



Topic: Enhanced carry-on baggage customer communication

Starting 11 May 2026 customers will receive messages about carry-on baggage when flight has high PLF in following carry-on heavy destinations:

AGP, AMS, ARN, BCN, BER, BGO, BLL, BOO, BRU, CDG, CPH, FCO, FRA, IVL, KEF, KTT, LHR, LIN, LIS, LJU, MAD, MUC, MXP, NCE, OSL, OUL, PRG, RIX, RVN, TLL, VIE, VNO, ZRH

Customer with Classic or Flex ticket will receive a message that they can check-in carry-on bag (8kg) free of charge and customers with Superlight ticket will receive message reminding about their allowance and possibility to buy a hold bag.

If the message has been sent, Altéa flight comments says *"carry-on baggage notification to customers is activated"*. This means that carry-on bag can be checked in free of charge already at check-in by using "Carry-on at C/I" attribute.