

Ryanair  
Mr Michael O Leary

- by fax -

Nürnberg, 19.April 2018

Dear Mr O´Leary,

on flight FR 447 on 14.4.2018 to Dublin you offered free drinks to all passengers because of a 10-minute-delay.

We invite you to do the same for all passengers on their next flight with Ryanair, especially for those with long delays or cancellations.

We have hundreds of passengers still waiting for their compensation. Having read the story about your generous reaction towards the delay you have caused, we recognize a positive change in attitude towards compensations. So maybe there is also chance for an improved treatment of customers, when it comes to handling their request for payments under EU-regulation 261/2004.

In addition we offer to forward free-drinks-vouchers to all of our customers having travelled on delayed flights of Ryanair.

We are looking forward to your response.

Best regards



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