



Complaint against Ryanair for attacking the honor of the agencies

Statements by Ryanair representatives begin

- In September 2021, ACAVe filed a complaint against Ryanair and its legal representatives in Spain on the grounds that they falsely accused agencies of such serious facts as hindering Ryanair's refunds or providing false data to make reservations.

Thursday, March 23, 2023- After a year or a half of obstacles by Ryanair to avoid the declaration of its representatives and try unsuccessfully to file the proceedings, the instruction of the complaint filed by ACAVe against Ryanair and its legal representatives in Spain continues, with the statement, tomorrow, March 24, as investigated by Aine Murphy, *Head of Customer Relationship Management* of Ryanair.

Since the filing of the lawsuit, Ryanair has devoted much effort to preventing the declaration of the company's representatives and to achieve the dismissal of the criminal action. However, on two consecutive occasions the Provincial Court of Barcelona has given the reason to ACAVe, declaring its active legitimacy to file the criminal action and recognizing the right to honor of legal persons, as well as ordering in both cases the investigating judge to continue with the proceedings.

This statement is a very important step in the investigation of the procedure, since it will allow to deepen the circumstances in which Ryanair's decision to make public accusations as serious and unfounded as those directed towards travel agencies. ACAVe hopes that this phase of instruction will end soon and already, without further delay, the corresponding oral trial can be held.

Background

Ryanair has always wanted at all costs to prevent its flights from being sold through travel agencies, but it has never before resorted to the false attribution of criminal behavior to achieve its goal. In the complaint that ACAVE filed, it is revealed that Ryanair falsely accused the travel agencies that bought airline tickets of having carried out illegal acts, such as providing false information about the means of payment used or hindering and withholding refunds, as well as using techniques not authorized by the company.



Therefore, given the seriousness and manifest falsity of the accusations made by Ryanair, both in communications sent directly to the customers of travel agencies and in those published on its website, in 2021 ACAVe proceeded to file criminal action against Ryanair and its legal representatives in Spain, on the understanding that they violated the right to honor of travel agencies.

About ACAVe

The Corporate Association of Specialized Travel Agencies (ACAVE) is the association of state-wide travel agencies based in Catalonia. It is the most representative association in Spain and includes 450 associates and around 1.000 points of sale throughout the country. The Association includes agencies of different types: holiday and corporate broadcasters, tour operators, coastal and city receptives, online agencies and cruise companies.

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