



Topic: Findings During Flight Inspections

Dear All

I would like to share 3 findings with all of you, what we had during the last flight inspections.

Clearing the gate before the boarding starts

Before you start boarding the passengers into the waiting area of a boarding gate in terminal 2, please always check the waiting area carefully. This check shall include the stairwell!

There might be passengers from a different flight or from a previous flight who either got locked there or simply stayed there.

This is to ensure that only the right passengers gain access to the aircraft.

HBAG SSR on TUI

During both check-in and boarding please pay attention to the HBAG SSR on TUI, and in general check what the passengers carry with them as hand luggage.

On TUI only the passengers with the HBAG SSR can take normal sized hand luggage on board. Passengers without the HBAG SSR may only take a small personal item with them.

Please also use the cabin admitted tags for the hand luggage which are cabin approved. Here a reminder, please label the bags yourselves – don't hand the tags to the passengers.

Baggage Pooling on TUI

On TUI we are **NOT** pooling the bags. Every single bag needs to be registered in DCS with the right weight and to the right customer. When labelling the bags please also make sure that you label the bags accordingly.

On TUI we often have bigger families or groups of people. Imagine that one person from the group decides not to travel. It is impossible to offload the right bag, if we don't know which bag belongs to that person.

Sharing the total weight is allowed. A group of people in the same booking can share the total weight. For example, 2 people flying together each having 20 kgs allowance; if one of the bags is 25 kgs and the other is only 15 kgs, it is absolutely fine. The total limit of 40 kgs is not exceeded.

Thank you all for your cooperation!