

RYANAIR (DUBLIN)

Erpressung beim Check-in

Anbei das Beschwerdeschreiben, dass an Ryanair gefaxt wurde. Eine Antwort steht aus.

Dear Sir or Madam,

on Sunday, the 16th May 2010 we wanted to fly from Girona back to Bremen.

As it was time for boarding, a very rude woman of the Ryan air crew talked to us in a very aggressive way that our baggage was too heavy. Without even having weighed our baggage, she almost screamed at us that she will refuse us the return flight without any reason. I was - and still am - really shocked that someone was talking in such a rude way to us especially as we were very polite and cooperative.

After making this threat, she weighed our baggage with a hand scale, which showed that both suitcases weighed too much, which was quite surprising, since the one suitcase contained only some clothing and nothing else. One more reason, why all this was very strange was that we had no problems at the outgoing flight with the weight of our suitcases (actually this was quite conspicuous since we did not have put new things in our suitcases; contrariwise we had less baggage as at the outgoing flight).

We were threatened from the Ryan air staff that they will deny us boarding if we don't pay the 35€. When the rude woman went away to get the change we asked one of her colleagues to weigh our suitcases with her hand scale; we just couldn't believe that our stuff was that heavy. As you can imagine that scale showed us much less weight. As soon as this colleague saw that our baggage was in the allowed weight range, she put it away from the scale and refused to weigh it again on her scale in front of the other colleagues and other witnesses. We still had to pay the 35€ although it was proven, that our baggage didn't weigh too much.

When we arrived in Bremen, we went straight to the Ryan air counter and complained about the behaviour of the Ryan air staff in Girona. The Ryan air staff in Bremen told us that each day several passengers coming from Girona complain about the same practises from the Ryan air staff in Girona. We were told to weigh our suitcases and make a picture of the suitcases and the shown weight as proof and complain to Ryan air. It was less than the 20 KG (2 Persons with each one handbag á 10 KG). I would be delighted to send you this picture which was made at the airport in Bremen via E-Mail, you have only to provide an E-Mail address.

I am really disappointed of Ryan Air and the way we were treated; actually I haven't experienced so much rudeness, unfriendliness and evidently cheating at once. We assume that this is not the Ryan Air policy and you'll refund the money we had to pay unlawfully and provide a compensation for the mortifying behaviour of your staff. Furthermore we expect that no more passengers have to suffer from the Ryan air staff in Girona. If Ryan Air doesn't draw conclusions we'll assume that the ground staff is directed to blackmail their passengers and report our case to the Luftfahrtbundesamt (LBA).

We are really disappointed that you are bringing us to the displeasing position to ask you back for the 35 €. We advise you that we will cancel the flight payment if you don't react adequately within the next three weeks.

Yours sincerely,

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Meine Forderung:

Erstattung der unrechtmäßig erhaltenen 35 € + Entschädigung + personelle Konsequenzen

Richtet sich diese Beschwerde gegen Ihre Firma/Marke/Institution?

Jetzt antworten!

[Diese Beschwerde ist unter der Adresse: <http://at.reclabox.com/beschwerde/32088> abrufbar.]