

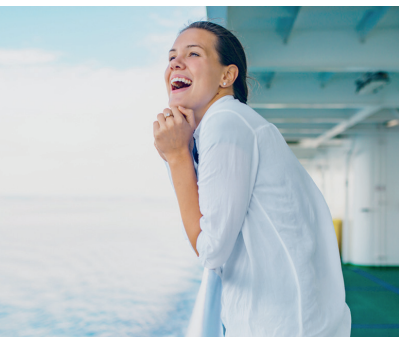
**With TEFRA Travel Logistics GmbH,
you are choosing the leading provider
of luggage transport for
cruise travelers.**



TEFRA Travel Logistics GmbH
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22335 Hamburg
Tel. +49 40 5936256-0
Fax +49 40 5936256-99
info@tefra-gepaeckservice.de

For any questions during your
cruise, please contact the
Mein Schiff® on-board travel
office during its service hours.

**Luggage?
We already
dropped it off
at home...**



All documents are available
for download at
www.tefra-gepaeckservice.de

TEFRA – My Luggage Service.
From your home directly to the
ship or airport – and back
again.

OUR PARTNER:



Travel Light and Carefree

To ensure your relaxation continues after disembarking, TUI Cruises service partner TEFRA Travel Logistics offers a convenient luggage service. No matter how you travel after your *Mein Schiff®* cruise – by car, bus, train, or plane – you won't have to carry heavy suitcases.



You can reach the TEFRA service team via the toll-free number:

0800 5002352

April-October: Mon-Fri 08:00-17:00
November-March: 09:00-16:00
www.tefra-gepaeckservice.de
koffer@tefra-gepaeckservice.de
From abroad (subject to charges):
Phone number: **+49 40 5936256-0**

If you have already booked the luggage service for arrival and departure with TEFRA, your information is automatically shared with the on-board *Mein Schiff®* travel office during your cruise. You will receive a return travel package including the necessary return luggage tags and a packing list.

The day before your departure, your marked luggage will be conveniently collected from your cabin – no carrying required.

If you book your departure luggage service after the cruise has started, please visit the *Mein Schiff®* travel desk. Payment can be made on board by credit card (Mastercard/Visa), please contact TEFRA on the first working day after disembarkation by 15:00 at the latest. Otherwise the costs incurred will be charged by invoice (5 Euro fees per booking).

Luggage Service – From Ship

We provide the TEFRA Home-to-Ship and Ship-to-Home luggage service for ocean cruises, transporting your luggage quickly and securely from your doorstep directly to your cabin on board – and back again.

Start/End of your Cruise at the Following Ports

Luggage transport available to/from Germany, Austria and Switzerland
Different deadlines apply for Austria and Switzerland*

Order and pick-up times before departure

Cruise Port to/from			
Germany	up to 4 days	up to 2 days	2 days
Mallorca	up to 7 days	up to 5 days	on request
Barcelona	up to 8 days	up to 6 days	on request
Gran Canaria (LPA)	up to 9 days	up to 7 days	on request
Tenerife (TFS)	up to 9 days	up to 7 days	on request

Pricing – per suitcase and per route

Guests from	Germany	Austria	Switzerland
German Ports	49,90 €	79,90 €	99,90 €
Barcelona	99,00 €	124,00 €	149,00 €
Mallorca	119,00 €	169,90 €	179,00 €
LPA + TFS	169,90 €	219,00 €	229,00 €

**German ports by road, others by air freight.



Express Service (region and date dependent)

Surcharge for cruise departures from German ports

Booking Time	3 working days before trip 10,- Euro 2 working days before trip 15,- Euro
Surcharge	1 working day before trip 20,- Euro

*The stated conditions apply to domestic transports within Germany (excluding islands).
For our baggage service conditions for international destinations and German islands, please call
0800-500 23 52 (from abroad: +49 40 5936256-0) or visit tefra-gepaeckservice.de.

Luggage Pickup from the Airport

If you are travelling to or from Berlin Brandenburg, Frankfurt or Munich airport, we offer the TEFRA airport service. When you arrive at the airport, your luggage will already be there and we will arrange a meeting point and an appointment with you at the airport of departure.

Our employee will be ready for you on time and will help you check in after you have identified your luggage to him. For the outward journey, our service ends at the departure airport with the handover of your baggage to you, and for your return journey we will be waiting for you at the baggage carousel of your arriving flight.

Our TEFRA employee will take over your luggage after you have identified it and guide you through customs. After customs clearance, you will travel home comfortably without your luggage.

Departure/Arrival at the Airport

Berlin Brandenburg, Frankfurt, Munich

Booking
Abholung
Zustellung

up to 5 working days before departure
up to 3 working days before departure
up to 2 working days after return

Price 69.90€ per suitcase and route

For suitcases weighing more than 30 kg, we charge €1.00 for each additional kilogram. Please note that deadlines and pricing may differ for Austria and Switzerland.*

Be sure to check your airline's luggage weight and size restrictions in advance. Always check your airline's luggage weight and size limits

Important Notice

For safety reasons, you must personally identify your luggage before departure. Unidentified luggage will not be loaded for your own safety. TEFRA has no influence over this. If you fly to one of the listed airports, this service is only available if you check in again for the outbound and check out for the return. Otherwise, TEFRA cannot take over your luggage.

Transport Information

Please ensure that each of your luggage items is clearly labeled with a name tag. Only standard travel bags and suitcases may be shipped. The maximum weight is 30 kg, and the maximum size is 90 x 60 x 30 cm per item. Larger or bulky items (wheelchairs, sea chests, golf bags, etc.) can be accepted by special arrangement.

For the airport service, please follow your airline's luggage policies. To avoid common signs of wear (e.g., scratches, a protective suitcase cover is recommended. Fragile contents must be properly packaged with a stable inner container.

Your luggage is insured up to € 1,500 for the duration of transport according to AVB 1992. Valuables and cash are excluded from this insurance. Higher coverage is available upon request. If you already have luggage insurance or it is included in your travel package, that insurance applies by law. The AVB 1992 insurance conditions are available upon request.

Please always observe the current customs regulations of the German Federal Ministry of Finance. We assume no liability for any customs-related issues. More information is available at: www.bundesfinanzministerium.de



The unique TEFRA quality guarantee: Ensuring smooth, professional handling and safe transport of your luggage.

Receipt for Your Records

Please inspect your luggage and complete this form for insurance purposes. The driver must confirm proper pickup and delivery.

PLEASE COMPLETE IN BLOCK CAPITALS

Full Name

Street, House Number

City, Postal Code

Your Cruise

Name of Ship, Port, Date

Number of Luggage Items

(in words, e.g. "Two")

TO BE COMPLETED BY DRIVER:

Upon pickup:

- ☐ Suitcase in proper condition
- ☐ Suitcase damaged (please contact TEFRA immediately)

Date / Driver's Signature & Vehicle ID

For return delivery:**

- ☐ Suitcase in proper condition
- ☐ Suitcase damaged (please contact TEFRA immediately)

Date / Driver's Signature & Vehicle ID

**If damage is identified, please sign with the remark "subject to reservation" and contact TEFRA Travel Logistics at +49 40 5936256-0.

Customs Declaration – For Submission on Board

Please read the customs regulations below and submit this completed and signed form to the on-board travel office. In exchange, you will receive your luggage tags for the return journey.

Declaration for Ocean Cruise Guests

For cruises ending in German ports, certain restrictions apply (e.g. regulations concerning species protection, trademark laws, prohibited items, etc.). Customs allowances do not apply to luggage transported by third parties.

I hereby declare that no dutiable goods are contained in the luggage I am submitting. In particular, there are no goods for which a customs allowance is to be claimed, such as cigarettes, alcohol, or other items subject to transport restrictions.

I am handing over my suitcase unlocked and with this completed declaration to the on-board travel office. If customs selects the luggage for inspection, I authorize TEFRA Travel Logistics GmbH to fulfill any required customs procedures on my behalf.

Furthermore, I authorize TEFRA Travel Logistics GmbH to represent me in all customs-related matters.

Name

Address

Number of Luggage Items (in words, e.g., "Two")

Date / Signature

