

From: Ryanair <eu261@ryanair.com>

Sent: Mon, 27 Oct 2025 12:54:18 +0000

To: "anna.usuntsinova" <anna.usuntsinova@ttja.ee>

Subject: Re: RYA Ref: 69287022/U1ENPD Ref: 261/2004

[pilt]

Your request (69287022) has been updated. To add additional comments, reply to this email.

Dear Sir/Madam,

We refer to your correspondence on behalf of I. N..

On behalf of Ryanair, we sincerely apologize for the delay of flight FR2224 from TLL to STN on October 3, 2025, due to adverse weather conditions, outside of the control of Ryanair.

Please see below our DMS:

[pilt]

Also along with this email you'll find attached the relevant evidences.

This delay was due to adverse weather conditions, outside of the control of Ryanair. As this event was outside of our control it is our opinion that we are not liable to pay Article 7 monetary compensation under EU Regulation 261/2004 in this case.

Furthermore, EU261 requires airlines to provide the Article 14.2 notice at check-in and to distribute it during flight disruptions. In order to comply with EU261, Ryanair has provided the Article 14.2 notice when customers check in online. This gives ample opportunity prior to departure to review and have access to the notice of their rights at all times.

All customers affected by this flight delay were sent messages giving customers access to the EU261 notice. Please see as per below and attached:

[pilt]

Please note that the passengers boarded the affected flight:

[pilt]

We sincerely regret the inconvenience caused to the customers.

We wish to inform you, that, all the statements are confidential and for review by the regulators only. They contain sensitive commercial information, which is supplied confidentially, and which is not to be further distributed without Ryanair's prior permission.

We trust this has been of assistance.

Kind regards,

Fergus T.

Regulator Support Specialist

[GM40MP-7DK2X]