

18/07/2012

*Private and Confidential*

Maarten Of The Family Lusink  
In Care Of Postbox 79  
Non Domestic  
Winsum, Groningen  
9950 AB  
THE NETHERLANDS

Our Ref. 516705

Dear Sir/Madam,

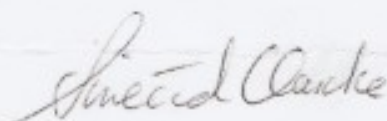
I acknowledge receipt of your letter dated 12<sup>th</sup> of July 2012, received in our office on the 18<sup>th</sup> of July 2012.

Whilst we sympathise with your view, we regret that our position as set out in the letter dated 27/06/2012 remains unaltered.

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

Yours sincerely

For and on behalf of  
RYANAIR LIMITED



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Sinead Clarke  
Customer Services