

# Ryanair's New Baggage Policy



## Q1. What is Ryanair's new baggage policy?

A. From November, we will cut the cost of a checked bag from €/£35 to €/£25 and increase the bag size from 15kg to 20kg.

- The check-in bag allowance will increase from 15kgs to 20kgs for all bags
- The standard check-in bag fee will be cut from €/£35 to €/£25 for this 20kg bag
- Only Priority Boarding customers (including Plus passengers) will be allowed to bring two carry-on bags on the aircraft
- All other (i.e. non-priority) customers will only be allowed to bring one smaller carry-on bag on board the aircraft, while their second (bigger) wheellie bag must be placed in the hold (free of charge) at the boarding gate.

## Q2. Why is Ryanair making this change?

A. To reduce the number of flight delays caused by too many customers arriving at the gate with 2 carry-on bags.

## Q3. Will customers still be able to take 2 pieces of cabin baggage on board?

A. Yes for Priority Boarding customers who will still be able to bring 2 bags, 1 normal (55cm x 40cm x 20cm) and 1 small

(35cm x 20cm x 20cm) into the cabin.

B. No for non-priority customers who will put their bigger (wheelie) cabin bag in the hold (free of charge), and will be able to take their smaller bag into the cabin.

**Q4. How will this change be implemented?**

A. There will be two queues at the gate: Priority customers 2/bags and non-priority/1 bag only.

**Q5. How much is Priority Boarding and can it be added to bookings?**

A. €/£5 at the time of the flight booking. It can be added after booking (for €/£6) up to 1 hour before the scheduled flight departure time, via the Ryanair app.

**Q6. What about 15kg bags?**

A. The 15kg bag will increase to 20kg.

**Q7. Will non-priority customers be able to check their normal cabin bag at the check-in desk instead of the boarding gate?**

A. No, all cabin bags must be brought to the boarding gate where the bigger one will be placed in the hold, free of charge.

**Q8. What about bookings before the new policy was implemented?**

A. The new baggage policy will start on 1<sup>st</sup> November, and will apply to all bookings made before and after 1<sup>st</sup> Nov, and flights from that date onwards.

**Q9. What if non-priority customers refuse to put their bag in the hold?**

A. They will not be allowed to travel (without refunds).

**Q10. What about customers with infants; can they still bring a changing bag?**

A. Yes. A small (5kg) baby bag may be carried by customers with infants.

**Q11. Why is there a €/£10 supplement at Easter, Christmas and on longer routes during the peak summer months?**

A. The €/£10 supplement reflects the increased handling costs of significant additional checked bags during these busy periods.

**Q12. Will it still be cheaper to book a checked-in bag at the time of booking?**

A. Yes. The 20kg bag will be reduced in price to €/£25 at the time of booking only. Checked-in bags added after the time of booking or made at the airport will cost €/£40.

**Q13. Where can I find the routes where the supplement applies?**

A. These selected routes will be highlighted on the website and in the app from today.

**Q14. What about customers with waivers for medical items – can they still take them onboard?**

A. Yes, subject to contacting our special assistance line in advance and complying with any requirements of our special assistance team.