

Topic: Cabin Baggage Control At Check In & Gate

Dear All

Please note, it is very important that airlines' cabin baggage allowance regulations – weight, size & quantity – are being adhered to.

At the Check In Counter agents must ask the passenger whether they have any handluggages, which bags must be presented by the passengers.

Where applicable, respective carry-on tags – approved carry-on, under the seat tag, etc. – must be used, which tags must be placed on the handluggage by you, don't just hand them over to the passengers! This label plays an important role assisting the gate team identifying which handbags were cleared.

If bag is non-compliant as a carry-on, it needs to be dropped off at the check in. Excess baggage charges may apply according to airline regulations.

If the bag needs to be dropped off, it becomes a 'Checked In Baggage' and DG questions must be asked, and dangerous goods as well as travel document, medication, electronic items, valuables etc. need to be removed from the bag.

At the Gate handluggage compliance to be proactively controlled and where required passengers need to be challenged if they exceed their allowances.

If non-compliant, a bag should be labelled at the gate and taken into the hold of the aircraft. Excess baggage charges may apply and to be collected in accordance with the airline requirements.

When baggage is taken at the gate, just like at the check in, the baggage becomes a 'Checked In Baggage'; and because different rules are applicable for 'Cabin Baggage' and 'Checked In Baggage', just like at the check in counter the respective DG questions must be asked!

Thank you!

At the airport check-in:

"I have only cabin luggage with me."

