

# OPERATIONAL MEMO

Memo #	OM-182
Title	Introducing Cabin Baggage Standards
Date of Issue	14 <sup>th</sup> Nov 2024
Written by	Customer Operations
Reviewed by	Customer Experience

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## Reason for Issue

To introduce a set of standards for checking cabin bags at the gate.

## Details

At easyJet, our purpose is about 'Making low cost travel easy' and everything we do, should be towards fulfilling that purpose.

When applying this to boarding, our primary goal is to help our customers board our aircraft quickly and safely so that it can depart on time.

To achieve that, we understand the importance of ensuring compliance at the gate, both in terms of bags and eligibility to fly. However based on feedback (from colleagues and customers), it appears that some clarity on standards and when and how to apply them effectively would be helpful.

We know that inconsistencies in the process has led to delays, conflict and some social media focus and the intention of this guidance is to ensure a fair and easy application of the policy.

## **Guidance to apply easyJet Cabin Standards:**

1. **Do not measure** everything – You should visually inspect all other bags and only measure bags that are likely to be too large for the gauge
2. **Do not measure** Handbags and Laptop Bags
3. There should be **proactive visual checks of bags** in the queue to identify potential non-compliant bags ahead of boarding commencing and should not delay the completion of Boarding and closure of the Gate
4. **If it fits, it fits** – Doesn't matter if it needs some force to push it into the gauge or if a customer makes it smaller in order to fit (i.e. taking out a coat).
5. 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
6. Bum bag type style bags, worn across the chest or around the waist, and Carrier bags should not be counted as an additional bag
7. Additional items, such as hat boxes, pillows, umbrellas etc are not chargeable as laid out in the Ground Handling Manual
8. Keep PDQ machines out of sight unless being used

In addition to this, easyJet will be providing additional communication and information to our customer so they understand what a small cabin bag is, what a large cabin bag is and the consequence of travelling with a non-compliant bag.

This is reflected in the guidance material titled Cabin Baggage Standards, which can be found on the Connect Portal.