

## **NOTICE OF YOUR RIGHTS IN THE EVENT OF DENIED BOARDING, FLIGHT DELAY OR FLIGHT CANCELLATION – Version 10 – updated 13/09/2011**

This notice contains important information about your rights established by European Regulation (EC) No. 261/2004 and applies to you if:

- you have a confirmed reservation on a flight operated by Ryanair Limited purchased at a fare available directly or indirectly to the general public; and
- (except in the case where your flight has been cancelled) you have presented yourself for check-in before the Check-In Deadline as specified by us in our General Conditions of Carriage or as otherwise advised to you; and
- your flight is departing from an airport in the EU or from an airport in a country outside the EU to an airport in the EU (unless you received benefits or compensation and were given assistance in such other country); and
- you have not been denied boarding by reason of a matter set out in our General Conditions of Carriage for Passengers and Baggage; and
- you have been denied boarding involuntarily or your flight is delayed by more than two hours beyond its scheduled departure time, or cancelled.

**AIR CARRIER INFORMATION** All flights offered for sale on the Ryanair website are scheduled to be operated by Boeing 737-800 aircraft operated by Ryanair

### **DENIED BOARDING**

Ryanair, as a policy, does not overbook its flights. However, in the unlikely event that a seat is not available for a passenger with a confirmed reservation, we will seek volunteers to surrender their seats in exchange for benefits that we and the volunteer may agree upon before involuntarily denying boarding to other passengers. If there are insufficient volunteers and we deny you boarding involuntarily, you are entitled to the rights set out below.

### **FLIGHT DELAY**

If we reasonably expect your flight to be delayed for two hours or more beyond its scheduled time of departure in the case of flights of 1500km or less (but three hours in the case of all intra-EU flights of more than 1,500km and of all other flights operated by us between 1,500km and 3,500km), you are entitled to the rights set out below.

### **FLIGHT CANCELLATION**

If your flight is cancelled, you are entitled to the rights set out below except when:

- you are informed of the cancellation at least two weeks before the scheduled time of departure; or
- you are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or
- you are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or
- (in respect of any 'Right to Compensation') we can prove that the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken by Ryanair, including but not limited to political instability, safety and security reasons, weather disruption, labour disputes or failure or delay of air traffic control facilities.

## **1. RIGHT TO COMPENSATION**

If you are involuntarily denied boarding or your flight is cancelled (provided an exception as specified above does not apply), you are entitled to receive the following amount from us:

- (a) € 250 in respect of all flights of 1,500km or less; or
- (b) € 400 in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km.
- (c) €600 for all flights not falling under (a) or (b).

If we are able to offer you re-routing on an alternative flight and the arrival time of the re-routed flight does not exceed the scheduled arrival time of the flight booked:

- (a) by two hours, in respect of all flights of 1,500km or less; or
- (b) by three hours, in respect of all intra-EU flights of more than 1,500km, and for all other flights between 1,500km and 3,500km.
- (c) by four hours, in respect of all flights not falling under (a) or (b),

The compensation set out above will be reduced by 50%.

Distances shall be measured by the great circle route method. We shall pay you this compensation by cheque or, with your written agreement, by way of a travel credit.

## **2. RIGHT TO REIMBURSEMENT OR RE-ROUTING**

If you are denied boarding (whether voluntarily or involuntarily) or your flight is cancelled, you are additionally entitled to choose between:

- (a) reimbursement within seven days of receipt of your written application by the method by which you paid for your ticket or, with your written agreement, in a travel credit) of the full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or
- (b) re-routing, under comparable transport conditions, to your final destination, at the earliest opportunity; or
- (c) re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

If your flight is delayed by at least five hours and you elect not to travel, you are entitled to receive reimbursement in the manner set out in point (a) above.

## **3. RIGHT TO CARE**

If you are involuntarily denied boarding or if your flight is cancelled or delayed by more than 2 hours, we will offer you, free of charge:

- a) meals and refreshment vouchers in reasonable relation to the waiting time, as long as it will not further delay the departure of the aircraft
- b) two telephone calls, telex or fax messages or e-mails;
- c) hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by you becomes necessary;
- d) transport between the airport and place of accommodation (hotel or other).

If your flight is delayed as specified under 'Flight Delays' above or you elect to be re-routed to your final destination at the earliest opportunity as a result of a flight cancellation, we will offer you items (a) and (b) above. If the new time of departure is reasonably expected as a result of the delay or your being re-routed following a cancellation to at least the day after the original time of departure, we will also offer you items (c) and (d) above. Where it is not feasible for Ryanair to arrange the care set out above, Ryanair will reimburse you for reasonable receipted expenses upon application to: Ryanair Compensation Department, Dublin Airport, Co. Dublin, Ireland.

## **GENERAL**

This Notice is required by Regulation EC 261/2004 of the European Parliament and of the Council of the European Union and is issued by Ryanair Limited, Corporate Head Office, Dublin Airport, Co. Dublin, Ireland.



## National Enforcement Bodies Regulation [EC] 261/2004



<http://apr.europa.eu>

Member States	Organisation	Contact details
 <u>Austria</u>	Bundesministerium für Verkehr, Innovation und Technologie Postfach 3000 Radetzkystraße 2 AT - 1030 WIEN	Tel. : +43 1-71162/9204 (Monday-Thursday: 9 - 12 am) Fax: +43 1-71162/9699 <a href="mailto:fluggastrechte@bmvit.gv.at">fluggastrechte@bmvit.gv.at</a>
 <u>Belgium</u>	[Enforcement] Direction générale 'Transport aérien' <i>Directoraat-generaal 'Luchtvaart'</i> CCN - 2ème étage - 2de verdieping Rue du progrès 80 Bte 5 <i>Vooruitgangstraat 80 Bus 5</i> BE - 1030 BRUXELLES - BRUSSEL <a href="mailto:passenger.rights@mobilit.fgov.be">passenger.rights@mobilit.fgov.be</a>	[Passenger Complaints] SPF Mobilité et Transports Denied Boarding Authority Cellule de Communication Externe City Atrium - Rue du Progrès 56 BE - 1210 BRUXELLES Fax : + 32 2 277 40 73 <a href="mailto:passenger.rights@mobilit.fgov.be">passenger.rights@mobilit.fgov.be</a> <a href="http://www.mobilit.fgov.be/fr/air/passag.htm">www.mobilit.fgov.be/fr/air/passag.htm</a>
 <u>Bulgaria</u>	General Directorate Civil Aviation Administration Ministry of Transport of the Republic of Bulgaria 9, Diakon Ignatii Str. BG - SOFIA 1000	Tel. : +359 2 937 10 47 Fax : +359 2 980 53 37 <a href="mailto:caa@caa.bg">caa@caa.bg</a>
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 <u>Czech Republic</u>	Civil Aviation Authority Airport Ruzyně CZ - 160 08 PRAHA 6	Tel.: +420 225 422 726 Fax: +420 220 561 823 <a href="mailto:caa@caa.cz">caa@caa.cz</a>
 <u>Denmark</u>	Statens Luftfartsvæsen (CAA-Denmark) Box 744 DK - 2450 KOBENHAVN SV	Tel. : +45 3618 6000 Fax : +45 3618 6001 <a href="mailto:dcaa@slv.dk">dcaa@slv.dk</a>
 <u>Estonia</u>	Tarbijakaitseamet (Consumer Protection Board) Kiriku 4 EE - 15071 TALLINN	Tel. : +372 6201700 Fax : +372 6201701 <a href="mailto:info@consumer.ee">info@consumer.ee</a>
 <u>Finland</u>	<b><u>Complaints from private consumers:</u></b> Consumer Disputes Board P.O. Box 306 FI - 00531 HELSINKI  <b><u>Complaints from business travellers:</u></b> Finnish Transport Safety Agency P.O.Box 320 FI - 00101 Helsinki  <b><u>Supervision of the interests of consumers on a collective level (no handling of individual cases):</u></b> Consumer Ombudsman & Agency Haapaniemenkatu 4 A, Box 5 FI - 00531 HELSINKI	Tel. : +358 10 36 65200 <a href="mailto:kril@oikeus.fi">kril@oikeus.fi</a> <a href="http://www.kuluttajariita.fi">www.kuluttajariita.fi</a>  Tel.: +358 20 618 500 Fax : +358 20618 5095 Email: kirjaamo@trafi.fi <a href="http://www.trafi.fi">www.trafi.fi</a>  Tel. : +358 9 77261 Fax : +358 9 7726 7557 <a href="mailto:posti@kuluttajavirasto.fi">posti@kuluttajavirasto.fi</a> <a href="http://www.kuluttajavirasto.fi">www.kuluttajavirasto.fi</a>

Member States	Organisation	Contact details
 <u>France</u>	Direction générale de l'aviation civile (DGAC) Direction du transport aérien Mission du Droit des passagers Bureau des passagers aériens 50 rue Henry Farman FR- 75720 Paris cedex 15	Fax : +33 1 58.09.38.45  <a href="http://www.aviation-civile.gouv.fr/">http://www.aviation-civile.gouv.fr/</a>
 <u>Germany</u>	Luftfahrt-Bundesamt (LBA) Hermann-Blenk-Str. 26 DE - 38108 BRAUNSCHWEIG	Tel. : +49 531-2355-100 Fax : +49 531-2355-707 <a href="mailto:fluggastrechte@lba.de">fluggastrechte@lba.de</a>
 <u>Greece</u>	Hellenic Civil Aviation Authority Air Transport and International Affairs Div Air Transport Economics Section D1/D P.O.B. 73751 EL - 16604 HELLINIKO	Tel. : +30 210 891.6150 Fax : +30 210 891.6193 +30 210 894 7132 <a href="mailto:d1d@hcaa.gr">d1d@hcaa.gr</a>
 <u>Hungary</u>	[Enforcement] Nemzeti Közlekedési Hatóság Légiközlekedési Igazgatóság /CAA Budapest Ferihegy I. HU -1675 BUDAPEST, PF 41 Tel.: +36 1 296 9502 Fax.: +36 1 296 8808 <a href="mailto:ugyfelszolgalat.li@nkh.gov.hu">ugyfelszolgalat.li@nkh.gov.hu</a>	[Passenger Complaints] Nemzeti Fogyasztóvédelmi Hatóság Hungarian Authority for Consumer Protection József krt.6. HU - 1088 BUDAPEST Tel.: +36 1 459 4800 Fax: +36 1 210 4677 <a href="http://www.nfh.hu">www.nfh.hu</a> <a href="mailto:nfh@nfh.hu">nfh@nfh.hu</a>
 <u>Ireland</u>	Commission for Aviation Regulation 3rd Floor Alexandra House Earlsfort Terrace IE - DUBLIN 2	Tel. : +353-(0) 1-6611700 Fax : +353-(0) 1-6611269 (General) <a href="mailto:info@aviationreg.ie">info@aviationreg.ie</a> <a href="http://www.aviationreg.ie">www.aviationreg.ie</a>
 <u>Italy</u>	L'Ente Nazionale per l'Aviazione Civile Viale del Castro Pretorio, 118 IT - 00185 ROME	Tel. : +39 06 44596-1 Fax : +39 06 44596493 <a href="mailto:cartadiritti@enac.gov.it">cartadiritti@enac.gov.it</a>
 <u>Latvia</u>	Consumer Rights Protection Centre (CRPC) 157 K. Valdemara street LV - 1013 RIGA	Tel. : +371 67388624 Fax : +371 67388634 <a href="mailto:ptac@ptac.gov.lv">ptac@ptac.gov.lv</a>
 <u>Lithuania</u>	Civil Aviation Administration Rodūnės kelias 2 LT - 02188 VILNIUS	Tel. : +370 5 2739038 Fax : +370 5 2739237
 <u>Luxembourg</u>	Ministère de l'Économie et du Commerce extérieur / Direction du Marché intérieur et de la Consommation 19 - 21, boulevard Royal L - 2449 LUXEMBOURG	Tel. : +352 247 84112 Fax : +352 22 16 07 <a href="mailto:passagersaeriens@eco.etat.lu">passagersaeriens@eco.etat.lu</a> <a href="http://www.eco.public.lu">www.eco.public.lu</a>
 <u>Malta</u>	Department of Civil Aviation Luqa Airport MT - LUQA, CMR 02	Tel. : +356 21 249 170 Fax : +356 21 239 278 <a href="mailto:civil.aviation@gov.mt">civil.aviation@gov.mt</a> <a href="http://www.dca.gov.mt">www.dca.gov.mt</a>
 <u>The Netherlands</u>	Inspectie Verkeer en Waterstaat Postbus 575 NL - 2130 AN HOOFFDORP <a href="http://www.ivw.nl">www.ivw.nl</a>	[Passenger Complaints] P.O.BOX 90653 NL - 2509LR DEN HAAG Tel. : +31 884 890 000 Fax : +31 704 562 424 <a href="http://www.ivw.nl">www.ivw.nl</a>

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 <u>Poland</u>	Civil Aviation Office ul. Marcina Flisa 2 PL - 02-247 WARSZAWA Tel.: +48 (22) 520 72 00 Fax : +48 (22) 520 73 00 <a href="http://www.ulc.gov.pl/kancelaria@ulc.gov.pl">http://www.ulc.gov.pl/kancelaria@ulc.gov.pl</a>	Commission on Passengers' Rights ul. Marcina Flisa 2 PL - 02-247 WARSZAWA Tel.: +48 (22) 520 74 84 Fax: +48 (22) 520 73 47 <a href="http://www.ulc.gov.pl/kopp@ulc.gov.pl">http://www.ulc.gov.pl/kopp@ulc.gov.pl</a>
 <u>Portugal</u>	Instituto Nacional de Aviação Civil (INAC) Rua B, Edifícios 4, 5 e 6 Aeroporto da Portela PT - 1749-034 LISBOA	Tel. : +351(21)842-3500 Fax : +351(21)847-3585
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 <u>Slovakia</u>	Slovenská obchodná inšpekcia (Slovak Trade Inspectorate) ústredný inšpektorát (Central Inspectorate) Prievozská 32 SK - 827 99 BRATISLAVA 27	Tel. : +421 2 58272 203, +421 2 58272 240 Fax : +421 2 53414 996 <a href="mailto:helena.molekova@soi.sk">helena.molekova@soi.sk</a>
 <u>Slovenia</u>	Ministry of Transport Directorate of Civil Aviation Inspection Department Langusova 4 SI - 1535 LJUBLJANA	Tel. : +386 (4) 206 15 85; +386 (1) 47 34 600 Fax : +386 (1) 43 16 035 <a href="mailto:dunja.lujic-ferjancic@gov.si">dunja.lujic-ferjancic@gov.si</a> <a href="mailto:stanislav.krivec@gov.si">stanislav.krivec@gov.si</a> <a href="http://www.mzp.gov.si">www.mzp.gov.si</a>
 <u>Spain</u>	Agencia Estatal de Seguridad Aérea. División de Calidad y Protección al Usuario. Avda. General Perón 40, Acceso B, (Recepción planta 1ª) 28020 MADRID	Tel. : + 34 91 597 83 21 + 34 91 597 72 31 + 34 91 597 50 75 <a href="http://www.seguridadaerea.es/">http://www.seguridadaerea.es/</a>
 <u>Sweden</u>	Consumer Protection Agency <i>Visiting address:</i> Lagergrens Gata 8 <i>Postal address:</i> Box 48, SE - 651 02 KARLSTAD Tel. : +46 77 14 23 300 Fax : +46 54 - 19 41 95 <a href="mailto:konsumentverket@konsumentverket.se">konsumentverket@konsumentverket.se</a> <a href="http://www.konsumentverket.se">www.konsumentverket.se</a>	[Passenger Complaints] National Board for Consumer Complaints (ARN) Box 174 10123 STOCKHOLM Tel.: +46 8 508 860 00 Fax: +46 8 555 017 01 <a href="mailto:arn@arn.se">arn@arn.se</a> <a href="http://www.arn.se">www.arn.se</a>
 <u>United Kingdom</u>	Passenger Complaints Unit Civil Aviation Authority CAA House 45-59 Kingsway London WC2B 6TE	Tel: +44 20 7240 6061 Fax: +44 20 7240 7071 e-mail: <a href="mailto:passengercomplaints@caa.co.uk">passengercomplaints@caa.co.uk</a>

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