

Information on the transport of your luggage

Travel in a comfortable and timesaving way and let us take care of your luggage. Please note the restrictions on dimensions and weight of your luggage.

Our tip: luggage service

Take advantage of our convenient luggage service and start your holiday stress-free:

- **From Hamburg and Brunsbüttel:** Drop off your luggage directly at the *Halunder Jet*.
- **From Cuxhaven:** Luggage drop-off takes place at the ticket counter upon presentation of your ticket. You will receive the appropriate luggage tags there.
- **From Helgoland:** For your return journey, you can also drop off your luggage directly at the *Halunder Jet*.

For a fee of **€6 per piece of luggage (main island)** or **€12 per piece of luggage (Düne)**, your luggage will be delivered directly to your accommodation on Helgoland.

Your advantage: No waiting, no carrying – your holiday begins and ends stress-free!

Luggage

For security reasons, luggage needs to be checked in (except hand luggage). The price of a return ticket includes one piece of luggage (non-commercial) up to 20 kg per person.

Luggage up to 20kg (non-commercial) in addition to a One-way-ticket or a Day-trip-ticket as well as each additional luggage for the return-ticket between Hamburg and Heligoland can be purchased for EUR 18.00. There is a EUR 6.00 charge for the journeys between Hamburg and Cuxhaven, Hamburg and Brunsbüttel, and Brunsbüttel and Cuxhaven. In case a single luggage weighs more than 20kg, each additional 5kg will cost EUR 6.00.

Please take note that each piece of luggage shall **not weight more than 20kg** due to manual handling. Heavier luggage may require special handling; in this case, we ask for notification in advance and a punctual check-in of such luggage.

Due to current occupational health and safety regulations, it is not possible to split the total weight of luggage of several persons travelling together: For example, if two persons check in 28 kg and 11 kg luggage, the total weight of 39 kg cannot be divided between two persons. The 28 kg piece of luggage would be 8 kg overweight and would be charged according to the current price list.

Hand luggage: Max. size 45 x 30 x 17 cm or approx. 17.5 x 11.5 x 6.5 inches (height x width x depth) and max. weight 8kg.

Please take note of the check in time for the luggage:

Port of departure	Day of departure	Baggage check-in times
Hamburg	Mon Tue* Thu Sat	08:15 am until 08:45 am
Hamburg	Wed Tue** Fri Sun	08:00 am until 08:20 am
Brunsbüttel	Wed Tue** Fri Sun	09:45 am until 10:30 am
Cuxhaven	Tue Wed Fri Sat Sun	10:00 am until 11:15 am
Cuxhaven	Mon Thu	10:00 am until 11:00 am
Heligoland	Tue Wed Fri Sat Sun	03:30 pm until 04:00 pm
Heligoland	Mon Thu	04:00 pm until 04:30 pm

*Only during the period from 21/03 to 30/06/2025 and from 01/10 to 02/11/2025

**Only during the period from 01/07 to 30/09/2025