

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 unchecked cabin baggage.</p> <p>(a) All customers can bring on board one small cabin bag (max. 45 × 36 × 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 × 45 × 25 cm), which must fit in the overhead locker.</p> <ul style="list-style-type: none"> 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. 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. S2 identifies the baggage allowance of FLEXI fare customers and easyJet Plus cardholders who have not told us that they want to bring

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		<p>a large cabin bag but can still bring their bag on board, subject to space availability.</p> <ul style="list-style-type: none"> Where neither S1 or S2 is indicated and the space is blank, this means the customers allowance is a small cabin bag only (max. 45 × 36 × 20 cm), which must be kept under the seat in front. Airport boarding passes will have the number 3 instead of a blank space. <p>(c) Customers who have neither S1 or S2 indicated will have the allowance of a small cabin bag only. If they arrive at the gate with an additional bag (no larger than the large cabin bag, the relevant At Gate Bag fee will be applied, but if there is space available this can now be taken into the cabin. Ground Crew must ensure that the maximum cabin bag capacity is not exceeded.</p> <p>(d) There is a weight restriction of 15 kg per cabin bag. The customer must be able to place and retrieve the bag safely in the overhead lockers without assistance.</p>
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"> Prior to the start of boarding, Ground Crew will make the boarding announcement. 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. Ground Crew must perform a visual check to identify non-compliant bags and use the cabin baggage gauge if applicable. 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 Customers who have not purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag only. These customers will not have S1 or S2 on their boarding pass. These customers will use “All other customer” queue for boarding. Customers who have purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag A large cabin bag These customers will be indicated by the S1 on their boarding pass. These customers will use the Speedy Boarding queue for boarding. easyJet Plus customers are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag 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). These customers will be indicated by S1 on their boarding pass. These customers will use the Speedy Boarding queue for boarding. 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"> A small under the seat cabin bag. A large cabin bag if space is available. If no space available this will be tagged and placed into the hold for free. These customers will be indicated by S2 on their boarding pass.

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		<ul style="list-style-type: none"> — These customers will use the Speedy Boarding queue for boarding. • FLEXI fare customers are entitled to: <ul style="list-style-type: none"> — A small under the seat cabin bag. — A large cabin bag if space is available. — If no space available this will be tagged and placed into the hold for free. — These customers will be indicated by S2 on their boarding pass. — These customers will use the Speedy Boarding queue for boarding. • Staff travel customers are entitled to: (more information is available on Connected Guidance – easyJet Staff Travel) <ul style="list-style-type: none"> — A small under the seat cabin bag. — A large cabin bag if space available, they must show their easyJet ID to the Ground Crew. — If no space available this will be tagged and placed into the hold for free. — These customers may be indicated by S2/blank on their boarding pass. — These customers can use the Speedy Boarding queue for boarding, but must show their easyJet ID to the Ground Crew. — For significant others/dependents of staff members, the above will only be permitted when travelling with a staff member who shows their easyJet ID to the Ground Crew. — If significant others/dependents are not travelling with an easyJet ID holder normal customer entitlements will apply. — If a member of staff adds a large cabin bag and their staff details during booking, , S1 will appear, and all other entitlements will apply. — If any customer on a staff travel booking purchases a large cabin bag, S1 will appear, and all other entitlements will apply when purchasing a large cabin bag. • An At Gate Bag fee will be applicable for any non-compliant bags, and may need to be tagged to go in the hold if no space is available in the cabin. • Identify cabin baggage that can be accepted. • The total number of large cabin bags permitted on board each aircraft type area: <ul style="list-style-type: none"> — A319 – up to 54 large cabin bags — A320 (180 seats)– up to 68 large cabin bags — A320 (186 seats) – up to 72 large cabin bags — A321 – up to 84 large cabin bags • On the following routes the large cabin bag count has been reduced by X7 bags <ul style="list-style-type: none"> — NCE-ORY/ORY-NCE/LGW-BFS/BFS-LGW/GVA-NCE/NCE-GVA/LTN-BFS/BFS-LTN/LGW-GVA/GVA-LGW MAN-TLV/TVL-MAN • On the following routes the large cabin bag count has been reduced by X4 bag <ul style="list-style-type: none"> — MAN-SSH/SSH-MAN/MAN-HRG/HRG-MAN this is reduced by X4 bags • Ground Crew must ensure that no more than the maximum number of large cabin bags are accepted, based on the total large cabin bag count. This is a combination of S1 and S2 cabin bags, and any additional bags taken at the gate.
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		<ul style="list-style-type: none"> When the total large cabin bag number is below capacity, all large cabin bags can be accepted (subject to eligibility) and any additional bags taken at the gate. When the total number of large cabin bags is over capacity Ground Crew must: <ul style="list-style-type: none"> Ensure all S1 bags are accepted first, then accept any S2 bags up to capacity All other S2 bags must be tagged and put in the hold free of charge. If a customer is charged the At Gate Bag fee in this situation the bag must be tagged and placed into the hold. Identify and manage any cabin baggage that cannot be accepted, including non-compliant bags: <ul style="list-style-type: none"> Check with the customer that the baggage contents comply with Dangerous Goods restrictions and receive positive confirmation. Verify whether the customer has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc.). Advise the customer to remove any personal documents or medications, valuables and sensitive or fragile objects. Tag gate-checked bags using a cabin bag offload tag. Ensure the baggage tagged at the gate is considered for load control and included in the baggage manifest. Inform the customer to pick up their gate-checked bags either at the baggage claim area, final destination or at the aircraft door (Delivery at Aircraft, (DAA), if applicable. If applicable charge the at gate fee. If an S1 customers' large cabin bag cannot be accepted on board (and within the customers entitlement) Ground Crew must add the pre-defined comment "S1 cabin bag not accepted" to eRes. Inform ramp staff and/or load control of the gate baggage to be loaded. Complete the flight close report with information on cabin baggage management, this should only include cabin bags and not any buggies, medical equipment, car seats etc. <ul style="list-style-type: none"> Customers who arrive at the boarding gate with more than their cabin bag allowance should be charged the at gate fee (AGB) and their bag maybe taken into the cabin if space is available. If no space is available the bag will be tagged and placed into the hold. In both situations these bags will be accounted for in the "paid" gate bag count. Customers who arrive at the boarding gate with S1 on their boarding pass, and their large cabin bag cannot be accepted and must go in the hold. This bag will be accounted for in the "free" bag count.
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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