

05/10/2018

Private and Confidential

Mr Sergei Popovich
Zemes Street 7-48
Riga
LV1082
LATVIA

VNOBCN

Our Ref: 2842165/H4M22X
jekaterina1512@gmail.com

Dear Mr Popovich,

We refer to the online claim dated 26/09/2018.

We sincerely regret the cancellation of your flight FR2743 from Vilnius to Barcelona which was caused by an unnecessary industrial action taken by a small number of cabin crew and was outside of our control.

Ryanair have made all reasonable attempts to avoid this strike and we always take all the reasonable measures to minimise the disruption.

Providing our passengers with a punctual and reliable service is one of our principal aims. However, it is inevitable that there will be occasions when we are unable to operate our flights as scheduled due to extraordinary circumstances that are beyond our control.

We regret to advise you that in this situation we do not consider that any compensation is payable under Regulation EU261.

We note you have now received a refund of your cancelled flight of an amount of 168.60 EUR back onto your card that was used for the reservation.

Once this refund option has been accepted, no further liability under EU261 arises. As a low fares airline, we cannot accept that the purchase of new full fare flights with alternative airlines is comparable transport (without Ryanair's prior agreement). In this case since you chose to accept a refund, we regret that we are not liable for any other airline expense incurred.

We sincerely regret the inconvenience you encountered.

Yours Sincerely,

Alexandra Terpougoff Taylor
Customer Services