

**Priority question for written answer P-000535/2021  
to the Commission**

Rule 138

**Alex Agius Saliba (S&D)**

Subject: Ryanair refund cheques penalising consumers

Ryanair consumers who booked tickets through travel agents or screen scraper websites are being given refund cheques for which they may face charges of up to EUR 100. Ryanair issues the cheques to people whose flights were cancelled during last year's pandemic and lockdown measures. Consumers can cash the cheques, but only if they go through a German bank, resulting in charges that are either higher than or a substantial percentage of their refund amount.

1. Is the Commission aware of this practice, and does the Commission consider it legal, or on the contrary consider it to adversely affect consumers' rights of refund, as stipulated in EU law?
2. Does the Commission agree that Ryanair's refund cheques will unfairly affect consumers and travel agents, and that such practices of penalising consumers with charges for the refunds of their cancelled flights are discriminatory to consumers who did not book their flights directly with Ryanair?
3. Does the Commission agree that such practices will prevent consumers from getting their refunds, and what will the Commission do to prohibit such exploitation of consumers who are unjustifiably having to pay charges for their refund cheques?