

Question for written answer E-003825/2025
to the Commission
Rule 144
Kosma Zlotowski (ECR)

Subject: Ryanair to cease issuing paper boarding passes

From 12 November 2025, Ryanair will scrap paper boarding passes in favour of digital boarding passes via its app. It will no longer be possible to download and print traditional paper boarding passes – only digital versions will be accepted.

According to Ryanair's statement, if a passenger does not have an electronic ticket, they will be identified on the basis of their identity document, but only if they have checked in beforehand, which is only possible online. If they have not checked in, they will be denied boarding or charged additional fees. The requirement to have a smartphone and be able to use the app may lead to discrimination against people who are digitally excluded or have limited digital skills.

The airline's efforts to reduce paper consumption and its carbon footprint must not lead to discrimination and inequality in access to transport services.

1. Is the total elimination of paper boarding passes and the introduction of the requirement to have a smartphone and be able to use the carrier's app in keeping with the principles of non-discrimination enshrined in EU law, especially with regard to people who are digitally excluded or have limited digital skills?
2. In the light of EU consumer protection law and air passenger rights, in particular Regulation (EC) No 261/2004, can airlines impose such restrictions as a condition of travel?
3. Does the Commission envisage control mechanisms or sanctions against carriers who introduce such barriers to access to transport services in order to protect the rights of persons who are unable to comply with the requirement to use a mobile application?

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