



RYANAIR CELEBRATES 100 MILLION PASSENGERS AT MILAN BERGAMO AIRPORT

Ryanair, the number one airline in Italy and Europe, today (10 July) celebrates the reaching of the important milestone of **100 million passengers at Milan Bergamo Airport** since the low-cost airline arrived in the airport in 2002.

In the 17 years since operations began, Ryanair has increased its annual traffic in Milan Bergamo from 360,000 to more than 11 million passengers forecast for 2019. Milan Bergamo is the number one airport for Ryanair in Italy, and the third in its European network, with 18 aircraft based there (corresponding to an investment of 1.8 billion dollars), supporting 540 direct jobs in terms of Ryanair cabin crew based in Bergamo, and 8,300 collateral positions as a result of the traffic created by the Irish airline alone.

Ryanair operations in Milan Bergamo for 2019/2020 include 96 routes in total, of which 6 are new summer destinations and 9 are new winter destinations, for a total of 11.1 million customers a year, figures that highlight Ryanair's commitment and level of investment in Italian tourism.

Passengers departing from Italy can already book their holidays up to March 2020, accessing even lower prices and improvements to Ryanair customer services made in 2019, including

- **Lower prices** – find a cheaper fare within 3 hours, and receive the difference plus 5 euros credit on MyRyanair
- **Punctuality** – we guarantee 90% punctuality (excluding ATC causes) or 5% discount on fares for the following month
- **Customer Support Charter** – EU261 compensation claims processed in 10 days, new 24/7 support, connection in 2 minutes
- **Improvement in support** – free modifications to bookings within 48 hours
- **Environmental progress** – carbon emission compensation programme, environmental partnerships and elimination of plastics within 5 years
- **New “Ryanair Choice”** – 199 euros annual fee for **free seat selection**, fast-track and priority boarding for regular customers
- **Digital evolution** – new “Fare Finder” mode, tickets for sports events, made-to-measure tourist guides and faster mobile use

To celebrate, Ryanair has launched an offer from Milan Bergamo for fares as low as € 14.99 for flights until the end of October 2019, valid for bookings made by midnight on Friday (12 July) exclusively on the Ryanair.com website.

At Milan Bergamo Airport, Chiara Ravara from Ryanair stated:

“We are delighted to celebrate 100 million passengers at Milan Bergamo Airport since operations began for Ryanair in 2002. Milan Bergamo is already Ryanair’s number one airport in Italy in terms of traffic, and we are delighted to be growing even further, with 11.1 million passengers forecast for the current year. Our investment in Milan Bergamo has contributed to establishing Bergamo and the surrounding area as a tourist destination in itself, and not only as an access point for Milan. The data confirm the success of the relationship between Ryanair and Milan Bergamo Airport, so much so that international tourists have increased by 70% in the last 10 years in the province of Bergamo.

To celebrate, we have launched an offer from Milan Bergamo with fares as low as € 14.99 for flights until the end of October 2019, for bookings made by midnight on Friday (12 July). As these incredible prices go quickly, we invite our customers to visit www.ryanair.com in order to not miss out on the opportunity”.

Giacomo Cattaneo, Commercial Director of Aviation for SACBO, said:

“We will never forget the landing of the first scheduled Ryanair flight at Milan Bergamo on 14 February 2002, followed a year later by the official opening of the base in our airport. It is incredible to think that since then, 100 million passengers flown by the airline have passed through our airport. The journey of growth and continuous evolution made together with Ryanair and our airport has led both organisations to present the market with an offer that over time has adapted to varied customer needs. This new and important milestone gives us the drive to look even further ahead and to grow even more in order to be able to offer our passengers an experience in the airport that is richer, more enjoyable and innovative, certain that the large and solid Milan and Lombardy market, together with a catchment area rendered larger by the centrality and accessibility of Milan Bergamo Airport and by intermodality solutions, will continue to appreciate us ever more”.

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About Ryanair

Ryanair Holdings Plc, the largest European air travel group, is the holding company for Ryanair DAC, Lauda, Buzz, Malta Air and Ryanair UK. The group transports more than 153 million passengers per year on over 2,400 daily flights from 86 bases, connecting more than 200 destinations in 38 countries with a fleet of more than 475 aircraft, with a further 210 Boeing 737s on order, which will allow Ryanair Holdings to lower fares and to increase traffic to 200 million passengers per year by the 2024 business year. Ryanair Holdings has a team of more than 19,000 highly qualified professionals in the aviation sector, guaranteeing the European record for punctuality and a safety record of 34 years.