

**Question for written answer E-004885/2020  
to the Commission**

Rule 138

**Izaskun Bilbao Barandica** (Renew)

Subject: Guide dogs on Ryanair flights

On 19 July 2020 a blind person missed a Ryanair flight between Mallorca and Madrid. The company's management refused to allow this person's guide dog onto the plane, claiming that the person concerned did not have the dog's vaccination card to hand. Both Spain's own laws and Regulation (EC) No 1107/2006 of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air guarantee the right to travel with assistance of this kind. In its rules, Ryanair sets out six requirements that guide dog users must comply with in order to be allowed onto its flights. These mention providing certificates from Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF) about the animal's training, informing the company in advance, and details of the type of harness the guide dog must wear during the flight. However no mention is made of a vaccination card.

1. Is the way the company acted in this case covered by EU legislation?
2. In view of the fundamental rights placed in jeopardy here, what sorts of liability can such behaviour give rise to?
3. Are there any EU statistics on how often similar incidents have occurred in the EU?