



TUI Airline Ground Operations

Temporary Revision

Checked Luggage Mandatory Questions

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To: All stations
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Dear partner,

Please be advised that the Ground Handling Manual - Part 1, Manual, current revision, has undergone an update. Notably, a mandatory question has been incorporated into section 4.4.6 Handbaggage.

4.4.6 Handbaggage

TUI D Package customers:

- The standard allowance includes a personal item (40x30x20) and a trolley (55x40x20).

Flight Only Passengers:

- Are entitled to the standard allowance of a personal item (40x30x20).

Third-Party Package Customers:

- Baggage allowance for third-party package customers varies by tour operator.
- All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20).
- The inclusion of the trolley (55x40x20) in the allowance depends per tour operator.
- To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass.

Flight Only passengers and third-party package customers without the trolley in their allowance have the option to add this to their booking upfront and carry an additional trolley (55x40x20) alongside their personal item. Passengers cannot purchase this at the airport.

The trolley with the maximum dimensions of 55 x 40 x 20 cm has a maximum weight limit of 10kg.

The personal item has no weight limit but may not exceed the maximum dimensions of 40 x 30 x 20 and must be placed underneath the front seat.

The passengers who have the allowance of the trolley will have a SSR (HBAG) code stated in the DCS and marked on their boarding pass.

The trolley has to be checked to comply with the limits at the check-in desk and at the gate and a TUI hand baggage label has to be attached to it by the check-in or gate agent.

Note: Although the passenger has paid for the trolley or this is within his standard allowance, it is not guaranteed onboard. Space is available at the discretion of the handling Agent and Crew on board.

In addition to the allowed handbaggage the following items will be carried in the cabin as free allowance:

- 1 overcoat, wrap or blanket
- 1 small handbag, wrist bag or bag with shoulder strap
- 1 umbrella or walking stick
- 1 small camera and/or binoculars
- 1 infant carrying basket per infant and infant's food for consumption during flight
- 1 pram / buggy which usually can be used up to entrance of aircraft but then will be loaded in baggage compartment
- a reasonable amount of reading material
- for the flight for carriage of oversized cabin baggage, see GHM Part 1 chapter 9.1.6. and for an incapacitated passenger
- 1 pair of crutches
- selfoperating dialytic equipment
- other prosthetic device.

All hand baggage has to be screened before being brought into security restricted areas and aboard the aircraft. See also GHM Part 1 chapter 4.2.1.



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Bags unsuitable as cabin baggage due to size or weight can be accepted as checked baggage only. At all times it is to be made sure that valuable items (e.g. laptop computer, mobile phones, cameras) have to be sorted out and transported as cabin baggage only.

In certain cases it is necessary to load hand baggage from cabin to hold after boarding process due to size, weight or capacity problems.

Due to different Dangerous Goods regulations for carry on / cabin baggage and checked hold baggage it is mandatory for all handling staff to reconfirm with affected passenger that Dangerous Goods which are accepted for transport in cabin but not for transport in hold are removed from baggage and will be carried by passenger in cabin at all times.

Mandatory question to all passengers on TUI flights:

"Do you have any powerbanks, external battery packs, spare-loose batteries or e-cigarettes in your checked baggage?. If YES, please remove them now and carry them as cabin baggage."

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.

In order to prevent passengers from carrying on too large or too heavy handbaggage all pieces should be checked at check-in desk and additionally upon boarding the aircraft. Ramp and gate agents have to take along blank labels to the departure gate. In case of confiscating handbaggage at the departure gate, the baggage label is to be filled in (attn. multi-sector flights), has to be fixed at handbaggage and the pieces are to be loaded in hold.

In each case it has to be communicated by crew/gate agent to the turnaround coordinator in order to be checked in afterwards in the system for preparing a correct loadsheet.

In exceptional cases labels for confiscated handbaggage are also available from cabin crew. These labels differ clearly from normally used baggage labels.

All sharp items such as scissors, knives, tweezers etc. are to be transported as checked baggage only.

The restrictions concerning weight and dimensions of handbaggage and articles not to be carried in either handbaggage or checked baggage are communicated to passengers by means of:

- conditions of contract, included in booking process and
- check-in counter signs at the airports.

Special attention concerning the transport of liquids in cabin baggage is to be given according to EU regulation 1546/2006

Kind regards,

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