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UNDERTAKINGS TO THE OFFICE OF FAIR TRADING

RYANAIR LIMITED, ("the Company") has agreed to provide undertakings to the Office of Fair Trading ("the OFT") in response to an investigation by the OFT into possible breaches of the Consumer Protection from Unfair Trading Regulations 2008 ("the CPRs").

This undertaking applies to any conduct of the Company that takes place, or has an impact on consumers, in any place throughout the United Kingdom.

For the purpose of these undertakings:

"website headline price" is the price first displayed to customers further to a flight or holiday search on the Company's website;

"advertised headline price" is the price stated as being available in any of the Company's advertising (in any medium, including but not limited to print media and online) and marketing materials, but excluding the "website headline price" or any other prices stated on the Company's website.

The Company gives the following undertakings to the OFT under section 219 of the Enterprise Act 2002 ("EA02"):

1. From 22 June 2012, the Company will ensure that the existence of the £6 admin fee, and that it is payable on a per person per sector basis, is made clear in all advertising and on its website.
2. From 1 August 2012, the Company will ensure that the advertised headline price includes any charge for making a payment by debit card.
3. From 1 December 2012, the Company will not charge an additional fee, above any charges included in the website headline Price, in relation to making a payment, or a booking, in respect of any flights or ancillary services, where a debit card is used.
4. From 1 December 2012, if the Company charges any additional fee by virtue of the payment method used, above any charges included in the website headline price, in relation to making a payment or a booking where a debit card is not used, such a fee will not be described as an "administration", "transaction", "booking" or "handling" fee or in any similar manner that suggests that it reflects the costs incurred by the Company, where the amount of the fee is more than the increased cost to the Company of processing that payment method compared to payment by debit card.

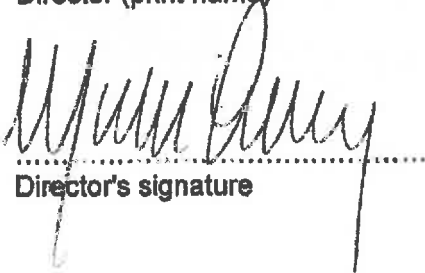
5. From 1 December 2012, any additional fee, charged by virtue of the payment method used, applied to payments or bookings made other than by debit card will be described in clearly visible text in any advertising which displays the advertised headline Price and notified to consumers on each page of the Company's website where the website headline Price is displayed in clearly visible text and by means of a prominent link to a list of charges.

6. The Company will not (whether by its officers, employees, agents or otherwise or by directing any other entity or individual) consent to or connive in conduct which infringes paragraphs 1 to 5 above by another body corporate with which it has a special relationship (within the meaning of section 222(3) of the EA02).

I am authorised to sign these undertakings on behalf of **RYANAIR LIMITED**.

Michael O'Leary

.....
Director (print name)


.....
Director's signature

Dublin, 29 June 2012

Juliusz Komorek

.....
Witness (print name)


.....
Witness's signature

Dublin, 29 June 2012