

Consumers and Markets Group



Ryanair Ltd
Michael O'Leary
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Ireland

By email: olearym@ryanair.com; ethella@ryanair.com

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Dear Michael

EC261/2004 – Re-routing obligations

In relation to re-routing passengers affected by the cancellations to Ryanair flights planned for September and October, at your press conference yesterday you stated that Ryanair “will not be paying for flights on other airlines” and that this is “not part of the EU261 entitlements”. These comments have been widely reported in the media today.

Whilst I appreciate that most Ryanair passengers will likely be re-routed on the same day on another Ryanair flight, many will not. This latter group of passengers may be better served by flying with a different airline (or indeed to or from a different nearby airport). The CAA's view, which I set out in Annex 1 of my letter to you of 16 August, is that Regulation EC261 requires Ryanair to offer passengers on cancelled flights alternative travel options, including flying with a different airline.

Your statement yesterday runs contrary to our view and contradicts the assurances that we were given on this point by your legal team on a call at 10am yesterday morning. I am therefore concerned that it is Ryanair's express intention to fail to meet its obligations under Regulation EC261 and that this will give rise to significant consumer harm.

Next steps

My team wrote to your legal team yesterday to request that Ryanair clarifies its position on re-routing on other airlines. Specifically, that Ryanair clarifies its position on re-routing on other airlines and that, should Ryanair accept that Regulation EC261 requires it to re-route on other airlines, that it explains the methodology it uses to determine whether to offer passengers a re-route on another airline. This request still stands, and I look forward to receiving your response by 4pm today. For the avoidance of doubt, we reserve the right to make public this letter and any response we receive from Ryanair on this issue.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richard Moriarty'.

Richard Moriarty
Director, Consumers and Markets Group