



TUI Airline Ground Operations Information Notice

Title:	Trial HBAG + Priority Boarding TUI-X3	Reference: GOIN25-046
Validity date:	06 OCT 2025 – 05 JAN 2026	
To:	ACE, DUS, FRA, FUE, HAJ, LPA, MUC, PMI, STR, TFN, TFS	
From:	Ines Ceccarelli, Process Coordinator	
Applicability:	TUI-X3	
References:	GHM Part 1, chapter 4.4.6 Handbaggage GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew	

Dear Partner,

This is to inform you of a **trial implementation** of a new hand baggage procedure for **TUIfly (X3)** flights to and from **Palma and the Canary Islands, starting 6 October 2025**.

Passengers who have purchased a hand baggage trolley (HBAG) are now entitled to **priority boarding**. This initiative aims to improve the boarding experience, reduce gate congestion and streamline the overall handling process. By supporting this procedure, you'll be helping us evaluate its impact on operational efficiency and gather valuable insights that may shape future improvements.

The existing HBAG process remains unchanged - we are only adding the benefit of priority boarding for these passengers.

Please follow the process as outlined below.

Key points:

- Maximum 70 HBAG per flight (unchanged)
- HBAG passengers identified by:
 - SSR code on boarding pass
 - Blue bag tag labels
- Fee at check-in: €50 per HBAG (unchanged)

Process Summary

Check-in:

- With HBAG: Verify SSR code, attach blue tag, explain new priority boarding benefit
- Without HBAG: Offer purchase if under 70 HBAG limit, or check 10kg bag for free

Gate:

- Check HBAG count in GoNow (unchanged) (see Annex 1)
- If >70 HBAG: Count items, process excess through normal procedure (unchanged)
- **NEW:** Verify SSR code for priority boarding
 - Passengers without HBAG code need to check bags in the hold.

Please also refer to *GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew*, which can be consulted on the TAGO Portal.

Any questions please contact gomsupport@tuifly.com



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PDF: "Grosses Handgepäck":

IHRE BORDKARTE

Bitte zeigen Sie diese Bordkarte (ausgedruckt oder digital) an der Gepäckabgabe, bei der Sicherheitskontrolle sowie am Gate vor.

FLUGDATUM 14.12.2024	FLUG-NR. X3 2148	SITZPLATZ 32E	 boarding sequence number 1
GEPÄCKABGABE BIS 02:55	VON Hannover	NACH Fuerteventura	
BOARDING 03:10	PASSAGIER Lola Perez		
ABFLUG 03:55	BUCHUNGSNUMMER: T6JCHM		
	GEPÄCK: 1x 1x Großes Handgepäck		
	SONDERGEPÄCK: nicht inkludiert		
	VERPFLEGUNG: nicht inkludiert		

SIE HABEN EINGECHECKT – WAS KOMMT ALS NÄCHSTES?

HBAG Mobile: "big hand luggage" mentioned above QR-code:

FLIGHT **SEAT**
X32148 32E

HANNOVER **FUERTEVENTURA**
HAI **FUE**

NAME **DATE** **TARIFF**
Lola Perez 14 Dez. 24 -

BOARDING **DEPARTURE TIME**
14 Dez. 24 03:10 03:55

Big Hand Luggage

SEC.001

Airport Boarding Pass:

PNR Locator: D8EKWT

PASSENGER NAME **SEQ NO**
TESTER/FIRST MR 0001

FLIGHT **CLASS** **DATE** **DEPARTS**
TOM7386 BTFO 19Jun 18:25

FROM **TO**
Birmingham Palma (Majorca)

SEAT **CLASS INFORMATION** **SEQ NO**
29A HBAG 0001

PASSENGER NAME **SEQ NO**
TESTER/FIRST MR 0001

FROM **TO**
Birmingham Palma (Majorca)

FLIGHT **CLASS** **DATE**
TOM7386 BTFO 19Jun

GATE **SEAT**
TBD 29A

BOARDING TIME 17:40

BAGGAGE PIECES 0 **WEIGHT** 0

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Boarding Announcement Sequence (updated) (see boarding calls in Annex 2)

1. Pre-boarding announcement (no later than STD-45)
2. Passengers requiring assistance
3. **Passengers with HBAG (new priority boarding)**
4. Passengers with infants
5. Remaining passengers

Additional Notes

- Hand baggage larger than a personal item but smaller than a trolley must also be checked in.
- Lithium batteries are only allowed in cabin baggage. *See GHM Part 1, chapter 7.2.4 Dangerous Goods carried by Passengers or Crew.*

We appreciate your cooperation and attention to this operational update.

Kind regards,
TUI Airline Ground Operations