



kay mac &lt;kaymacquarrie@googlemail.com&gt;

---

## Your correspondence with Ryanair

---

Kay Macquarrie <kaymacquarrie@googlemail.com>  
An: kaymacquarrie@googlemail.com

23. Juni 2009 17:26

Customer Services Department  
PO Box 11451, Swords, Co. Dublin, Ireland.  
General Fax: +353 1 5081702  
Baggage Claims: +353 1 5081703  
Website: www.ryanair.com

17/06/2009

**Without Prejudice**

Mr Kay Macquarrie  
Kiel, Schleswig-Holstein  
24103  
GERMANY

LBCNYO

Our Ref. 255464/FC2VMN  
[kaymacquarrie@googlemail.com](mailto:kaymacquarrie@googlemail.com)

Dear Mr Macquarrie,

I acknowledge receipt of your letter dated 9<sup>th</sup> June 2009.

This is with great regrets we learned about your dissatisfaction regarding your recent flight with Ryanair.

We would like to take this opportunity and remind you Ryanair Guidelines which clearly states that each passenger must be self reliant by reference to all of the categories below. If not, then he/she must be travel with an able bodied accompanying person aged 16 and over who must be capable of providing the assistance required.

***Passengers must be capable of using toilet facilities unaided****Passengers must be capable of feeding themselves unaided**Passengers must be capable of administering their own medicines and medical procedures unaided.*

Although we sympathise with your predicament we regret to advise you that we are not in a position to offer compensation in this instance.

Guidelines

Yours sincerely

For and on Behalf of  
RYANAIR LIMITED