

Dear Customer,

We are contacting you to inform you of changes to the way we service Ryanair bookings, effective immediately.

Key Travel will continue to sell Ryanair but any amendments to a booking post confirmation will now need to be managed by the passenger directly via the Ryanair website.

Reasons for the Change

Like most Travel Management Companies, Key Travel receives much of its air content via a Global Distribution System (GDS). Ryanair has GDS agreements in place providing limited content to some of the GDS providers e.g. Sabre and Travelport, but does not have an agreement with Key Travel's GDS, Amadeus. Key Travel therefore acquires Ryanair content via a well-established third-party aggregator called Travelfusion.

Ryanair has a strategy of changing its distribution model from time to time, and, since December 2021, has been limiting access to their content via all third-party aggregators, including Travelfusion, as well as via OTAs (Online Travel Agents). They state that they are doing this to control the pricing of their fares in the market as, unlike Key Travel, some OTAs mark-up the Ryanair ticket price and re-sell them. Key Travel only sell Ryanair flights at the net cost plus any applicable Key Travel service fee.

These restriction levels now mean we must change our support for customers, limiting our service to booking and ticketing only. We can no longer support any post-ticketing activity (e.g., changes and cancellation), as Ryanair has blocked this process by introducing additional security checks and restrictions, including facial recognition checks, that must be completed by the passenger themselves.

Benefits to Booking with Key Travel

Despite the changes to our service, we recommend that your organisation continue to book Ryanair via Key Travel for the following reasons:

- Customers benefit from online and offline booking 24/7 on phone and email.
- Where payments are made via invoice, organisations benefit from a credit facility, additional coding workflow and approval support processes.
- All Ryanair bookings are transparently reported, providing buying-behaviour insights.
- All Ryanair bookings are included in traveller tracking and risk management support.
- All Ryanair bookings are included for Scope 3 Carbon Footprint reporting.

Thank you for your understanding. We have included a further FAQ at the bottom of these email.

Please contact accountmanager@keytravel.com should you have any questions.

Kind regards,

Your Key Travel Account Management Team

FAQs

How do I make amendments to my booking?

The traveller must create or log into their MyRyanair account via the Ryanair website, retrieve their booking, make the desired changes, and pay by credit card.

If I cancel a booking where will any refund go, e.g., tax recovery?

Generally, Ryanair flights are non-refundable. Refunds will now need to be requested by the passengers to Ryanair directly via their MyRyanair account. Key Travel can no longer support refunds. In some cases, government tax can be reclaimed if the passenger does not travel but usually the tax amount is lower than the administration fee Ryanair charges for processing the tax refund and cannot be claimed as a result.

If Ryanair cancel my booking, where will the refund go?

The customer will need to request the refund via the Ryanair website. This will prompt the passenger to fill out a Customer Verification Form, using facial recognition software to verify the traveller. Once submitted and verified, the customer will be able to choose whether to refund any reimbursable amounts to the agent (Key Travel) or to their own credit card. Where a booking has been made and paid for via Key Travel, passengers must request that funds are returned to the agent to ensure that these can be returned to the organisation. This will prompt the passenger to fill out a third-party authorisation form. Key Travel do not have visibility over any refunds that are returned directly to a passenger's card and as such, it's important that organisations mandate its staff to return funds to the original source of payment.

Can I add bags to my Ryanair booking on KT Online?

Yes, checked-in baggage can be added in the last step just before confirmation. This will remain in place but any changes or additions to this after the initial booking will need to be managed and paid for by the passenger directly on the Ryanair website.

If I booked via KT Online, how do I cancel or change my flight?

Ryanair flights are mostly non-cancellable. Any changes or cancellations will need to be actioned by the passenger directly via the Ryanair website. Key Travel will no longer support this.

How can Key Travel support my Ryanair booking in an emergency?

Key Travel can assist with Ryanair bookings up to the point of purchase / ticketing. Once a booking has been confirmed, any amendments will need to be managed by the passenger directly via the Ryanair website. In a crisis or emergency Key Travel can make new reservations on Ryanair so that new tickets are provided.