

Ryanair's New Baggage Policy Q & A

Q1. What is Ryanair's new baggage policy?

A. From November, we will cut the cost of a checked bag from €/£35 to €/£25 and increase the bag size from 15kg to 20kg.

- The check-in bag allowance will increase from 15kgs to 20kgs for all bags
- The standard check-in bag fee will be cut from €/£35 to €/£25 for this 20kg bag
- Only Priority Boarding customers (including Plus passengers) will be allowed to bring two carry-on bags on the aircraft
- All other (i.e. non-priority) customers will only be allowed to bring one smaller carry-on bag on board the aircraft, while their second (bigger) wheelie bag must be placed in the hold (free of charge) at the boarding gate.

Q2. Why is Ryanair making this change?

A. To reduce the number of flight delays caused by too many customers arriving at the gate with 2 carry-on bags.

Q3. Will customers still be able to take 2 pieces of cabin baggage on board?

A. Yes for Priority Boarding customers who will still be able to bring 2 bags, 1 normal (55cm x 40cm x 20cm) and 1 small (35cm x 20cm x 20cm) into the cabin.

B. No for non-priority customers who will put their bigger (wheelie) cabin bag in the hold (free of charge), and will be able to take their smaller bag into the cabin.

Q4. How will this change be implemented?

A. There will be two queues at the gate: Priority customers 2/bags and non-priority/1 bag only.

Q5. How much is Priority Boarding and can it be added to bookings?

A. €/£5 at the time of the flight booking. It can be added after booking (for €/£6) up to 1 hour before the scheduled flight departure time, via the Ryanair app.

Q6. What about 15kg bags?

A. The 15kg bag will increase to 20kg.

Q7. Will non-priority customers be able to check their normal cabin bag at the check-in desk instead of the boarding gate?

A. No, all cabin bags must be brought to the boarding gate where the bigger one will be placed in the hold, free of charge.

Q8. What about bookings before the new policy was implemented?

A. The new baggage policy will start on 1st November, and will apply to all bookings made before and after 1st Nov, and flights from that date onwards.

Q9. What if non-priority customers refuse to put their bag in the hold?

A. They will not be allowed to travel (without refunds).

Q10. What about customers with infants; can they still bring a changing bag?

A. Yes. A small (5kg) baby bag may be carried by customers with infants.

Q11. Why is there a €/£10 supplement at Easter, Christmas and on longer routes during the peak summer months?

A. The €/£10 supplement reflects the increased handling costs of significant additional checked bags during these busy periods.

Q12. Will it still be cheaper to book a checked-in bag at the time of booking?

A. Yes. The 20kg bag will be reduced in price to €/£25 at the time of booking only. Checked-in bags added after the time of booking or made at the airport will cost €/£40.

Q13. Where can I find the routes where the supplement applies?

A. These selected routes will be highlighted on the website and in the app from today.

Q14. What about customers with waivers for medical items – can they still take them onboard?

A. Yes, subject to contacting our special assistance line in advance and complying with any requirements of our special assistance team.