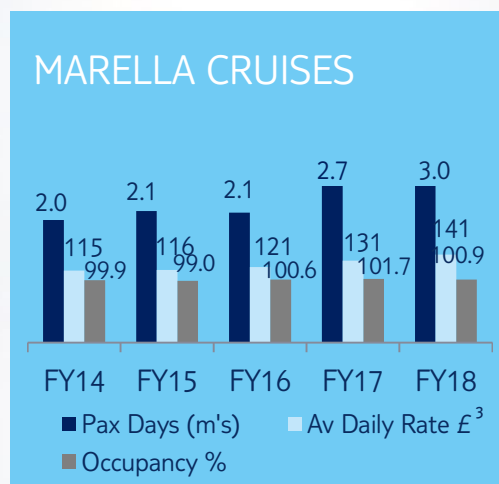
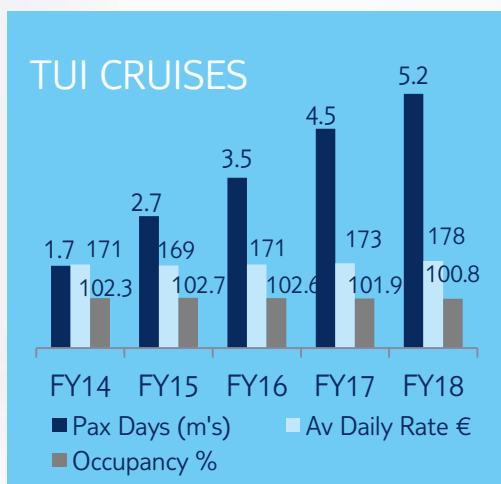
# CRUISE



# Cruises

## Summary by brand

Key figures FY18		MARELLA CRUISES	
Turnover	-	579.4	322.5
<i>Memo: TUI Cruises Turnover</i>	1,246.5	-	-
Underlying EBITA	181.3 <sup>1</sup>	106.5	36.2
Passengers (k)	532	327	28
Fleet Size (Group Total 16)	6	6	4
Total Berths <sup>2</sup>	14,886	9,635	1,254



<sup>1</sup> Equity result <sup>2</sup> Static count as at 30 September 2018 <sup>3</sup> Inclusive of transfers, flights and hotel due to the integrated nature of Marella Cruises <sup>4</sup> FY14 & FY15 ROIC excludes Marella Cruises



# Cruises

## TUI Cruises - Key figures FY18 – 100% View

<b>TUI Cruises 100%<sup>1</sup></b>	<b>FY18</b>	<b>FY17</b>	<b>%</b>
Turnover	1,247	1,053	18%
Underlying EBITA	406	304	34%
<i>EBITA-Margin</i>	33%	29%	
EAT (100% TUI)	363	272	33%
o/w TUI EAT (50%)	181	136	33%
ROIC	18%	16%	
ROE	53%	43%	

<sup>1</sup> Unaudited figures



# Cruises

## TUI Cruises Fleet

Mein Schiff 1	Mein Schiff Herz (Prev MS2)	Mein Schiff 3	Mein Schiff 4	Mein Schiff 5	Mein Schiff 6	New Mein Schiff 2	Mein Schiff 7	New Build 1	New Build 2
									
2,894 BERTHS	1,912 BERTHS	2,506 BERTHS	2,506 BERTHS	2,534 BERTHS	2,534 BERTHS	2,894 BERTHS	2,894 BERTHS	TBC BERTHS	TBC BERTHS
Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL
May 2018 CONSTRUCTION	1997 CONSTRUCTION	2014 CONSTRUCTION	June 2015 CONSTRUCTION	July 2016 CONSTRUCTION	June 2017 CONSTRUCTION	New build 2019 CONSTRUCTION February 2019 LAUNCH	New build 2023 CONSTRUCTION	New build 2024 CONSTRUCTION	New build 2026 CONSTRUCTION

Fleet pipeline as at December 2018





# Cruises

## Marella Cruises Fleet

Marella Celebration	Marella Dream	Marella Discovery	Marella Discovery 2	Marella Explorer	Marella Explorer 2 (Currently SGE) <sup>1</sup>
					
1,262 BERTHS	1,533 BERTHS	1,830 BERTHS	1,832 BERTHS	1,924 BERTHS	1,814 BERTHS
Wholly owned OPERATING MODEL	Finance Lease exp. 2021 OPERATING MODEL	Finance Lease exp. 2026 OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL
1984 CONSTRUCTION	1986 CONSTRUCTION	1995 CONSTRUCTION	1994 CONSTRUCTION	1996 CONSTRUCTION	1995 CONSTRUCTION
				May 2018 LAUNCH	Summer 2019 LAUNCH

Fleet and pipeline as at December 2018, Marella Spirit exited fleet post FY18 Year End in Autumn 2018

<sup>1</sup> SGE from RCL & Ctrip JV to join UK fleet in FY19

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# Cruises

## Hapag-Lloyd Cruises Fleet

Europa	Europa 2	Bremen	Hanseatic nature	Hanseatic inspiration	Hanseatic spirit
					
408 <sup>1</sup> BERTHS	516 <sup>1</sup> BERTHS	155 BERTHS	230 BERTHS	230 BERTHS	230 BERTHS
Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL	Wholly owned OPERATING MODEL
1999 CONSTRUCTION	2013 CONSTRUCTION	1990 CONSTRUCTION	New build 2019 CONSTRUCTION	New build 2019 CONSTRUCTION	New build 2021 CONSTRUCTION

Fleet and pipeline as at December 2018, Hanseatic exited the fleet post FY18 Year End in Autumn 2018

<sup>1</sup> Additional sofa-bed in most of the suites (usable for persons up to the age of 6, 10, 12 or 15 years)



# DESTINATION EXPERIENCES





# Destination Experiences (formerly Destination Services)

## Key figures FY18<sup>1</sup>



More than  
**9,000**  
colleagues



**5.4**  
million excursions  
sold



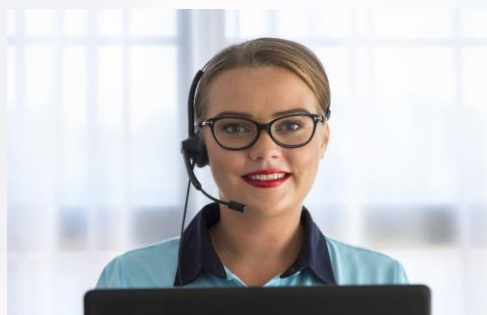
**>14**  
million guests



**>28**  
million transfers  
operated



Handled  
**7.8m**  
24/7 contacts



Operating in  
**115**  
destinations



Number of  
vehicles



<sup>1</sup> Contains unaudited figures and includes Destination Management business (pro rata from August 2018 acquisition)



# Strategic expansion of our Destination Experiences business – Ticking all boxes: Musement acquisition complementary to recent HBG Destination Management acquisition



# TUI's One CRM initiative as accelerator for our Destination Experiences business – now in even more destinations





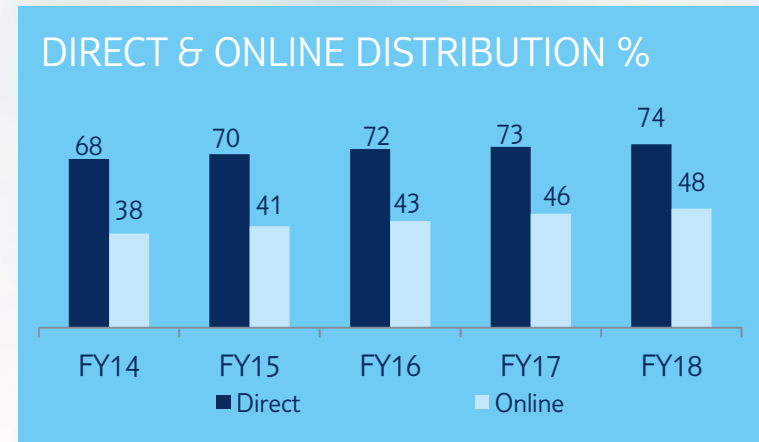
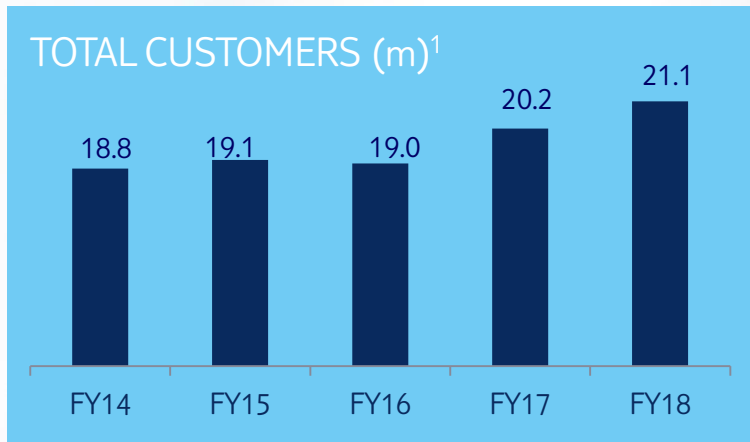
# MARKETS & AIRLINES



# Markets & Airlines

## Key figures by Markets

Key figures FY18	Northern Region	Central Region	Western Region	Total Markets & Airlines
Customers (000) <sup>1</sup>	7,566	7,707	5,854	21,127
External Turnover (€m)	6,855	6,564	3,577	16,996
Underlying EBITA (€m)	254	89	109	452
EBITA margin (%)	3.7	1.4	3.1	2.7
Direct Distribution mix (%)	93	50	73	74
Online Mix (%)	66	22	55	48



<sup>1</sup> Excludes Cruise and strategic joint ventures in Canada and Russia, this would be 23m if including Cruise and strategic joint ventures in Canada and Russia



# Aircraft Commitments by Financing Type

	Operating Lease	Finance Lease	Owned	Held for Sale	Total
<b>As at 30 September 2017</b>	126	17	8	1	152
Order book financing	4	3	-	-	7
External Lessor deliveries	-	-	-	-	-
External Lessor returns	(4)	-	-	-	(4)
Purchase of Leased Aircraft	(2)	-	2	-	-
Disposal of Owned Aircraft	-	-	-	(1)	(1)
<b>As at 30 September 2018</b>	<b>124</b>	<b>20</b>	<b>10</b>	<b>-</b>	<b>154</b>

Fleet split : UK - TUI Airways (63), Germany - TUI fly (36), Nordic - TUI fly Nordic (5), Netherlands - TUI fly Netherlands (9), Belgium - TUI fly Belgium (34) and France - Corsair (7)



# Aircraft order book deliveries – FY18 to FY23

	FY19	FY20	FY21	FY22	FY23
B737-MAX	18	17	14	12	7
B787-9	-	2	-	-	-
<b>Firm order book deliveries 2019-2023</b>	<b>18</b>	<b>19</b>	<b>14</b>	<b>12</b>	<b>7</b>

Financial Years (FY) ending 30 September; figures correct as at 30 September 2018

Supplementary to the above firm orders, TUI Group has further aircraft options:

	FY19	FY20	FY21	FY22	FY23
B737-MAX	-	-	5	13	14
B787-9	-	-	-	1	-
<b>Option order book deliveries 2019-2023</b>	<b>-</b>	<b>-</b>	<b>5</b>	<b>14</b>	<b>14</b>

Financial Years (FY) ending 30 September; figures correct as at 30 September 2018

