



RYANAIR

LOW FARES. MADE SIMPLE.



Eurocare

7 June 2018

- Lowest fare/lowest cost carrier
- No 1, Traffic – FY19 139m (+7%)
- No 1, Coverage – 37 countries/86 Bases/216 apts/400a/c/1,800 routes
- No 1, Service – 2018 AGB
- 210 MAX order = grow to 200m p.a. by FY24



ALWAYS GETTING BETTER 5



TRY SOMEWHERE NEW



PRICE PROMISE



PUNCTUALITY PROMISE



CONNECTING FLIGHTS



SIMPLE BAG POLICY



DEDICATED CLAIMS TEAM



GREENEST AIRLINE



RYANAIR TRANSFERS



RYANAIR ROOMS WITH TRAVEL CREDIT



- PAX consuming excessive alcohol at the airport esp. during delays
- PAX consuming on board alcohol, purchased in airport
- Airports incentive structure negative
- Problems passed to airlines and police personnel
- CAA - 600% increase in disruptive PAX incidents since 2012
- Inflight purchased alcohol not problematic



Disruptive passengers – solution

- Airside outlets should be subject to the same laws as outlets in cities
- No sale of alcohol for consumption before 10am in apt bars
- Mandatory use of boarding cards
- Limit the number of drinks per PAX to a maximum of two
- Airlines UK voluntary Industry Code of Practice
- AUK recommendation to criminalise
- RYR separates PAX from alcohol in certain cases
- RYR initiates civil action against disruptive PAX in certain cases



RYANAIR

LOW FARES. MADE SIMPLE.



THANK YOU