

# AY GROUND OPERATIONS - BULLETIN 13/23 *FINNAIR*

TO:	All Ground Handling Service Providers		
TOPIC:	Carry-on controlling and allowances on Finnair flights		
ISSUED BY:	Satu Munnukka, Head of Ground Operations Process, Compliance and Training	Date issued:	30.05.2023
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## CARRY-ON CONTROLLING AND ALLOWANCES ON FINNAIR FLIGHTS

Due excessive numbers of carry-on on board, having impact on safety and punctuality of flights, Finnair has revised carry-on allowances.

AY GOM ANNEX B 1.1 will be revised accordingly in next revision.

### Carry-on controlling

Due to limited overhead bin capacity in aircraft, active measures are needed to secure on time departure.

**Prior departure:** Finnair notifies and reminds passengers of carry-on allowances in all digital channels and by pre-departure emails.

**At airport:** Carry-on controlling at shall be done at check-in and gate paying attention to number of pieces and dimensions of carry-ons. Excessive and too large carry-on shall be checked into hold and charged accordingly.

- **Check-in:** For on time departure carry-on controlling must be proactive and it is strongly recommended pay attention to carry-on at check-in to ensure swift and timely boarding.
- **Gate:** It is strongly recommended to start carry-on monitoring and controlling as early as possible.
  - The gate staff shall be at the departure gate 45 minutes prior to the departure for narrow body aircraft
  - and
  - 60 minutes prior to the departure for wide body aircraft.

In case of delay, the following delay codes can be used if the root cause of delay relates to carry-on activities (Ref. AY GOM, Annex E, 1.4.5).

Delay code	Subcode	Remarks
15) BOARDING, discrepancies, and paging, missing checked-in passengers	h - handling of excessive volumetric hand baggage in cabin or at gate	To be used when number of carry-ons removed to hold delay departure
16) COMMERCIAL PUBLICITY / PASSENGER CONVENIENCE	i - sales and/or updating of ancillary services	To be used when charging of carry-ons delay departure

## Carry-on allowances

- Ticket purchased 01<sup>st</sup> of June 2023 or after

*Note: On the contrary to earlier information of decreasing the Business class maximum combined weight to 8 kg, Business Class ticket allowance remains at maximum combined weight of 10 kg, but number of carry-ons is decreased to 1 piece only.*

\* Small bag = Small handbag / laptop bag / backpack which passenger shall place under the seat in front of the passenger.

Travel Class	Maximum quantity, dimensions, and weight of carry-on baggage	Carry-on baggage weight limit
<b>Business</b>	<ul style="list-style-type: none"> <li>• One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in).</li> <li>• One small bag (*), maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).</li> </ul>	Combined weight not exceeding 10 kg / 22 lb.
<b>Premium Economy and Economy</b>	<ul style="list-style-type: none"> <li>• One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in).</li> <li>• One small bag (*), maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).</li> </ul>	Combined weight not exceeding 8 kg / 17,5 lb.
<b>Economy Superlight</b>	<ul style="list-style-type: none"> <li>• Only one small bag to be placed under the seat 40 x 30 x 15 cm (16 X 12 X 6 in).</li> </ul> <p><i>Note 1: Silver, Gold and Platinum (or equivalent oneworld tiers) can have one carry-on 55x40x23cm when traveling with Superlight ticket.</i></p> <p><i>Note 2: Economy Superlight ticket holders can purchase one carry-on 55x40x23cm as travel extra</i></p>	Weight (or combined weight) not exceeding 8 kg / 17,5 lb.
<b>Infants with no seat reservation - all cabin classes</b>	No carry-on allowance. Foldable pushchair and safety seat is accepted.	Combined weight of foldable pushchair and safety seat shall not exceed carry-on weight allowance of parent cabin class.

### NOTES:

- Camera bags or musical instruments such as violin case, can have tot. dims up to 125cm and taken to cabin instead of carry-on bag.
- Mobility aids such as canes or elbow crutches can be brought into the aircraft.
- Tax free bags are counted as part of carry-on baggage allowance.

**Ticket purchased before 31<sup>st</sup> of May 2023**

\* Personal item = Small handbag / laptop bag / backpack which passenger shall place under the seat in front of the passenger.

<b>Travel Class</b>	<b>Maximum quantity, dimensions, and weight of carry-on baggage</b>	<b>Carry-on baggage weight limit</b>
<b>Business Class</b>	<ul style="list-style-type: none"><li>• Two pieces of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in) per piece.</li><li>• One personal item(*), maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).</li></ul>	Combined weight not exceeding 10 kg / 22 lb.
<b>Economy Class</b>	<ul style="list-style-type: none"><li>• One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in).</li><li>• One personal item(*), maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).</li></ul>	Combined weight not exceeding 8 kg / 17,5 lb.
<b>Infants with no seat reservation - all cabin classes</b>	No carry-on allowance. Foldable pushchair and safety seat is accepted.	Combined weight of foldable pushchair and safety seat shall not exceed carry-on weight allowance of parent cabin class.