

## ARTICLE 1 - DEFINITIONS

- „**Carrier**”, „**Buzz**”, „**we**”, „**our**”, „**us**”, means Ryanair Sun S.A. with its registered office at Cybernetyki 21, 02-677 Warsaw, Poland
- “**Passenger**” and the forms “**you**”, “**yours**”, means any person other than crew members who we have agreed to carry on a flight bearing our airline designator code (‘RR’ or ‘RYS’), identified in the booking confirmation or itinerary issued by us or an equivalent issued by the tour operator.
- “**Tour operator**” means the travel agent/tour operator through which the Passenger purchases a ticket for a given flight.
- “**Baggage**” means your:
  - carry-on baggage (baggage you take with you on the plane and is not checked in); and
  - checked-in luggage (luggage you check in to be carried in the hold, and which we give you a baggage identification tag for)
- “**Boarding Pass**” means a document issued by us or, with our consent, by the tour operator or our agent at the airport, marked as “boarding pass” printed by you or on your behalf in the Online Check-in Buzz or Tour Operator system, or issued by us or by our agent at the airport, or made available to you as part of our mobile application; to be presented at the airport and on board before each flight.
- “**Confirmation/Itinerary**” means a page on the website titled “Itinerary” containing the booking number and/or a document sent to the email address provided by the Passenger when making the booking, in both of the above cases specifying the Passenger’s name, flights, dates, and the time and route of the flights booked. In the case of Passenger who have purchased a ticket for a flight through a tour operator, this is its equivalent issued by the tour operator, including electronically.
- “**Regulations**” refers to the “Regulations Relating to Specific Subjects” attached to these General terms and conditions of carriage.
- “**Ryanair Group**” means Ryanair DAC, Buzz, Ryanair UK, Lauda Europe and Malta Air.
- “**Convention**” means the Montreal Convention 1999.
- “**SDR**” stands for Special Drawing Rights, as defined by the International Monetary Fund. In short, it is a form of international money, created by the International Monetary Fund. The current value of the SDR is quoted in the financial pages of major newspapers.

The headings of articles and clauses in these General terms and conditions of carriage (referred to throughout as 'these terms') are for convenience only and do not affect the meaning of the text.

## **ARTICLE 2 – APPLICATION, APPLICABLE LAW AND JURISDICTION**

### ***2.1 GENERAL PROVISIONS***

- 2.1.1** Subject to the provisions of Articles 2.2 and 2.3 below, these General terms and conditions of carriage shall apply only to those flights or flight segments for which the name of our airline or our airline code ('RR' or 'RYS') is shown in the confirmation/itinerary.
- 2.1.2** Selected provisions of these General terms and conditions of carriage, including the method of booking, the method of check-in, the fee for check-in at the airport, baggage allowances, additional services (i.e. priority boarding, seat selection), rules on refunds, changes of name, date, direction and fare do not apply to Passengers who have purchased a ticket through a tour operator. The above issues are specified in the agreement between the tour operator and the Passenger.
- 2.1.3** We are the carrier operating your flight(s), unless otherwise stated at the time of booking. In the event of a change of operating carrier, we will inform you immediately.

### ***2.2 PRIMACY OF LAW***

- 2.2.1** The General terms and conditions of carriage shall apply insofar as they do not infringe the provisions of applicable law, in which case such provisions of law shall prevail.
- 2.2.2** In any of these General terms and conditions of carriage are found to be invalid under any provision of applicable law, the remaining provisions shall remain in force to the extent that they have not been declared invalid.

### ***2.3 PRIMACY OF THE GENERAL TERMS AND CONDITIONS OF CARRIAGE OVER REGULATIONS***

In the event of any inconsistency between these General terms and conditions of carriage and our Regulations, these General terms and conditions of carriage shall prevail.

### ***2.4 APPLICABLE LAW AND JURISDICTION***

- 2.4.1** Except as otherwise provided by the Convention or applicable law, your contract of carriage with us, these terms and regulations shall be governed by and interpreted in accordance with Polish law.
- 2.4.2** You are entitled to bring a claim against us in your local court, except that Irish courts shall have exclusive jurisdiction in relation to claims under EU Regulation 261/2004 where you have

not complied with clauses 15.2.1 to 15.2.7 of these General terms and conditions of carriage and in relation to non-consumer (i.e., business to business) claims.

## **ARTICLE 3 - DISCLAIMERS AND DOCUMENTATION**

### ***3.1 GENERAL***

- 3.1.1** We will only carry the passengers named in the relevant booking confirmation or itinerary. You must prove your identity and keep to our regulations relating to documents. [Click here](#).
- 3.1.2** For bookings made through one of our reservations centres you will need to pay a call centre booking fee. The current fee is set out in our table of fees. Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.
- 3.1.3** You will have to pay an infant fee for passengers who are under two at the time of the flight (infant passengers) and who cannot, for safety reasons, have their own seat. This fee is charged for each infant passenger for each one-way flight (outbound and return). The current fee is set out in our [Table of fees](#). The full adult fare must be paid for infants aged 2 or more years old. Except where clause 10.2 or 10.3 says otherwise, we cannot refund this fee.
- 3.1.4** You cannot transfer your reservation made for a flight operated by us unless, as set out in our regulations relating to name changes, you have arranged with us to change one or more names in the confirmation or itinerary and paid the appropriate name-change fee.
- 3.1.5** Your reservation for a flight operated by us is only valid for the flights, dates and route set out in the booking confirmation or itinerary, and cannot be used with any other carrier. However, you can change flights in line with our [regulations relating to changes to flights](#) if you pay the appropriate flight-change fees plus any price difference between the total amount you originally paid and the total amount due for the new flights including any price differences for check-in bags and other optional services.

### ***3.2 OUR NAME AND ADDRESS***

Our name may be abbreviated to our airline designator code ('RR' or 'RYS') , or otherwise as shown in the booking confirmation or itinerary. Our address is: Cybernetyki 21, 02-677 Warsaw, Poland.

### ***3.3 CONTACT***

- 3.3.1** Contact with Passengers in relation to change(s) of the travel schedule, cancellation of the flight or general correspondence takes place via the tour operator in the case of Passenger who purchased a ticker through tour operator, and in the case of other passengers by electronic messages sent by e-mail to the address provided when making the reservation, or by text message to the mobile phone number provided during booking, or by notification in our mobile

application. Proof of sending an electronic message will be considered as proof of receipt of the message.

- 3.3.2** If you have not given us a valid e-mail address, you must confirm your flight times via our website and, in the case of Passengers who have made a booking via the tour operator, directly with the tour operator between 24 and 72 hours before the scheduled departure time.
- 3.3.3** You can contact us to make complaints or claims by post, by fax, or by using the appropriate [online claim form](#). Unless we tell you otherwise, any documents you send us should be copies, not the originals, as we will not keep or return any documents.

### **3.4 PERSONAL DATA**

We collect and process personal data in accordance with the [Ryanair Group Privacy Policy](#).

## **ARTICLE 4 – FARES, TAXES AND FEES**

### **4.1 FARES**

- 4.2** Fares apply only for carriage from airport to airport, unless the booking confirmation or itinerary states otherwise. Fares do not include ground transport outside airports. Your fare will be in line with our tariffs on the date you pay for your booking. If you change any aspects of your booking, this may affect the amount you have to pay. **TAXES, FEES AND CHARGES**

- 4.2.1** You must pay any government taxes (including but not limited to air passenger duty) which may be included in your ticket price. Our higher ticket prices generally include government taxes, while our lower ticket prices do not. If your ticket price includes government taxes, they will be displayed in the price break-down at the time you make your booking. Please [click here](#) for more details on government taxes that may apply.

Our ticket prices do not include any other third party fees and charges for costs we incur to provide our services (such as airport and security charges, maintenance fees etc.). We bear the costs for these services.

If you do not travel, you can apply in writing for a full refund of any government taxes you have paid. However, you would need to pay the government tax refund administration fee set out in our [Table of fees](#). You must make your claim within one month after the date of the flight you did not take. We cannot refund any other monies paid.

- 4.2.2** Government taxes are constantly changing and can be introduced after the date you made your booking. If any government tax is introduced or increased after you made your booking, you will have to pay the new tax (or any increase) before departure. Or, you can choose not to travel and get a full refund of your booking cost. Similarly, if any such government tax is abolished so that it no longer applies to you, or is reduced, you can claim a refund of the abolished tax, or the reduction, from us.

**4.2.3** If you purchased an optional service (such as an allocated seat) and boarded your flight but we did not provide you with the equivalent service for reasons attributable to us (such as change of aircraft preventing us from allocating you an extra legroom seat which you had purchased), you can claim a refund of the relevant fee you paid for this service.

#### **4.3 CURRENCY**

**4.3.1** You must pay fares, taxes, fees and charges in the currency of the country of your airport of departure, unless we specify another currency when (or before) you make your payment (for example, because the local currency cannot be converted). We may agree to accept payment in another currency.

**4.3.2** We guarantee the currency exchange rate for your payment at the time you book your ticket. This exchange rate will not change. If you do not accept our currency exchange rate you may be affected by any increase in exchange rates between the time you make your booking and the time your card provider converts the currency. This is because the currency is usually converted a number of days after the date the booking is made.

#### **4.4 VALUE ADDED TAX (“VAT”)**

Vat is not charged on fares or fees relating to international flights. However, we will add VAT at the appropriate rate to the prices shown for fares and related fees on Italian, French, Spanish, Portuguese, German, Polish, Greek and Romanian domestic routes. We will automatically send you a VAT receipt.

#### **ARTICLE 5 – SPECIAL ASSISTANCE**

**5.1** Without prejudice to the provisions of Article 5.2, Passengers with disabilities or reduced mobility are not refused carriage on the basis of such disability or reduced mobility. Acceptance for carriage of young persons traveling alone, incapacitated persons, pregnant women persons with illness, blind or visually impaired person, or other people requiring special assistance is subject to specific prior agreement with us pursuant to our [Regulations](#).

**5.2** Passengers with disabilities or reduced mobility or their representatives should contact us with details of the special assistance, on the day of booking or as soon as the need for such special assistance becomes known, in any case not later than 48 hours before the scheduled departure time. We will then do everything reasonably possible to check whether, for safety reasons, we could not allow you on the flight and, if so, whether we could propose an acceptable alternative. Under EC Regulation No. 1107/2006/, we may refuse to allow a disabled person or a person with reduced mobility on the plane due to the need to comply with safety requirement, or if the size of the plane prevents such person from boarding or being brought on board.

If, after being given notice of any special assistance you need, we agree to you taking the flight, we will provide the special assistance in line with EC Regulation No. 1107/2006. If we do not allow

you on the booked flight, we will offer you and any person who would be travelling with you a refund or alternative arrangements, as set out in EU Regulation No. 261/2004 ([link to details concerning entitlements](#)), as long as all relevant safety requirements are met.

## **ARTICLE 6 – CHECK-IN, BOARDING AND SEATING**

**6.1** On all our flights our passengers have allocated seating. However, we can change a passenger's seat at any time, even after they have boarded the plane, if this is necessary for safety or security reasons, or for operational reasons.

### **6.2**

**6.2.1** You must check in online at [www.ryanair.com](http://www.ryanair.com) and print or download your boarding pass, unless you have a Flexi Plus ticket (or purchased a Plus ticket after 11 December 2019), in which case you can check in at the airport for free.

**6.2.2** Online check-in opens 60 days before the scheduled departure time if you have purchased an allocated seat. Customers can be allocated a seat free of charge if they check-in online between 24 and 2 hours before each booked flight. You cannot check in online during the two hours before your flight's scheduled departure time.

**6.2.3** Once you have checked in online you can print copies of your boarding pass, or download them to your mobile phone, up to two hours before the scheduled departure time. Your boarding pass must be printed on a single A4 page or downloaded through the Ryanair app.

**6.2.4** Unless you have a Plus or Flexi Plus ticket, if you do not check in online more than two hours before the scheduled departure time, you will be charged the airport check-in fee set out in our [table of fees](#). The check-in desks close strictly 40 minutes before the scheduled departure time unless you are notified otherwise before flight departure. If you do not check-in by then you may be denied boarding without refund.

**6.2.5** It is mandatory for an adult travelling with children under 12 (excl. infants) to reserve a seat. A maximum of four children for every one adult on the same booking will receive a reserved seat free of charge. This ensures parents of young children sit together during the flight. This will also allow you to check-in for your flight 60 days before departure. It is not mandatory for any other adults or teenagers in the booking to reserve a seat, however they may choose to do so.

**6.2.6** For your safety and security, and for the safety and security of your fellow passengers and our crew, the check-in process must be completed by you personally, by a passenger on your booking, or by an individual agent with personal knowledge of you and of the contents of your luggage. This requirement is to ensure you are on notice of, and that you, a passenger on your booking, or an individual agent with personal knowledge of you and of the contents of your luggage have confirmed compliance with required safety, security and public health protocols, including those

set out by the ICAO Technical Instructions, Regulation (EU) 2015/1998, and the EASA/ECDC Covid-19 Aviation Health Safety Protocol.

**6.2.7** You may not be able to check-in online where you purchased your flight via a third party intermediary which has no commercial relationship with us to use our website or app to offer our flights for sale, and which does so in breach of the [Terms of Use](#) of our website (including the mobile app and any webpage and/or data that passes through the web domain at ryanair.com) (“**Third Party Intermediary**”).

**6.2.8** Where you have booked via a Third-Party Intermediary that has no commercial relationship with Ryanair to sell our flights, you must verify yourself by completing one of our customer verification processes (“**Verification**”). Verification may be completed online [here](#) up to 120 minutes before scheduled departure.

In the event that you do not complete Verification online, you will also be able to do it at the relevant airport ticket desk 60 minutes prior to departure.

In this case, passengers will be charged for the Airport check-in fee. Check our FAQs for quick answers to frequently asked questions we receive on Verification.

**6.2.9** If you choose online Verification, there are two options; Express Verification and Standard Verification.

**Express Verification** requires you to complete the following steps:

- i. pay the £/€0.59 fee
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card);
- iv. take a photo of your face to verify the travel documentation which you provided at step iii;
- v. carry out a liveness check of your face by performing some actions you will be asked to do; and
- vi. provide your personal email address.

**Standard Verification** requires you to complete the following steps:

- i. provide a duly signed and completed Verification form;
- ii. provide your booking reference code (PNR) and passenger(s) name(s);
- iii. provide a photograph of your travel documentation (i.e. passport or identification card); and
- iv. provide your personal email address.

**6.2.10** Once one of the passengers named on your booking has completed online Verification, all passengers named on the booking will be able to check-in online as normal.

- 6.2.11** In order to ensure we can contact you directly should the need arise, the email address you provide during Verification will replace the e-mail address originally provided by the Third Party Intermediary.
- 6.3** If you do not show a valid boarding pass (printed or downloaded on your mobile phone) at airport security or at the boarding gate, and there is enough time for us to reissue an alternative boarding pass, you will have to pay the boarding pass re-issue fee set out in our Table of Fees. All passengers flying from Moroccan airports must show a printed boarding passes at the check-in point.
- 6.4** If you are not an EU or EEA citizen, you must get your travel documents checked and stamped at our check-in desk before going through airport security.
- 6.5** If you are checking in any baggage at a bag-drop desk, you must do so (and pay any check-in luggage fees and excess baggage charges that apply) no later than 40 minutes before the scheduled departure time of your flight. The bag-drop desk for your flight will usually open 2 hours before the scheduled departure time.
- 6.6** You must produce valid travel documents, which match the details on your boarding pass, at airport security and at the boarding gate.
- 6.7** You should be at the boarding gate for your flight at least 30 minutes before the departure time. The boarding gate will close 20 minutes before departure. If you arrive at the boarding gate later than this, you will not be allowed on the plane. If you want to travel on a later flight, you will have to pay the appropriate fare for that flight.
- 6.8**
- 6.8.1** If you have paid for priority boarding and report to the boarding gate 30 minutes or more before your flight's departure, you will be able to get onto the plane before passengers who have not paid for priority boarding.
- 6.8.2** If you have paid for priority boarding, your carry-on baggage will not be placed in the hold, unless this is necessary for operational reasons. In such case, make sure that you remove any valuables from your carry-on baggage.
- 6.9** You must not take hot drinks on the plane or drink your own alcohol when on the plane.
- 6.10** You must not smoke in any part of the plane. If you break this condition, you may be prosecuted and have to pay costs for any disruption caused.
- 6.11** We will not be liable to you for any loss or expense arising as a result of you not keeping to clauses 6.1 to 6.10 above.



**6.12** Children under 16 year must be accompanied by an adult (aged 16 and over). See our regulations relating to linking bookings for children under 16 to an existing booking.

#### **ARTICLE 7 – REFUSAL OF CARRIAGE/REFUSING TO CARRY A PASSENGER**

**7.1** We may refuse to carry you on any flights operated by an airline of the Ryanair Group if one or more of the following circumstances apply, or we have good reason to believe that they may apply.

- This is necessary under any law, regulation or order that applies.
- Carrying you or your baggage may affect the safety, health or acceptable comfort of other passengers or crew members. In light of the COVID-19 outbreak, this is especially the case if you refuse to undergo temperature checks at the airport or if you refuse to wear a face mask during boarding or on-board our aircraft. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. If you suffer from a medical condition that prevents you from wearing a face mask you are exempted from the face mask obligation on provision of a medical certificate attesting your condition.
- Your mental state, physical state, attitude, behaviour or appearance, including the effects of alcohol or drugs, presents a risk to you, other passengers or crew members, or any property.
- You have behaved in an unacceptable way on a previous flight, and we have reason to believe that you may behave that way again.
- You have refused to go through a security check.
- You have not paid any necessary fare, tax, fee or charge.
- You owe us any money in respect of a previous flight or (Flight related services) owing to payment having been dishonoured, denied or recharged against us. You do not appear to have valid travel documents.
- You may try to enter a country you are joining a connecting flight in or do not have valid travel documents for. You have destroyed his travel documents during the flight.
- You have refused to hand over his travel documents to the crew.
- You cannot prove that you are the person named on the boarding pass.
- You have not followed our instructions relating to safety or security..
- You have smoked, or tried to smoke, on a previous flight with us.

If we refuse to carry you for one of the reasons above, have removed you from the plane, we may cancel any unused part of your ticket and refund you the price you have paid for this unused ticket. We will not be liable for any loss, damage death or physical injury alleged to be due to our refusal to carry you or your baggage in these circumstances..

## **ARTICLE 8 – BAGGAGE**

### **8.1 BAGGAGE**

Unless otherwise stated in your contract with your tout operator, you may check in up to three pieces of checked-in luggage for a fee in line with [our regulations relating to checked-in luggage](#). You can also bring one piece of carry-on baggage onto the plane with you, free of charge, in line with our [regulations relating to carry-on baggage](#). You must meet any specific conditions and limits set out in these terms and our regulations.

### **8.2 EXCESS BAGGAGE FEE**

You will have to pay an excess baggage fee for checked-in luggage above your personal baggage allowance and for any sports equipment, musical instruments, and certain other items which we may agree to carry. See our regulations relating to checked-in luggage for details of the fee and any specific conditions and limits that apply.

### **8.3 CARRY-ON BAGGAGE AND 10KG CHECK-IN BAG**

- 8.3.1** You may carry on board one small cabin bag of up to 40 x 20 x 25cms (no allowance for infants travelling on their parent's lap) [Click here](#) for Regulations concerning Cabin Baggage.
- 8.3.2** If you purchased Priority & 2 Cabin Bags, including Regular and Flexi Plus (or Plus tickets purchased prior to 11 December 2019), you may carry on board the small and a large piece of Cabin Baggage, weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm, unless operational reasons require us to place the large cabin bag in the hold.
- 8.3.3** If you purchased the 10kg Check-In Bag (up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) you may carry your small bag on board the aircraft, however the 10kg Check-In Bag must be deposited at the bag-drop desk prior to entering security. Upon arrival at your destination you will collect the bag at the baggage belt. Regulations on Checked Baggage apply accordingly. Please [click here](#) for our Table of Fees.
- 8.3.4** Extra/oversized Baggage will be refused at the boarding gate, or where available, placed in the hold of the aircraft for a fee at the level set out in our Regulations ([click here](#) for Regulations concerning Cabin Baggage). Ryanair accepts no responsibility for oversized or excess Baggage which is refused at the boarding gate and subsequently abandoned by you.
- 8.3.5** The carriage of liquids, aerosols and gels into the security restricted area of an airport and onboard aircraft is controlled in accordance with current EU Security Requirements.

#### ***8.4 ELECTRONIC DEVICES IN THE CABIN***

- 8.4.1** You can take e-cigs on the plane but you cannot use them.
- 8.4.2** You can take a ‘smart bag’ (a bag that contains a lithium battery and can charge items from the USB port) on the plane as your item of carry-on baggage. However, you must remove the lithium battery before you put the bag in the overhead locker. The battery must stay with you at all times.
- 8.4.3** You can take up to 15 electronic devices, and up to 20 lithium batteries, onto the plane with you.
- 8.4.4** You must not have any of the items listed in 8.9 (Prohibited items) in carry-on baggage you take into the plane.
- 8.4.5** Checked Baggage must have your name or other personal identification affixed to it.

#### ***8.5 CHECKED-IN LUGGAGE***

- 8.5.1** You must not have any of the items listed in 8.9 (Prohibited items) in baggage you check in to be carried in the hold.
- 8.5.2** You must not have the following in your checked-in luggage:
- Money, negotiable papers (documents guaranteeing the payment of a specific amount of money) or securities
  - Jewellery, precious metals or other valuables
  - Keys
  - Cameras
  - E-cigs
  - Watches
  - Medicines
  - Spectacles, sunglasses or contact lenses
  - Cigarettes, tobacco or tobacco products
  - Business documents
  - Passports and other identification documents
  - Personal electronic devices such as laptops, mobile phones and tablets (but see clause c below) or spare lithium batteries.

**8.5.3** If a personal electronic device cannot be carried in the passenger cabin (for example, because it is too large), and so has to be carried in the hold, you must make sure:

- the device is totally switched off and effectively protected from being turned on accidentally;
- any app, alarm or setting that may activate the device is disabled or deactivated;
- the device is protected from accidental damage by suitable packaging or casing, or by being placed in a rigid bag and protected by adequate cushioning; and
- the device is not in the same baggage as any flammable material (for example, perfume or aerosols) when a large portable electronic device with a lithium battery cannot be carried in the passenger compartment (e.g. due to its size) and needs to be checked in as checked baggage, the passenger is obliged to ensure that:

**8.5.4** A ‘smart bag’ (a bag that contains a lithium battery and can charge items from the USB port) can be carried in the hold as checked-in luggage as long as you remove the lithium battery before handing the bag in at the bag-drop desk or the gate. You must take the battery on the plane with you.

**8.5.5** When you hand over baggage to be carried in the hold as checked-in luggage we will give you a baggage identification tag for each piece of your checked-in luggage.

**8.5.6** Your checked-in luggage must have your name or other personal identification on it or attached to it.

**8.5.7** Whenever possible, checked-in luggage will be carried on the same plane as you, unless we decide to carry it on an alternative flight for safety, security or operational reasons (e.g. we reached maximum take-off weight allowance). If your checked-in luggage is carried on a subsequent flight we will deliver it to you, unless any law that applies requires you to be present to go through customs.

**8.5.8** Any blunt instrument capable of causing injury, including the following, must be carried in the hold as checked-in luggage:

- Tennis rackets, squash rackets and so on
- Cricket bats, baseball bats, softball bats and batons, rigid or flexible
- Golf clubs or any other clubs
- Hockey sticks, hurley sticks and lacrosse sticks
- Kayak and canoe paddles
- Skateboards

- Billiard, snooker and pool cues
- Fishing rods
- Martial-arts equipment (for example, knuckledusters, coaches, flails, nunchakus, kubatons and kubasaunts).

**8.5.9** Any sharp objects in your checked-in luggage should be securely wrapped to prevent injury to any staff who need to handle it.

**8.5.10** Pointed, bladed and sharp objects capable of causing injury must be carried in your checked-in luggage. This includes the following.

- Axes and hatches
- Arrows and darts
- Crampons, grappling irons, hooks bars of iron and plates with iron spikes used in mountaineering
- Harpoons and spears
- Ice axes, ice picks and ice skates
- Tradesman's tools with a blade or a shaft of more than 6cm that have the potential to be used as a weapon (for example, drills and drill bits, box cutters, saws, screwdrivers, chisels, crowbars, hammers, pliers, wrenches, spanners and blowtorches).
- Metal cleavers, machetes, sabres, swords and swordsticks
- Razors and razor blades (except safety or disposable razors with enclosed blades and razor heads held in plastic compartments)
- Scalpels, craft knives and utility knives and scrapers
- Scissors with blades more than 6cm, as measured from the hinge
- Ski poles and walking or hiking poles
- Throwing stars
- Tradesman's tools with a blade or a shaft of more than 6cm that have the potential to be used as a weapon (for example, drills and drill bits, box cutters, saws, screwdrivers, chisels, crowbars, hammers, pliers, wrenches, spanners and blowtorches).

**8.5.11** Objects which are unsuitable for being carried in the hold (such as delicate but small musical instruments, wedding dresses, hat boxes and so on) may be carried in the cabin if they can be safely and conveniently secured in an extra seat which you have paid for. To book an extra seat for an item, on the booking form enter 'Item seat' as the last name and 'Extra' as the first name.

'Extra Item seat' will then be displayed in the reservation and on the boarding pass. You will need to enter your travel-document details for the extra seat during the online check-in process. There is no baggage allowance with the extra seat.

Seating in rows 1, 16 and 17 cannot be extra seats for items.

**8.5.12** Subject to Article 8.4.5, you are required to collect your Checked Baggage as soon as it is made available at your destination. Should you not collect it within a reasonable time, we may charge you a storage fee. Should your Checked Baggage not be claimed within three (3) months of the time it is made available, we may dispose of it without any liability to you.

**8.5.13** Only the bearer of the Baggage Identification Tag is entitled to delivery of the Checked Baggage.

**8.5.14** If a person claiming Checked Baggage is unable to produce and/or identify the Baggage by means of a Baggage Identification Tag, we will deliver the Baggage to such person only on condition that he or she establishes to our satisfaction his or her right to the Baggage.

**8.5.15** Details on our Express Bag Drop service are available in our regulations relating to checked-in luggage.

## **8.6 ANIMALS, CARGO AND HUMAN ASHES**

**8.6.1** We do not carry animals on our flights, except for guide dogs and assistance dogs on certain routes.

**8.6.2** We do not carry cargo on our flights.

**8.6.3** You can take human ashes on the plane with you (as well as one piece of carry-on baggage) as long as you have a copy of the death certificate and the cremation certificate with you. You must make sure that the ashes are securely packaged in a suitable container with a screw top lid and protected from being broken.

## **8.7 RIGHT TO REFUSE CARRIAGE**

**8.7.1** If we find that any of your baggage contains items that you are not allowed to carry, as set out in clauses 8.5 and 8.9, we will refuse to carry the baggage any further while it contains those items.

**8.7.2** We may refuse to accept baggage that, in our reasonable opinion, is not properly and securely packed in suitable containers.

## **8.8 RIGHT OF SEARCH**

**8.8.1** For safety and security reasons, we may ask to scan and search you and to search, scan or x-ray your baggage. Your baggage may be searched when you are not present, mainly to check whether your baggage contains any item described in clause 8.5 above or 8.9 below.

**8.8.2** If you do not allow us to scan and search you, or to search, scan or X-ray your baggage, we may refuse to carry you and your baggage.

**8.8.3** If a search or scan causes any physical injury to you, or an X-ray, scan or search causes damage to your baggage, we will not be liable for the injury or damage unless we are at fault or have been negligent.

## **8.9 PROHIBITED ITEMS**

You must not carry any of the following items in checked-in luggage or carry-on baggage, or go through security with them on you (for example in your pockets):

**8.9.1** Any item which could be a danger to the plane, people or property, including the following.

- Explosives and substances and devices capable of, or appearing to be capable of, causing serious injury or posing a threat to the safety of the plane, including, detonators and fuses, replica or imitation explosive devices, mines and grenades
- Gas and gas containers
- Flammable liquids
- Flammable solids and substances that cause a chemical reaction
- Fireworks, flares, smoke-generating canisters or cartridges, and other pyrotechnics
- Paint, turpentine, white spirit and paint thinner
- Alcohol with an ABV of more than 70% (140% proof)
- Chemicals, toxic substances or infectious substances (for example, acids and alkalis, ‘wet’ batteries, bleach, tear gas, animal-repellent sprays, poisons, infected blood, and bacteria and viruses)
- Radioactive material, including medicinal or commercial isotopes
- Corrosives, including mercury, vehicle batteries, and parts which have contained fuel
- More than one litre in total of edible oil (for example, olive oil)
- Lithium ion battery-powered vehicles (including segways and hoverboards) other than any wheelchair or mobility equipment that meets our regulations
- Lithium ion battery-powered devices that exceed 160 watt hours
- Smart bags which the lithium battery has not been removed from

- Guns, firearms, ammunition and weapons, whether real or imitations, including, starting pistols, toy guns or recreational guns (such as paint ball guns), nail guns, bows, slingshots, catapults, harpoon guns, stun guns, tasers, cattle prods and lasers
- Parts of firearms (except for sighting devices and sights)
- Fire extinguishers (except as authorised by fire procedures and as emergency equipment on the plane)
- Lighters and firelighters
- Christmas crackers
- Energy-saving light bulbs
- Items with internal combustion engines

**8.9.2** Items which are prohibited by a law, regulation or order of any country or state your plane is flying to or from.

**8.9.3** Items which we have good reason to believe are unsuitable for carriage because:

- they are dangerous or unsafe;
- of their weight, size, shape or character; or
- are fragile or perishable.

**8.9.4** Fish, birds or any animals killed and kept as hunting trophies.

**8.9.5** If, despite being prohibited, any item referred to in this clause 8.9 is in your carry-on baggage or checked-in luggage, we will not be responsible for any loss of or damage to that item.

## **ARTICLE 9 –SCHEDULES, CANCELLATIONS, DELAYS AND DIVERSIONS**

### ***9.1 SCHEDULES***

**9.1.1** When we accept your booking, the scheduled flight timings and flight numbers in force at the time will be shown in your booking confirmation or itinerary. The flight timings and flight numbers shown in your booking confirmation or itinerary may change before scheduled departure.

**9.1.2** If we change flight timings or numbers before scheduled departure, we will notify you about these changes by e-mail and text message (of you gave us a phone number for this purpose). Except where clause 9.2 below applies, if, before the date of travel:

- We make a change of at least 5 hours to the scheduled departure time;
- This is unacceptable to you; and



- We cannot book you on an alternative flight which is acceptable to you;

You will be entitled to a full refund of amounts you have paid to us in connection with that flight.

## **9.2 CANCELLATIONS AND DELAYS**

**9.2.1** If we cancel any flight you have booked, fail to operate the flight reasonably according to schedule or cancel the route, you may be entitled to the rights set out in [the Montreal Convention 1999](#) or [EU Regulation 261/2004](#).

**9.2.2** If a flight is cancelled or delayed for two hours or more, we will provide you with [information about your rights](#), including your right to compensation and assistance.

## **9.3 DIVERSIONS**

If, for reasons outside our control, we cannot land at the booked destination airport and are diverted to another airport, then unless the plane continues to the original destination airport after the diversion, the carriage by air will be considered to be completed when the plane arrives at that other airport. However, we will arrange alternative transport, with us or another transport provider we choose, to carry you to the destination airport set out in your booking confirmation or itinerary. You will not have to pay anything for that alternative transport.

## **9.4 COMPENSATION FOR DENIED BOARDING**

If we do not let you board the plane for a flight you have booked (as set out in the booking confirmation or itinerary) because a space is no longer available, we will compensate you in line with any relevant law that applies. We will give you [information about your rights](#) in these circumstances, particularly your rights relating to practical help and compensation.)

## **ARTICLE 10 – REFUNDS**

### **10.1 NON-REFUNDABILITY**

Subject to the provisions of Articles 4.2, 10.3 and 10.4 of these General terms and conditions of carriage, all amounts you pay for flights operated by us (including amounts for optional services) are non-refundable.

### **10.2 INVOLUNTARY REFUNDS**

If we give you a refund under clause 9.2, that refund will be equal to the fare you paid for the particular flight you can't take plus any associated taxes, fees and charges that you paid..

### **10.3 DEATH OF AN IMMEDIATE FAMILY MEMEBR WHO IS NOT TRAVELLING WITH YOU**

If an immediate family member who is not travelling with you dies within 28 days of your booked flight, you may [claim a refund](#) equal to the fare you paid for the particular flight (or flights) you don't

take as a result, plus any associated taxes, fees and charges that you paid. You must make your claim before the date of the flight and provide a copy of the death certificate.

For the purpose of this clause, an immediate family member would be:

- your husband, wife or civil partner;
- a child or stepchild;
- a parent or step-parent;
- a brother, sister, stepbrother or stepsister;
- a grandparent or grandchild; or
- your mother-in-law, father-in-law, brother-in-law or sister-in-law.

#### ***10.4 DEATH OR SERIOUS ILLNESS OF A BOOKED PASSENGER***

If someone on your booking becomes seriously ill and is unable to travel, or if they pass away before your trip, Ryanair may:

- refund you the total amount for everyone travelling on your booking; or, if appropriate,
- waive the flight change fee, along with any restrictions associated with changing your flights.

You must supply suitable evidence of the serious illness or death before the date you were due to travel.

To submit a refund claim please [click here](#).

### **ARTICLE 11 – BEHAVIOUR ON THE PLANE**

#### ***11.1 GENERAL***

If, in our reasonable opinion:

- your behaviour on the plane causes a danger to the plane or any person or property on it;
- your actions prevent the crew from performing their duties properly;
- you do not follow any instructions of the crew, including (but not limited to) those relating to smoking, drinking alcohol or taking drugs; or
- behave in a way which we reasonably believe may anger, upset, offend, intimidate, frighten or injure any passenger or crew member;

we may take any measures we consider reasonably necessary to deal with the situation, including restraining you. You may be removed from the plane and refused a seat on any other flight, and may be prosecuted for offences you committed on the plane.

Recording or photographing our personnel, whether at the airport or onboard the plane, without their consent is strictly prohibited. Only recordings or photographs personal to You may be permitted.

## **11.2 PORTABLE ELECTRONIC DEVICES**

**11.2.1** You can use small, portable electronic devices (weighing less than 1kg) at any time during a flight if 'Flight mode' is switched on. For safety reasons, laptops and larger portable electronic devices must be stowed away (in the overhead lockers or under the seat in front of you) for take-off and landing (including while taxiing to and from the runway), and at any other time requested by the captain.

**11.2.2** Any device that can send or receive calls, text messages or any communication through the internet, and does not have a flight mode, must be switched off for the whole flight.

**11.2.3** Hearing aids and pacemakers can be used throughout the flight..

## **ARTICLE 12 – ADDITIONAL SERVICES**

**12.1** If we promote the services of any third party offering services other than flights (such as rail and coach transfers, hotel or hostel reservations, car rental, parking services or airport fast track services), those services are provided by the third parties and their terms and conditions will apply. We are not responsible for any aspect of their services. In particular we are not responsible for any late or incorrect information, or for a lack of information.

**12.2** If, after selecting and paying for one travel service, you book additional travel services for your trip via our website, you will not benefit from rights applying to packages under Directive (EU) 2015/2302. Therefore, we will not be responsible for the proper performance of those additional travel services. In case of problems please contact the relevant service provider.

However, if you book any additional travel services during the same visit to our website, the travel services may become part of a linked travel arrangement. In that case we have protection in place, in accordance with EU law, to refund your payments to us for services not performed in the unlikely event of our insolvency, and, where necessary, for your repatriation. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

For more information on insolvency protection, [click here](#).

## **12.3**

**12.3.1** If you have received an email from us confirming that the combination of services you have booked constitutes a package, you will benefit from all EU rights applying to the packages and we will be responsible for proper performance.

- 12.3.2** You may transfer your package to another person subject to giving us reasonable notice and subject to paying any fees arising from the transfer, including the Name Change Fee as per our Table of Fees in relation to the flight component.
- 12.3.3** You may cancel your package booking subject to paying a cancellation charge equal to the price of the package, less any cost savings recovered from the third-party travel service provider. You may have the right to cancel your package booking without any charge in the event of unavoidable and extraordinary circumstances occurring at the package destination affecting the performance of the package, in which case you will be entitled to a refund but no other compensation.
- 12.3.4** We reserve the right to make changes to your package. Any minor changes to the package (including a change of flight time of less than 24 hours, a change of carrier, a change of departure or destination airport to another within the same region, a change of accommodation or car hire to another of the same or higher standard) will not entitle you to any compensation.
- 12.3.5** If there is a problem with any component of your package, please first contact the relevant provider of that component, which will be us for the flight component. In the event that a relevant third-party provider does not resolve the problem or there has been a significant deficiency or failure in performance of the package, you must inform us immediately and we will make reasonable alternative arrangements.
- 12.3.6** We have full protection in place for packages to refund your payments and, where necessary, to ensure repatriation, in the unlikely event that we become insolvent. We have taken out insolvency protection with International Protection Limited (IPP) and underwritten by certain syndicates at Lloyd's. Travellers may contact IPP (IPP Claims at InTrust, Postbus 23212, 2001 KE Rotterdam, the Netherlands; +31 1031 20666; [ippclaims@intrust-nl.com](mailto:ippclaims@intrust-nl.com)) or, where applicable, the Commission for Aviation Regulation (3rd Floor, Alexandra House, Earlsfort Terrace, Dublin 2, Ireland; +353 (0)1 6611700; [info@aviationreg.ie](mailto:info@aviationreg.ie)) if services are denied because of our insolvency.
- 12.3.7** We reserve the right to terminate your package booking in the event we are prevented from performing the booking due to unavoidable and extraordinary circumstances, and we notify you of such termination without undue delay.
- 12.3.8** If you are in difficulty, such as if you are unable to return as scheduled in the package due to unavoidable and extraordinary circumstances, we will provide assistance upon request, including providing appropriate information on health services, local authorities and consular services, and assisting you to make distance communications and helping you to find alternative travel arrangements. We may charge a reasonable fee for such assistance if the difficulty is caused by you intentionally or negligently.

**12.3.9** If you have a complaint and we are unable to resolve it, you may refer to the European Commission Online Dispute Resolution (ODR) service. You must include our email address (odr@ryanair.com) in the ODR's trader details field. This email address may only be used for completing the ODR complaint form. Customer queries sent to this email address will not be responded to.

Our liability to you will in any case be limited to a maximum of three times the cost of a Package, except in cases involving personal injury or damage caused intentionally or with negligence. .

## **ARTICLE 13 – ADMINISTRATIVE FORMALITIES**

### ***13.1 GENERAL***

**13.1.1** You are responsible for getting all the travel documents and visas you need for (and keeping to all laws, regulations, orders, demands and travel requirements of) countries you are flying from and to, and catching a connecting flight in. We will not be liable for the consequences of you not getting all the travel documents and visas you need, or not keeping to all relevant laws, regulations, orders, demands and travel requirements.

### ***13.2 TRAVEL DOCUMENTS***

Before you board the plane, you must show all exit, entry, health and other documents required by any law, regulation, order, demand or other requirement of the countries concerned. You must also allow us to make and keep copies of these documents. The Carrier reserves the right to refuse to carry a Passenger who does not comply with applicable legal provisions and requirements, or whose documents do not appear to be correct. Information on travel documents is available in the regulations.

### ***13.3 REFUSING ENTRY***

If the immigration authority of a country does not let you enter the country, you must pay any fines which that country's government or immigration authority charges us. You must also pay the cost of transporting you back to where you flew from or elsewhere.

We will not refund costs relating to any flight you cannot use as a result of you being refused entry. If we pay any costs on your behalf, we will charge them to the credit card or debit card you used to make the booking..

### ***13.4 PASSENGERS RESPONSIBILITY FOR FINES, DEBTS, COSTS AND SO ON***

If we have to pay any fine, penalty or other amount as a result of you failing to meet any laws, regulations, orders, demands or other requirements of a country, or there are outstanding payment(s) due to us in respect of a previous flight or (Flight related services) owing to payment having been dishonoured, denied or recharged against us, you must reimburse us when we ask you to. We may use any amount you have paid us for flights you have not used, or have yet to use, or the value of any gift

voucher, credit voucher and so on we hold for you, towards paying off any amount you owe us. We can also charge any amounts you owe us, including those arising from administrative mistakes, to the credit card or debit card you used to make the booking.

### ***13.5 CUSTOMS INSPECTION***

If necessary, you must be present when your baggage is inspected by customs or any other government or airport authorities. We will not be liable to you for any loss or damage caused during the inspection or through you failing to keep to this condition.

### ***13.6 SECURITY INSPECTION***

You must agree to any security checks required by us or authorised representatives of any government or airport authorities.

### ***13.7 FRAUD***

**13.7.1** Payments must be authorised by the cardholder named in the booking. We can cancel your booking without giving you notice if we have good reason to suspect that you or the cardholder are involved in any kind of fraudulent activity relating to flights operated by any airline in the Ryanair Group. Good reasons for us to suspect fraud include the following:

- You cannot present the card used to make the booking at the airport, if asked to do so.
- You cannot provide the cardholder's contact information for us to carry out security checks.
- The cardholder claims that the booking is fraudulent because they did not authorise the payment.
- You, or the cardholder, have previously been involved in any fraudulent activity.

**13.7.2** We will not accept any claim you make that our suspicion is unjustified or false.

**13.7.3** If we reasonably suspect that you have taken part in any fraudulent activity as set out in clause 13.7.1 above, we may refuse to keep to the contract of carriage for you or your baggage (or both) in line with clause 7.2.

**13.7.4** To comply with new EU regulatory requirements to reduce fraud and increase security of your online payment transactions, from 14 September 2019 you will be required to provide additional payment authentication details at the payment stage to approve your online payment (Strong Customer Authentication). For more information, please contact your card-issuing bank.

## **ARTICLE 14 – LIABILITY FOR DEATH, INJURY, LOSS OR DAMAGE**

**14.1** The liability rules of the Montreal Convention 1999 and EC Regulation 2027/97 (as amended by EC Regulation 889/2002) apply to international travel, as defined in the Convention. There is a summary of those liability rules in our regulations.

**14.2** There are no financial limits to our liability for death or personal injury to any passenger. We must pay claims for up to 128,821 SDRs, per passenger unless we can prove that the death or injury was caused by, or contributed to by, the negligence of the passenger themselves. For claims of more than 128,821 SDR, we may be considered not to be to blame if we can prove that:

- we and our agents took all necessary measures to avoid the death or physical injury; or
- it was impossible for us or them to take the measures necessary to avoid the death or physical injury.

**14.3** After a death we may be liable for, we will, no later than 15 days after the person entitled to compensation appears to have been identified, make an advance payment of at least 16,000 SDR per passenger to meet that person's immediate financial needs. The amount we pay will be based on the extent of the financial difficulties being suffered.

Making an advance payment does not mean that we accept any liability. Also, we may take the advance payment off any compensation we go on to pay. Advance payments made under this clause do not have to be paid back unless:

- we prove that the death or physical injury was caused by, or contributed to by, the relevant passenger's negligence; or
- it is proved that the person who received the advance payment was not the person entitled to compensation; or
- it is proved that the death or physical injury was caused by, or contributed to by, negligence of the person who received the advance payment.

**14.4** Except where clauses 14.2 and 14.3 above say otherwise, the following conditions relating to liability apply:

**14.4.1** Any liability we have for loss, damage, death or physical injury will be reduced, as allowed by any law that applies, if that loss, damage, death or physical injury was caused by, or contributed to by, your negligence.

**14.4.2** We will not be liable for loss of or damage to carry-on baggage unless the loss or damage is caused by our negligence.

- 14.4.3** We will not be liable for any loss or damage arising from things we need to do in order to keep to any law, rule or regulation that applies, or from you failing to keep to any law, rule or regulation that applies.
- 14.4.4** Our liability for loss of or damage to baggage will be limited to 1,288 SDR (or its equivalent) for each piece of baggage that is lost or stolen unless you have made a special declaration of interest in delivery at destination before checking in your baggage and paid the relevant fee (increasing our liability to a maximum of 2,262 SDR).
- 14.4.5** Except where any part of these terms specifically says otherwise, we will only be liable for proven losses and costs as set out in the Montreal Convention 1999.
- 14.4.6** We will not be liable for any loss, damage, death or physical injury caused by your baggage. You will be responsible for such loss, damage, death or personal injury.
- 14.4.7** We are liable for loss of or damage to checked-in luggage only if the event which caused the loss or damage took place on the plane or during any period when the checked-in luggage was in our possession. However, we will not be liable if the loss or damage resulted from the baggage being flawed, faulty, in a poor condition, unsuitable or inappropriate. We will not have any liability for damage to items that article 8 states should not be in checked-in luggage. In the case of carry-on baggage, including personal items, we are liable only if the loss or damage resulted from our fault or that of our employees or agents. See clause 8.10 for items that cannot be carried on a plane.
- 14.4.8** We are not responsible for any illness, injury, death or disability resulting from or relating to your physical condition.
- 14.4.9** These terms also apply to anyone acting on our behalf. The total amount that can be recovered from anyone acting for us will not be more than the amount that could be recovered from us.
- 14.4.10** Nothing in these terms removes any liability we have under the Montreal Convention 1999 or relevant laws, except where these terms say otherwise.

## **ARTICLE 15 – CLAIMS PROCEDURE**

### ***15.1 NOTICE OF CLAIMS***

- 15.1.1** For the purpose of a claim under Article 15.1.2, if checked-in luggage is accepted by the person with the baggage identification tag, and they do not complain at the time, this is evidence (unless there is evidence otherwise) that the baggage was delivered in a good condition and in line with the contract of carriage).



**15.1.2** If you want to make a claim relating to loss of or damage to your checked-in luggage, or delayed baggage, you must write to us as soon as possible.

- For loss or damage, you must write to us within seven days of getting your baggage.
- For delayed baggage, you must write to us within twenty-one days of the date it was possible for you to get the baggage.

## ***15.2 COMPENSATION CLAIMS UNDER EU REGULATION 261/2004***

**15.2.1** This clause 15.2 applies to claims for compensation under EU Regulation 261/2004.

**15.2.2** Passengers must submit claims directly to us and allow us 14 days or such time as prescribed by applicable law (whichever is the lesser) to respond directly to them before engaging third parties to claim on their behalf. Claims may be submitted here. If we fail to respond within the time prescribed, or passengers are unhappy with our response, passengers may engage third parties to claim / receive payment on their behalf..

**15.2.3** In order to protect its customers and maintain a good relationship with them, in cases where the passenger has not complied with clause 15.2.2, we will only process claims submitted by a third party if the claim includes the passenger's contact and payment details to enable us to make payment directly to the passenger.

**15.2.4** Clauses 15.2.2 and 15.2.3 above will not apply to passengers who do not have the capacity to submit claims themselves. The legal guardian of a passenger who lacks capacity may submit a claim to us and receive the payment on the passenger's behalf.

**15.2.5** A passenger may submit a claim to us and receive the payment on behalf of other passengers on the same booking. We may require evidence that the Passenger has the consent of other passengers on the booking to submit a claim and receive the payment on the other passengers' behalf.

**15.2.6** In any event, save for clauses 15.2.3, 15.2.4 and 15.2.5, we will not process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.

**15.2.7** Passengers are not prohibited by this clause from consulting legal or other third party advisers before submitting their claim directly to us.

**15.2.8** In accordance with our procedures, and subject to clauses 15.2.2, 15.2.4 and 15.2.5 any payment will be made to the bank account of a passenger on the booking. We may request evidence that the bank account is held by the passenger concerned.

**15.2.9** Article 15.4 shall not apply regarding any compensation claim under EU Regulation 161/2004 where you are in compliance with clauses 15.2.1 – 15.2.7 of these General terms and conditions of carriage.

### ***15.3 ALTERNATIVE DISPUTE RESOLUTION***

**15.3.1** Passengers dissatisfied with the final decision made by our customer service team can contact the Passenger Ombudsman. The proceedings conducted by the Passenger Rights Ombudsman are aimed at amicable resolution of consumer disputes. The Passenger Rights Ombudsman does not charge a fee for conducting ADR proceedings. The Passenger Rights Ombudsman can be contacted by sending an application to the following address: Civil Aviation Office, Passenger Rights Ombudsman, Marcina Flisa 2, 02-247 Warsaw or using the interactive form available at: <https://pasazerlotniczy.ulc.gov.pl/zloz-wniosek>. More information on the proceedings before the Passenger Ombudsman and the available means of communication can be found at: <https://pasazerlotniczy.ulc.gov.pl/>.

**15.3.2** Complaints can also be addressed through the European Online Dispute Resolution (ODR) platform. When providing our data as a seller, please indicate the e-mail address: [odr@ryanair.com](mailto:odr@ryanair.com). This email address is only for filling out the ODR form. Passengers should not use this email address to contact us. We will not respond to any inquiries or complaints sent to this email address.

### ***15.4 ASSIGNMENT***

**15.4.1** The assignment of any right to compensation, damages or refund shall only be valid where the right is assigned to:

**15.4.2** natural persons that are registered in your flight booking as additional passengers and/or,

**15.4.3** if you are a member of a travel group, to other passengers of this travel group and/or,

**15.4.4** where the customer is a minor or otherwise not legally competent, to their guardians.

**15.4.5** In all other cases the assignment of any right to compensation, damages or refund against us to third parties shall be invalid. This prohibition of assignment does not apply where assignment or subrogation of the claim is required by law.

### ***15.5***

Intentionally left blank.

### ***15.6 EXCHANGE RATE***

If you are claiming compensation (either direct through us or through the courts) under the applicable Passenger Rights Regulations in a currency other than euro, you must use the exchange rate that applied on the scheduled departure date of the flight the claim relates to. That date is shown on the website

at [www.xe.com](http://www.xe.com). If you use a different exchange rate, we will still use the appropriate rate on the website at [www.xe.com](http://www.xe.com).

#### **ARTICLE 16 – CARRIER’S REGULATIONS**

Carriage of you and your Baggage is also provided in accordance with our Regulations which are binding upon you. These Regulations concern our fees, air carrier liability for passengers and their baggage, travel documentation, checked and cabin baggage (including the carriage of sports equipment and/or musical instruments), the carriage of children, infants and young persons, reduced mobility, blind/vision impaired passengers, pregnant or sick passengers, carriage of assistance animals, flight and name changes, priority boarding, ATOL information, and air carrier information. ([click here for Regulations](#)).

#### **ARTICLE 17 – POINT-TO-POINT AIRLINES**

Buzz is ‘point-to-point’ airline. We can offer only one connecting flight (for example, travelling from A to C, with a connecting flight at B) in your booking. We do not transfer passengers or baggage to other flights, whether or not they are operated by us, unless your booking includes a connecting flight.

#### **ARTICLE 18 – FORMS OF PAYMENT**

**18.1** In the interests of public health and hygiene, in light of the risks associated with cash handling highlighted by the Covid-19 crisis, we only accept credit and debit card payments for fares, taxes, fees, charges, ancillary services and inflight purchases.

**18.2** You may have to pay a fee, depending on how you make a payment and where the payment service provider (for example, the bank or credit-card provider) is located. The fee will be a cost-related percentage of the total transaction value. You can get more information on the fee from the Useful Info section of our website. The fee will be added to the total price of the booking.

**18.3** At the moment we can only accept payments made by Apple Card through our mobile app.

**18.4** If you pay for your flights with a form of payment that is in a currency other than the currency of the country the flight is departing from, you will be charged in the currency that form of payment is billed in, after we have applied a conversion rate. You can check the actual amount you will have to pay in that currency before you authorise the payment. If you are paying with a card issued in Greece or Spain, your payment will be processed in that country. Otherwise, your payment will be processed in the Republic of Ireland.

#### **ARTICLE 19 – INTERPRETATION**

The title of each Article of these General terms and conditions of carriage is for convenience only and is not to be used for interpretation of the text.

## **BUZZ REGULATIONS ON SPECIFIC ISSUES**

### ***1. AIR CARRIER LIABILITY FOR PASSENGERS AND THEIR BAGGAGE***

The information in this regulation summarises the liability rules which all community air carriers (airlines that are based in the EU, EEA or Switzerland) must follow under EU laws and regulations, and the Montreal Convention 1999..

Selected provisions of these Regulations, including the method of booking, the method of check-in, baggage allowances, airport check0in fee, refund policy, changes of date, direction, fare (Regular, Plus, Flexi Plus and Family Plus) and discounts, do not apply to Passengers who purchased a ticket through a tour operator. The above issues are determined by the agreement between the Passenger and the tour operator.

#### ***1.1 COMPENSATION IN THE EVENT OF DEATH OR PERSONAL INJURY***

There are no financial limits to the compensation we may have to pay for the death of or injury to a passenger. We must pay claims for compensation of up to 128,821 SDR. We can dispute claims for compensation of 128,821 SDR or more if we can prove that we were not negligent or otherwise at fault..

#### ***1.2 ADVANCE PAYMENTS***

If a passenger is killed or injured, we must make an advance payment to cover immediate financial needs of the person entitled to compensation. We must make the payment within 15 days from the date the person who is legally entitled to compensation is confirmed. An advance payment resulting from a passenger's death must be at least 16,000 SDR..

#### ***1.3 PASSENGER DELAYS***

In the case of passenger delays, we are liable for loss, damage, death or personal injury unless:

- we took all reasonable measures to avoid the loss, damage, death or personal injury; or
- it was impossible for us to take the measures necessary to avoid the loss, damage, death or personal injury.

Our liability for passenger delay is limited to 4,694 SDR..

#### ***1.4 BAGGAGE DELAYS***

In the case of baggage delays, we are liable unless:

- we took all reasonable measures to avoid the delay; or
- it was impossible for us to take the measures necessary to avoid the delay.

The liability for baggage delay is limited to 1,288 SDR..

#### ***1.5 LOSS OF OR DAMAGE TO BAGGAGE***

We are liable, up to a limit of 1,288 SDR, for the destruction of, loss of or damage to baggage. In the case of checked-in luggage, we are liable even if we were not at fault, unless the luggage was faulty or unsuitable. In the case of carry-on baggage, we will only be liable if we were at fault.

### ***1.6 TIME LIMITS FOR CLAIMS FOR DELAYED, LOST OR DAMAGED BAGGAGE***

When you report delayed, lost or damaged baggage at the airport, this is not a claim for compensation. You must make a claim direct to us within the time limits shown below, which are set by the Montreal Convention 1999.

- You must report damaged baggage at the airport straight away and make your claim to us within seven days from then;
- You must report lost baggage at the airport straight away and make your claim direct to us within 21 days from the date the baggage was placed at your disposal.

### ***1.7 HIGHER LIMITS FOR BAGGAGE***

Under the Montreal Convention 1999, OUR liability for lost, delayed or damaged baggage is limited to 1,288 SDRs (approximately €1,600) for each piece of luggage. You can increase our liability for checked-in luggage at the ticket desk by making a special declaration of interest in delivery at destination before checking in your baggage and paying a fee of €50/£50 (or the equivalent in your local currency), plus VAT for domestic flights. You must pay the fee for each passenger per one-way flight. This fee raises our limit of liability for checked-in luggage to 2,262 SDR (approximately €2600).

### ***1.8 LIABILITY OF DIFFERENT CARRIERS***

If the air carrier you flew with is not the same as the air carrier shown on your ticket, you can claim compensation from either airline..

### ***1.9 TIME LIMITS FOR CLAIMS***

You must make any claim within two years from the date the plane arrived at the relevant airport, or the date the plane should have arrived at the airport.

### ***1.10 BASIS OF THE INFORMATION ABOVE***

The rules above are based on the Montreal Convention 1999.

## ***2. TRAVEL DOCUMENTS – PHOTO ID***

It is each passenger's responsibility to carry photo ID which meets the requirements of Ryanair, immigration and other authorities. You must pay any amounts we are charged as a result of a passenger in your party not carrying the necessary photo ID. Before travelling, please always check the requirements of the country of destination.

## **2.1 INTERNATIONAL FLIGHTS**

### **2.1.1 Photo ID accepted**

- A valid passport (Note: all non-EU passport holders, travelling into a Schengen member country\* are obliged to ensure that their passport is valid for at least 3 months from the date of their departure from the Schengen member country. This requirement does not apply to holders of a Schengen issued residence permit or long-term visas).
  - For travel outside the EEA (European Economic Area), the passport must be valid for the period of the intended stay except for the below countries:
  - For travel to Jordan, the passport must be valid for at least six months beyond the period of intended stay (for holders of Italian passport, three months beyond the period of intended stay);
  - For travel to Turkey, the passport must be valid for at least 150 days from the arrival date;
  - For travel to Montenegro, the passport must be valid for at least 3 months beyond the period of intended stay;
  - For travel to Bosnia and Herzegovina, the passport must be valid for at least 3 months beyond the period of intended stay;
  - For travel to Egypt, the passport must be valid for at least six months from the arrival date.
  - **UK passport holders** travelling into a Schengen\*/EU member country (excluding Ireland) as of 1st January 2021 must make sure that their passport:
    - is valid for at least three months from the date they will leave the Schengen member country unless the person has a Schengen-issued residence permit or long-term visa.
    - was issued within the previous 10 years upon the date of arrival unless the person holds a Schengen-issued residence permit or long-term visa, in which case no specific passport validity requirements apply.
  - From 1st October 2021, nationals of the EEA/EU or Switzerland **travelling to the UK** must be in possession of a valid passport, as National ID cards issued by the EEA/EU and Switzerland are no longer acceptable to enter the UK (unless you hold a form of residence status in the UK). For more information, please visit the UK Government's official website via the link below: <https://www.gov.uk/guidance/passport-rules-for-travel-to-europe>
- A valid National Identity Card issued by the government of a EU or EEA country, or Switzerland\*\*.

- The following countries accept national identity cards issued by the Government of an EEA Country:
  - Bosnia and Herzegovina, Serbia, and Montenegro;
  - Egypt, if ID card issued by Belgium, France, Germany, Italy, Portugal;
  - Turkey, if ID card issued by Belgium, Bulgaria, France, Germany, Greece, Hungary, Italy, Lichtenstein, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Spain, Switzerland;
  - Georgia (except ID cards issued by Denmark and Norway)
- An Irish Passport Card (only for Irish citizens travelling within the EU, the EEA, and the UK).
- A valid Greek National Police identity card (only for travelling within the EU).
- A valid UN Refugee Convention Travel Document – (issued under Article 28(1) of the 1951 UN Convention, by a Government in place of a valid passport).
- A valid Convention Travel Document – (issued under Article 27 of the 1954 UN Convention for Stateless Persons, by a contracting state in place of a valid passport).
- A valid collective passport issued by an EU/EEA country.

The country of destination may also require a valid VISA in addition to a valid photo ID. Please check VISA requirements with the local embassy or consulate.

### *2.1.2 Special requirements for minors under the age of 18*

Any children included in the parent's passport must have their own visa (if required) and must be travelling with the adult named in the visa.

Some countries' immigration departments may require additional documentation for children aged below 18 years, who are travelling abroad and unaccompanied. Please, check with the Consulate or Embassy of the country they are planning to visit and/or via the IATA Travel Centre, requirements and the extra documentation that minors may need.

Some non-exhaustive examples of accepted documents are as follows:

- A valid 'Kinderreisepass': travel document issued to children under 16 by the German Government.
- French residents under the age of 18 who are travelling without a parent or guardian must show a completed AST (Autorisation de sortie du territoire), and the documents specified in the AST.

- Italian citizens under the age of 14 who are travelling with the new-style ID card ‘Carta d’identità’ and with one or both parents can travel on EU and Schengen\* flights without any other documents if the parent’s or guardian’s name is mentioned in the ID card. Otherwise, the parent or legal guardian must carry the child’s birth certificate or family status certificate. If the child under 14 is travelling with the new-style ID card, with a person who is not their parent or legal guardian, the child must have a “dichiarazione di accompagnamento” signed by both parents or the legal guardian and stamped by the passport authority.
- Portuguese residents under 18 who are flying between Portugal and a non-Schengen member state\*, and are not with a parent or legal guardian, need a travel authorisation. This must be signed by both parents or a legal guardian. If the parents or legal guardian live in Portugal, the signatures (or signature) must be notarised (signed by a person who has legally certified parental responsibility and to confirm that the signatures are authentic). If the parents or legal guardian do not live in Portugal, the signatures (or signature) must be confirmed as authentic by a Portuguese embassy or consulate in the country where they live. This travel authorisation is also needed when minors are accompanied by someone who is not a parent or legal guardian. In this case the travel authorisation must also clearly show the name of the person. Foreign minors under 18 years and travelling alone may be refused entry if they do not have anyone in Portugal taking responsibility for their stay.
- Spanish resident children under the age of 18 who are travelling without their parents/legal guardians must have a form (collected from their local police station or other appointed Spanish authority) of written authorisation to travel from their parents. This form will need to be presented at the passport control. In the case of foreign minors residing in Spain, their legal representatives must complete appropriate documentation in accordance with their national legislation before the competent consular authorities.

## **2.2 DOMESTIC FLIGHTS – ACCEPTED DOCUMENTS**

<b>COUNTRY</b>	<b>ADULTS</b>	<b>MINORS</b>
<b>FRANCE</b>	<u>Aged 18 or over</u> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid National Identity card **</li> <li>○ Any valid driving licence with a photo</li> <li>○ Valid residence permit</li> <li>○ Carte Vitale with photo</li> </ul>	<u>Aged under 13</u> <ul style="list-style-type: none"> <li>○ No photo ID is needed if travelling with an adult</li> </ul> <u>Aged 13 to 18</u> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid National Identity Card **</li> </ul>



		<ul style="list-style-type: none"> <li>○ Valid residence permit</li> <li>○ Carte Vitale with photo</li> </ul>
<b>GREECE</b>	<u>Aged 12 or over</u> <ul style="list-style-type: none"> <li>○ National identity card (valid or expired) **</li> <li>○ Greek Police ID card</li> <li>○ Valid passport</li> <li>○ Any valid driving licence with a photo</li> <li>○ An official document with a photo which has the relevant authority's stamp on all or part of it</li> </ul>	<u>Aged under 12</u> <ul style="list-style-type: none"> <li>○ National identity card (valid or expired) **</li> <li>○ Valid passport</li> <li>○ Confirmation of identity from a Citizen Service Centre or the police</li> </ul>
<b>ITALY</b>	<u>Aged 15 or over</u> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card **</li> <li>○ Any valid driving licence with a photo</li> <li>○ Nautical licence</li> <li>○ Pension card or book</li> <li>○ Heating installation licence</li> <li>○ Firearm licence</li> <li>○ ID card or badge with a photo, issued and stamped by the Italian Government</li> <li>○ Identity card issued to civil servants and soldiers</li> <li>○ AT or BT card</li> </ul>	<u>Aged under 15</u> <ul style="list-style-type: none"> <li>○ Birth or citizen certificate with a photo confirmed as true by the police</li> <li>○ Valid passport</li> <li>○ Valid national identity card **</li> </ul> <u>EU citizens and Schengen citizens (see the list below this table*) aged under 15</u> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card **</li> </ul>
<b>SPAIN</b>	<u>Spanish citizens aged 15 or over</u> <ul style="list-style-type: none"> <li>○ Passport (valid or expired)</li> <li>○ National identity card (valid or expired)**</li> <li>○ Valid Spanish driving licence</li> </ul>	<u>ged under 15</u> <ul style="list-style-type: none"> <li>○ No photo ID is needed</li> </ul> <u>Spanish citizens aged 16, 17 or 18 travelling without an adult aged 18 or over</u> <ul style="list-style-type: none"> <li>○ Valid passport or national identity card</li> </ul>

	<p><u>Citizens of the EU, a Schengen country* or Andorra, aged 15 or over</u></p> <ul style="list-style-type: none"> <li>○ Passport (valid or expired)</li> <li>○ National identity card (valid or expired)**</li> <li>○ Valid Spanish residence permit</li> <li>○ Valid residence permit issued by a Schengen country* or Andorra</li> <li>○ Valid Spanish driving licence</li> </ul> <p><u>Third country citizens aged 15 or over</u></p> <ul style="list-style-type: none"> <li>○ Valid passport or travel document</li> <li>○ Valid Spanish residence permit</li> <li>○ Valid residence permit issued by a Schengen country*</li> <li>○ Valid Spanish driving licence</li> </ul>	<p><u>Citizens of the EU, a Schengen country (see the list below this table*) or Andorra, aged under 15</u></p> <ul style="list-style-type: none"> <li>○ Passport (valid or expired)</li> <li>○ National identity card (valid or expired)**</li> <li>○ Valid Spanish residence permit</li> <li>○ Valid residence permit issued by a Schengen country*</li> </ul> <p><u>Third country citizens</u></p> <ul style="list-style-type: none"> <li>○ Valid passport or travel document</li> <li>○ Valid Spanish residence permit</li> <li>○ Valid residence permit issued by a Schengen country*</li> </ul>
<b>SWEDEN</b>	<p><u>Aged 18 or over</u></p> <ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>	<p><u>Aged under 18</u></p> <ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>
<b>UK</b>	<p><u>Aged 16 or over</u></p> <ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>	<p><u>Aged under the age of 16 (travelling with an adult aged 16 or over)</u></p> <ul style="list-style-type: none"> <li>○ No photo ID is needed</li> </ul>
<b>POLAND</b>	<p><u>Aged 18 or over</u></p> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card**</li> <li>○ Any valid driving licence with a photo</li> </ul>	<p><u>Aged under 18</u></p> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card**</li> <li>○ School ID</li> </ul>
<b>PORTUGAL</b>	<p><u>Aged 18 or over</u></p> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card**</li> <li>○ Any valid driving licence with a photo</li> </ul>	<p><u>Aged under 18</u></p> <ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card**</li> </ul>

<b>GERMANY</b>	<u>Aged 18 or over</u>	<u>Aged under 18</u>
	<ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>	<ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>
<b>ROMANIA</b>	<u>Aged 18 or over</u>	<u>Aged under 14 and travelling with an adult aged 18 or over</u>
	<ul style="list-style-type: none"> <li>○ Any photo ID which matches the passenger's name in the booking</li> </ul>	<ul style="list-style-type: none"> <li>○ Birth certificate</li> <li>○ Between 14-18 years of age: ID card</li> </ul>
<b>IRELAND</b>	<u>Aged 18 or over</u>	<u>Aged under 18</u>
	<ul style="list-style-type: none"> <li>○ Valid passport</li> <li>○ Valid national identity card</li> <li>○ Any type of photo ID</li> </ul>	<ul style="list-style-type: none"> <li>○ Any photo ID</li> <li>○ Birth certificate</li> </ul>

#### **National identity card issuing countries**

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Netherlands, Malta, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

#### **Schengen countries**

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland

#### **Third countries**

Any countries outside of the EU/EEA – (including UK as of 1st January 2021).

### **3. BAGGAGE ALLOWANCES**

#### **3.1 CARRY-ON BAGGAGE**

In the case of Passengers who have purchased a ticket through a tour operator, the following issues are determined by an agreement between the Passenger and the tour operator. Regardless of the contract, the number of hand luggage may not exceed 2 pieces per Passenger.

Each passenger can take one small item of carry-on baggage (up to 40cm x 20cm x 25cm) on the plane with them. Our small bag sizers measure 42cm x 20cm x 30cm.

There is no carry-on baggage allowance for children under two who do not have their own seat reserved and will travel on an adult's knee. However, the adult can carry a baby bag weighing up to 5kg as well as their own carry-on baggage.

### **3.2 PRIORITY & 2 CABIN BAGS AND 10KG CHECK-IN BAG**

Passengers who have booked Priority & 2 Cabin Bags (including those with a Regular or Flexi Plus ticket, and those who purchased a Plus ticket prior to 11 December 2019) can take a small carry-on bag (up to 40cm x 20cm x 25cm) and a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane with them, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

You can choose and pay for Priority & 2 Cabin Bags when you make your booking, or through the Ryanair app up to 40 minutes before the scheduled departure time.

The current fee for Priority Boarding can be found in the [Table of Fees](#).

If you book a 10kg Check-in Bag (with maximum dimensions of 55cm x 40cm x 20cm), you can take your small carry-on bag on the plane with you, but must check the large item of baggage in at the bag-drop desk before you go through security. The terms and regulations relating to checked-in luggage will then apply to that item of baggage.

The current fee for 10kg Check-in Baggage can be found in our [Table of Fees](#).

After you have made your booking, you can add 10kg Check-in Bag to your reservation through the 'Manage my bookings' section of our website up to 2 hours before the flight's scheduled departure time, or through the app up to 40 minutes before the scheduled departure time.

Non-priority customers who have not added a bag to their booking can still purchase a 10kg Check-in Bag at the airport bag drop desk or at the boarding gate for €/£45.99. In this case, take any valuables out of the baggage.

If your carry-on baggage is too large it will not be allowed through the boarding gate. In this case it will be placed in the plane's hold and you will have to pay a fee of €/£69.99 (plus VAT on domestic flights).

If you are not sure whether your carry-on baggage is too big, check at the bag-drop desk before you go through security.

### **3.3 CHECKED-IN BAGGAGE ALLOWANCE**

In the case of Passengers who have purchased a ticket through a tour operator, the following issues are determined by an agreement between the Passenger and the tour operator. Regardless of the contract, the number of checked baggage may not exceed 3 pieces per Passenger.

Each passenger can check in up to three items of luggage, each weighing up to 20kg, if you:

- choose a checked-in baggage allowance of 20kg for each item of luggage to be checked in; and
- pay the 20kg check-in bag fee for each item of checked-in luggage;

when you make your booking.

The fee has to be paid for each one-way flight (outbound and return).

After you have made your booking, you can add checked-in luggage to your reservation, through the My Bookings section of our website, up to two hours before the flight's scheduled departure time.

The fees for checked-in luggage are higher through a Ryanair call centre or at the airport, at peak travel periods such as Christmas, Easter and the summer, and on certain routes. The fees you have to pay are the ones that apply at the time.

The current fee for a 20kg baggage allowance is given in our Table of fees.

### ***3.4 GENERAL RULES FOR CHECKED-IN LUGGAGE***

You can share any checked-in baggage allowance you have paid for with a baggage being checked in, at the same time, by other passengers included in your booking.

If an item of baggage weighs more than your checked-in baggage allowance, you will have to pay an excess-baggage fee. This is currently €11/£11 (or the equivalent in the local currency) for each kilogram over the allowance.

At airports with self-service kiosks, you must have paid any fees for checked-in baggage and excess baggage, as handed over your checked-in luggage at a bag-drop desk at least 40 minutes before the scheduled departure time for your flight.

### ***3.5 EXPRESS BAG DROP***

If you purchase checked luggage with a standard fare or as part of a fare bundle, you may avail of Express Bag Drop for a fee of €5 (see Table of Fees). Express Bag Drop will allow you to skip the queue at the standard bag drop desk and drop your bag at the Flexi Plus desk instead.

Express Bag Drop must be purchased for all check-in bags on the booking. You may not purchase it for selected check-in bags.

It is available on selected routes only and may be purchased on the website during booking flow.

Express Bag Drop is not available to bookings with Erasmus discount.

Express Bag Drop is not available to bookings with connecting flights.

Express Bag Drop is not available on Spanish subsidised tickets.

### ***3.6 PUSHCHAIRS ETC.***

You can check in one fully collapsible pushchair (including double pushchairs), travel system or baby sling per child, plus one car seat, booster seat or travel cot, free of charge. You can book online to check in other items of equipment for babies and toddlers (with a maximum weight of 20kg per item). The fee for this is €15/£15 per piece per one-way flight (outbound and return).

### ***3.7 SPORTING EQUIPMENT AND MUSICAL INSTRUMENTS***

Sporting equipment (including large fishing rods, golf clubs, bikes, scooters, fencing equipment, pole vaults, javelins, surfboards, bodyboards, snowboards and skis) and large musical instruments (including harps, double bass and drums) are unsuitable for being carried in the cabin on our flights. However, for a fee, these items, each weighing up to 20kg, can be carried in the hold (though not part of your checked-in baggage allowance).

Note: bicycles carried in the hold must be in a protective box or protective bike bag. We cannot carry electric bicycles on our flights.

If any sporting equipment or musical instrument weighs more than 20kg, you will have to pay an excess-baggage fee.

Smaller musical items (such as guitars, violins or violas) larger than 40cm x 20cm x 25cm can be carried in the cabin on a seat you have reserved and paid the appropriate fare for. You do not get extra baggage (carry-on or checked-in) for the extra seat.

To book an extra seat for an item, for the passenger's name type in 'ITEM SEAT' as the surname and 'EXTRA' as the first name. 'EXTRA ITEM SEAT' will then be shown in your booking and on the online boarding pass. When checking in online, for the extra seat you must enter the details of your travel document. If you have booked an extra seat for an item or your comfort, you cannot reserve a seat in emergency rows 1, 16 and 17.

### **3.8**

For health and safety reasons, items weighing more than 32kg or with dimensions of more than 81cm x 119cm x 119cm cannot be taken on the plane or carried in the hold. This weight limit does not apply to mobility equipment.

We are not liable for any loss of or damage to items as a result of any flaw or fault in, or the poor condition of, the baggage. We will also have no liability for fragile items, perishable items or items that are packed in an unsuitable way.

You must keep to Article 8 of these General terms and conditions of carriage, which relate to baggage.

## **4. BABIES, CHILDREN AND FAMILY BOOKINGS**

### **4.1 UNACCOMPANIED CHILDREN**

We do not carry unaccompanied children under 16. We cannot provide an escort or special facilities.

If you want a child passenger to travel with an adult (aged 16 or over) who is already booked on a flight, you must make a new reservation for the child (as if they were an adult) and then link it to the existing reservation. You can only link reservations by contacting us on live chat or calling the call centre. You cannot link bookings at the airport. [Click here](#) for further details on how to contact us.

You can link bookings up to four hours before the scheduled departure time. Linking the bookings is free if the existing booking was made less than 24 hours beforehand. After 24 hours you would need to pay a booking fee (€30/£ 30).

Children you made a separate reservation for cannot check in online and must check in at the airport desk while you (or another adult travelling on the linked booking) are present.

If you do not follow the above procedure for linking bookings, the child will not be able to get on the plane.

#### **4.2. BABIES**

We do not carry babies less than eight days old. For safety reasons, babies (aged 8 days to 23 months):

- must sit on an adult's lap using an infant seat belt provided by the cabin crew; or
- can travel in their own seat in an approved forward-facing car seat or using an Amsafe CARES child restraint (if they are 12 months or older).

To book a seat for the baby, phone a call centre or have a live chat with an agent online. A full fare has to be paid for a seat for a baby. [Click here](#) for further details on how to contact us.

The infant fee for each baby travelling on an adult's lap is €/\$25 (or the equivalent in the local currency) for each one-way flight.

There must be at least one adult for each baby in your booking.

For each baby in your booking, you can take a baby bag weighing up to 5kg (as well as your own carry-on baggage) on the plane.

#### **4.3. RESERVED SEATS FOR FAMILY BOOKINGS**

If your booking includes a child (or children) aged over 23 months but under 12, you must pay to reserve a seat. The child (or children) in the booking will get a free reserved seat with you. A maximum of four children for every one adult on the booking will get a free reserved seat. No other adults or teenagers in the booking need to reserve a seat, but they can choose to if they want to be sure of sitting with the children.

The price for reserving your seat in rows 18 to 33 starts at €4/£4. If you reserve a seat in a different row, you will be charged the difference in price for your seat. Children will be charged the full price of these seats.

If, due to high demand, seats in rows 18 to 33 are not available for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 11 to 15 for the difference in price, or try different travel dates. The child's reserved seat will still be free.

If there are not enough seats in rows 11-15 for everyone in your booking, all adults who need to reserve a seat to travel with a child can reserve a seat in rows 6 to 10 for the difference in price.

If, on the flight you want, there are not enough seats available for everyone in your booking to sit together, you can choose a different flight.

## **5. REGULAR, PLUS, FAMILY PLUS AND FLEXI PLUS FARES**

### **5.1 REGULAR FARE**

From 11 December 2019, Regular fares are available on all flights and must be paid for all passengers and flights in your booking.

Regular fares are only available when you make your booking online and may not be purchased through call centres/airports. Also, you cannot upgrade to Plus or Flexi Plus at a later stage.

All Regular fares are non-refundable, except where clause 4.2, 10.2, 10.3, or 10.4 of our General terms and conditions of carriage apply.

The following services are included in Regular fares:

- A reserved standard seat
- Priority and 2 cabin bags

Regular fares are not available to booking with Erasmus discount.

### **5.2 PLUS**

From 11 December 2019 Plus fares are available on all flights and must be paid for all passengers and flights in your booking.

Plus fares are only available when you make your booking. Also, you cannot upgrade to Flexi Plus at a later stage.

All Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3, or 10.4 of our General terms and conditions of carriage apply.

The following services are included in Plus fares:

- One small bag
- One 20kg item of checked-in luggage
- A reserved standard seat



- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.

Plus fares are not available to booking with Erasmus discount.

Plus fares will not be available to bookings with connecting flights.

### **5.3 FAMILY PLUS**

Family Plus fares are available on all flights for bookings up to six passengers with at least one child or teen.

You can upgrade to Family Plus after you have made your booking up to two hours before the scheduled departure.

Family Plus fares are available after you have made your booking only if you have not yet purchased at least two products of the bundle.

All Family Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our General terms and conditions of carriage apply.

The following services are included in Family Plus fares:

- Two 20kg item of checked-in baggage
- A reserved standard seat for €4 for all adults and teens on the booking who are not required to reserve a seat.
- One 10kg check-in bag for any passenger on the booking

Family Plus fares are not available on Spanish subsidised routes.

### **5.4 FLEXI PLUS**

Flexi Plus services are available on all flights and must be chosen for all passengers and flights in a booking. You can only buy these fares at the time you make your booking.

All Flexi Plus fares are non-refundable, except where clause 4.2, 10.2, 10.3 or 10.4 of our General terms and conditions of carriage apply.

The following services are included in Flexi Plus Fares:

- Free check-in at the airport. Free airport check-in will only be available for those passengers who have booked Flexi Plus via the official Ryanair website or App. Bookings made through online travel agents are expressly excluded from this service.
- Any reserved seat

- Priority and 2 cabin bags
- Flexibility on changes to tickets
- Fast-track security service at the following airports:

London Stansted, Brussels Charleroi, Milan Bergamo, Barcelona, Malaga, Birmingham, Manchester, East Midlands, Glasgow, Edinburgh, Frankfurt Hahn, Hamburg, Stuttgart, Eindhoven, Brussels (Zaventem), Stockholm (Skavsta), Budapest, Warsaw Modlin, Liverpool John Lennon, London Gatwick, Rome Ciampino, Rome Fiumicino, Cologne/Boon and Athens.

#### *Flexi plus – changing your booked flights or route*

With a Flexi Plus fare, you can change your booked flight on the day of travel, free of charge, to a flight on the same route as your original flight (if a seat is available). If you change your booked flight on the day of travel to a flight on a different route you will not have to pay a flight-change fee, but you must pay any difference in the fare. If you are changing to a later flight, you can make the change up to one hour before the departure time of the original flight. If you are changing to an earlier flight, you can make the change:

- Up to 40 minutes before the new flight if you make the change at the airport ticket desk; or
- Up to one hour before the new flight if you make the change through a contact centre.

#### Changing your booked flight or route before the day of travel

If you change to a flight departing one day or more before or after the original flight, you will not have to pay a flight-change fee, but you must pay any difference in the fare. You can make the change up to one hour before the departure time of the original flight. If you are changing to an earlier flight, you can make the change:

- up to 40 minutes before the new flight if you make the change at the airport ticket desk; or
- up to one hour before the new flight if you make the change through a contact centre.

If you have already checked in online for the original flight, you will need to contact us to uncheck that flight before you can make the change. With a Flexi Plus ticket you can check in at the airport free of charge.

You can change the route of all flights in a booking online through My bookings section. However, once you have taken the outbound flight, you can only change the route of the return flight at an airport ticket desk or through a call centre. You can only change the route between the same departure country and destination country.

When you change a flight, the services included in Flexi Plus are transferred to the new flight (if those services are available for that flight). If a service cannot be transferred, you will not get a refund of any part of the Flexi Plus fare.

*Flexi plus – name changes*

Regulation 13 still applies to name changes, and you will need to pay the appropriate fee.

## **6. PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY**

### *6.1 (Notice under EC regulation 1107/2006: Carriage of Disabled Persons and Persons with Reduced Mobility)*

We are committed to making it possible for people with disabilities, or those with reduced mobility (that is, difficulty getting on or off the plane, into or out of a seat, or moving around the cabin), to take our flights. There may be limitations due to safety regulations and circumstances such as the type of plane, the layout of the cabin, the total weight or number of passengers the plane can carry, the number of passengers crew members could manage to help in an emergency evacuation, and any other matters relating to emergency procedures. In exceptional cases, you may not be allowed to board the plane if this would put the plane, other customers, the crew or yourself at risk. Our special assistance team, will assess your particular situation to try to meet your needs as best as possible and will tell you about any limitations that may apply.

### *6.2 Seating restrictions for certain categories of passenger*

In line with regulatory requirements (CAT.OP.MPA.155), cabin crew must make sure that access to emergency equipment, and escape routes, must not be obstructed. This may mean that you may not be allowed to sit on, or may be moved from, certain seats.

For safety reasons, if you need a type of special assistance listed in 6.3 below, you must have a seat next to a window (unless someone you are travelling with is in the window seat or the number of passengers on the plane allows for an empty seat between you and the window).

If you have limited mobility in the cabin, are on oxygen because of a medical condition, or will be using an Amsafe restraint, Crelling harness, GoTo seat, Burnett Body Support or Meru chair, you and one person you are travelling with can be allocated suitable seats, free of charge, if you call or email the Special Assistance Team. You cannot be allocated a seat for free next to an emergency exit or in a priority or extra-legroom seat.

If you arrange a suitable seat through the Special Assistance Team, you will be taken to your seat after the other passengers have boarded the plane.

The minimum distance between our seat rows, measured from the back of one seat to the back of the seat in front, is 73.66cm (29 inches). The minimum seat width between the armrests is 39.37cm (15.5 inches). The minimum size of our plane doors is 76.2cm x 165.1cm (30 x 65 inches). If the size of our seats or plane doors are unsuitable as they do not meet your needs, we will not let you board the plane.

### *6.3 Types of special assistance needed*

For passengers travelling with guide dogs or assistance dogs

- Assistance type BDGR

Passenger who is travelling with a guide dog or assistance dog and who needs:

- someone to walk with them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from cabin crew.

- Assistance type PETC

Passenger who is travelling with a guide dog or assistance dog but does not need help through the airport.

For passengers with limited or no mobility in the cabin

- Assistance type WCHC

Passenger who needs help through the airport (departure and arrival), getting on and off the plane, and getting into and out of their seat on the plane.

- Assistance type WCHS

Passenger who needs help through the airport (departure and arrival), and up and down the steps to the plane.

For passengers with learning disabilities

- Assistance type DPNA

Self-reliant passenger (see regulation 7.1) with a learning disability who:

- can understand and respond to safety instructions; and
- needs help through the airport (departure and arrival) to the boarding gate.

For passengers who are blind or partially blind

- Assistance type BLND

Blind or partially sighted passenger who needs:

- someone to walk them through the airport (departure and arrival) to their seat on the plane; and
- a separate safety briefing from the cabin crew.

#### **6.4 Reserving special assistance at the airport**

If you need special assistance at the airport you can book this on our website up to 48 hours before your flight. After this time, you can book special assistance up to 12 hours before the scheduled flight

departure by contacting our Special Assistance Line. By this time the assistance you need may not be available, but the staff at the airport's special-assistance desk will do everything reasonably possible to help you.

If you have booked special assistance, you must go to the airport's special-assistance desk two hours before the scheduled flight departure. You should then arrive at the boarding gate at least 30 minutes before departure.

You need to keep your boarding pass or special assistance receipt to show at the destination airport so you can get special assistance there.

Important: If you have not contacted us and are carrying two pieces of carry-on baggage (not counting medical equipment), they will be charged the relevant check-in bag fee, unless they have priority boarding or 10kg Check-in bag on their boarding pass.

### *6.5 Travelling with mobility aids or medical equipment*

If you have reduced mobility you can take two pieces of mobility equipment, plus medical equipment you need for the duration of your stay, on the plane free of charge.

If you want to have medical equipment in your checked-in luggage, you must contact our Special Assistance Line to get a 'checked baggage waiver' letter to show staff at the bag-drop desk.

If you want to take medical equipment on the plane as carry-on baggage, you must contact our Special Assistance Line to get a 'cabin baggage waiver' letter to show staff at the boarding gate.

### *6.6 Aisle wheelchairs and toilets*

We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.

There are three toilets on our planes – two at the back of the plane and one at the front – and they all have a grab rail.

## **7. PASSENGERS WHO NEED TO BE ACCOMPANIED BY AN ADULT**

If you are not self-reliant (see below), you must travel with an able-bodied adult aged 16 and over who could provide any help you need with the tasks listed in 7.1.

### ***7.1 GUIDELINES ON BEING SELF-RELIANT***

The information below on being self-reliant is set out by the UK Department for Transport –Access to Air Travel for Disabled People: Code of Practice (July 2008) and in the European Commission's guidelines on applying EC regulation 1107/2006 (2012).

Each passenger must be self-reliant by reference to all of the categories listed below. If not, then he/she must travel with an able bodied, accompanying adult aged 16 and over who is capable of providing the assistance required. Otherwise, the passenger will be denied boarding.

To be self-reliant, you must be able to:

- Fasten/unfasten your seatbelts when instructed to do so by crew
- Fit the lifejacket unaided when instructed to do so by crew;
- Put an oxygen mask on unaided when the crew says to do so; and
- Understand the safety briefing and any advice and instructions the crew could give in an emergency situation.

You must also travel with an adult if you need help with any of the following areas to travel with a personal assistant. Failure to do so will lead to denied boarding or relevant services if we believe that the passengers' carriage may pose a risk to crew or aircraft safety.

- Feeding; (passengers must be able to feed themselves unaided);
- Using the toilet; (passengers must be able to use the toilet facilities unaided); or
- Taking medication or performing medical procedures (passengers must be capable of administering their own medicines and medical procedures).

If you are travelling with an accompanying adult because you have a disability or reduced mobility, we will do our best to make sure you sit together.

An adult can only accompany one passenger with a disability or reduced mobility and must pay the correct adult fare.

## **8. *GUIDE DOGS AND ASSISTANCE DOGS***

### **8.1 *Travelling with a guide dog or assistance dog***

You can take a guide dog or assistance dog on any of our flights within the EU or EEA.

You cannot take a guide dog or assistance dog on any of our flights to and from Morocco or Israel.

We can carry up to four guide dogs or assistance dogs in a flight (one dog per passenger). The dog, along with containers and food, travel free of charge.

If you are not sure whether your guide dog or assistance dog can travel with you, contact the destination airport before you travel.

General guidelines:

- The dog must be trained to perform the tasks you need them for.

- Throughout the journey, the dog must wear a jacket or harness that identifies it as a guide dog or assistance dog.
- The dog must sit on the floor at your feet.
- You must tell us that you will be travelling with a guide dog or assistance dog beforehand, and preferably when you make your booking. After you have made your booking, you can tell us about the dog through the 'My bookings' section on our website or by phoning our Special Assistance Line.
- The dog must wear a suitable harness (provided by you) attached to your seatbelt during take-off, landing and turbulence. There may be other suitable equipment with alternative attachment points.
- Emotional support or therapy dogs that are not recognised as assistance dogs by the above organisations are not permitted to travel with us.

## *8.2 Documents needed*

Except for on domestic flights, your guide dog or assistance dog must have:

- an up-to-date EU pet passport showing that the dog meets the vaccination and treatment requirements of the country you are travelling to; or
- if you live in a country that does not issue pet passports, an official animal health certificate from a vet to show that the dog meets the conditions of the Pet Travel Scheme, plus any necessary medical documents.

You must also have evidence that the guide dog or assistance dog is a full member of:

- the International Guide Dog Federation;
- Assistance Dogs UK; or
- Assistance Dogs International (ADI).

We are not liable for any guide dog or assistance dog that does not have the correct document needed.

## **9. ELECTRIC WHEELCHAIRS AND MOBILITY SCOOTERS**

If you will be travelling with an electric wheelchair or mobility scooter, at least 48 hours before your flight you must tell us the make, model and weight of the wheelchair or scooter, and its height when it is collapsed. You must bring the operating instructions for the wheelchair or scooter to the airport.

General conditions:

- The wheelchair's or scooter's battery must be a dry/gel battery or a lithium-ion battery. (Lithium-ion batteries cannot exceed a total of 300 watts. If your wheelchair or scooter has two lithium-ion batteries, each one must not exceed 160 watts.) The battery must be disconnected and the exposed terminals must be protected from short-circuiting.
- The wheelchair's or scooter's key must be removed, or it must be deactivated using the joystick, an isolation switch or button, or another isolation mechanism (such as Anderson Connector or Airsafe plug).
- When the wheelchair or scooter is collapsed it must not be more than 81cms high, 119cms wide and 119cms deep.
- Wheelchairs and mobility scooters cannot be in the plane's cabin. We have aisle wheelchairs available on all our planes and our crew are trained in using them to help passengers with reduced mobility get to and from the toilet door.
- You should get travel insurance to cover your mobility aids as our liability relating to them is limited under the Montreal Convention 1999.

#### ***10. OXYGEN FOR MEDICAL USE***

For safety reasons, passengers cannot bring their own oxygen on board. If you will need to use oxygen for medical purpose during the flight, you must request it from us, free of charge, when you make your booking. If you do not request it when you make your booking, you must request it at least 3 days before you travel by contacting your call centre or emailing our Special Assistance Team. In this case, you will need to pay a fee for the oxygen.

Under safety regulations we can only provide oxygen for one passenger on a flight.

If we agree to provide oxygen for you, you must carry a letter from your doctor, written in English, confirming that:

- You are fit to travel;
- You do not need a continuous supply of oxygen for more than 250 minutes at a flow rate of 2 litres per minute; and
- The oxygen we provide is suitable for you.

You cannot take the flight without this letter.

Note: oxygen cannot be provided on flights that are operated by Air Explore or Smartlynx.

#### ***11. INFECTIOUS DISEASES AND SKIN CONDITIONS***

All airlines can refuse to carry passengers with medical conditions that may get worse, or have serious consequences, during the flight.



More information on this is given in the [World Health Organization's fitness to fly information](#).

If we have reason to believe that you could be suffering from an infectious disease or skin condition, or you have a visible skin condition, you may have to show a medical certificate or doctor's letter to confirm that you are fit to fly.

If you have any of the following conditions, you must have a medical certificate confirming that you are fit to fly:

- Rubella (at least 4 days must have passed since the rash appeared)
- Measles (at least 7 days must have passed since the rash appeared)
- Mumps (the swelling must have gone down, which usually takes 7 days but can take up to 14 days)
- Chicken pox (at least 7 days must have passed since the last spot appeared)

In order to slow down transmission of the COVID-19 virus, passengers may be required to undergo and pass temperature checks at the airport and wear a mandatory face mask in the airport and on-board. Some countries require passengers to wear surgical face masks at the airport and on-board the aircraft. Children under 6 do not need to wear a face mask. It is each passenger's responsibility to check local requirements before travelling. Passengers who suffer from a medical condition that prevents them from wearing a face mask are exempted from the face mask obligation on provision of a medical certificate attesting their condition. If you fail to comply with these requirements, you may not be allowed to travel.

## **12. PREGNANT PASSENGERS AND NEW MOTHERS**

### ***12.1 Pregnant women***

If you are 28 weeks (or more) pregnant, you must have a 'fit to fly' letter from your midwife or doctor. This letter should be dated no more than two weeks before your booked flight and shown to staff at either the bag-drop desk or the boarding gate. If you do not have this letter, we can refuse to carry you.

You cannot travel after the 36th week of your pregnancy, or the 32nd week if you are having twins, triplets or so on.

### ***12.2 New mothers***

You can fly from 48 hours after giving birth, as long as there were no complications or surgery. If you had a Caesarean section, or you needed surgery, you cannot fly for at least 10 days and will need a fit to fly letter from your doctor.

## **13. FLIGHT CHANGES AND NAME CHANGES**

### ***13.1 Flight change – date or time***

You can change flight dates and times (if seats are available) up to 2.5 hours of the scheduled departure time of the original flight or new flight (whichever is earlier). To make a change, go to the 'My Bookings' section of our website or contact our reservation centre. (It is cheaper to make the change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

You cannot make a change on our website in the following circumstances:

- If you are making a change to only one one-way flight (outbound or return)
- If a Spanish resident subsidy has been applied
- If a Spanish large family subsidy has been applied
- If you wish to change a domestic flight with another domestic flight within the same country of the original flight

For the above changes, please contact our reservation centre.

### ***13.2 Flight change – route***

You can change the flight route you booked (if seats are available) up to two hours before the scheduled departure time of the original or new flight, whichever is earlier. To make a change, go to the 'My bookings' section of our website or contact our reservation centre. (It is cheaper to make the change through our website.) If you do not want to make the change for all the passengers in your booking, you cannot make the change on our website. You will have to contact a reservation centre.

If you have already taken the booked outbound flight, you cannot change the route of the return flight (unless that flight has been cancelled or delayed by over three hours), in which case you should contact a reservation centre or go to the ticket desk at the airport.

You cannot change a domestic flight to an international flight or vice versa due to VAT related issues.

### ***13.3 Cost of flight changes***

Flight-change fees are charged per person for each one-way flight (outbound and return) and change according to season. See our Table of fees for details.

As well as the flight-change fees, you must also pay any difference between the original fare and any fees for optional services (such as check-in bags) paid at the time of booking and the fare/fee available when you make the change. If the fare/fee of the new flight is lower, we will not refund the difference.

If you are travelling with children and the seats you chose in your original booking are not available on the new flight, you will be charged the price difference if the new seats you reserve are more expensive. (If the price of the new seats is lower, we will not refund the difference.)

### ***13.4 Name change***

You can change names on the booking up to four hours before the scheduled departure time of your flight. You can do this through the 'My bookings' section of our website, by calling a reservation centre or at the airport ticket desk. Name changes must be made to all the flights in your booking.

Name-change fees are charged per passenger/per booking, please see our table of fees for details.

### ***13.5 Correcting mistakes***

Customers who have booked their flight directly on the Ryanair.com website have a 48-hour grace period from the time of original booking, to correct any minor errors (i.e. incorrect spelling of names) free of charge.

After this grace period, you can correct spelling mistakes of up to 3 characters per name free of charge through the My Booking section up to 48 hours before scheduled departure. If you are unable to make the changes online, please contact our call centre up to 2 hours before scheduled departure or go to our ticket desk at the airport. We will not charge you for these corrections, as long as we reasonably believe you are correcting a mistake and not trying to change the booking to someone else. Corrections can be made only once per booking.

If you are changing your flight date, time or need to reverse the routing of your flights within 24 hours of making your booking, we will not charge the flight-change fee shown in our table of fees, but you will have to pay any price difference between the original fare and the fare for the new flight (if the fare of the new flight is lower, we will not refund the difference).

## **14. PRIORITY**

You can get Priority boarding from €6/£6 to €35.99/£35.99 per passenger on each one-way flight (outbound and return). Priority boarding allows you to board the plane first. It also allows you to take a large item of carry-on baggage (weighing up to 10kg with maximum dimensions of 55cm x 40cm x 20cm) on the plane, unless we have good reason to place the large item of baggage in the hold. In this case, take any valuables out of the baggage.

Boarding starts 30 minutes before the flight departs.

## **15. RESERVED SEATING**

You can reserve your choice of seat, for a fee, when you make your booking or in the 'Manage my bookings' section, up to 2 hours before the scheduled departure.

There are 3 types of seat available for you to reserve:

- Extra-legroom seats in – rows 1, 2 (seats D, E and F), 16 and 17
- Front seats – rows 2 (seats A, B and C), 3, 4 and 5
- Standard seats – rows 6 to 15 and 18 to 33

We will not refund fees for reserved seats unless clause 4.2, 10.2, 10.3 or 10.4 of the General terms and conditions applies.

Note: Customers who change flight dates/routes may not be able to transfer their reserved seat to the new date/flight but will be allocated a new seat of the same type, subject to availability.

### ***15.1 Online check-in***

You can check-in online between 60 and 2 hours before your booked flight, if you have reserved a seat.

If you do not want to reserve a seat, you will be allocated a random seat free of charge and can check-in online between 48 hours and 2 hours before each flight if you booked before 28 January 2021, and between 24 hours and 2 hours before each flight if you booked as of 28 January 2021.

### ***15.2 Seat restrictions***

We can change your allocated seats at any time, even if you had reserved it, if we need to do this for operational, safety or security reasons.

To sit in row 1, 16 or 17 (where there are emergency exits), you must:

- be 16 years or older;
- be willing and able to help in an emergency;
- not be travelling with a child under 2;
- not need a seat-belt extender;
- not have booked an extra seat (for comfort or an item); and
- not need any kind of special assistance.

For safety reasons, no more than two children under 2 can be seated in any row (one on either side of the centre aisle).

## **16. ATOL INFORMATION**

Flights booked direct from an airline are not ATOL protected. If you pay by credit card you may have some financial protection. Check with your credit-card provider for details.