



TUI Airline Ground Operations Information Notice

Title:	X3 Destination stations: roll-out HBAG + priority boarding	Reference: GOIN26-018
Validity date:	01 APR 2026 – Until further notice	
To:	ACE, AGA, AYT, BCN, BOJ, BVC, BWE, CFU, CPH, DJE, DLM, DRS, DUS, ERF, FAO, FCO, FMM, FNC, FRA, FUE, GPA, HAJ, HER, HRG, IBZ, JTR, KGS, KSF, LCA, LEJ, LPA, LXR, MAD, MAH, MLA, MUC, NAP, OLB, OPO, PAD, PFO, PMI, PMO, RHO, RMF, SGD, SID, SKG, SSH, STR, TFN, TFS, TRS, VAR, XRY	
From:	Ines Ceccareli, Process Coordinator	
Applicability:	TUI-X3	
References:	Not applicable	

Dear Partner,

We would like to inform you that the **HBAG + Priority Boarding procedure**, previously trialed on selected routes, will **roll out on April 1st across all X3 routes**.

Passengers who purchase a **hand baggage trolley (HBAG)** are entitled to **priority boarding**. This enhancement supports a smoother boarding experience, reduces gate congestion, and contributes to more efficient overall handling. By applying this procedure consistently, you help us further assess its operational impact and gather insights for future developments.

Kindly follow the updated process below.

Key Points

- **Maximum 70 HBAG per flight**
- **HBAG passenger identification:**
 - SSR code **HBAG** on boarding pass
 - **Blue bag tag** labels
- **Checkin fee:** €50 per HBAG

Process Summary

At Check-In

- For passengers **with HBAG:**
 - Verify presence of SSR **HBAG**
 - Attach **blue bag tag**
 - Inform the passenger of their **priority boarding entitlement**
- For passengers **without HBAG:**
 - Offer HBAG purchase if the 70unit limit is not reached (annex1)
 - Print new boarding pass where SSR code HBAG is visible
 - Otherwise, add **HLUG SSR** with €50 fee, take payment and check bag in with max 10 kg.

Any questions please contact gomsupport@tuifly.com



TUI Airline Ground Operations Information Notice

At the Gate

- Check the **HBAG count in GoNow** (Annex 1)
- Verify SSR **HBAG** for **priority boarding**
 - Priority board customer
- For passengers **without** the SSR HBAG
 - If gate payment is possible
 - Offer HBAG purchase if the 70 HBAG SSR limit is not reached (annex 1)
 - Otherwise, add HLUG to the booking and check in a 10kg bag **for €50 (Annex1)**
 - If gate payment is not possible
 - HBAG will be loaded into the hold free of charge
 - This applies **until a gate payment solution becomes available**

Boarding sequence

Please board customers adhering to the following boarding sequence.

The Boarding Announcements can be found attached in annex.

- Pre-board Customers
- Large Cabin bag + Priority boarding (HBAG)
- Families with infants under 2 years old (INF, INFT)
- Remaining customers as per the boarding sequence in the BA

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 for Dangerous Goods.

Refer to the annex for:

- **Annex 1:** Checking HBAG count and adding HBAG/HLUG in GoNow
- **Annex 2:** Boarding announcements X3 destination stations
- **Annex 3:** Flowchart of the process
- **Annex 4:** SSR code HBAG on boarding pass

We appreciate your cooperation and attention to this operational update.

Kind regards,
TUI Airline Ground Operations

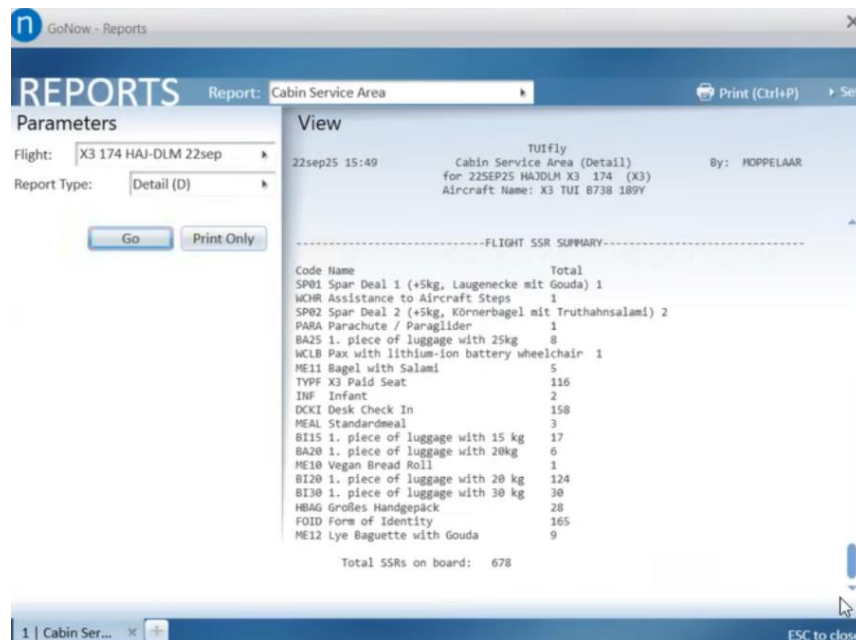
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GONOW: adding HBAG or HLOG SSR to a booking

This procedure describes how to correctly add the **HBAG** or **HLOG SSR** in GONOW when a passenger arrives at **check-in or at the gate (where payment is possible)** with a **large cabin bag** and does **not** have **SSR HBAG** on their booking.

1. Check HBAG Capacity

Verify in GONOW whether the **HBAG capacity (max. 70)** has been reached. Please consult this to verify how many HBAGs are already sold in the cabin before allowing additional purchases or priority boarding. This information can be found in the Cabin Service Area Report.



The screenshot shows the GONOW Reports interface. The report is titled "Cabin Service Area" for flight "X3 174 HAJ-DLM 22sep". The report type is set to "Detail (D)". The flight summary includes the date and time (22sep25 15:49), the airline (TUIfly), the cabin service area (Cabin Service Area (Detail)), the aircraft name (X3 TUI 8738 189Y), and the report author (By: HOPPELAAR).

The Flight SSR Summary table is as follows:

Code Name	Total
SP01 Spar Deal 1 (+5kg, Laugenecke mit Gouda)	1
WCHR Assistance to Aircraft Steps	1
SP02 Spar Deal 2 (+5kg, Körnerbagel mit Truthahnsalami)	2
PARA Parachute / Paraglider	1
BA25 1. piece of luggage with 25kg	8
WCLR Pax with lithium-ion battery wheelchair	1
ME11 Bagel with Salami	5
TYPF X3 Paid Seat	116
INF Infant	2
DCKI Desk Check In	158
MEAL Standardmeal	3
BI15 1. piece of luggage with 15 kg	17
BA20 1. piece of luggage with 20kg	6
ME10 Vegan Bread Roll	1
BI20 1. piece of luggage with 20 kg	124
BI30 1. piece of luggage with 30 kg	30
HBAG Großes Handgepäck	28
FOID Form of Identity	165
ME12 Lye Baguette with Gouda	9

Total SSRs on board: 678

2. Apply SSR HBAG or HLOG

Option A: SSR HBAG Capacity NOT Reached

- Offer the passenger the option to **purchase HBAG + priority boarding**.
- Add **SSR HBAG** in GONOW, this will generate a €50 fee and payment must be collected
- Passenger may:
 - Keep the large cabin bag in the cabin
 - Receive **priority boarding**

SERVICES

Services and Fees

Add new service / fee Insert

General

Tuitest, Anke Mevrouw

1	BI20	1. piece of lu...	HAI-LPA
2	DCKI	Desk Check In	HAI-LPA

Tuitest, Achim Meneer

3	BI20	1. piece of lu...	HAI-LPA
4	DCKI	Desk Check In	HAI-LPA

Total: 0,00

Status

Service Details

Service or Fee: SSR 10kg large hand luggage (max. 55x ▶)

Passengers: Tuitest, Anke Mevrouw ▶

Segments: X3 2262(X3) HAI-LPA ▶

Total Price: €50,00 EUR

Notes:

Add Cancel

< Previous Next >

Option B: Hand Luggage in Hold (HLUG)

- The passenger does not wish to purchase HBAG, or the HBAG capacity limit of 70 has been reached
- Passenger must purchase **HLUG SSR (€50)**
- Add **SSR HLUG** in GONOW and the large cabin bag must be **checked into the hold**

This SSR will generate a €50 fee and payment must be collected

Passengers | 1 KSY12M F2:VB Segments | 1 To PMI Departs in 14d 18h 24m Balance EUR

1 Doe, John 32C BI20 1 X3 2314(X3) HAI-PMI 04:15 -06:50 0stp 0,00

SERVICES

Services and Fees

Add new service / fee Insert

General

Doe, John

1	BI20	1. piece of lu...	HAI-PMI
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Total: 0,00

Status

Service Details

Service or Fee: SSR Hand Luggage in Hold (HLUG) ▶

Passengers: Doe, John ▶

Segments: X3 2314(X3) HAI-PMI ▶

Total Price: €50,00 EUR

Notes:

Add Cancel

Passengers | 1 KSY12M F2:VB Segments | 1 To PMI Departs in 14d 18h 24m Balance EUR 50,00

1 Doe, John 32C BI20, HLUG 1 X3 2314(X3) HAI-PMI 04:15-06:50 0st

SERVICES

Services and Fees

Add new service / fee

General

Doe, John

1	BI20	1. piece of lu...	HAI-PMI	
2	HLUG	Hand Luggag...	HAI-PMI	50,00

Service Details

Service or Fee:

Total: 50,00

After payment has been completed, add the baggage with baggage type HBAG to the booking.

Passengers | 1 W8L9SW F2:XH Segments | 1 To PMI Departs in 14d 17h 40m Balance EUR 0,00

1 Doe, Jake Meneer 1A 15KG, BI20, BIK... 1 X3 2314(X3) HAI-PMI 04:15-06:50 0stp

BAGGAGE

Automated Bag Tags

Bags

Add bags

Bag Group 1 (1 Passenger)		Fees: 0,00
Baggage Type:	Allowance:	Remaining:
ANY	1@20 Kg	0

Doe, Jake Meneer

1	PMI	0617019248	20 Kg	STND	To be checked
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Add Bags

Passenger: Doe, Jake Meneer

Bags to Add: 1

Bag 1: 10 Kg HBAG

Destination: Palma de Mallorca (PMI)

Total Combined Weight: 20 Kg

Passengers | 1 W8L9SW F2:KH Segments | 1 To PMI Departs in 14d 17h 40m Balance EUR
1 Doe, Jake Meneer 1A 15KG, BI20, BIK... 1 X3 2314(X3) HAI-PMI 04:15 - 06:50 0stp 0,00

BAGGAGE

Automated Bag Tags

Bags

Add bags

Bag Group 1 (1 Passenger)			Fees: 0.00
Baggage Type:	Allowance:	Remaining:	
ANY	1@20 Kg	0	

Doe, Jake Meneer

1	PMI 0617019248	20 Kg	STND	To be checked
2	PMI 0617019249	10 Kg	HBAG	To be checked

Total Combined Weight: 30 Kg

Add Bags

Passenger: Doe, Jake Meneer

Bags to Add: 0

Add Cancel

2. Final Check

- Confirm the SSR (HBAG or HLOG) is correctly added to the booking
- Ensure the passenger is informed of the outcome and next steps



TUI Boarding Announcements

Applies to: **X3** – Departures from **DESTINATION** airports only
Boarding Method: **Boarding Sequence / Seat Rows** (as specified)
Timing: **Pre-boarding announcement no later than –45 minutes to STD**

Welcome

Welcome to TUI flight **X3** [**flight number**] to [**destination**].

ECP (if applicable)

Which today is operated by [**airline**].

General Information

We're almost ready to welcome you on board.
Please stay seated and keep the gate area clear until it's your turn to come forward.

Lithium-Ion Batteries

If you've packed any power banks, e-cigarettes, or loose lithium-ion batteries in your checked luggage, please tell a team member now. These items must travel with you in the cabin, not in the hold. Larger electronic devices, such as laptops, must be switched off and placed in your hand luggage. Spare batteries, including power banks and e-cigarettes must **not** be stored in the overhead compartments.

Smoking & Vaping

And just a reminder — smoking and vaping are not allowed.

Boarding Process

When it's your turn, please have your boarding pass and passport or ID open at the photo page and ready to show.
Please wait to be called before coming to the gate.

If Applicable

Boarding by 2 x access means (B737)

Your flight will be boarded using the **airbridge / forward and rear steps**.
Customers seated in rows **01–16** should use the **airbridge / forward steps**.
Customers seated in rows **17–32** should use the **rear steps**.

Boarding by Steps – Safety Reminder

For your safety, please do not walk under the wing as you board the aircraft.

Closing

On behalf of the entire team here in **[airport location]**, thank you for choosing TUI.
Enjoy your TUI flight!

Start of Boarding

Pre-Board Customers

We're now ready to welcome our pre-board customers.
If you've booked or require assistance today, please come forward for boarding.

PREM / JVIP / SVIP / Fly Deluxe / VIP *as applicable

We're now inviting our *Premium / Deluxe / Fly Deluxe /VIP customers to come forward to the gate for boarding.

Large Cabin bag + Priority boarding

We're now inviting customers who have purchased our large cabin bag and Priority boarding to come forward to the gate for boarding.

Families with infants under 2 years old

Our next customers to board are families with infants under 2 years old. Please make your way to the gate.

Choose one announcement from below as applicable. All remaining or Seat rows and/or all remaining

All remaining

Thank you for waiting.
We'd now like to invite all remaining customers to come forward for boarding.

Boarding by Seat Rows – Short / Medium Haul (B737) - Airbridge Only

1. We'd now like to invite customers seated in rows **20–32** to come forward for boarding.
2. Customers in rows **11–32**, please make your way to the gate.
3. We'd now like to invite all remaining customers to come forward for boarding.

Boarding by Seat Rows – Short / Medium Haul (B737) - Airbridge + Rear Steps

1. We'd now like to invite customers seated in rows **10–24** to come forward for boarding.
2. Customers in rows **17–32**, please make your way to the gate.
3. We'd now like to invite all remaining customers to come forward for boarding.

Boarding by Seat Rows – Short / Medium Haul (B737) - Remote Stand / Forward & Rear Steps

We'd now like to invite all customers to come forward for boarding.



TUI Boarding-Durchsagen

Gültig für: **X3** – Abflüge ausschließlich von **DESTINATION**-Flughäfen

Boardingmethode: **Boarding-Reihenfolge / Sitzreihen** (wie angegeben)

Timing: **Pre-Boarding-Durchsage** spätestens –45 Minuten vor der planmäßigen Abflugzeit (STD)

Begrüßung

Willkommen zu Ihrem TUI-Flug X3..... (Flugnummer) nach (Ziel)

ECP (falls zutreffend)

Dieser Flug wird heute von (Fluggesellschaft) durchgeführt.

Allgemeine Informationen

In Kürze werden wir mit dem Einsteigevorgang beginnen.

Hier sind einige wichtige Informationen zum Boarding-Ablauf.

Bitte bleiben Sie noch sitzen und halten Sie den Gate-Bereich frei, bis Sie aufgerufen werden.

Lithium-Ionen Batterien

Falls Sie Powerbanks, E-Zigaretten oder Lithium-Ionen-Akkus in Ihrem aufgegebenen Gepäck verstaut haben, informieren Sie bitte umgehend einen Gate-Mitarbeiter. Diese Gegenstände müssen in der Kabine mitgeführt werden. Größere elektronische Geräte wie Laptops müssen ausgeschaltet und im Handgepäck verstaut werden. Ersatzakkus, einschließlich Powerbanks und E-Zigaretten, dürfen nicht in den Gepäckfächern über den Sitzen verstaut werden.

Rauchen & Vapen

Zur Erinnerung: Rauchen und die Nutzung von E-Zigaretten sind nicht erlaubt.

Boarding-Prozess

Wenn Sie an der Reihe sind, halten Sie bitte Ihre Bordkarte sowie Ihren geöffneten Reisepass oder Ausweis bereit.

Bitte kommen Sie erst dann zum Gate, wenn Sie aufgerufen werden.

Falls zutreffend: Boarding über zwei Zugangswege (B737)

Ihr Flug wird über Fluggastbrücke/vordere Treppe und hintere Treppe geboardet.

Gäste mit Sitzplätzen in den Reihen 01–16 nutzen bitte die Fluggastbrücke / vordere Treppe.

Gäste mit Sitzplätzen in den Reihen 17–32 nutzen bitte die hintere Treppe.

Boarding über Treppen – Sicherheitshinweis

Zu Ihrer eigenen Sicherheit gehen Sie bitte nicht unter den Tragflächen entlang, während Sie das Flugzeug betreten.

Abschluss

Im Namen des gesamten Teams hier in XXXX danken wir Ihnen, dass Sie sich für TUI entschieden haben, und wünschen Ihnen einen angenehmen Flug!

Beginn des Boardings

Pre-Boarding-Gäste

Wir sind nun bereit, unsere Pre-Boarding-Gäste willkommen zu heißen.

Wenn Sie beim Einsteigen Unterstützung benötigen, kommen Sie bitte jetzt zum Boarding nach vorne.

PREM / JVIP / SVIP / Fly Deluxe / VIP *falls zutreffend

*Wir bitten nun unsere *Premium- / Deluxe- / Fly-Deluxe- / VIP-Passagiere, zum Gate für das Boarding nach vorne zu kommen.*

Großes Handgepäck + Priority Boarding

Wir bitten nun die Gäste, die großes Handgepäck und Priority Boarding erworben haben, zum Gate zu kommen.

Familien mit Kleinkindern unter 2 Jahren

Als Nächstes lassen wir Familien mit Babys unter 2 Jahren einsteigen. Bitte begeben Sie sich jetzt zum Gate.

Alle verbleibenden oder Boarding nach Sitzreihen und/oder alle verbleibenden (falls zutreffend)

Alle verbleibenden

Vielen Dank für Ihre Geduld.

Wir bitten nun alle verbleibenden Gäste, zum Boarding nach vorne zu kommen.

Boarding nach Sitzreihen – Kurz- / Mittelstrecke (B737) – nur Fluggastbrücke

Vielen Dank für Ihre Geduld.

Wir bitten jetzt die Gäste mit Sitzplätzen in den Reihen 20–32 einzusteigen.

Wir bitten jetzt auch Gäste mit Sitzplätzen in den Reihen 11–32 einzusteigen.

Wir bitten nun alle verbleibenden Passagiere, zum Boarding nach vorne zu kommen.

Boarding nach Sitzreihen – Kurz- / Mittelstrecke (B737) – Fluggastbrücke + hintere Treppe

Vielen Dank für Ihre Geduld.

Wir bitten nun die Gäste auf den Sitzplätzen Reihen 10–24, zum Boarding nach vorne zu kommen.

Gäste auf den Sitzplätzen Reihen 17–32, bitte begeben Sie sich jetzt zum Gate.

Wir bitten nun alle verbleibenden Gäste, zum Boarding nach vorne zu kommen.

Boarding nach Sitzreihen – Kurz- / Mittelstrecke (B737) – Außenposition / vordere & hintere Treppe

Vielen Dank für Ihre Geduld.

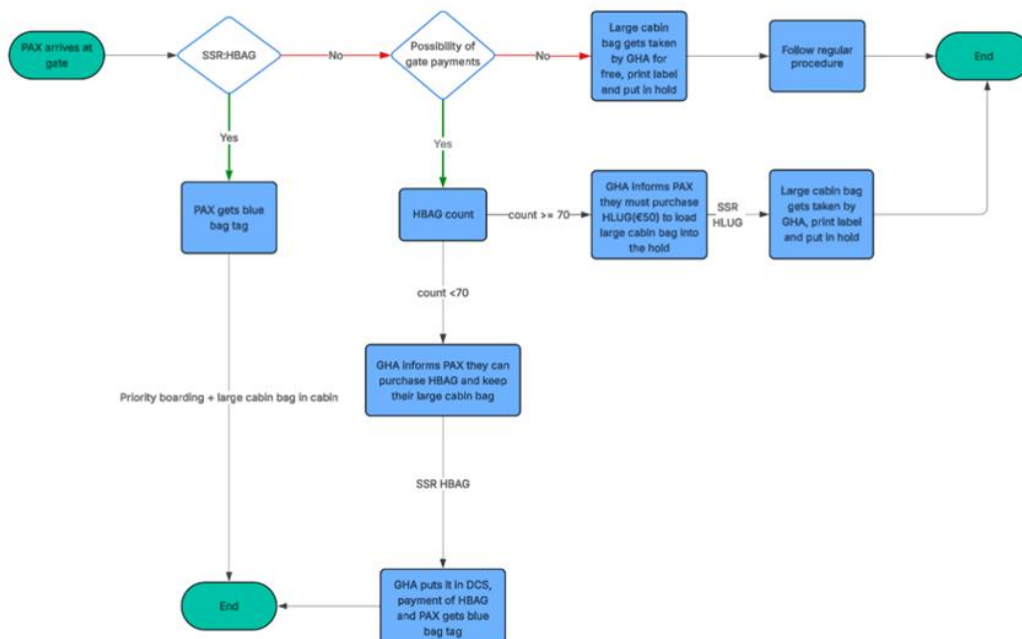
Wir bitten nun alle Gäste, zum Boarding nach vorne zu kommen.

Flowchart of the HBAG policy for X3 routes

Airport check-in



Online check-in



SSR code on boarding pass:

PDF: "Grosses Handgepäck"

TUI IHRE BORDKARTE

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

FLUGDATUM 14.12.2024	FLUG-NR. X3 2148	SITZPLATZ 32E	 boarding sequence number 1
GEPÄCKABGABE BIS 02:55	VON Hannover	NACH Fuerteventura	
BOARDING 03:10	PASSAGIER Lola Perez		
ABFLUG 03:55	BUCHUNGSNUMMER: TS,OrM GEPÄCK: 1x Kleine Tasche, 1x Gepäckstück(e) 4/10 kg, 1x Großes Handgepäck SONDERGEPÄCK: nicht inkludiert VERPFLEGUNG: nicht inkludiert		

SIE HABEN EINGECHECKT – WAS KOMMT ALS NÄCHSTES?

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

TUI FLIGHT X32146

HANOVER MAJORCA
HAJ  **PMI**

DEPARTURE TIME 05:50 CABIN - GATE CLOSES 06 Feb 05:05

NAME Lyka Golong GROUP / SEAT 4 / 28A

Large Hand Luggage



SEC.006

Airport Boarding Pass:

PNR Locator: D8EKWT



PASSENGER NAME
TESTER/FIRST MR
FLIGHT CLASS DATE DEPARTS
TOM7386 BTFO 19-Jun 18:25
FROM Birmingham
TO Palma (Majorca)
SEAT CLASS INFORMATION SEQ NO
29A HBAG 0001



SEQ NO
PASSENGER NAME 0001
TESTER/FIRST MR
FROM Birmingham
TO Palma (Majorca)
FLIGHT CLASS DATE
TOM7386 BTFO 19-Jun
GATE SEAT
TBD 29A
BOARDING TIME 17:40
BAGGAGE PIECES 0 WEIGHT 0