

Ms Violeta Bulc
Commissioner

Mrs Věra Jourová
Commissioner

European Commission
Rue de la Loi 200

B – 1049 Brussels

Ref.: BEUC-X-2017-094/MGO/rs

19 September 2017

Subject: Ryanair mass flight cancellations – passenger rights need to be upheld.

Dear Commissioner Bulc, Dear Commissioner Jourová,

I am writing to you on behalf of BEUC, the European Consumer Organisation, in light of the recent, controversial announcement of Ryanair to cancel a significant number of flights over the coming weeks. Today as many as 82 flights per day seem to be impacted.

This decision has caused a great deal of consumer frustration and chaos. Passengers were left in the dark, often not knowing whether their flight will be cancelled and whether they will be able to reach their planned destination on time. This lack of clear communication also resulted in unclear and incomplete information on their passenger rights: for instance, Ryanair omitted the information about the right to compensation in the event of a flight cancellation. Moreover, more and more consumers are reporting difficulties about getting in touch with Ryanair (for example a contact form not functioning properly or difficulties to reach the hotline).

As a reaction to this, four consumer organisations among BEUC's members, the Belgian Test Achats/Test Aankoop (TA), the Italian Altroconsumo (AC), the Spanish Association Organización de Consumidores y Usuarios (OCU) and the Portuguese DECO, sent a warning letter¹ to Ryanair. This formal notice of default calls on the airline:

- to provide an overview of all flights that Ryanair will cancel 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 them formal confirmation that Ryanair will respect all passenger rights, namely the rights laid down in the EU Regulation 261/2004.

BEUC members have asked Ryanair to respond to this letter by 25 September 2017 at the latest. You can find this joint warning letter on this [link](#).

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¹ <https://www.altroconsumo.it/organizzazione/-/media/lobbyandpressaltroconsumo/images/media-e-press/comunicati/2017/voli%20cancellati%20ryanair%20i%20consumatori%20europei%20diffidano%20la%20compagnia/lettera/letter%20ryanair.pdf>

In light of these events, I want to **ask your support** for this initiative. We would also suggest that you alert the National Enforcement Bodies (NEBs) and Consumer Protection Authorities about this situation. We recommend that you organise a joint meeting between those authorities so that coordinated measures could be taken to monitor and where needed remedy this situation.

Consumers are currently facing great inconvenience and need proper information about their situation and their rights. This kind of rogue behaviour by an airline causes serious distress to consumers and should not pass unnoticed.

With best wishes,

Monique Goyens
Director General