

RYANAIR FULLY COMPLIES WITH UK CONSUMER LAW

News / Airlines



Ryanair, the World's favourite airline, confirmed on September 17, that it had written to the **UK** CAA pointing out that it already complies with EU 261 regulations by accepting technical delay claims and claims made within six years of the date of delay. Ryanair is unsure why the CAA has threatened enforcement action when Ryanair is fully complying with EU 261 regulations.

Ryanair also today noted the decision in the KLM case which will have less effect on Ryanair than any other EU airline as Ryanair suffers fewer delays and fewer cancellations than any other EU airline.

Ryanair's Director of Customer Service Fiona Kearns said:

"Ryanair fully complies with EU 261 regulations which is a fundamental part of our customer charter and our "Always Getting Better" programme. Ryanair has requested an early meeting with the CAA to clarify any misunderstandings that may have arisen in dealing with some historic cases. As Ryanair's punctuality this summer has broken previous records (over 92% of peak summer flights arriving on time) Ryanair continues to deliver the best customer service at the lowest prices to UK consumers and visitors".

18 SEPTEMBER 2015

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