



READ AND SIGN
Revision: 0 | Issued: 30.09.2025

Topic: New SSR HLUG

Dear all,

Beginning 01.10.2025 TUI will introduce the SSR HLUG (Hand Luggage). This SSR must be added when passengers drop their hand luggage (trolleys) off at the check-in.

Please see the official communication from TUI attached below.



TUI Airline Ground Operations Information Notice

| | | |
|--|---|------------------------------|
| Title: | GoNow – Introduction of new SSR (HLUG) | Reference: GOIN25-045 |
| Validity date: | 01 OCT 2025 – Until Further Notice | |
| To: | All Stations | |
| From: | Maarten Oppelaar, Technology Specialist | |
| Applicability: | TOM-BY / JAF-TB / TFL-OR / TUI-X3 | |
| References: (If Applicable) | N/A | |

Dear partner,

We would like to inform you of a new procedure regarding checking in hand baggage for GoNow stations: **HLUG**

Starting **October 1st 2025**, we will introduce the new SSR HLUG. The SSR HLUG is available in GoNow in the F7 – Services screen and **check-in agents are required to add this SSR against each passenger that checks-in their hand baggage during check in.**

Service Details

Service or Fee:

SSR Hand Luggage (HLUG)

Passengers:

Segments:

Total Price:

€0,00 EUR

Notes:

This new procedure allows us to keep better track of the number of hand baggage items (e.g. trolleys) that have been checked in, giving the gate agent visibility before boarding on how much cabin baggage can still be expected.

The total number of hand baggage items that have been checked in can be found in the **Cabin Service Area report** in the Reports section.

| Manifested SSR Code | Description | Count |
|------------------------|-------------------------|----------|
| 00KG | 00KG Hold Baggage | 14 |
| ECON | Economy | 17 |
| PARA | Parachute / Paraglider | 3 |
| SKIS | Ski | 3 |
| INF | Infant | 1 |
| 50KG | 50KG Hold Baggage | 3 |
| NOML | NoMeal | 17 |
| GOLF | Golf Clubs | 3 |
| DIVE | Diving baggage | 3 |
| BIKE | Bicycle | 3 |
| SURF | Surfing equipment | 3 |
| HLUG | Hand Luggage | 2 |
| AVIH | Animal in Hold | 3 |
| PETC | Pet in Cabin - Flex Bag | 3 |

There is no change in how checked in hand baggage should be handled. It remains mandatory for all handling staff to reconfirm with affected passenger that any Dangerous Goods (e.g lithium batteries) which are accepted for transport in cabin but not for transport in hold are removed from the checked in hand baggage and will be always carried by passengers in the cabin.

Feel free to reach out via gopsprojects@tuifly.com in case of any questions on the above.

Kind regards,
TUI Airline Ground Operations

Any questions please contact gomsupport@tuifly.com