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From: Ryanair <eu261@ryanair.com>

Sent: Thu, 30 Oct 2025 15:58:24 +0000

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

Subject: Re: Forwarding complaint Regulation 261/2004

[pilt]

Your request (69440739) has been updated. To add additional comments, reply to this email.

Your Ref: 261/2004

Dear Sir/Madam,

We refer to your correspondence, on behalf of L. L..

On behalf of Ryanair, we sincerely apologize for the delay of FR2225 from London Stansted (STN) to Tallinn (TLL) on October 3, 2025 due to adverse weather conditions, outside of the control of Ryanair.

Please, see our DMS below :

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Attached to this email you will also find the relevant evidence.

As this flight was delay due to adverse weather conditions, outside of the control of Ryanair, 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 during the check-in online. This gives the opportunity, prior to departure, to review and have access to the notice of their rights at all times.

In addition, all customers affected by this flight delay were sent an email, giving customers access to the EU261 notice. Please see as per below and attached:

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Please note that the passengers boarded the affected flight:

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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 in confidence and which is not to be further distributed without Ryanair's prior permission.

We trust the above has been of assistance.

Fergus T

Regulator Admin Support Specialist

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