



TUI Airline Ground Operations

Instruction Notice

Hand baggage policy change

Notice: GOIN23-043R1

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To: All stations
From: Mark Olmi, Process Coordinator
Approved by: Jan Timmermans, Head of Network Operations
Nial Mclean, Head of Station Operations
Kay Bartels, Deputy Nominated Person Ground Operations TUI

Applicability: TUIfly Germany (TUI-X3)

Date of Publication: 30 OCT 2023
Date of Revision 1: 03 APR 2024
Validity Period: 01 NOV 2023 – Until further notice

Dear partner,

Following a recent change in hand baggage policy, we hereby provide you with the updated process for hand baggage allowance for our customers traveling with TUIfly (X3).

- All Passengers have a personal item (40x30x20) included in their allowance and must be stowed under the seat in front of the passenger.
- All passengers are able to book an additional hand baggage trolley (55x40x20) with a maximum weight limit of 10kg. The booking must be done upfront and passengers cannot purchase this at the airport.
- To confirm the specific allowance, please check the HBAG SSR code in the DCS and/or on the boarding pass.
- When passengers arrives at the check-in or gate without allowance, trolleys are mandatory to be checked in, Free of Charge. Also, Hand baggage larger than personal items but smaller than trolley is mandatory to be checked in.
- Once the trolleys have been checked and found to comply with the policy, a TUI hand baggage label must be attached to the trolley by the check-in agent and when needed at the gate.
- Note there is no weight limit on the personal item to be carried, The weight limit of 10kg is to be checked at Check-in and where possible at the gate.

Please note that although the customer has paid for the trolley or this is within the standard allowance, it is not guaranteed onboard. Space is available at the discretion of Ground Handling Partner and Crew on board.



The passengers who have the allowance of the trolley will have an SSR code stated in the DCS and marked on their boarding pass, this reflects on the digital boarding pass and the manually printed boarding pass as well.



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The code that reflects allowance is as follows: **HBAG**. An example of how this can look, see below.



Passenger Weights

With the new hand baggage policy the '*All Flights except Holiday Charter*' passenger weights must be applied. Ensuring that the correct passenger weights are utilized for Loadsheet purposes is important. You can always consult the GHM chapter 10.3.1., AHM560/565 and DOW/DOI tables for reference.

Hand baggage Check-in Guidelines

At Check-In: Please use the actual weight when a passenger intends to check in their hand baggage at the check-in counter, following the standard check-in procedure for hold baggage.

Gate/Aircraft: After labeling the bag and handing over a bag tag to the passenger, it is essential to add the hand baggage information in the DCS under the passenger's record and ensure that the Loadsheet is updated. The full process is stated in GHM chapter 4.4.6.

Please pay special attention to lithium batteries which are only allowed in cabin baggage. Any items that are allowed for transport in hold may remain in baggage. For further details of transport of Dangerous Goods see GHM Part 1 chapter 7.2.4.

We prepared the process flow to help visualize in making the new process clear and help understand what steps are required at what stage.

Please make sure the ground handling staff is aware and using this new procedure.

NOTE: At airports where aircraft are at remote stand and passengers are transported via bus to the aircraft it is at the ground handlers discretion to either:

- Check in and transport excess and labeled hand baggage to the aircraft
- OR have personnel available to take in labeled trolleys once passengers arrive at the aircraft by bus as per the ground handlers SOP.

This Instruction Notice serves as a mandatory procedure change to be followed, and this change will be updated in our Ground Handling Manual in due time.

Kind regards,

TUI Airline Ground Operations

