

TUI Hotels & Concepts

Uniform Standards



Introduction

At TUI, we celebrate our incredible and diverse team members and encourage you to be your authentic self —because you are at the heart of our brand. To support this, we have introduced more flexibility in our uniform guidelines.

As a key representative of TUI, the way you present yourself helps shape how our guests perceive us. We want you to feel confident, comfortable, and stylish while looking professional. Most importantly, we want you to express yourself and truly "Come as you are" at work.

Our uniform guidelines are designed to foster an inclusive and supportive workplace, welcoming colleagues of all gender identities, ethnicities, backgrounds, cultures, and orientations.



They ensure that:

- Everyone is treated fairly and without discrimination.
- Gender fluidity and self-expression are embraced.
- Local cultural norms and expectations are respected in the country where you are working.

We encourage all team members to wear the uniform with pride. When you step into your role, you represent TUI, so we ask that you maintain a professional appearance while feeling comfortable in what you wear.

If you feel that our uniform does not fully allow you to express yourself, please reach out—we are here to support you in being your true self while representing TUI.

Name Badges

- Language flags are a visual representation of the languages a team member speaks. To qualify for a flag, you must be able to confidently conduct a Welcome Meeting in that language*
- Flags are displayed above your name to help guests easily identify team members who can communicate with them in their preferred language*
- Please be aware each brand has a specific requirement of what's required per badge. Please refer to your individual brand toolkits for more information.



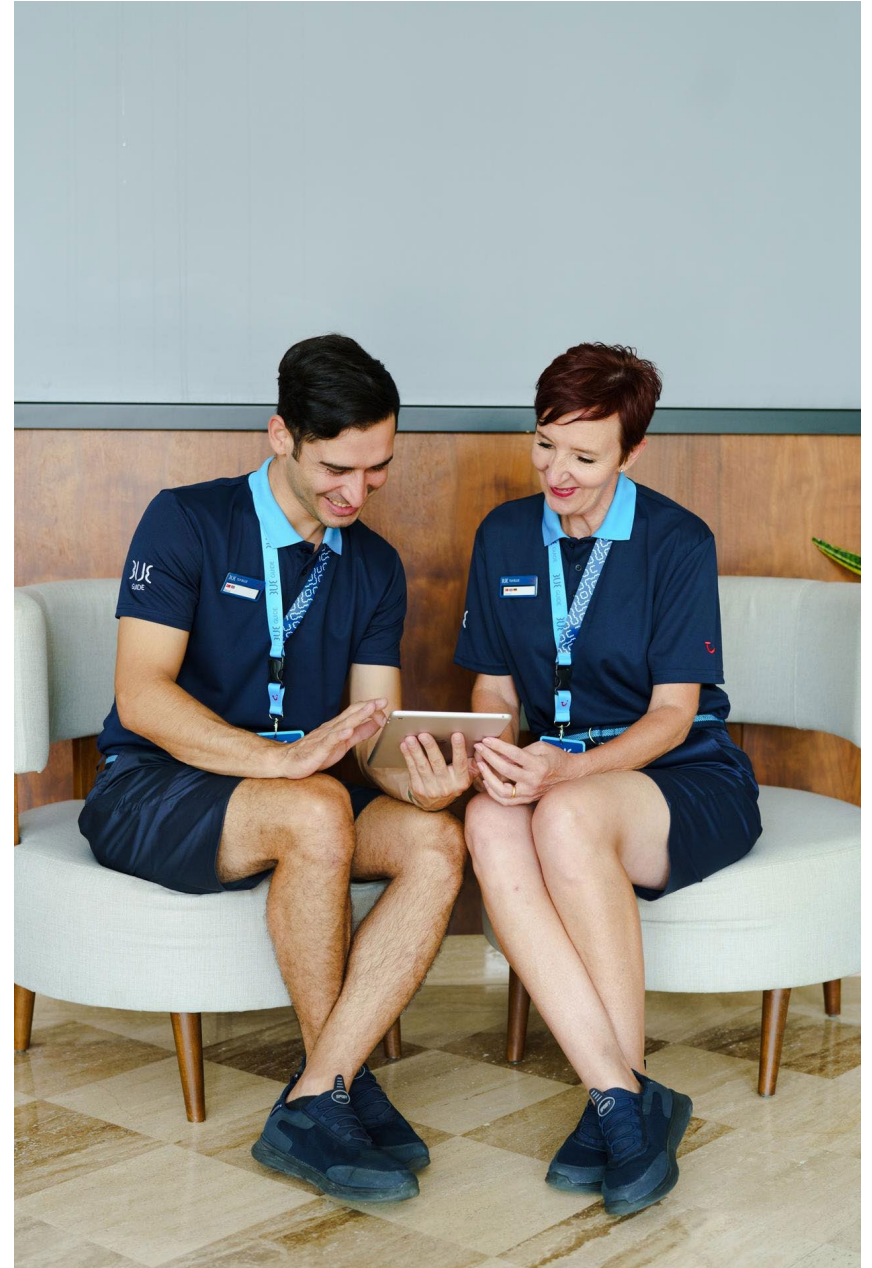
- Each **manager** will receive a set number of name badges from TUI for the upcoming season.
- Apart from the **Service Award, Makers of Happy**, and **Sustainability** pins, no other pins or badges, including charity pins, are permitted.
- Always remove your name badge before washing your uniform to prevent damage.



General Footwear- All roles

- Your shoes should be **clean, in good condition, and free from holes or scuffs**, taking pride in your appearance is essential.
- Trainers must be **navy blue, black, or white**, with a **plain design**. If choosing white trainers, ensure they are kept clean and presentable.
- Select footwear that balances **comfort and professionalism**, keeping the TUI brand image in mind.
- Socks should be **black, navy, white, or natural tones** that match your skin tone. When wearing shorts, **trainer socks** are required. Tights must be **skin-coloured**.

Exceptions apply for specialist roles.



Formal Footwear – Manager and Rep roles

- **Permitted footwear:** Shoes, sandals, court shoes, ballet-style pumps, and ankle boots in **black or navy blue**.
- **Ankle boots** may be worn with trousers, but trousers should **not** be tucked into the boots.
- You may choose **flat shoes or heels**, but for safety reasons, we recommend avoiding **stiletto heels**.
- Prioritize **comfort and professionalism** when selecting your footwear.



Footwear- Baby Club & Creche Roles

- **Crocs** are permitted **only** before or after entering the water during a water-based activity or session.
- **Flip-flops are not allowed**, even for water-based activities.
- Crocs must be **black, white, or navy blue** and as plain as possible.
- After completing a water-based session, you must **change back into trainers** to comply with uniform guidelines.
- **Baby Club / Creche team members** require **separate white indoor shoes** (see Example 2).

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2



Footwear– Fitness Roles

- Instructors are expected to **wear trainers** for all **high-impact** and **water-based fitness** sessions.
- **Flip-flops are not permitted** when delivering any **fitness sessions**. For guidance on sessions where instructors may enter the water, please refer to **the pool activities policy**.
- It is recommended to wear footwear **specifically designed** for activities like running, aerobics, or plyometrics.
- We advise having at least **two pairs of trainers** for the season.
- Instructors may deliver **sessions barefoot**, such as in yoga - please take precautions when walking to ensure safety.



Footwear – Entertainment & Activities Roles

- Trainers must be worn for all activities.
- Trainers should be **securely laced** and provide **adequate support** for safety, comfort, and stability.
- Slip-on style trainers are not permitted.



Footwear – Holiday Villages Football Coach

- Football Coaches *must* wear the provided Football kit including the Football socks. Molded or AstroTurf boots (not provided) that complement the uniform must be worn i.e. Navy, grey or white.
- For off pitch activities the polo shirt or activities top can be worn.
- The HV Welcome and Presentation Evenings, Football Coaches should wear the polo shirt along with the activity shorts.
- Accessories can be worn flexibly as per preference i.e. lanyards.



Footwear- Swim hosts

- Swim hosts are permitted to wear flip flops around the pool during swim sessions only
- Plain black, navy or white colours are permitted.
- Sliders and Crocs are **not allowed**
- Please always change back into your trainers immediately after water-based activities to comply with uniform standards





Hair & Facial Hair

- However you choose to wear your hair, it should be **clean, neat, and well-groomed**, complementing your overall professional appearance.
- Long hair must be tied back with a simple hair bobble during activities. **Hair accessories are not permitted.**
- **Wigs and hair extensions** are allowed as long as they complement your professional appearance and are securely fitted.
- **Facial hair should be kept neat and well-groomed.**
- If you do not have a beard or goatee, you may be either **clean-shaven or have well-groomed stubble.**





Tattoos

- Tattoos **can be visible** unless they are considered offensive.
- If you are unsure whether a tattoo is appropriate, please seek advice from your **Line Manager**.
- If your tattoo could be considered offensive, it must be **covered** using camouflage make-up or plasters that match your skin tone. Please ensure you have enough supplies for the season if this applies to you.



Jewellery

Jewellery is permitted as long as it adheres to the **health and safety guidelines** of your department:

- All jewellery should **complement your overall professional look**.
- **Rings may be worn** but should not be oversized.
- Thin necklaces are allowed - they must not be chunky.
- **Wrist accessories** such as bracelets, charity bands, etc. are permitted - limited to a maximum of two.
- **No dangling jewellery** (e.g., long necklaces, bracelets) is allowed when participating or leading sports or fitness sessions.
- When participating or leading in **sports activities or childcare sessions**, it is recommended to remove jewellery for safety reasons.

These guidelines ensure both a professional image and the safety of instructors, participants, and children. Please check your training guidelines or ask your Line Manager for specific requirements.





Piercings

- Piercings are allowed as long as they comply with **health and safety regulations** for your department. Please check with your **Line Manager** if you are unsure.
- **Ear piercings** should be subtle, with small studs or small hoops.
- **Piercing retainers** should ideally be worn while in uniform. If this is not possible, ensure the piercing does not pose a risk to your health & safety.
- It is **mandatory** to remove piercings or wear retainers while participating in sports or active sessions. More details will be provided in the **training guidelines**.





Hands & Nails

- Ensure that your **hands and nails** are clean and well-maintained.
- If you have **manicured and painted nails**, keep them well-maintained and **chip-free**.
- **Nail art and colour** should complement your overall look and professional image.
- If wearing **nail extensions**, ensure they are of a **practical length** for performing your job.
- **Health and safety regulations** may vary by role, so please check with your **Line Manager** for specific criteria.



Holiday Villages Accessories



Baseball Cap

Can be worn front or back facing as per individual preference.



Sunglasses

2 sunglasses are provided. Your own sunglasses can be worn if they are plain coloured – black/white or navy only.



Bumbags

Are used to store mobile phones and other items. They are only permitted to be worn around the waist. Bumbags **must not** be worn across the chest.



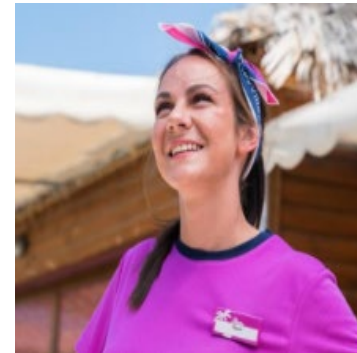
Rucksack

Rucksacks with the name tag are the only permitted rucksacks and bags within the Holiday Village.



Lanyards

Can be worn with the provided tag. It is not permitted to attach keys around the neck.



Bandanas

Can be worn with or without the hat. Bandana must only be worn in the demonstrated way and not on other parts of the body i.e. wrapped around the wrist.



Laces

Purple Holiday Villages laces are provided **and must be worn** with your trainers. No other laces are permitted while wearing the uniform.



Belts



- Our uniform has been specifically designed to be worn in a particular way to **maintain a cohesive, professional look**.
- **Belts** are designed to be worn with **chinos, chino shorts, and skirts**. When wearing these items, **tops can be tucked in**.
- For **shorts or trousers with a tie or elastic waist**, the **top must be loose and not tucked in**.

Evening Wear – TUI BLUE

Evening Themes

You will find examples of themed evenings opposite. These photos serve as inspiration, rather than strict standards- we encourage you to express your personality while maintaining our professional standards.

To note, Concept Managers must wear uniform during the day. Lookbook-approved personal clothing is permitted only in the evening.

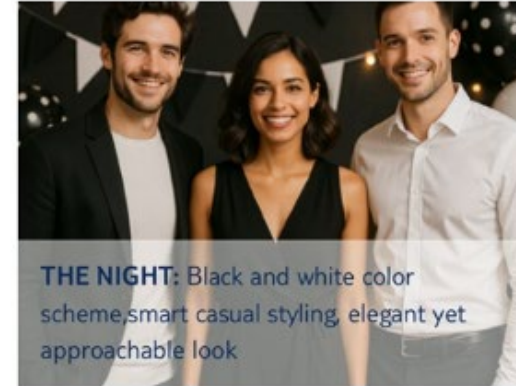
Important Reminders:

Be Yourself! These themes are guidelines to help create a fun atmosphere. Your authentic personality is what makes our guest experiences special.

Name badges are always mandatory to clearly distinguish team members from guests incase they need to approach for assistance.

Team Show (Family Fun) Black leggings, trousers or shorts, paired with a black t shirt. This creates a cohesive look for our entertainment team whilst allowing comfortable movement.

Remember even in themed attire you are representing the brands and our commitment to creating memorable experiences for our guests.



Accessories & Personal Hygiene



Glasses must compliment the uniform, and eyes must always be visible through the lenses- no mirrored or heavily tinted lenses allowed

Sunglasses re permitted to be worn only when working outdoors, however must be removed when talking to guests.

TUI Branded hats may be worn in outside areas only, for job roles working directly in the sun, such as entertainment & activities, fitness, football etc.

Hats can be worn only with the visor facing forward and never backwards or to the side.



At TUI Hotels & Resorts, we believe staying fresh helps you bring your best self to work.

Good personal hygiene supports your wellbeing and ensures the premium experience our guests expect.

Please wash hands regularly and apply deodorant or subtle fragrance in staff areas only, especially important in hot climates.

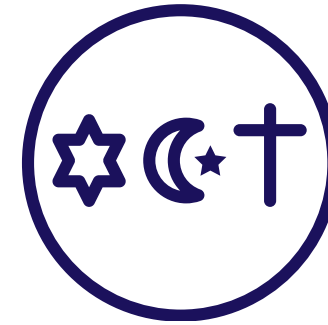
Culture & Religion

It's important to us that you **come as you are** to work.
Therefore, if you need any further support with uniform items regarding your religion and culture, please speak with your Line Manager.

Hijab

Lightweight fabric, in navy blue or white, plain with no pattern.
Can be worn with the TUI uniform.

Not supplied by uniform provider.



Gender and Inclusion

At **TUI**, we strongly encourage all our colleagues to be their authentic selves at work. The safety and well-being of our team members is our top priority, and while we embrace diversity and inclusion, we also recognize that certain cultures may not share the same perspective.

If the uniform doesn't align with your personal needs, or if you're in a destination where you feel you can't fully '**Come as you are,**' please talk to your local management team or feel free to reach out to [**YouMatter@tui.com**](mailto:YouMatter@tui.com)



Maternity

When you're expecting, your comfort and wellbeing is our priority. Using the brand colours, you can adapt your working wardrobe to be as comfortable as possible.

Aim for light weight fabrics, in navy blue, black or white, plain with no pattern.

The name badge must always be worn.

Not supplied by uniform provider.



Uniform- How To Maintain



- The uniform can be **hand-washed** or **machine-washed on cold** or at 30°C.
- **Do not tumble dry** any part of your uniform, as it can cause the garments to **lose shape** and shrink.
- When ironing, use a **warm setting** and ensure the clothes are **reversed. Do not iron over the logo.**

Renewing and Recycling

- Order any new uniform through the official **uniform website** provided by TUI channels.
- **Old uniforms** should be returned to your **local office.**
- Follow the **recycling policy** where appropriate to ensure old uniforms are disposed of in a responsible way.

Conduct & Behaviour



The 6 Golden Rules

Guests First – Walk calmly, give them priority, guest areas are for guests only.

Acknowledge & Smile – Eye contact, friendly greeting, always “on stage”

Be professional – No phones, hats, or sunglasses in view of guests, use only company equipment

Keep it Tidy – pick up litter, keep work areas clear, fix or report any mess

Be Helpful – know the brand apps, assist guests, and direct complaints to the right person

Respect each other – Learn names, treat colleagues with respect, and do kind things without expecting return



Smoking , Alcohol & Drug Policy

It is not acceptable to turn up at work appearing to be under the influence, behaving inappropriately and smelling of alcohol. Smoking in uniform is not permitted. Drugs are strictly prohibited.

Thank you.

TUI BLUE & Concept Hotels

CX & Ops Team

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