



Customer Services Department  
Corporate Head Office,  
Dublin Airport,  
County Dublin,  
Ireland.  
Website: www.ryanair.com

22/11/2006

*Without Prejudice*

Mr

Sevilla 41011  
SPAIN

STNXRY

Our Ref.

:@ya.com

Dear Mr

I refer to your recent correspondence to us, forwarded to us from Seville Airport.

We sincerely apologise for the cancellation of your flight the FR FR8398 from Stansted to Jerez on the 16/10/2006, unfortunately this flight was cancelled as a result of Spanish Baggage handlers' strike.

Every effort was made to inform passengers of this industrial action and emails were sent to the address in all effected bookings, once the strike was confirmed, advising passengers of the alternatives on offer to alleviate the situation.

Given that your flight was cancelled for reasons outside of our control, no compensation is due. However, as you did not use your flight and an alternative flight was declined, I can confirm that a refund of €277.56 was processed back to the original form of payment used when making your flight reservation.

With renewed apologies,

Yours sincerely

For and on Behalf of  
RYANAIR LIMITED

---

Marisa Rodriguez  
Customer Services