

SM #	224
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Title	Refresh of Cabin Bag Standards
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OPR #	001	Issue Date:	29/04/26	Effective Date:	30/04/26	Valid Until:	Ongoing
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Written By:	Customer Experience	Approved By:	Ground Operations
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These standards refer to GHM 1.1.6.2 - Cabin Baggage and is additional guidance to that section.

Reason for Issue:

Reissue and refresh of standards for checking cabin bags at the gate, providing clarity on the standards, how to enforce it and why it needs to be done.

Details:

Measuring and charging for a cabin bag in the airport is done to ensure compliance and fairness. Where a customer's bag looks too big for the small cabin bag gauge and they have not purchased a Large Cabin Bag, their bag should be measured and if it does not fit, the customer is required to pay for a Large Cabin Bag.

Requesting a customer to measure their bag and any subsequent charge should be done with

- Care
- Empathy
- &
- Respect

Feedback from customers and colleagues highlight that there is opportunity for us to improve the way we charge for a large cabin bag. The following standards define easyJet's expectations.

Why do we measure cabin bags at the gate?

Customers can take a small bag onboard as part of their booking (which goes under the seat in front of them). Anything bigger than 45 x 36 x 20 cm is classified as a Large Cabin Bag and is required to go in the overhead locker.

With limited space in our overhead lockers, if a customer's bag exceeds the small bag dimensions and does not fit in the gauge, they are required to purchase a large cabin bag (either online before they travel or at the airport).

How we measure bags

Getting the flight away safely and on-time is the number one priority.

There should be **proactive visual checks of bags** to identify potential non-compliant bags ahead of boarding commencing and should not delay the completion of Boarding and closure of the Gate – **This is detailed in the Ground Handling Manual**

Do not let the measurement of bags delay the flight.

You must approach the customer positively and explain what you are doing using WOW

Why – Explain: **Why** you are measuring the customer's bag

- A small cabin bag must fit under the seat in front and this is for our customers safety and comfort in the cabin.
- Large Cabin Bags go in the overhead lockers, a customer can purchase a large cabin bag at the time of booking and at any other time before the day of departure.
- If they haven't bought a large cabin bag and their bag does not fit in the small sizer, they are required to purchase a large cabin bag at the airport.

Options – Explain: What are the **options available to** the customer

- Is there a way the bag can fit – *(Removing a jacket / jumper from the bag)*
- If at bag drop encourage the customer to purchase online to benefit from the cheaper rate, or explain the bag drop airport rate is also cheaper than the gate.
- When at the gate, if the customer is not complaint, then explain we are here to help, but they will need to pay for a large cabin bag.

What – **What** are the next steps

- Customer can benefit from joining the Speedy Boarding queue
- Advise the customer that they can pay online for their return flight to avoid the higher airport charges that apply.

Guidance to apply easyJet Cabin Standards:

1. **Do not measure everything** – You should visually inspect bags and only measure those that are likely to be too large for the gauge. **As documented in the Ground Handling Manual**
2. **Do not measure** Small Handbags and Laptop Bags
3. **If it fits, it fits** – It does not matter if the bag needs to be pushed into the gauge or if a customer makes it smaller in order to fit (i.e. taking out a coat). – ***See accompanying videos***
4. If a customer has more than 1 small bag and both fit into the small sized gauge this can be allowed into the cabin and not charged.
5. Bum bag type style bags, worn across the chest or around the waist, and Carrier bags from Duty Free should **not** be treated as an additional bag. Exceptional items and some scenarios that are dealt with inconsistently are included in this document
6. Keep PDQ machines out of sight unless being used.
7. Do not tell the customer they cannot boarded. De-escalate by explaining why you need to charge the customer for the bag and if this doesn't work get a supervisor/manager to support you.

Scenarios where further clarification is required

- **Scenario:** Customer has paid for a Large Cabin Bag, they also have a 'Small Bag', but the small bag doesn't fit in the gauge.
- **Policy:** As the customer has 2 x large cabin bags, the 2nd Bag is chargeable.

- **Scenario:** Customer has paid for a Large Cabin Bag – Bag is too big for Large Cabin Bag Gauge
- **Policy:** The customer's bag is too big for the cabin, the bag must be tagged and go in the hold. This bag will be accounted for in the "free" bag count and there will be no charge

- **Scenario:** Customer hasn't paid for a bag; they have a small cabin bag that fits inside the gauge and a Handbag.
- **Policy:** Customer can take both on board without charge.

- **Scenario:** Customer has paid for a Large Cabin Bag and at Bag Drop they ask to put this in hold – Current T&Cs are that this is done for free, but there is confusion.
- **Policy:** Customer can drop Large Cabin Bag into the hold at Bag Drop without an additional charge.

- **Scenario:** Customer brings a cabin-approved stroller as a Large Cabin Bag alternative:
- **Policy:** Customer should be able to bring fold away **cabin-approved** stroller into the cabin instead of a large cabin bag (if they have paid for a Large Cabin Bag)

- **Scenario:** Customer arrives at the gate with a hold bag and has a hold bag allowance
- **Policy:** The bag should be measured and if it fits in the Large Cabin Bag Gauge the customer can take it on board with them. If it doesn't the bag should be placed in the hold. Either way this is done without charge

Exceptional Items allowed in the cabin without the purchase of a Large Cabin Bag.

- Hat boxes
- Pillows
- Umbrellas
- Ski Helmets
- An overcoat or shawl
- Walking stick
- One bag of duty-free
- Trunki – can be taken on board as the small under seat cabin bag.

Other items

- Stroller – Generally these should be put in the hold. Discretion allowed when foldable and used as part of Large Cabin Bag Allowance. These are not chargeable in either case.
- Ski Boots- these should go in the hold and are chargeable as small sports equipment.

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