

Mrs. Rita Paz
pazrit@gmail.com

Subject: Complaints no.65856/65857/65858 under Regulation (EC) no.261/2004. Paz Vs Ryanair. Flights FR 8728 MXP-STN on 24-25-26 August 2021. Denied boarding. Closure of complaint.

Dear Mrs. Paz,

We have received your complaints related to the denied boarding on flights FR 8728 from Milan Malpensa to London Stansted on August 24th, 25th, and 26th, 2021.

You stated that for three consecutive days you have been refused boarding and obliged to buy three different flight tickets to get to London Stansted from Milan Malpensa.

The first time the denied boarding was due to the impossibility of showing your Passenger Locator Form in digital format as your device shut down.

The second day you have been refused boarding for the second time because they claimed that you didn't have a COVID-19 test, instead you claim that you had already done the test few days before.

The third day, even if your health documentation required was in order, you have been denied boarding once again because you have been blacklisted by the air carrier.

The Milan Malpensa Airport Dept. acquired the Police reports related to the events of those days.

According to the aforementioned reports, the denied boardings were due to the fact that you were not able to provide the health documentation required for entry to the UK.

The evidence at hand also shows that, in order to evade the checks, on August 25th you got on board without clearance, which is part of the reason that you have been blacklisted by Ryanair.





Based on the above, the Milan Malpensa Airport Dept. will close the proceeding related to your complaints as no infringements of the Regulation (EC) no.261/2004 by the air carrier were found.

Kind Regards.

The Airport Director
Dr. Monica Piccirillo

(Electronic document digitally signed pursuant to art. 24
Legislative Decree 82/2005 and subsequent amendments)
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