

Flight disruption Query ID 72216832

Flight: Prague - Milan Bergamo • 09 Jan 2026 • FR3527

Reservation number: MQG3UY

Flight status: Delayed

Category:
Flight disruption / Flight delayed / EU261 compensation

Created:
24 Jan 2026

Last activity:
Today

Query status

 Closed

Your conversation

24 Jan 2026 • 09:18 pm

R

EU261 compensation claim for flight FR3527 (Prague PRG – Milan Bergamo BGY) on 09 January 2026, booking reference MQG3UY. Scheduled arrival: 17:10. Actual arrival: 20:51 (delay 3h 41m). I request compensation of EUR 250 under Regulation (EC) 261/2004. Please pay by bank transfer.

 Flightradar_delay_confirmation.jpg 557KB 

 Trip_confirmation.jpg 382KB 

 Boarding_pass.jpg 288KB 

Ryanair Customer Service • 24 Jan 2026 • 09:18 pm



Dear Customer,

Your query 72216832 is being reviewed by our Customer Service Team. We will get back to you as soon as possible.

If your query relates to an access/erasure request of your data, please [click here \(https://help.ryanair.com/hc/en-ie/categories/32058073533457-Data-Protection\)](https://help.ryanair.com/hc/en-ie/categories/32058073533457-Data-Protection) to access our privacy policy.

Kind regards,

Ryanair Customer Service Team

Ryanair Customer Service • 25 Jan 2026 • 10:50 pm



Dear Customer,

Thanks for getting in touch.

We note that you are requesting compensation for a delayed flight.

We regret any inconvenience caused due to the delay of your flight. We kindly request that you review the information on our help centre regarding care entitlements and passenger rights by clicking [here \(https://help.ryanair.com/hc/en-ie/categories/12488242270609-Cancelled-Rescheduled-Flights\)](https://help.ryanair.com/hc/en-ie/categories/12488242270609-Cancelled-Rescheduled-Flights).

Thank you once again for getting in touch and we look forward to welcoming you onboard a Ryanair flight soon.

Kind regards,

Ryanair Customer Service Team

• 25 Jan 2026 • 10:53 pm

R

This is not a decision on my EU261 compensation claim.
Please confirm whether my claim for flight FR3527 (PRG–BGY) on 09 Jan 2026 is approved or refused.
Scheduled arrival 17:10, actual arrival 20:51 (delay 3h 41m).
Compensation due: EUR 250 under Regulation (EC) 261/2004.
If you refuse, please provide the exact reason and supporting evidence (e.g. ATC restriction reference / weather report), as required under EU261.

Ryanair Customer Service • 25 Jan 2026 • 10:53 pm

Dear Customer,

Thank you for your response. We'll get in touch as soon as we can.

Kind regards,
Ryanair Customer Service Team

Ryanair Customer Service • 25 Jan 2026 • 12:25 am

Dear Customer,

As previously advised, we have reviewed your request for compensation due to a delayed flight. Please refer to the information available on our help centre regarding passenger rights and entitlements by accessing the following link: [<https://help.ryanair.com/hc/en-ie/categories/12488242270609-Cancelled-Rescheduled-Flights> (<https://help.ryanair.com/hc/en-ie/categories/12488242270609-Cancelled-Rescheduled-Flights>)]. Our team will be happy to assist you further with your inquiry.

Kind regards,
Ryanair Customer Service Team

[REDACTED] • 25 Jan 2026 • 08:58 am**R**

Your reply does not answer my EU261 compensation claim and contains no decision.

Please provide a formal decision: approved (with payment date) or refused (with the exact extraordinary circumstance and evidence).

Flight FR3527 PRG–BGY on 09 Jan 2026 arrived at 20:51 vs scheduled 17:10 (delay 3h 41m). Compensation due: EUR 250 under Regulation (EC) 261/2004.

If no formal decision is provided within 7 days, I will escalate the case to your ADR body and the National Enforcement Body.

Ryanair Customer Service Agent • 25 Jan 2026 • 08:58 am

Dear Customer,

Thank you for your response. We'll get in touch as soon as we can.

Kind regards,
Ryanair Customer Service Team

Ryanair Customer Service Agent • 25 Jan 2026 • 12:01 pm



Dear Customer,

I refer to your recent correspondence.

We regret that we cannot be of further assistance with regards to this matter.

If you are not satisfied with the outcome of your query, you may be able to refer your query to your competent local ADR (Alternative Dispute Resolution).

You can find the details of your Local ADR by clicking [here](https://help.ryanair.com/hc/en-ie/articles/28511755011985) (<https://help.ryanair.com/hc/en-ie/articles/28511755011985>).

Kind Regards,
Ryanair Customer Service Team