



Dear all,

Starting from tomorrow, TUI has a new trial for HBAGs for the destinations: **PMI, TFS, TFN, FUE, LPA and ACE**:

**Check-In:**

Passenger shows up with an HBAG which is not booked:

- ➔ Option A:  
They buy the HBAG and priority boarding for **50€** and can take the HBAG with them. Please Add SSR, collect payment and label HBAG with the blue carry on tag.
- ➔ Option B:  
They drop off their HBAG as a checked in luggage as before.

**Gate:**

Passenger arrives at gate with an HBAG which is not booked:

- ➔ Option A:  
Collect the 50€ and they can take their carry on with them. Don't forget to add the SSR and the blue tag.
- ➔ Option B:  
Carry on will be checked in free of charge.

Please try to focus on **card payments**. Only if its impossible to collect a payment by card, please collect cash. Please **charge according to the DCS**.

**Other destinations:** Charge according to the DCS at the Check-in. At the Gate – old procedure – no HBAG booked -> tagged and send downstairs.

**Cabin Limit:** HBAG limit is **70 H-bags per flight**. As soon as the limit is reached, you cannot sell more HBAGS and the bags need to be checked in.

**Attention Supervisors:**

Please send the new Excel sheet every night like Pegasus GXAB to us and every Monday morning to [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com)

Thank you!

Laura



# TUI Airline Ground Operations

## Information Notice

<b>Title:</b>	<b>Extension of X3 Trial – Gate Payments FRA for HBAG + Priority Boarding</b>	<b>Reference:</b> GOIN25-061
<b>Validity date:</b>	17 NOV 2025 – 04 JAN 2026	
<b>To:</b>	FRA	
<b>From:</b>	Vicky Daminet, Ground Support Manager	
<b>Applicability:</b>	TUI-X3	
<b>References:</b>	GOIN 25-046	

### TRIAL X3: HBAG + Priority Boarding - Gate Payment at FRA

Dear colleagues,

As part of the ongoing trial for **HBAG + Priority Boarding** (ref. GOIN 25-046), we are introducing a **gate payment option** exclusively at **Frankfurt** for flights to **Palma** and the **Canary Islands**.

Passengers without the **HBAG SSR code** who wish to **keep their HBAG and get Priority Boarding at the gate** may now do so by paying **€50**. Upon payment, the passenger will receive a **blue bag tag** for easy recognition and handling. This applies only if the HBAG count is below 70, as per the existing process.

Please note: **Passengers are not required to purchase this option**. They can always check their cabin baggage into the hold **free of charge**.

#### Additional Instruction for GHA:

Ground Handling Agents must complete the designated Excel document for each flight, indicating the **number of HBAGs sold**, the **total amount collected in €**, and any **relevant remarks**

The updated Excel file should be sent **Weekly every Monday** to: [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com)

All other procedures remain unchanged.

Thank you for your cooperation.

Kind Regards

TUI Airline Ground Operations