



Ryanair Dublin Office
Airside Business Park
Swords
County Dublin
Ireland
Telephone: +353 1 945 1212
Website: www.ryanair.com

Strictly Private & Confidential

27 September 2017

Mr Federico Lucarelli and Mr Jacopo De Ria
FIAVET
P.zza G.G. Belli, 2
00153 ROMA
Italy
E-mail: fiavet.nazionale@fiavet.it

By e-mail and post

Dear Sirs,

I refer to your letter of 19 September.

As you are aware the Terms of Use of the Ryanair website provide (at paragraph 2) that the Ryanair website is the only website authorised to sell Ryanair flights, whether on their own or as part of a package, and (at paragraph 3) that the Ryanair website may only be used for private, non-commercial purposes. Ryanair has never sold any flights to your associates "to sell organized travel packages" or otherwise. Ryanair flights may only be purchased by passengers and cannot be transferred without Ryanair's express consent.

Any liability incurred by your associates as a result of their unauthorised selling of Ryanair flights is not Ryanair's responsibility. Nevertheless, I can assure you that we will honour in full any and all EU 261 obligations owed to passengers and I confirm that we have notified all affected passengers of their rights in this regard.

As we have explained in our multiple much publicised statements since the date of your letter, every effort is being made to mitigate any inconvenience to our passengers resulting from these rostering related cancellations. We have allocated cancellations, where possible, to our bigger base airports, and routes with multiple daily frequencies, so as to offer affected passengers the maximum number of alternative flights and routes. We have also offered all affected passengers the option of a full refund of the fare paid. To date we have arranged either re-accommodation or a refund for over 97% of affected passengers and hope to have resolved the remaining cancelled bookings in the coming days. Finally, we have sent all affected passengers a travel voucher of €40 per cancelled flight, as a gesture of good will.

We will continue to issue press releases and updates, both on our website and to the media.

Yours sincerely,

Juliusz Komorek

Chief Legal & Regulatory Officer

Cc: ENAC