

General Refunds

Refund Policy

Ryanair tickets are generally non-refundable. If your flight operated and you didn't travel, you're not entitled to a refund. You may have valid reasons for deciding not to travel, but our business model is simple - we don't offer refunds to people who don't travel because the seat you booked has operated empty in your absence.

In rare instances where Ryanair has cancelled your flight, failed to operate the flight reasonably according to schedule or you were denied boarding you may be entitled to a refund in accordance with Regulation (EC) 261/2004. You may also be entitled to a refund if an immediate family member who is not travelling with you dies within 28 days of your booked flight or if someone on your booking passes away before your trip.

When am I entitled to a refund?

You may be eligible for a refund of your ticket under the following circumstances:

- If your flight has been cancelled;
- If you have experienced a flight delay of over 5 hours;
- If your scheduled time of departure is delayed by at least 5 hours;
- In the case of bereavement of a booked passenger or bereavement of an immediate family member who is not travelling with you.

How do I apply for a refund in case of a flight disruption?

You will receive an email from our Customer Service confirming your flight cancellation/delay, or schedule change details. This will give you the following options:

- Request a refund;
- Request to be re-routed, under comparable transport conditions, to your final destination at your earliest opportunity or at a later date at your convenience, subject to availability;
- Change your flight on the same route to new times/dates for free.

Why is my refund amount different to what I paid?

Sometimes, when you book travel extras such as car hire, hotels, and parking and these are not part of a Travel Package, the payment goes directly to these third-party providers. We only take payment for your flights/flight services, so when you request a refund, we can only give you back the money we received.

To receive a refund for travel extras, you will need to contact the third-party supplier directly.

How long will it take for my refund to be paid?

If you've booked directly with us on Ryanair.com, requested a refund due to a flight disruption and are entitled to one, you will receive it in your Ryanair Wallet within 24 hours. If you wish to withdraw the refund from your Ryanair Wallet back on to your original form of payment, this can be done in one click and will be refunded to your original form of payment within 5 working days.

I couldn't travel due to a bereavement. Can I get a refund?

We may offer refunds in occasional cases where you have suffered the death of someone on your booking or of an immediate family member who is not travelling with you, within 28 days prior to your departure date, and this prevents you from travelling. An immediate family member is defined as your spouse, civil partner, parent, step-parent, guardian children, step-children, siblings, grandparents, grandchildren, brother/ sister, step-brother/step-sister, father/mother-in-law, brother/sister-in-law, or son/daughter-in-law. We may refund the total amount for everyone travelling on the booking. To apply, go to the refund section on Ryanair.com and provide the following:

- Your flight reservation number;
- Your relationship with the deceased;
- Documentary evidence (death certificate if a family member has passed away or death notice if a passenger on the booking passes away);
- Confirmation of the customers on the flight reservation who require a refund.

Refund requests for death on an immediate family member must be submitted before your date of travel.

Am I entitled to a refund of Government Tax?

You are only entitled to a Government Tax refund if you have paid such taxes at the time of your booking. If government taxes were included in your ticket price, they will be displayed to you in the price breakdown at the time you make your booking. Our higher ticket prices generally include government taxes, while our lower ticket prices do not. If your ticket price includes government taxes, they will be displayed in the price breakdown at the time you make your booking. You can apply for a refund of Government Tax within one month of the date of departure of your flight if you did not travel.