



# TUI Airline Ground Operations

## Information Notice

<b>Title:</b>	<b>Trial HBAG + Priority Boarding TUI-X3</b>	<b>Reference:</b> GOIN25-046
<b>Validity date:</b>	06 OCT 2025 – Until further notice	
<b>To:</b>	ACE, DUS, FRA, FUE, HAJ, LPA, MUC, PMI, STR, TFN, TFS	
<b>From:</b>	Ines Ceccarelli, Process Coordinator	
<b>Applicability:</b>	TUI-X3	
<b>References:</b>	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.



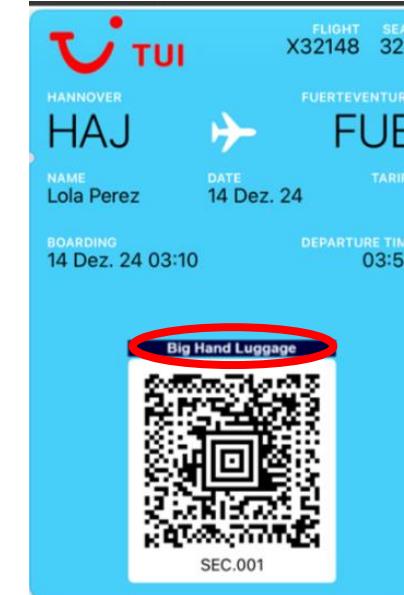
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PDF: "Grosses Handgepäck":



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



Airport Boarding Pass:



Any questions please contact [gomsupport@tuifly.com](mailto:gomsupport@tuifly.com)



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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