

**Question for written answer P-000540/2018
to the Commission**

Rule 130

Marlene Mizzi (S&D)

Subject: Ryanair charges

Ryanair is imposing a charge/fine of EUR 50 as a 'check-in fee' on passengers who do not produce a printed boarding pass when checking in for their flights. The issue of charging a disproportional amount for the service provided has already been addressed in written questions to the Commission in 2013 and 2014 (E-012497-13 and P-003876-14), when at the time, Ryanair was imposing a fine of EUR 70. Ryanair had subsequently reduced this charge to EUR 15.

This fee requirement, included in the Terms and Conditions, has again been increased to EUR 50 and the same arguments which stood at the time still stand, namely:

Does the Commission consider this condition and penalty to be legal, considering that when an air ticket is paid for, the ticket entitles the passenger to a seat on the aircraft, which cannot be accessed unless the passenger has a printed boarding pass?

Does the Commission consider it to be legal for a passenger to be asked for further payment for a right which has been purchased and paid for, and which entitles the passenger to a seat on the aircraft?

Does the Commission consider this mandatory condition imposed by Ryanair to be discriminatory against passengers who do not own or have access to a computer or printer?