



LOCAL OPERATING PROCEDURE_HAM_PC006

Cabin Baggage Management at Check-in Counter and Boarding Gate

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V1/R0	17.03.2026	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) establishes a clear, standardised, and compliant process for the management of cabin baggage at check-in counter and boarding gate on Pegasus Airlines flights at Hamburg Airport (HAM). This procedure ensures cabin baggage is handled safely, securely, and consistently in accordance with Pegasus Airlines 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 the check-in desk and boarding gate.
- ensure compliance with Pegasus Airlines 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

GENERAL INFORMATION

Cabin baggage is baggage that is carried and stowed in the cabin under the passengers control and custody.

Cabin baggage allowance per passenger is as follows:



- a) All passengers are permitted a small one-piece 3 kg, 40X30X15 cm sized bag that will fit under the seat (such as laptop bag, women's handbag, backpack)
- b) Passengers who have purchased a larger cabin bag are also permitted an additional piece of cabin baggage with a maximum size of 55X40X23 cm and not exceeding 8 kg.

Cabin baggage entitlements are displayed on the customer's boarding pass as "No Cabin Baggage"/"1 Cabin Baggage" or in the PNR.

PROCEDURE STEPS

CABIN BAGGAGE AT BAG DROP

Step	Action
1.	Assess the size, weight, and number of cabin baggage items presented by each passenger in accordance with their allowance. Use the baggage gauge when required.
2.	If "1 Cabin Baggage" is displayed in the system and/or on the boarding pass, the customer has purchased a larger cabin bag and is entitled to take it on board.
3.	Passengers with "No Cabin Baggage" indicated in the system and/or on the boarding pass are entitled to one small cabin bag only .
4.	If a passenger without cabin baggage allowance arrives at bag drop with a large cabin bag, they will be able to purchase the large cabin bag at the counter (subject to space availability on a flight) or purchase a hold baggage to check their excess cabin bag in.
5.	Allows pay attention not only to dimensions but also to quantity of cabin bags. "No Cabin Baggage" = 1 small cabin bag only "1 Cabin Baggage" = 1 small cabin bag + 1 large cabin bag only

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.	Any cabin baggage exceeding the customer's entitlement must be charged the applicable GAEX fee .
3.	When a passenger is charged the GAEX fee, the bag must be tagged and placed in the hold . If the bag is larger than a large cabin bag, the GAEX fee should be collected, even if passenger already paid for 12kg or 20kg.
4.	When tagging a bag at the gate, gate agents 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 Pegasus DGR poster.



5.	The bag tag should be printed from the DCS as usual process at the checkin counter. As the weight 13kg should be entered.
6.	Once necessary payment is done and bag is tagged, advice the passenger to take the bag with them and give it up by the entrance of the aircraft.
7.	Ensure all gate-checked baggage is communicated to the ramp agent.

REFERENCE

Pegasus Airlines GOM, 2.1 Cabin Baggage