

## Topic: When to Collect Hand Luggage

Dear all,

Please remember to check-in hand luggage on full flights. The general rule is if a flight is 75% full then hand luggage must be collected. Passengers traveling in Business Class are not required to check in their hand baggage.

To calculate this simply divide the number of booked passengers by the total capacity of the aircraft. For example: 112 passengers booked on a flight with 138 seats available.

$$112 / 138 = 81\%$$

Hand luggage must be collected for this flight.

This starts at the check-in. Failure to collect enough hand luggage at the check-in can cause delays at the gate. You and your colleagues rely on one another to collect as many handbags at the check-in as possible in order to lessen the workload at the gate and provide a smooth boarding experience for all.