

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC  
Form 6-K  
May 30, 2003

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16  
of the Securities Exchange Act of 1934

For the month of May 2003

RYANAIR HOLDINGS PLC  
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office  
Dublin Airport  
County Dublin Ireland  
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes ..... No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- \_\_\_\_\_

AER LINGUS CAN'T MATCH RYANAIR'S FARES  
AND CAN'T MATCH RYANAIR'S CUSTOMER SERVICE

Ryanair, Europe's No.1 low fares airline today welcomed the limited release by Aer Lingus (Ireland's high fares airline) of some customer service information for recent weeks. These figures confirm that Aer Lingus can't match Ryanair's prices and can't match Ryanair's service either.

1. Aer Lingus's audited average fares are still three times higher than Ryanair's. The recently released audited accounts of Aer Lingus show that it carried 6.3 million passengers last year, with total sales of EUR958m (excluding discontinued operations) for an average fare of over EUR152 per passenger. Ryanair's last audited accounts confirm that its average fare was just EUR49, less than one third of Aer Lingus's average fare.

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2. Aer Lingus claim that their average fares are lower, but still refused to provide audited figures for its average fares even excluding the US traffic. Aer Lingus wants to hide the fact that it was, and still is a high fares airline.
3. Aer Lingus's own figures prove they can't match Ryanair's customer service either. Aer Lingus were forced Tuesday to publish customer service statistics for punctuality, lost luggage and passenger complaints. It's interesting that Aer Lingus produced the lost baggage and punctuality statistics for the past four months, but would only produce the punctuality statistics for the last 5 weeks. Obviously Aer Lingus are still trying to hide the truth of their abject punctuality from the travelling public.

Aer Lingus's own statistics now confirm that Ryanair beats them every time for prices, punctuality, lost bags and customer complaints.

Willie Walsh, the Chief Executive of Aer Lingus claims that Aer Lingus is now much more competitive. More competitive than what? Aer Lingus's fares are still three times higher than Ryanair's and it can't match Ryanair's customer service. Very little has changed at Aer Lingus, it's still ripping off the Irish public as Willie Walsh himself confirmed at the recent PD conference in Galway.

Welcoming this belated publication of Aer Lingus's customer service statistics today, Ryanair's Chief Executive, Michael O'Leary said;

"These figures prove yet again that Aer Lingus can't match Ryanair's fares, can't match Ryanair's punctuality and can't match Ryanair's service. It's a pity that Aer Lingus won't take up the Ryanair challenge to publish their audited average fares which Willie Walsh claims are lower than stated in their accounts, but we will keep on trying to embarrass him into publishing the truth.

In the meantime the Irish public can continue to obtain the lowest fares, the most on-time flights and the best customer service by flying Ryanair."

Comparison of Aer Lingus and Ryanair's published punctuality statistics and average fares.

Audited Average Fare (Latest Audited Accounts)	Ryanair	Aer Lingus
	EUR49	EUR152
Current Lowest Fares	Ryanair (one way)	Aer Lingus (each way)
Manchester	EUR15	EUR39.99
Birmingham	EUR25	EUR29.99
Glasgow	EUR25	EUR34.99
Edinburgh	EUR25	EUR34.99
London	EUR35	EUR39.99
Brussels	EUR35	EUR58.32
Paris	EUR35	EUR69.99

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On-Time Flights	Ryanair	Aer Lingus
Edinburgh	90%	57%
Birmingham	88%	55%
Manchester	88%	78%
London	82%	66%

\* CAA  
Punctuality  
Statistics for  
January and  
February 2003

Ends 30th May 2003

For further information

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### SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 30 May 2003

By:\_\_\_\_/s/ Howard Millar\_\_\_\_\_

H Millar  
Company Secretary & Finance Director