

Topic: TUI HBAG Problem

Dear All

I'd like to draw your attention once again to the ongoing issue of handbag (HBAG) compliance at TUI.

It is crucial to ensure that customers have the HBAG SSR reflected in the system. If confirmed, they are allowed to bring their handbag into the cabin, **provided it is labeled and weighs no more than 10kg**. Passengers also have the option to drop off their HBAG at no additional cost. Kindly remind passengers to leave their carry-ons at the check-in to avoid any complications or delays during the boarding.

For passengers without the SSR "HBAG" in the system, it is mandatory for them to drop off their carry-on either at the check-in or at the gate if they were not present at the check-in. This service is complimentary for them, and these passengers are only permitted to carry one personal item.

During the boarding process, please remain vigilant regarding SSRs, and if there are any excess items, ensure they are checked in free of charge.

Thank you for your attention to this matter!

Norbert