

**Question for written answer E-002920/2024
to the Commission**
Rule 144
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Subject: An end to Ryanair's abusive fines at the airport?

Ryanair and some other airlines impose fines on their passengers if they do not check in before arriving at the airport. This is not a normal practice in the airline industry. Strangely, Ryanair prevents passengers checking in during the hours preceding departure, which gives the impression that the airline is seeking to catch travellers out rather than reduce its costs by increasing the number of passengers who check in online before they go to the airport.

The penalty is applied per person, which hits families particularly hard. With a penalty of more than EUR 50, a family may have to pay more than EUR 250, which is sometimes more than the price of the flight.

Families with young children are used to having to go to the check-in desk because of their pushchairs. This creates confusion among travellers about whether or not they can check in before their journey.

1. Has the Commission investigated these abusive penalties which target vulnerable consumers at the airport?
2. What measures is the Commission taking to protect travellers and put an end to the disproportionate penalties imposed on them?
3. If the Commission takes no action to stop this abuse, are Member States free to take action on the matter?

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