



READ AND SIGN

Revision: 0 | Issued: 21.04.2026

Topic: Reminder TUI HBAG limit and sales

Dear All,

Effective from 01.04.2026, if a passenger does not have the HBAG ssr but has a carry-on, both taking it into the cabin (selling HBAG ssr) and checking it in (selling HLUG) will cost 50€.

Our flights can accommodate 70 HBAGs in the cabin, please kindly check this before selling more than 70 HBAGs.

- **Verify in GONOW whether the HBAG capacity (max. 70) has been reached. Please consult this to verify how many HBAGs are already sold in the cabin before allowing additional purchases or priority boarding. This information can be found in the Cabin Service Area Report.**

At Check-In

- For passengers **with HBAG**:
 - Verify presence of **SSR HBAG**
 - Attach **blue cabin tag**
 - Inform the passenger of their **priority boarding entitlement**
- For passengers **without HBAG**:
 - Offer HBAG purchase if the 70 unit limit is not reached
 - Print new boarding pass where SSR code HBAG is visible
 - Otherwise, add HLUG SSR with €50 fee, take payment and check bag in with max 10 kg.

At the Gate

- Check the **HBAG** count in GoNow
 - For passengers without the SSR HBAG
 - Offer **HBAG** purchase if the 70 HBAG SSR limit is not reached (charge 50€)
 - Otherwise, add HLUG to the booking and check in a 10kg bag for €50

Thank you!