

Peterhouse
Trumpington Street
Cambridge, England
CB2 1RD

July 6, 2012

Customer Service Department
PO Box 11451
Swords, Co. Dublin, Ireland

Dear Ryanair,

Your airline provides cheap on-time flights to great destinations. I understand that to remain competitive you impose restrictions on cabin baggage and fines on those customers who fail to comply. The rules are simple and clearly explained in your terms and conditions of carriage. I had expected, however, that when a customer complies with the restrictions, she would not be fined. This letter of complaint describes an incident wherein my expectation was not met.

On June 27, 2012, while boarding flight FR 9258, my girlfriend, Ai Suzuki, was held at the gate. I had gone through and was waiting for her; when I turned back to find her, she had a puzzled look on her face. Apparently, a member of the boarding staff, Michelle Daniels, thought Ai's one item of cabin baggage was too big, and was giving her the choice of checking it in for a fee of £50 or leaving it behind. This would be reasonable were it not for the fact that the bag was within the stated limits, demonstrably so, as Ai showed with the "if it fits" bag check container.

We had measured the bag before coming to the airport, and ensured it met the requirements. The same bag had been accepted in the cabin on two Ryanair flights in April. Furthermore, on our return journey the same bag with the same contents was checked and accepted. In light of Michelle's refusal to see the true size of Ai's bag, we decided to pay the fine to avoid missing our flight, and I resolved to take the matter up with customer service at a later date.

When I asked for Michelle's name, another employee in an orange safety vest interrupted by saying I could have her first name only and that he would have me arrested under the Data Protection Act for any use of her full name. I am familiar enough with this legislation to know that his threat was empty, but it was extremely unpleasant nonetheless. Unfortunately, in our rush to board, I did not request this man's name.

I hope you will respond to this complaint with the grace and expediency I would have expected from a company like Ryanair before this incident. Appropriate actions include returning the £50 to Ai and reprimanding the errant employees. Please keep me informed. By responding appropriately you will save me from pursuing this matter further through legal or regulatory channels, and enable me to continue flying and recommending Ryanair in good conscience.

Sincerely,

Ramana Kumar