

# STATION INSTRUCTION

Station Instruction #	SI299				
Title	Cabin Baggage Update				
Date of Issue	25/09/2024				
Effective start date	01/10/2024	September 25, 2024			
Effective end date	UFN				
Written by	Diana Stevens				
Reviewed by	Customer Operations Team/ Customer Experience	OPR No	NA		

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## Reason for Issue

Since the change of our cabin baggage policy last year we have seen a vast improvement on the way in which cabin bags are managed at the gate and onboard.

Based on our Customer and Ground Crew feedback we are going to introduce two updates to the current baggage policy at the gate.

Based on feedback from Customers and Ground Crew, we are introducing two updates to the current baggage policy at the Gate.

Firstly, Customers who do not have S1 or S2 on their boarding pass will be able to take a small cabin bag only on board. If they have an additional bag at the gate (large cabin bag size or smaller), the relevant At Gate Bag fee must be applied. Once the fee is applied and if there is enough space (after checking the number of S1 and S2) this can be taken into the cabin. However if the number of S1 and S2 customers are at or above capacity (see below for capacity information), the relevant At Gate Bag fee will be applied and the bag will be tagged and placed into the hold.

This Station Instruction details the update of the two scenarios and what the Ground Crew must do at the boarding gate.

## GHM amendments are as follows

Section	Title	Details
1.1.6.2.1	Definition	<p>Cabin baggage is baggage that is carried and stowed in the cabin under the customers control and custody. It is commonly referred to as hand baggage, carry-on baggage or uncheck cabin baggage.</p> <p>(a) All customers can bring on board one small cabin bag (max. 45 x 36 x 20 cm), which must be kept under the seat in front of them.</p> <p>(b) Customers who have purchased a large cabin bag can also bring on board a large cabin bag (max. 56 x 45 x 25 cm), which must fit in the overhead locker.</p> <ul style="list-style-type: none"><li>• Cabin baggage allowances are indicated on the customers boarding pass with S1, S2 or blank. The S represents Speedy Boarding and the number is the priority level.</li><li>• S1 identifies the baggage allowance of customers who have purchased a large cabin bag OR easyJet Plus card holders who have told us that they want to bring a large cabin bag.</li><li>• S2 identifies the baggage allowance of FLEXI fare customers and easyJet Plus cardholders who have not told us that they want to bring</li></ul>

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1.1.6.2.8	Procedures at Boarding	<p>Cabin baggage must be proactively managed and controlled at the boarding gate:</p> <ul style="list-style-type: none"> <li>Prior to the start of boarding, Ground Crew will make the boarding announcement.</li> <li>Ground Crew must confirm the total number of S1 and S2 bags on the flight. If the total number of large cabin bags is under the aircraft capacity, then bags will not need to be proactively tagged, and the remaining number will indicate the number of any additional large cabin bags that maybe permitted to go into the cabin after the relevant At Gate Bag fee has been charged.</li> <li>Ground Crew must perform a visual check to identify non-compliant bags and use the cabin baggage gauge if applicable.</li> <li>All cabin baggage must be within the customers permitted cabin baggage allowance; otherwise, the relevant At Gate Bag fee will be charged and may need to be tagged to go in the hold if no space is available in the cabin</li> <li>Customers who have not purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> <li>A small under the seat cabin bag only.</li> <li>These customers will not have S1 or S2 on their boarding pass.</li> <li>These customers will use "All other customer" queue for boarding.</li> </ul> </li> <li>Customers who have purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> <li>A small under the seat cabin bag</li> <li>A large cabin bag</li> <li>These customers will be indicated by the S1 on their boarding pass.</li> <li>These customers will use the Speedy Boarding queue for boarding.</li> </ul> </li> <li>easyJet Plus customers are entitled to: <ul style="list-style-type: none"> <li>A small under the seat cabin bag</li> <li>A large cabin bag if the easyJet Plus customer has told us that they want to bring a large cabin bag (this can be done during book flow or via Manage Bookings).</li> <li>These customers will be indicated by S1 on their boarding pass.</li> <li>These customers will use the Speedy Boarding queue for boarding.</li> </ul> </li> <li>easyJet Plus customers who have not told us that they want to bring a large cabin bag are entitled to: <ul style="list-style-type: none"> <li>A small under the seat cabin bag.</li> <li>A large cabin bag if space is available.</li> <li>If no space available this will be tagged and placed into the hold for free.</li> <li>These customers will be indicated by S2 on their boarding pass.</li> </ul> </li> </ul>

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Additional section 1.1.6.2.8.1	Hold bag taken to the gate	If a customer arrives at the gate with a hold bag, rather than a cabin bag (providing it is within the large cabin bag dimensions) this will be tagged and place into the hold for free, there is no need to charge the At Gate Bag fee at the customer has already paid for a hold bag.

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