X3 Baggage Trial
Large Cabin Bag with Priority Boarding

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Introduction & Scope of trial

As of 6th October 2025, TUI Airline will undertake a trial for passengers who have paid to take a piece of **Large Hand Baggage** in to the cabin, and offer them **Priority Boarding** for free. The trial will run through till the 5th January 2026.

The trial will help to evaluate the service impact on operational efficiency and customer service and allow TUI to gather valuable insights that may shape future improvements.

A Notice will be published prior to the start of the trial, which will provide a project overview, a flow chart to help explain the process and applicable Annexes (new TUI Boarding PA & HBAG count process).

The trial will take place on all routes to/from German stations operating to PMI ACE FUE LPA TFS

Procedure

1 **Process Flow**

-Passengers with the SSR code HBAG get **priority boarding** for their Large Cabin Bag

-HBAG passengers board immediately after PWD passengers

-A Boarding Announcement must be made which includes Priority Boarding

-**Blue bag labels** and **HBAG SSR**, will identify Passengers to be priority boarded

2 **For Passengers Without SSR Code HBAG**

-Passenger can pay a fee at check in only, that will allow them to take their Large Hand Baggage (55x40x20) in the cabin

-After payment the SSR code HBAG will be visible in the DCS and on the boarding pass if reprinted

-Any large cabin baggage without SSR HBAG, must be checked in as hold baggage for FREE, either at check-in or handed over at the gate – please follow procedure for loading hand baggage items into the hold (X3 GOM 4.4.6)

3 **For Gate Agents**

-Make clear announcements about the priority boarding process (new announcement PA will be published as an Annex to a Notice)

-Check the SSR code on the boarding pass and ensure blue labels are attached (a double check SSR code in DCS can also be made)

4 -Passengers without the SSR code HBAG have to check in their bag as a hold baggage (limited release/printed bag tag at the gate).

Bag Tags and Boarding Pass

1 **At Check-In**

-Verify passenger has the SSR code HBAG in the system

-If passenger purchases HBAG at check-in, the SSR code will be updated in GoNow

-Attach **blue bag tag** to identify pre-paid large cabin bag

-Ensure the SSR code HBAG is visible on the boarding pass (reprint if purchased at check-in)

-Explain to passenger this grants priority boarding after PWD passengers

2 **At Boarding Gate**

-Make a pre-boarding check of blue tagged bags and any large cabin bags that do not have a blue tag, to help speed up the boarding process

-During the check, advise passengers with verified **blue bag tags** that they will be invited to come forward for priority boarding

-Verify **blue tags** match passenger boarding passes (HBAG will be displayed) and double check in GoNow if necessary

-Allow priority boarding for passengers with **blue-tagged bags**

-Large cabin bags **without blue tags** will require a manual limited release tag or printed bag tag and item placed in hold (X3 GOM 4.4.6)

-Only passengers with SSR code HBAG have priority boarding (large groups = only HBAG paying passenger can join priority boarding)

-The maximum number of HBAG accepted into the cabin is 70. Any additional HBAG after this amount should be loaded int the hold.

Boarding PA: ENG

CPH10.4.2.1
Boarding announcements:

Pre-boarding announcement (to commence no later than STD-45):

Good morning/afternoon/evening, TUI welcomes you to your flight XXXX (add flight number), to XXXX (add destination airport), boarding at gate XXXX (add gate number).
Before we start boarding, please remain clear of the gate area until you are called. Please have your boarding pass and ID, or passport open at the picture page, ready for inspection.
If you have any power banks, e-cigarettes or other loose lithium-ion batteries in your checked-in luggage please inform a member of staff immediately. These items must be carried in the cabin and not in the aircraft hold

First boarding announcement:
We now ask passengers requiring assistance to come forward now for boarding.
Thank you and enjoy your TUI flight.

Second Boarding Announcement:
Thank you for waiting.
We now ask passengers who have purchased the Large Cabin Bag to come forward for boarding
Thank you and enjoy your TUI flight.

Boarding PA: German

CPH10.4.2.1
Einsteigen-Durchsagen:

Vor- Einsteigen -Durchsage (spätestens STD-45 zu beginnen):
Guten Morgen/Mittag/Abend, TUI begrüßt Sie zu Ihrem Flug XXXX (Flugnummer einfügen), nach XXXX (Zielflughafen einfügen), Einsteigen am Ausgang XXXX (Ausgang-Nummer einfügen).Wir bitten Sie noch einen Moment um Ihre Geduld, bis Sie zum Einsteigen aufgerufen werden. Bitte halten Sie Ihre Bordkarte und Ihren Ausweis oder Reisepass, aufgeschlagen, zur Kontrolle bereit. Falls Sie Powerbanks, E-Zigaretten oder andere lose Lithium-Ionen-Batterien in Ihrem aufgegebenen Gepäck haben, informieren Sie bitte sofort das Ausgangpersonal. Diese Gegenstände müssen in der Kabine und nicht im Frachtraum transportiert werden.

Erste Einsteigen-Durchsage:
Wir bitten nun Passagiere, die Unterstützung beim Einsteigen benötigen, zum Einsteigen nach vorne zu kommen. Vielen Dank und genießen Sie Ihren TUI-Flug.

Zweite Einsteigen-Durchsage:
Vielen Dank für Ihre Geduld.
Wir bitten nun Passagiere, die das große Handgepäck gebucht haben, zum Einsteigen nach vorne zu kommen. Der entsprechende Aufdruck befindet sich auf Ihrer Bordkarte.
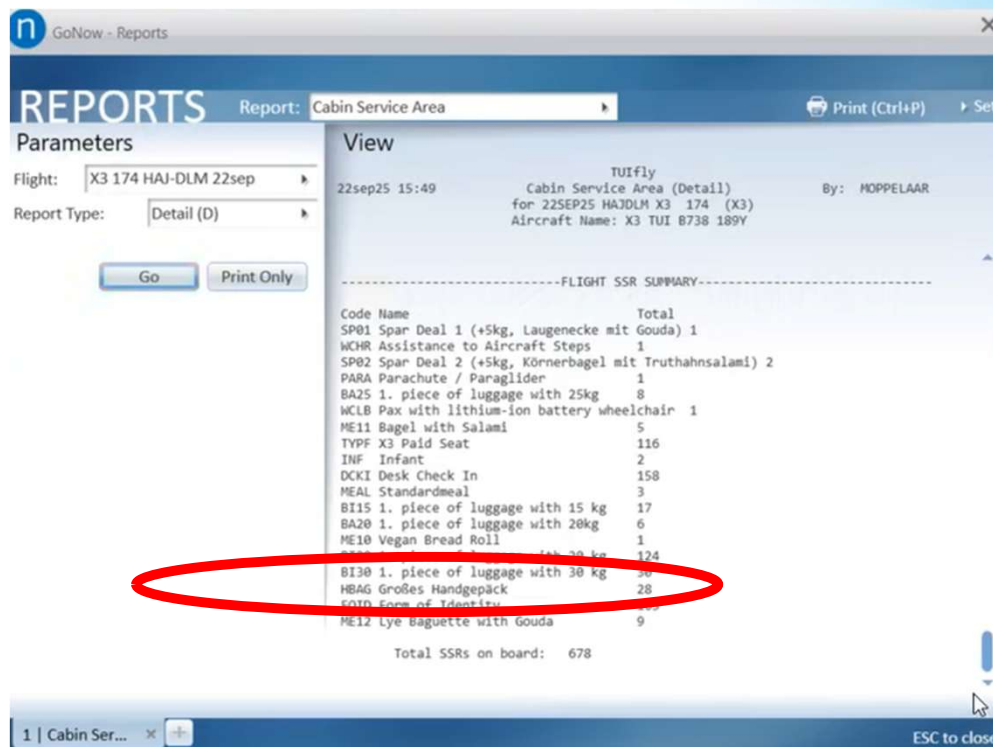**Vielen Dank und genießen Sie Ihren TUI-Flug.**

HBAG Count reference GoNow Overview

Gonow provides an overview of the current HBAG counts per flight.
Please consult this to verify how many HBAGs are already sold in the cabin before allowing additional purchases or priority boarding.
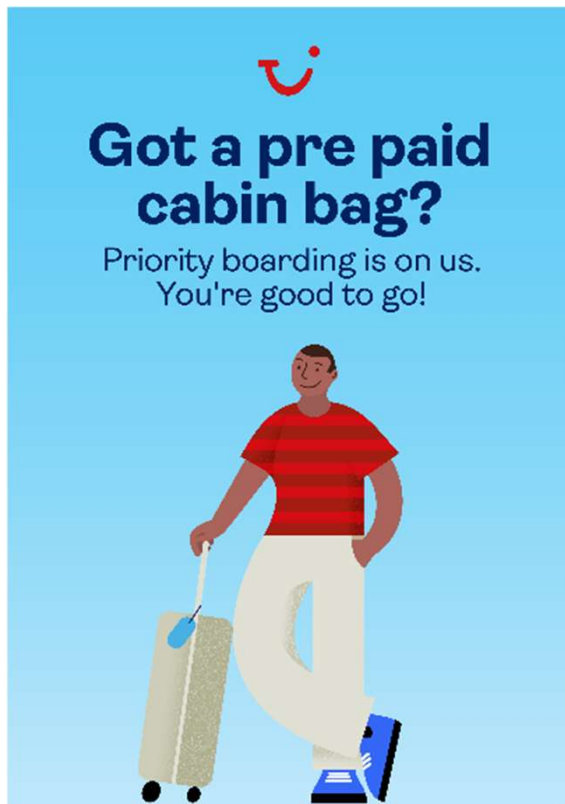
Signage

Signs to be printed at your station and displayed at boarding gate, where positions are available.

Got a pre paid cabin bag?
Priority boarding is on us.
You're good to go!

Haben Sie ein Handgepäck dazu gebucht?
Priority Boarding ist für Sie inklusive. Sie sind startklar!

Payments for HBAG

At the airport...

Payments are only accepted at check in.

The payment option is available in GoNow and costs €50 per bag.

Payment at the boarding gate is not in scope for the period of this trial

THANK YOU