

**Question for written answer E-000134/2020  
to the Commission**

Rule 138

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Subject: Airlines' hidden penalties

According to information reported by the press, private citizens and consumer associations, at least two airlines in the EU impose check-in penalties on those who do not check in online in the two hours prior to the departure of the flight. Ryanair, in particular, charges a penalty of EUR 60.5 for flights in Italy and EUR 55 for flights overseas. If tickets are not printed, an additional EUR 20 is charged for their re-issue.

The airline does not inform users in advance that these penalties might be charged. Passengers find out only when they try to check in two hours before the flight. Any problems which might arise in the online check-in procedure or in the use of an electronic device are not taken into account.

Given the above, can the Commission answer the following questions:

1. Does it not agree that the application of a penalty, which is not made clear to passengers either when they are purchasing their tickets or at a later stage, infringes consumer rights and is in breach of EU legislation on the transparency of services offered in the European Economic Area?
2. Does such a practice, which alters the price of a ticket, not constitute unfair competition in respect of other operators?