



TUI Airline Ground Operations

Instruction Notice

Hand baggage policy change

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To: All stations
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Applicability: **TUIfly Germany (TUI-X3)**

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Dear partner,

Following a recent change in hand baggage policy, we hereby provide you with the updated process for hand baggage allowance for our customers traveling with TUIfly (X3).

TUI D Package Customers:

- TUI D package customers, the standard allowance includes a personal item (40x30x20) and a trolley (55x40x20).

Flight Only Passengers:

- Flight Only passengers are entitled to the standard allowance of a personal item (40x30x20).

Third-Party Package Customers:

- Baggage allowance for third-party package customers varies by tour operator.
- All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20).
- The inclusion of the trolley (55x40x20) in the allowance depends per tour operator.
- To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass.

Flight Only passengers and third-party package customers without the trolley in their allowance have the option to add this to their booking upfront and carry an additional trolley (55x40x20) alongside their personal item. Passengers cannot purchase this at the airport.

The trolley (55x40x20) has a maximum weight limit of 10kg.

Please note that although the customer has paid for the trolley or this is within the standard allowance, it is not guaranteed onboard. Space is available at the discretion of Ground Handling Partner and Crew on board.

The change in policy is as follows, please review below:



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Old policy:

- All passengers have a large trolley (6KG) and a personal item included.



*Personal item described on website as laptop / handbag /coat /umbrella

New policy:

- All passengers have the personal item included
- Flight Only customers can purchase an additional large trolley (10KG)
- Large Trolley free of charge for TUI DE package customers



*Passenger would still be allowed to bring e.g. a camera / coat

Note there is no weight limit on the personal item to be carried, Please notice the change in weight limit for trolleys from 6kg with the old policy, to 10kg with the new policy. The weight limit is to be checked at Check-in and where possible at the gate.

The passengers who have the allowance of the trolley will have an SSR code stated in the DCS and marked on their boarding pass, this reflects on the digital boarding pass and the manually printed boarding pass as well.

The code that reflects allowance is as follows: **HBAG**. An example of how this can look, see below.





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Hand Baggage Label

Once the trolleys have been checked and found to comply with the policy, a TUI hand baggage label will be attached to the trolley by the check-in agent and when needed at the gate.

Passenger Weights

With the new hand baggage policy the '*All Flights except Holiday Charter*' passenger weights must be applied. Ensuring that the correct passenger weights are utilized for Loadsheet purposes is important. You can always consult the GHM chapter 10.3.1., AHM560/565 and DOW/DOI tables for reference.

Hand baggage Check-in Guidelines

At Check-In: Please use the actual weight when a passenger intends to check in their hand baggage at the check-in counter, following the standard check-in procedure for hold baggage.

Gate/Aircraft: After labeling the bag and handing over a bag tag to the passenger, it is essential to add the hand baggage information in the DCS under the passenger's record and ensure that the Loadsheet is updated. The full process is stated in GHM chapter 4.4.6.

Please pay special attention to lithium batteries which are only allowed in cabin baggage. Any items that are allowed for transport in hold may remain in baggage. For further details of transport of Dangerous Goods see GHM Part 1 chapter 7.2.4.

We prepared the process flow to help visualize in making the new process clear and help understand what steps are required at what stage.

Please make sure the ground handling staff is aware and using this new procedure.

NOTE: When the flight-only customer arrives at the gate without allowance, trolleys are mandatory to be checked in at the gate, **free of charge**. Also, hand baggage larger than personal items, but smaller than trolley is mandatory to be checked in.

NOTE: At airports where aircraft are at remote stand and passengers are transported via bus to the aircraft it is at the ground handlers discretion to either: Check in and transport excess and labeled hand baggage to the aircraft OR have personnel available to take in labeled trolleys once passengers arrive at the aircraft by bus as per the ground handlers SOP.

This Instruction Notice serves as a mandatory procedure change to be followed, and this change will be updated in our Ground Handling Manual in due time.

Kind regards,

TUI Airline Ground Operations

