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STATION INSTRUCTION

easyJet

Station Instruction #	SI300
Title	Medical bags in the cabin
Date of Issue	02/10/2024
Effective start date	03/10/2024
Effective end date	UFN
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Reviewed by	Customer Operations Team
	OPR No NA

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Reason for Issue

Following the changes to the cabin bag policy in recent years, and based on customer and Ground Crew feedback, we have updated our policy to clarify when medical bags can be carried in the cabin.

GHM amendments are as follows:

Section	Title	Details
1.1.6.2.4	Medical Supplies and Equipment	Section updated detailing new cabin bag process for MEDB

1.1.6.2.4.1 Medical supplies as hold baggage

Customers can carry up to 2 pieces of medical or mobility equipment in the hold free of charge.

(a) If a medical hold bag has been booked in advance the MEDB SSR will be on the booking. If this has not been pre-arranged, Ground Crew must confirm the items are medical equipment or supplies and add the SSR on the day.

(b) If medical hold bags are declared at the airport, Ground Crew must validate the customer is in possession of a doctor's letter. Once accepted, medical supplies and equipment must not be offloaded unless the customer does not travel.

(c) Food items being carried to support a food allergy, such as celiac disease (allergy to gluten), do not qualify for the MEDB baggage allowance. These items must be carried as part of the customer's normal hold baggage allowance.

1.1.6.2.4.2 Medical supplies as cabin baggage

Customers are expected to call the special assistance team in advance if they wish to bring medical supplies and equipment into the cabin. If approved, they will be allocated a Large Cabin Bag (LCB - S1) and have MEDB SSR added to the booking.

If customers have not pre-advised of a medical bag in the cabin, Ground Crew can accept it free of charge if they are satisfied that the bag contains only, or mainly, medical supplies or equipment. Food items can also be included in medical cabin baggage as some conditions require the customer to eat regularly. Comments and MEDB SSR must be added to the booking.

This SI makes a change to the published Ground Handling Manual (GHM). The SI folder should have this instruction placed in it until its effective end date. GOM, GHP & other parties must ensure effective implementation of this SI at a local level. The accountable staff member at each airport must confirm to their easyJet Manager that the SI has been understood and embedded with all applicable Ground Crew. Local cascade may include some or all of the following:

- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes