

Flight London(Stansted)-Jerez RyanAir (vuelo 8398) cancelled.

Number of passengers: 2

Manuel ***

Javier ***

Facts.

- On Saturday October 14th, 2006 an email is sent to me to confirm my flight to Jerez, scheduled for Monday October 16th (flight 8398), has been cancelled due to strike of handling people at Spain. I'm already in London (October 12th, flight 8397) and I've no access to internet. I don't receive any phone call, so I discover that flight has been cancelled at the airport, the day of departure.
- The strike in Jerez is set for Monday October 16th from 9:15 to 11:15 local time (see attached official document sent to Ministry of Work). This means that the strike **doesn't affect at all** to my flight, with departure from London at 16:50 (17:50 in Spain).
- On Monday October 16th, in the Stansted airport, we are announced that the flights with destination Sevilla, Jerez, Granada, etc. have been cancelled. The options given by RyanAir are:
 - Refund of the ticket price: 268,06 euros
 - Alternative flight for the next week.
- As we have to come back to Spain as soon as possible, we choose the first option (the money hasn't been refunded yet at the moment this fax is being sent).
- Then we buy two return tickets to London. (Stansted Express 50 pounds, 70 euros).
- As we have family there, we don't need to book any hotel room.
- To look for an alternative flight, we access to internet in a internet-café: 2,87 pounds, 4,02 euros.
- The most cheap option found is:
 - AirBerlin 9292 + AirBerlin 4740: Stansted-Palma de Mallorca-Madrid: 456,72 euros, plus
 - AVE Madrid-Sevilla: 139,60 euros.
- As my car is parked at Jerez airport, there's an additional day fee: 9 euros.

Total added costs are 411,30 euros, that I want to be refunded by RyanAir.

This claim is also sent to the following:

- AENA Aeropuertos Españoles y Navegación Aérea (office at San Pablo-Sevilla airport).
- Your local office at San Pablo-Sevilla airport.
- Government, Junta de Andalucía, Consumers General Headquarters.

Regards.

Manuel ***

DNI: ***-C

Concept	€	Pounds
Devolución vuelos (2) RyanAir 8398 / Refund by RyanAir	-268,06	
Conexión a internet para búsqueda de vuelo / Internet café to look for an alternative flight	4,02	2,87
Stansted Express. Tren Aeropuerto-Londres ida y vuelta (2) / Train to London return tickets (2)	70,00	50,00
Vuelos AirBerlin Stansted-Palma de Mallorca-Madrid (2) / Flight Stansted-Palma de Mallorca-Madrid (2)	456,72	
AVE Madrid-Sevilla (2) / Train Madrid-Sevilla (2)	139,60	
Aparcamiento aeropuerto de Jerez (día adicional) / Jerez airport car parking (additional day)	9,00	

411,278

Attached documents:

- RyanAir email informing the flight cancellation.
- Official document sent to Spanish Ministry of Work, informing about the strike schedule.
- RyanAir booked flights.
- Train to London tickets.
- Internet café ticket.
- AVE train tickets.
- Jerez airport parking lot ticket.
- Air Berlin flights tickets.
- Claim presented to Aena
- Claim presented to RyanAir Sevilla / Junta de Andalucía.