

Rabbi Abraham Cooper,
Associate Dean,
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Simon Wiesenthal Center
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By email only: cpanhuysen@wiesenthal.com

15 June 2023

Dear Rabbi Cooper,

Many thanks for your letter dated June 13th, received by email on June 14th at 22:25.

On a personal level, I am very familiar with the work of the Simon Wiesenthal Center having visited Auschwitz on two occasions in recent years.

In relation to flight FR 3794 from Bologna to Tel Aviv on June 10th last, I have already written to the Israeli Ambassador to Ireland yesterday, June 14th, on the circumstances relating to onboard announcements on the flight in question.

It appears that a junior cabin crew member made our routine descent PA (which notifies of last opportunity to use the toilets) and innocently but inexplicably said Palestine instead of Tel Aviv. From speaking to the managers and reviewing the crew reports we are 100% satisfied that this was an innocent mistake with no political overtones or intent. Several passengers did complain onboard and when the crew realised what had been announced, the crew member made a second PA apologising and correcting this error. A small number of passengers, despite this PA apology, continued to be abusive towards the crew and the police were called to meet the aircraft on landing at Tel Aviv.

It is not Ryanair policy (or our crew practice) to refer to Tel Aviv as being in any country other than Israel. The crew member in question has been spoken to and received a warning to ensure that such an error is never repeated.

Israel is an important partner for Ryanair. We are Israel's second-largest airline and we plan to continue to invest in Israel to grow traffic and connectivity both for Israelis travelling to Europe and also to bring much-needed inbound tourism to Israel. I travelled to Tel Aviv & Jerusalem in recent months to launch our Winter 22 schedule and hope to visit again in the near future.

Many thanks for your letter and apologise for this inappropriate and unacceptable PA and can assure you that there was no intention to cause offence. This was an innocent mistake, and the crew member apologised on the PA when they realised what had happened. We can assure you that the crew member who made the announcement was extremely apologetic and has assured us that this mistake will never be repeated.

Yours sincerely,



Eddie Wilson
CEO – Ryanair DAC