

# TUI – Merry Hill Case Study

Shopfitting

## Key Information

- Thomson Travel Group was founded in 1965
- Rebranded to TUI UK in 2017
- UK's biggest holiday firm
- Over 500 stores across UK and Ireland
- Over 20 years working relationship between JWS and TUI

## Key Facts

- Client Name: TUI UK Ltd
- Project Name: Merry Hill, Dudley
- Services: Design, Planning, Fit Out
- Project Management, M&E, Furniture & Joinery
- Start Date: 28.05.2016
- Completion: 06.07.2016

## Testimonial

*I worked with the John Worth Group for many years during my time as regional property manager for TUI. I always found the group to be excellent, undertaking numerous projects over the years, all to an exceptionally high standard.*

*One of the last projects that the John Worth Group undertook prior to my retirement was the planning, design, manufacture and fitout of the TUI flagship store in Dudley Merry Hill Shopping Centre. This work was done with precision and excellent quality, delivering the completed work on time and on budget.*

*I would have no hesitation in recommending the John Worth Group.*

*Helen Palmer - Lead Property Manager*



## Project Overview

In 2016 TUI UK wanted to create a new format/concept for their stores that could be implemented across all their retail estate to create a consistent brand image for their customers.

TUI chose Merryhill to be the first store to receive the new concept and it would become their flagship store. TUI brought our shopfitting design process to work alongside their property team and Blass Design. Our brief was to future proof the designs to ensure longevity of the fit out, ease of install for site teams and source alternative more cost-effective materials from the designers product showcase board through value engineering exercises.

## Scope of Works

- Principle Contractor
- Project Management
- Feature ceiling rafts and bulkheads package
- Joinery Package to include, wall lining, partitioning, skirtings, doorsets, etc
- Plumbing Package to include all welfare works
- Air conditioning and ventilation package
- Electrical power and lighting package
- Fire alarm package
- Sprinkler protection package
- New displays and furniture package

## Our Approach

Once the concept design was complete we shared the drawing packs with relevant contractors and suppliers to able to produce TUI with an accurate budget for the fit out. Once the initial budget was shared, we arranged a survey and scoping meeting to ensure the drawing package and quotes were achievable. It also gave the opportunity to identify any potential site restraints, along with determining what original fabric of the retail unit could be retained/reused to help reduce costs and meet our sustainability approach.

Following the scoping meeting, the relevant drawing package and specifications alterations were updated accordingly. These were then submitted to building control and Merry Hill Centre Management for consents and approvals prior to the fit out commencing.

With the consents and approval in place a prestart meeting was arranged with the client, the centre manager and all contractors to ensure a smooth running programme and to avoid any oversights before the site going live.

During the fit out several progress meetings were held onsite with the client's property team and designers to ensure that their expectations on finish, design and programme is being delivered.

The final process was to complete the RD4 process for the centre to allow the store to open that involved gathering the relevant commissioning certs, O&M's and As Built drawings.

The Project was completed on time, on budget and with no snags.