

Joint Committee on Transport and Communications
Houses of the Oireachtas Service,
Via email - jctc@oireachtas.ie

28 March 2022

Dear Committee Members,

Thank you for your invite to attend the Joint Committee.

We are unable to accept this invitation due to heavy travel commitments. However, the issues you raise have been comprehensively dealt with in correspondence directly with the Ukrainian Ambassador. We responded quickly to the devastating Russian invasion of Ukraine on 24 Feb last by:

- Cancelling, refunding, and resolving over 400,000 passengers scheduled to fly to/from Ukraine between 24 Feb and 26 March.
- We waived all passport and I.D. requirements for displaced Ukrainian citizens wishing to fly Ryanair at short notice.
- We put in place cash payments at Polish airports for Ukrainian citizens whose banks/credit card facilities had been closed.
- We wrote to the Ukrainian Ambassador on 21 March offering our assistance and a contact point.
- We have operated multiple flights of humanitarian cargo free of charge via our Polish airports.


Claims of rising prices for refugees on our Polish flights are FALSE. These were invented on social media and published inaccurately by some Irish media outlets. I attach herewith a copy of our letter sent to the Ukrainian Ambassador, addressing these falsehoods and confirming that we have widespread availability of low fares – and considerably lower than any other airline – on all of our flights to and from Poland. We also offered the Ukrainian embassy a point of contact at Ryanair to deal with any issues they might have in relation to flights to Ireland.

As you will appreciate the Ryanair business model succeeds because of low prices, and very highly booked flights. The last few seats on fully booked flights are, and will be, priced at our higher prices, because this is what finances our very low fares for forward bookings and weaker midweek flights. With reasonably short notice (of no more than 2 or 3 days) we are confident that we will continue to facilitate both our Ukrainian and our Polish customers, with the low fares that they have come to enjoy and value with Ryanair. The schedule attached to this letter shows that we have a wide range of 1 way fares on our flights from Poland to Ireland at prices starting from under €20, under €30, and under €40.

Ryanair is one of the biggest overseas investors in Ukraine and we have committed to returning to Ukraine as soon as it is safe to do so, to make good our plans to fly over 4m passengers per year to and from Ukraine. Ryanair and its people continue to do everything possible to facilitate our Ukrainian passengers and partners including making available low fare flights to Europe, providing free of charge humanitarian cargo deliveries, to our Polish and Slovakian airports for onward transportation to Ukraine, and we have also set up a recruitment website for qualified Ukrainian air crew, engineers and IT professionals so that we can provide them with practical employment, well paid jobs, enabling them to re-establish themselves and their families quickly here in the European Union.

Ryanair and our people have gone to significant efforts to assist and facilitate our Ukrainian customers, our partners, refugees and their families, and we will continue to do so for as long this invasion continues.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Eddie Wilson", with a long horizontal line extending to the right.

Eddie Wilson
Ryanair DAC CEO