



LOCAL OPERATING PROCEDURE_FRA_U2/EC008

Cabin Baggage Management at Bag Drop and Boarding Gate

Version/Rev	Date	Section	Amendment
V1/R0	15.04.2026	Full LOP	Initial issue

Prepared by: Sergo Eliava
Revised by: Jonathan La Court
Approved by: Norbert Rakoczi
Issued: 15.04.2026
Version: V1

PURPOSE

This Local Operating Procedure (LOP) establishes a clear, standardised, and compliant process for the management of cabin baggage at Bag Drop and Boarding Gate on easyJet flights at Frankfurt Airport (FRA). This procedure ensures cabin baggage is handled safely, securely, and consistently in accordance with easyJet policies, aircraft limitations, aviation safety requirements, and customer entitlements.

OBJECTIVE

The objectives of this LOP are to:

- provide clear, consistent procedures for Ground Crew when managing cabin baggage at Bag Drop and Boarding Gate.
- ensure compliance with easyJet policies, safety regulations, and dangerous goods requirements.
- apply cabin baggage rules consistently to support a fair customer experience.
- ensure accurate recording of cabin baggage in the Departure Control System and flight documentation.

APPLICATION

Passenger Services Department:
Customer Service Agent
Supervisor/Lead Agent

ABBREVIATIONS & DEFINITIONS

LCB – Abbreviation for Large Cabin Bag in eRes.

S1 – S1 identifies the baggage allowance of customers who have purchased a large cabin bag OR easyJet Plus card holders who have told us that they want to bring a large cabin bag.



S2 – S2 identifies the baggage allowance of Inclusive Plus customers and easyJet Plus cardholders who have not told us that they want to bring a large cabin bag but can still bring their bag on board, subject to space availability.

GENERAL INFORMATION

Cabin baggage refers to baggage carried by the customer into the aircraft cabin and stowed under the customer's control and custody. It is also known as hand baggage, carry-on baggage, or unchecked baggage.

- a) All customers are permitted one small cabin bag with a maximum size of 45 × 36 × 20 cm, which must be stowed under the seat in front of them.
- b) Customers who have purchased a Large Cabin Bag are also permitted one large cabin bag with a maximum size of 56 × 45 × 25 cm, which must be stowed in the overhead locker.

Cabin baggage entitlements are displayed on the customer's boarding pass as **S1**, **S2**, or blank:

- **S1 / S2** indicates Speedy Boarding customers who are entitled to have a Large Cabin Bag, with the number reflecting priority level.
- A **blank** boarding pass indicates entitlement to a small cabin bag only.

The maximum permitted weight for any cabin bag is 15 kg. Customers must be able to lift, place, and retrieve their cabin baggage from the overhead locker safely and without assistance.

PROCEDURE STEPS

CABIN BAGGAGE AT BAG DROP

Step	Action
1.	Assess the size, weight, and number of cabin baggage items presented by the customer in accordance with their allowance. Use the baggage gauge when required.
2.	If S1 is displayed in the system and/or on the boarding pass, the customer has purchased a Large Cabin Bag and is entitled to take it on board. When boarding, they will use the dedicated queue for Speedy Boarding Customers.
3.	If S2 is displayed in the system and/or on the boarding pass, the customer is an Inclusive Plus or easyJet Plus customer who did not pre-confirm a Large Cabin Bag. They may still bring a Large Cabin Bag. These customers must NOT be charged for a Large Cabin Bag; however, acceptance on board is subject to space availability. If no space is available, the bag must be tagged and placed in the hold free of charge .
4.	Customers with no S1 or S2 indicated in the system and/or on the boarding pass are entitled to one small cabin bag only .
5.	If a customer without S1 or S2 arrives at bag drop with a Large Cabin Bag, the LUA (Check-in hold luggage & oversized large cabin bag) fee must be charged, and the bag must be checked into the hold. One bag charge at bag drop regardless of the size (LUA) .



6.	If a customer wishes to take a Large Cabin Bag on board, they must purchase the Large Cabin Bag option online themselves. If this is not possible, the customer must pay the LUA fee, and the bag must be checked in.
7.	If a customer has S1 or S2, they can check-in their Large Cabin Bag free of charge at the Bag Drop.

CABIN BAGGAGE AT GATE

Step	Action
1.	Cabin baggage must be actively monitored and controlled at the boarding gate at all times. Ground Crew must conduct a visual assessment of cabin baggage and use the baggage gauge where necessary to identify non-compliant items.
2.	The total number of large cabin bags permitted on board each aircraft type area: – A319 – up to 54 large cabin bags. – A320 (180 seats)– up to 68 large cabin bags. – A320 (186 seats) – up to 72 large cabin bags. – A321 – up to 84 large cabin bags.
3.	If the total number of Large Cabin Bags is below aircraft capacity , proactive tagging is not required. Remaining capacity may be used for additional Large Cabin Bags after the relevant AGB – At Gate Bag (Oversized small cabin bag charge at airport) fee has been charged.
4.	Any cabin baggage exceeding the customer’s entitlement must be charged the applicable AGB fee and may be required to be placed in the hold if no cabin space is available.
5.	When the total number of Large Cabin Bags is within capacity , all eligible Large Cabin Bags may be accepted on board, including additional paid gate bags.
6.	When the total number of Large Cabin Bags exceeds capacity , Ground Crew must: – Accept all S1 Large Cabin Bags first – Accept S2 Large Cabin Bags only up to the remaining available capacity
7.	Any remaining S2 Large Cabin Bags must be tagged and placed in the hold free of charge .
8.	If a customer is charged the At Gate Bag fee and cabin capacity is exceeded, the bag must be tagged and placed in the hold .
9.	If a customer arrives at the gate with a large cabin bag but without S1 or S2, this will be tagged and placed into the hold for free, if a customer paid for a hold baggage .
10.	When tagging a bag at the gate, Ground Crew must: <ul style="list-style-type: none"> • Confirm the customer has removed items prohibited in hold baggage (e.g. lithium batteries). • Advise the customer to remove valuables, personal documents, medication, and fragile or sensitive items. • Refer the customer to the easyJet Pack Safely sign or Cabin Baggage Offload Card.
11.	Ensure all gate-checked baggage is communicated to the ramp agent and included in the Gate Bag Manifest. Inform ramp staff and/or load control of all gate baggage to be loaded.
12.	When tagging the bag at the gate, use DCS generated tag.



13.	If an S1 customer's Large Cabin Bag cannot be accepted on board within their entitlement, Ground Crew must inform the supervisor to add the predefined comment " S1 cabin bag not accepted " in eRes. S1 customers whose Large Cabin Bags are offloaded to the hold due to capacity constraints will have their bags recorded in the " free " gate bag count.
14.	Customers charged an At Gate Bag fee will have their bag counted in the " paid " gate bag count, regardless of whether it travels in the cabin or hold.

easyJet Cabin Baggage Standards

- **Do not measure** everything – You should visually inspect all other bags and only measure bags that are likely to be too large for the gauge
- **Do not measure** Handbags and Laptop Bags
- There should be **proactive visual checks of bags** in the queue to identify potential non-compliant bags ahead of boarding commencing and should not delay the completion of Boarding and closure of the Gate
- **If it fits, it fits** – Doesn't matter if it needs some force to push it into the gauge or if a customer makes it smaller in order to fit (i.e. taking out a coat).
- If a Customer has more than 1 small bag and both fit into the small sized gauge this can be allowed into the cabin and not charged
- Bum bag type style bags, worn across the chest or around the waist, and Carrier bags should not be counted as an additional bag
- Additional items, such as hat boxes, pillows, umbrellas etc are not chargeable as laid out in the Ground Handling Manual
- Keep PDQ machines out of sight unless being used

REFERENCE

easyJet GHM, 1.1.6.2 Cabin Baggage

easyJet, Connected Guidance Material, *Cabin Baggage Standards*