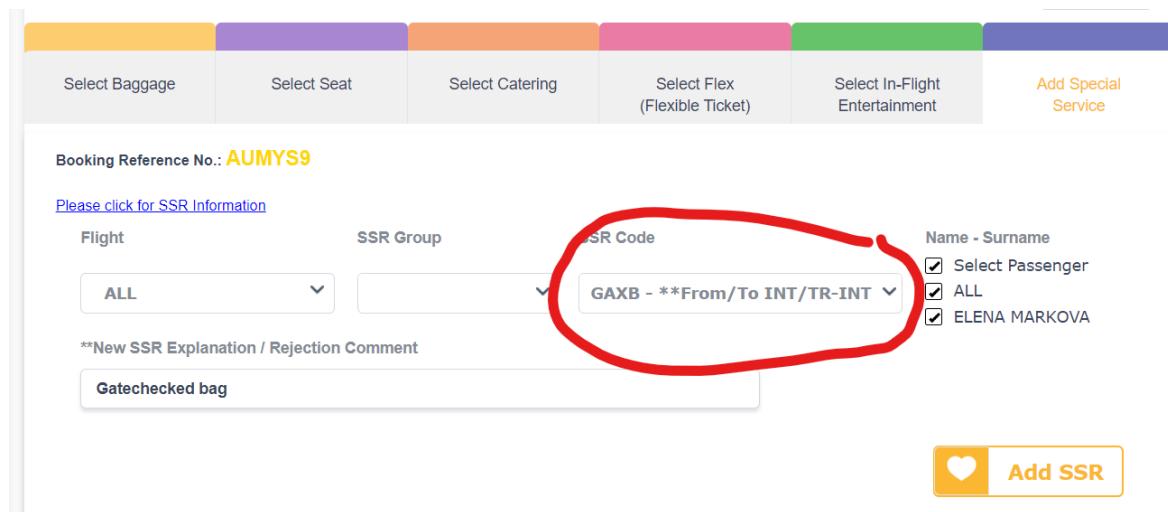# DHS

Topic: GAXB

Dear All

Recently we are facing the issue more often on Pegasus that passengers miss the check in times and show up at the gate with their suitcases.

I would like highlight, if the passenger brings more or bigger bags to the gate, they need to pay the GAXB service in all cases (even if they missed the check in but in their ticket they had bag allowance)!

GAXB SSR needs to be added and the 70€ must be collected from the passenger!

Slightly different but relevant topic: preboarding. Please always use the preboarding areas of the gate effectively. If passengers are there before you arrive, send them out!
Preboarding all passengers before the actual boarding gives you more time to solve possible issues (like GAXB) beforehand, and you won't have to deal with everything last minute.