

**COVID-19 FAQs**

Click here for the latest COVID-19 updates and information.

**Message to all Ryanair Group Airlines Customers**

Refund Update

- The processing time for cash refunds is taking far longer than normal as we are processing over 1,000 times the normal volume of cancellations. We also have 75% fewer staff available to process refunds due to social distancing restrictions.
- Ryanair is offering vouchers and free moves as these are automated and give customers an immediate alternative. Unfortunately, cash refunds cannot be automated. Customers who choose a voucher, but don't redeem it within 12 months will automatically obtain a refund after this 12 month period.
- Customers who choose not to accept a free move or voucher will receive their refund in due course, once this crisis has passed. Over the coming weeks and months, we will be working hard to process refund requests as quickly as we can.
- We sincerely apologise for these unavoidable refund delays which are due to the unprecedented volume of Govt. imposed flight cancellations and we sincerely thank customers for their patience.

STEP BY STEP VIDEO GUIDE

HOW TO BOOK A FLIGHT USING YOUR REFUND VOUCHER



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Book your flight as normal and redeem your voucher in 4 easy steps:

- 1) Select your destination, dates, and passenger types
- 2) Enter in the customer names
- 3) Add your desired travel extras.
- 4) Enter in your 18 digit voucher number in the payment page and complete booking. The voucher amount will be deducted from the purchase total (flight and/or extras).

Terms of Use apply.

PRE-BOOKING QUERIES

Get your next year's holiday plans locked down now, with Ryanair's flexible voucher you can book any number of trips to multiple destinations around Europe and the Middle East.

How will I receive my voucher?

If your flight was cancelled, you will receive your voucher from us by email to the email address provided in your Booking. The email will include voucher details, your 18 digit voucher code, the monetary amount, and expiration date.

You can preview a voucher email in our video guide below.

[Voucher Video Guide](#)

Are there limitations on the selected routes?

No, there are no limitations to travel on any routes. And why limit your travels to Ryanair DAC routes only? You can use your voucher across all Ryanair Groups destinations e.g. Laudamotion, Ryanair DAC, Ryanair UK, Buzz and Malta Air.

Can I use my voucher on flights that are on sale or domestic routes?

Yes, let your voucher take you far when our next flight sale is launched! Use our fare finder below to search for flights.

You can also redeem your voucher on any available routes selected at the time of booking, including domestic flights.

Fare Finder

PRACTICAL INFORMATION

If I don't use my voucher within the time-frame will I lose it?

You will have 12 months to book your flight using your voucher from the date of issue.

Although the voucher has a one year expiry, you can travel after the expiry date as long as the flight is booked. In some cases you can book flights for the following year (*only flights available at the time of booking).

If you accept the voucher and do not use it before the expiry date you will receive a full cash refund, if you only use part of the voucher prior to expiry, you

Do I need to use the full amount of the voucher at one time?

No you don't! If you have remaining credit on your voucher after you complete a booking, you can purchase additional services such as seats or bags with your voucher.

Or you can save your remaining voucher credit to book another flight at a later date. Just ensure to complete the booking before the voucher expires, however you can still travel at a later date.

Once the voucher expires, any remaining balance will be refunded in cash.

will receive the remaining balance in cash upon expiry.

What can I use my voucher for?

You can use your voucher to pay for flights on all Ryanair Group flights in over 200 destinations.

You can also pay for a number of additional extras, such as reserving your favourite seat on-board, as your voucher can cover seats, cabin and checked

bags, equipment, and associated taxes, fees and charges.

You cannot use your voucher to pay for ancillary products, such as car hire or hotel.

VOUCHER REDEMPTION

Can I give my voucher to my family member or a friend?

You can pay for multiple travel companions as our voucher offers great travel flexibility.

Do I need a credit card to re-book my flight? Or is my voucher code enough?

When you go to re-book your flight, your 18 digit voucher code will be in the email you received. All you need is your voucher code to complete your booking.

Keep in mind, if the cost of your new flight exceeds the voucher you will need a credit/debit card to complete your purchase.

What if I booked a family trip, will I just get one voucher?

Each group booking will receive one voucher on behalf of all customers (including infants). The voucher will be in the customer's name who made the original booking.

ADDITIONAL VOUCHER DETAILS

I booked my flight through a travel agency; will they provide me with a Ryanair voucher or cash refund?

The vouchers will be sent to the email address used at the time of booking. If you booked through a travel agency, you will need to contact your travel agent directly if an alternative email was used other than your own personal email to gain access to voucher details.

Can I receive a cash refund instead of voucher?

You can request a cash refund however bear in mind we will place your request in the cash refund queue, and it will be dealt with accordingly. Your refund voucher will be valid and available for use until you receive your cash refund.

We highly recommend using the refund voucher as these are readily available and you can book flights on all Ryanair Group airlines in over 200 destinations in Europe and the Middle East.

Voucher Benefits

- Fly on any of the Ryanair Group airlines in over 200 destinations
- Flexible booking (book flight prior to expiry; can travel at a later date)
- Book flights for you and your travel companions
- Pay for flights, bags, and a number of additional extras
- Use your voucher through self-service directly on our website or Ryanair App

Still can't find what you're looking for?

We're here to help

We're here to help

Ryanair ChatBot offers 24/7 support. Also, our Customer Care agents are available to support if you need further assistance. Our agents are available at these times:

Mon-Fri 06:00 - 21:00 GMT

Sat 08:00 -18:00 GMT

Sun 09:00 - 18:00 GMT

[Chat now](#)

TERMS OF USE

- Travel Vouchers are issued by the Ryanair Group, Ryanair Dublin Office, Airside Business Park, Swords, Ireland (hereinafter "Ryanair").

These Terms of Use apply to the use of the Ryanair Travel Vouchers. The Ryanair [General Terms & Conditions of Carriage](#) apply.

- Travel Vouchers are valid for 12 months after the issue date and they can be redeemed within that time on our site. The validity of the Travel Vouchers can't be extended.
- Travel vouchers can be redeemed for cash at the end of their 12 months' validity period.
- Travel Vouchers can only be redeemed in the currency of issue.
- Travel Vouchers can only be redeemed by the recipient of the voucher.

If the total flight price exceeds the value of the Travel Voucher(s) used to pay for the booking, any price difference can be paid with by credit/debit card or with PayPal.

- If you don't use all of your voucher balance at one time, you can use your voucher code for future transactions.
- Travel Vouchers can be used as payment for flights, seats, priority, checked bags, fast track, baby equipment, music equipment, sports equipment, travel insurance and associated taxes, fees and charges (not car hire, transfers or hotel bookings).
- Passenger name changes are not permitted if a booking has been paid for using a Travel Voucher.
- Travel Vouchers are non-transferable.
- Ryanair reserves the right to withdraw or amend these Terms of Use at its reasonable discretion. Ryanair will notify customers of any changes in writing.

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A card payment processing fee may be applied to your booking. This fee will be reflected in the total price once the card number has been entered.

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