

Ryanair DAC
Dublin Office
Airside Business Park
Swords
Co. Dublin
IRELAND

Re: cancelled flights – WARNING AND FORMAL NOTICE OF DEFAULT

Dear Sir or Madam,

1. You announced last week that over the coming six weeks, Ryanair would be scrapping flights. Initially, this was to concern 40 to 50 flights per day. Later on, reference was made to 82 flights per day.

Since then, many thousands of Ryanair flight passengers have experienced a great lack of clarity and incredible chaos. There has been no clear communication at all. Passengers do not know exactly which flights are to be cancelled and whether their flight is among them.

2. European Regulation 261/2004 of 11 February 2004 *establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights* is clear:
 - In case of cancellation more than two weeks before departure: you shall offer passengers an alternative flight. If the passenger in question does not agree, you shall reimburse the ticket.
 - In case of cancellation between two weeks and seven days before departure:
 - You shall offer passengers an alternative flight. If the passenger in question does not agree, you shall reimburse the ticket.
 - Passengers are entitled to financial compensation ranging from EUR 250 (for flights of 1,500 kilometres or less) to EUR 600 (for flights of more than 3,500 kilometres), unless Ryanair offers an alternative flight which leaves a maximum of two hours before the scheduled departure time and arrives a maximum of four hours after the scheduled arrival time
 - You shall offer passengers assistance as provided for in European Regulation 261/2004.
 - In case of cancellation less than one week beforehand:
 - You shall offer passengers an alternative flight. If the passenger in question does not agree, you shall reimburse the ticket.
 - Passengers are entitled to financial compensation ranging from EUR 250 (for flights of 1,500 kilometres or less) to EUR 600 (for flights of more than 3,500 kilometres), unless Ryanair offers an alternative flight which leaves a maximum of one hour before the scheduled departure time and arrives a maximum of two hours after the scheduled arrival time

- You shall offer passengers assistance as provided for in European Regulation 261/2004.
 - Moreover, passengers are entitled to additional compensation for extra loss suffered (extra travel expenses, cancelled hotel, missed connecting flight, etc.).
3. With this letter, the Belgian Consumer's Association Test-Aankoop/Test-Achats (TA), the Italian Consumer's Association Altroconsumo (AC), the Spanish Consumer's Association Organización de Consumidores y Usuarios (OCU) and the Portuguese Consumer's Association Deco, hereby send you warning and, insofar as is necessary, formal notice of default, before or at the latest on 22 September 2017:
- to provide Test-Aankoop/Test-Achats, Altroconsumo, OCU and Deco with an overview of all flights that Ryanair is to scrap until the end of October 2017, and to clarify how many passengers are affected by this;
 - to provide all passengers affected with correct and complete information about their rights;
 - to give Test-Aankoop/Test-Achats, Altroconsumo, OCU and Deco formal confirmation that Ryanair will respect all passengers' rights, namely the rights laid down in European Regulation 261/2004.

If you fail to do so, Test-Aankoop/Test-Achats, Altroconsumo, OCU and Deco will take the necessary steps to provide all passengers concerned with correct compensation.

This letter is sent subject to reservation of all rights.

Yours faithfully,

Ivo Mechels

Executive Director Euroconsumers

Jean-Philippe DUCART

Manager Public Affairs and Media Relations

Test-Aankoop/Test-Achats vzw

Luisa CRISIGIOVANNI

Segretario Generale Associazione

Altroconsumo

Ileana IZVERNICEANU

Manager Public Affairs and Media Relations

OCU (Organización de Consumidores y Usuarios)

Rita RODRIGUES

Manager Public Affairs and Media Relations

Deco Proteste