



TUI Airline Ground Operations Information Notice

Title:	Trial HBAG + Priority Boarding TUI-X3	Reference: GOIN25-046
Validity date:	06 OCT 2025 – Until further notice	
To:	ACE, DUS, FRA, FUE, HAJ, LPA, MUC, PMI, STR, TFN, TFS	
From:	Ines Ceccarelli, Process Coordinator	
Applicability:	TUI-X3	
References:	GHM Part 1, chapter 4.4.6 Handbaggage GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew	

Dear Partner,

This is to inform you of a **trial implementation** of a new hand baggage procedure for **TUIfly (X3)** flights to and from **Palma and the Canary Islands, starting 6 October 2025**.

Passengers who have purchased a hand baggage trolley (HBAG) are now entitled to **priority boarding**. This initiative aims to improve the boarding experience, reduce gate congestion and streamline the overall handling process. By supporting this procedure, you'll be helping us evaluate its impact on operational efficiency and gather valuable insights that may shape future improvements.

The existing HBAG process remains unchanged - we are only adding the benefit of priority boarding for these passengers.

Please follow the process as outlined below.

Key points:

- Maximum 70 HBAG per flight (unchanged)
- HBAG passengers identified by:
 - SSR code on boarding pass
 - Blue bag tag labels
- Fee at check-in: €50 per HBAG (unchanged)

Process Summary

Check-in:

- With HBAG: Verify SSR code, attach blue tag, explain new priority boarding benefit
- Without HBAG: Offer purchase if under 70 HBAG limit, or check 10kg bag for free

Gate:

- Check HBAG count in GoNow (unchanged) (see Annex 1)
- If >70 HBAG: Count items, process excess through normal procedure (unchanged)
- **NEW:** Verify SSR code for priority boarding
 - Passengers without HBAG code need to check bags in the hold.

Please also refer to *GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew*, which can be consulted on the TAGO Portal.

Any questions please contact gomsupport@tuifly.com



HBAG Mobile: "big hand luggage" mentioned above QR-code:

IHRE BORDKARTE

Bitte zeigen Sie diese Bordkarte (ausgedruckt oder digital) an der Gepäckabgabe, bei der Sicherheitskontrolle sowie am Gate vor.

FLUGDATUM	FLUG-NR.	SITZPLATZ	
14.12.2024	X3 2148	32E	 <small>boarding sequence number</small>
GEPÄCKABGABE BIS	VON	NACH	
02:55	Hannover	Fuerteventura	
BOARDING	PASSAGIER		
03:10	Lola Perez		
ABFLUG			
03:55	<div style="display: flex; justify-content: space-between;"> <div> BUCHUNGSNUMMER: GEPÄCK: SONDERGEPÄCK: VERPFLEGUNG: </div> <div> TBUDHM 1x "kleines" Gepäck, 1x "großes" (e) & 20 2x 1x "Großes Handgepäck" nicht inkludiert nicht inkludiert </div> </div>		

SIE HABEN EINGECHECKT – WAS KOMMT ALS NÄCHSTES?

A TUI flight boarding pass for the route HAJ to FUE. The pass includes flight details: Flight X32148, Class 321, Departure 14 Dec 24 at 03:10, and Boarding 14 Dec 24 at 03:10. The passenger's name is Lola Perez. A QR code is present, and the text "Big Hand Luggage" is circled in red above it. The bottom of the pass shows "SEC.001".

Airport Boarding Pass:

PNR Locator: D8EKWT

SEQ NO 0001

PASSENGER NAME
TESTER/FIRST MR

FLIGHT
TOM7386

CLASS
BTFO

DATE
19Jun

DEPARTS
18:25

FROM
Birmingham

TO
Palma (Majorca)

SEQ NO
0001

SEAT
29A

CLASS INFORMATION
HBAG

PASSENGER NAME
TESTER/FIRST MR

FROM
Birmingham

TO
Palma (Majorca)

FLIGHT
TOM7386

CLASS
BTFO


DATE
19Jun

GATE
TBD

SEAT
29A

BOARDING TIME
17:40

BAGGAGE PIECES 0 WEIGHT 0



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Boarding Announcement Sequence (updated) (see boarding calls in Annex 2)

1. Pre-boarding announcement (no later than STD-45)
2. Passengers requiring assistance
3. **Passengers with HBAG (new priority boarding)**
4. Passengers with infants
5. Remaining passengers

Additional Notes

- Hand baggage larger than a personal item but smaller than a trolley must also be checked in.
- Lithium batteries are only allowed in cabin baggage. *See GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew.*

We appreciate your cooperation and attention to this operational update.

Kind regards,
TUI Airline Ground Operations