

Topic: TUI – HBAGs

Dear all,

Recently we received a lot of reports from TUI crews about too many cabin bags (trolleys) on board. Only passengers with the SSR HBAG are allowed to bring their carry-on on board.

Make sure the HBAG fulfills the requirements:

Weight: 10kg

Size: 55x40x20

If a passenger does not have the SSR HBAG in the system, they must drop off their HBAG at the check-in or latest at the gate if they were not present at the check-in.

Dropping off the HBAG is always **free of charge** for every passenger.

Please always offer all passengers the option to drop off their carry on at the check-in to ensure a smooth boarding process.

While boarding, please pay attention to the SSRs in the system and if people are allowed to take their HBAG with them. If the system does not show the SSR, passengers are only allowed to carry one personal item with them and the HBAG needs to be checked in at the gate.

Thank you!

