

Bravofly responds to Ryanair's unfounded and offensive statements

Ryanair must respond to the European Commission with regards to the compatibility of its own policies with European regulations for the protection of the rights of travellers and has accused Bravofly and other comparators, in an unfounded manner, of performing illegal activities. Following these declarations, Bravofly responds with denial of these false reports.

August 26th, 2008 – **Ryanair** has recently accused **Bravofly** of illegally presenting and selling Ryanair flights directly on its website. The accusation can be found in the response that Ryanair sent to the European Commission in the realm of the investigation conducted by this authority on the policies of selling airlines tickets.

The accusations represent the latest chapter in the disparaging game that Ryanair has decided to engage in with Bravofly and with other websites that compare prices of airline tickets.

Bravofly SA, a Swiss company that owns volagratis.it, bravofly.com, bravofly.fr, bravofly.es, bravofly.de, and bravofly.co.uk, does not act as a "ticket tout" website – its sites offer support to its clients for booking flights from over 300 airline companies, applying a corresponding fee of 8 euro per segment for its services, clearly indicated separately from the ticket price. Bravofly offers a series of information and support services for travellers, 24 hours a day, and proposes to its clients a more complete and more competitive travel insurance policy with respect to that offered by Ryanair. For these reasons, many users prefer using all of Bravofly's services, even if consumers have the option of using Bravofly's website to compare ticket prices and then going directly to airline companies' home page to make their purchase.

All Ryanair tickets purchased by Bravofly users are acquired directly through the ryanair.com website, and for this reason, it is difficult to understand why Ryanair has accused this company of reselling activities of their flights. In spite of the threats, none of the bookings made by Bravofly users have been cancelled by Ryanair, confirming that Bravofly does not in fact resell any of these tickets. The threat of cancelling emitted tickets is an illegal action on Ryanair's behalf and it is exactly for this reason that the airline company is being kept under surveillance by the European Commissioner of Transport, Tajani, and by the Italian and Spanish governments. The Enac, the Italian Civil Aviation Authority, has already declared, "we are carefully supervising the carrier with respect to public regulations concerning the protection of the rights of passengers, and we would like

to specify that as of now, every violation of these regulations will be sanctioned in proportion to the degree of the violation”.

The cases in which it is legal for an airline company to forbid passengers to board, despite the fact that they possess a standard ticket – whether paper or electronic – properly emitted by the carrier, are defined by norms and regulations. Ryanair’s eventual decision to deny the boarding of its passengers in relation to the conditions of purchase of the ticket would be completely illegal and the airline company would face heavy compensatory fines.

Bravofly Group’s websites continue to offer the possibility to compare and to purchase tickets from all airline companies, including Ryanair. The legal action solicited by Bravofly to recognize its right to include Ryanair flights on its websites is in progress in the legal courts of Lugano and Dublin; no decision has been taken in this regard. The Bravofly Group and its lawyers are confident in the fact that the European courts will protect the rights of consumers guaranteeing them the possibility to compare the prices of airline tickets, to purchase the most convenient flights and to avoid dangerous monopolistic positions on the part of a few arrogant companies that are opposed to the normal dynamics of market competition.

Fabio Cannavale, founder of Volagratis/Bravofly has stated: “We do not see any real risk for customers using our Volagratis and Bravofly websites because we do not expect Ryanair to take any action. Ryanair is currently facing a crisis period, their actions are purely those of communication – their soul aim is to intimidate comparator websites and clients even more. We are, however, monitoring our users’ reservations and bookings, and even for those that will not have their tickets cancelled, we are always on our clients’ side and we are ready to guarantee them all possible assistance to protect them.”

Bravofly is Europe’s leading online tour operator thanks to its exclusive technology which compares offers from all airline companies and that allows its users to buy tickets online from the chosen airline. The following websites are part of Bravofly Group: www.volagratis.it; www.viaggiare.it; www.tablethotels.it; www.bravofly.com; www.bravofly.co.uk; www.bravofly.fr; www.bravofly.de; www.bravofly.es

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