
De: Ryanair Customer Services [info@frsc.net]
Enviado: viernes, 27 de octubre de 2006 11:19
Para: @ya.com
Asunto: Compensation Request - Flight not utilised

Without Prejudice.

Sevilla
41011
SPAIN

Our Ref: PCD/

Dear

Following your recent correspondence to us regarding booking confirmation number VQIPBF.

On behalf of Ryanair, we sincerely apologise for the disruption to your recent flight with us. Ryanair is committed to providing on time services for all passengers and continues to be the No. 1 on-time airline with the lowest level of flight cancellations in Europe, as detailed in audited statistics issued by the UK Civil Aviation Authority.

However, notwithstanding the above, there are rare occasions such as adverse weather conditions, unexpected flight safety problems, strikes security risks that affect our flight operation. We sincerely apologise that your flight was one of those occasional flights disrupted.

As your flight disruption was outside of the control of Ryanair, we regret to advise you that no compensation is due in this instance. Should you have incurred any additional expenses in relation to this flight disruption, please contact your travel insurer to initiate a claim.

However, as you did not use your flight(s) a refund of EUR277.56 has been processed back to the original form of payment used when making your flight reservation. Your bank may then take 5-7 working days to process this refund amount back to your account.

Yours sincerely

RYANAIR PASSENGER COMPENSATION DEPARTMENT