

Customer Verification Form

Please complete this form in BLOCK CAPITAL LETTERS

Please fill out the below form and return it to ota.en@ryanair.com with the following attachments:

1. A copy of your official passport / travel identity card which contains your signature.
2. Proof of address (e.g. utility bill) which matches the address detailed below.
3. A copy of the booking confirmation sent to you by the online travel agency (OTA) which includes your name and / or email address as stated below.

To: Customer Services, Ryanair DAC ('Ryanair')

Dear Sir / Madam,

I confirm that I booked the following flight(s) using the OTA _____* ;

Booking reference ('PNR')** _____

Date of disrupted flight(s) _____

Route booked _____

Name of customer	
Address line 1	
Address line 2	
City	
Country	
Postal code	
Customer e-mail address	
Customer telephone number	

I confirm that I am entitled to deal with the refund of this booking on behalf of all passengers on the booking and that Ryanair should not deal with the OTA. Should Ryanair receive queries from other passengers on the booking or from the OTA, regarding the refund, I authorise Ryanair to confirm that any refund due is being processed to me.

Signed : _____

Printed name : _____

Date : _____

* Name of the online travel agent you booked through (e.g. Kiwi.com, On The Beach etc.)

** The PNR is the unique 6-digit alphanumeric code which Ryanair issued when your booking was made. Please note that the OTA may have given you a separate OTA booking ID instead of the PNR. If the OTA has not provided you with the PNR you will need to request it from the OTA.