

Hello, Dear Sir | Madam

In your previous e-mail, you asked me to forward you the original booking Itinerary from Ryanair. But, I couldn't find them. However, I found other, more recent emails regarding these reservations:

- 1) Email dated 20th of January due to reservation number: MZMDGW.
This is a Dublin – Krakow flight for 16th of April.
This letter confirms that as of January 20, I had already paid this booking.

This email was forwarded to you on 9th of May at 1:52 PM.

to: support@ukrainetempacom.cloud.gov.ie

added text : This is additional file related to the request for the save of social accommodation. {1075902}

sender: Nrsira@gmail.com (My sister, who booked tickets)

- 2) Email dated 8th of April due to reservation number DSYVVV.
This is return a Krakow – Dublin flight for 28th of April.
This letter confirms that as of April 8, I had already paid this booking.

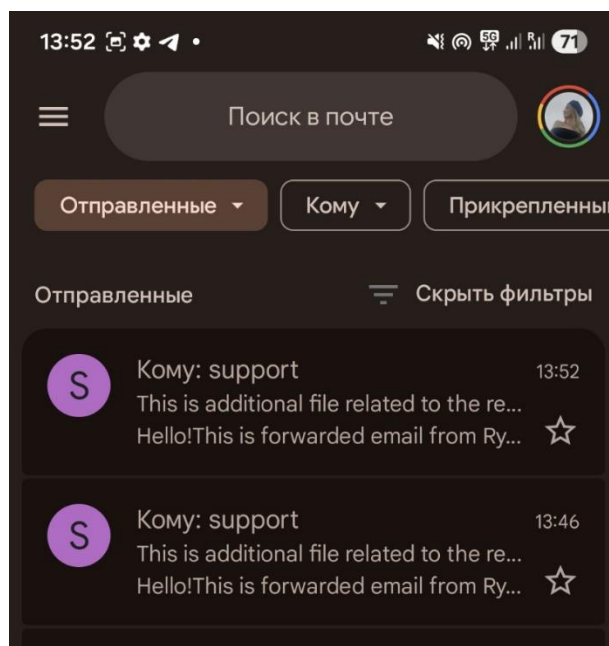
This email was forwarded to you on 9th of May at 1:46 PM

to: support@ukrainetempacom.cloud.gov.ie

added text: This is additional file related to the request for the save of social accommodation. {1075902}

Sender: Nrsira@gmail.com

A screenshot of the sent emails is attached below



Also, in your previous e-mail you said: “We are cannot accept screenshots of tickets” and you need “confirm the date of booking”.

We have previously sent you Booking receipts in PDFs file, which are original payment document from Ryanair as well as bank statements showing payment of the amounts specified in the Ryanair booking receipts.

And these weren't screenshots, they were the original payment documents in PDF format. If you didn't receive them or have misplaced them, you can download them via the link (a folder on Google Drive, accessible via the link only).

<https://drive.google.com/drive/folders/1GgRcBRZcQRHZMtj5wnRt9mbXyaVQP3IQ?usp=sharing>

Two folders have been uploaded there, containing all the attached files from the reply to your enquiry on 2nd of May and today's files, dated 9th of May

This time, we decided to send them also as well (updated from today), as this is the original document showing the payment date. Also we recorded the process of creating them on Ryanair's website and give some additional information in the video, which my sister has posted on a YouTube channel that can only be accessed via a link.

<https://youtu.be/n6FEFHommiU>

I think this video will help you work out where to find the payment dates for my booking, as well as clarify the details of changing my (Olena Polishchuk) return flight date.

Attached files in PDF format:

- 1) Ryanair-01-MZMDGW-Ryanair-booking-receipt--Dublin-Krakow-16.04
Payment date: 17th of January
- 2) Ryanair-02-DSYVVV-Ryanair-booking-receipt--Krakow-Dublin-28.04
Payment date: 10th of March
- 3) Ryanair-03-BQQB4Y-Ryanair-booking-receipt--return-date-changed
Confirms fact of changing return flight date

Attached files in HTML format:

- 1) Ryanair-04-Query-to-change-date-of-return-ticket
Confirms fact of changing return flight date on 27th of April. So Olena was removed from booking DSYVVV to BQQB4Y as well as her payment for booking DSYVVV (410,31 ZL), made 10th of March

- 2) Ryanair-05-Query-to-restore-original-Ryanair-Travel-Itinerary-email
A customer service assistant confirms the booking dates: MZMDGW booking date is 17th of January and DSYVVV booking date is 10th of March

Kind Regards,
Olena Polishchuk