

From: Ryanair Customer Services <info@care.ryanair.com>
Sent: 29 May 2020 11:47
To: johntisc@jatlhc.co.uk
Subject: Your recent correspondence with Ryanair



Ryanair Group Customer Care (Ryanair DAC, Lauda & Malta Air)

Our Ref:KCHJ5R

Dear Customer,

Over the past months the spread of the Covid-19 virus has caused many EU governments to impose flight and/or travel bans which grounded over 99% of Ryanair's flights. We are doing everything we can to support our customers, our people and protect jobs. We are ready to return flying when Covid-19 is defeated, hopefully sooner rather than later.

We regret that these Government travel restrictions have forced the cancellation of your Ryanair flight(s) under booking reference:: KCHJ5R.

We are experiencing an unprecedented volume of support requests due to Covid-19, so we kindly ask you to bear with us at this busy time. 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. 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.

Please see below details of your travel voucher for 454.48GBP, the full value of your unused booking. This amount can be used for the purchase of Ryanair flights and other services at any time over the next 12 months. It is simple to use this voucher when making a booking on the Ryanair website or app. Please click [here](#) for a full set of T&C's.

Click on the button below to accept your voucher.

Accept my voucher

Voucher Name: John Anthony Tiscornia
Voucher Number: 276615840046400001
Voucher Value: 454.48GBP
Voucher Expiry Date: 29/May/2021

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 the voucher in part before the expiry date you can also receive the balance owing in a cash refund.

If you do not wish to accept this voucher option and wish to move your flight or request a refund, please click [here](#) to contact us.

We invite you to use your voucher to book your next trip. We now have our Summer 21 flights on sale so there is plenty of options to choose from. We look forward to seeing you again on a Ryanair flight in the near future.

Passengers who made their bookings using travel agents, or on line travel agencies should contact these companies from where they purchased their tickets to find out more about their options.

Our priority always remains the health and well-being of our people and customers.

Yours sincerely,

Ryanair Group Customer Care (Ryanair DAC, Lauda & Malta Air)

Refund voucher FAQs

Ryanair D.A.C. (Company No. 104547).
Dublin Office, Airside Business Park, Swords, Co. Dublin, Ireland.