

Helen Close  
[helenclose756@gmail.com](mailto:helenclose756@gmail.com)

1 July 2021  
Reference: F0005321

Dear Ms Close

Thank you for your request of 21 June 2021, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*I would like to find out if the flights below actually operated - this information is necessary for me to be able to progress a refund claim.*

*Wed, 30 Sep 2020 -Ryanair FR4116  
13:30 - 17:20 MAN Manchester to RMU Región de Murcia Arrives*

*Sun, 4 Oct 2020 FR4117  
21:05 - 22:55 RMU Región de Murcia to MAN Manchester*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

According to information received from Manchester Airport authorities, who are provided with information by handling agents or the airlines themselves, we hold the following information:

<b>Manchester – Murcia</b>	<b>30 September 2020</b>	<b>Ryanair flight FR4116</b>
Planned gate time	12:30	
Actual gate time	12:19	
Actual Runway departure	12:26	
<b>Murcia - Manchester</b>	<b>4 October 2020</b>	<b>Ryanair flight FR4117</b>
Planned gate time	21:55	
Actual Runway arrival	21:27	
Actual gate time	21:29	

All times are quoted in GMT.

**Civil Aviation Authority**

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. [www.caa.co.uk](http://www.caa.co.uk)

Email: [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set out in the attachment. A request for an internal review should be submitted within 40 working days of the date of this letter.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens', with a stylized flourish at the end.

Mark Stevens  
External Response Manager

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.