

## SIL Issue 01/2025 V2 Passenger handling

Effective from 24.02.2025

Dear partners,

Please be informed that there is an updated procedure regarding cabin bag acceptance **at the GATE**.

**At check-in**

Please check passenger cabin bag during the check-in/bag drop to ensure that the weight and size are within the limits – 8kg (55x40x23) for regular bag, if Heavy handbag purchased (SR HAND) – 12kg (55x40x23)

BT153 14JAN RIX → OSL Oslo Gardermoen							STD: 18:25	
Acceptance Open							Gate: None Boarding: 17:55	
Customer		Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1	BT153	14JAN	RIX-OSL	Y(K)			Service, CKBG	HAND, FAST, CKFE, PRIO

If 8kg (not more than 13kg) exceeded – 30 EUR heavy hand bag (HHB) fee applies and comment in DCS (paid HAND).

If HHB (SR HAND) prepaid in advance but exceeds 13kg – 75 EUR checked in bag fee applies.

**At the gate**

Cabin bags must be visually observed at the gate before and during boarding.

Only those cabin bags, where dimensions visibly exceed limitations of 8/12kg or (55x40x23cm), a precise check of weight and size compliance (if scales are available), or only size compliance must be done.

30 EUR HHB fee applies.

**Passengers who are exempt from payments:**

- Business class passengers
- VIP or Executive status for airBaltic Club
- Passengers with infants (till 2 y.o)
- Special categories: passengers with disabilities and their accompanying person
- Deadhead crew

If payment cannot be collected at the gate passenger has to be informed about violations and that baggage does not comply with airBaltic Cabin baggage rules. Passenger can then proceed to the aircraft provided that the baggage fits in the overhead locker.