

Ryanair Special Service Request (SSR) Practice Test (Sample)

Study Guide



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SAMPLE

Questions

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- 1. What does the abbreviation YP signify in the context of passenger classifications?**
 - A. Young passenger**
 - B. Yielded price**
 - C. Yearly program**
 - D. Youth traveler**
- 2. In which context would someone use the code MUSC?**
 - A. Bringing a guitar as personal item**
 - B. Checking in large baggage**
 - C. Traveling with a musical instrument**
 - D. Bringing onboard food items**
- 3. What information is necessary when submitting a SSR for reduced mobility?**
 - A. Only the travel date and flight number**
 - B. The type of assistance and any equipment requirements**
 - C. Simply the passenger's name and age**
 - D. No details are required**
- 4. Is it necessary to confirm SSR requests with Ryanair prior to travel?**
 - A. No confirmation is needed at any time**
 - B. Yes, it is necessary to confirm before travel**
 - C. Only confirmation is required at the airport**
 - D. Confirmation is only necessary for unaccompanied minors**
- 5. In Ryanair's special services, what type of items does BULK® typically include?**
 - A. Sports equipment like surfboards**
 - B. Personal electronic devices**
 - C. Additional clothing items**
 - D. Family travel necessities**

- 6. Which code indicates that a passenger uses their own safety restraint?**
- A. AMSA**
 - B. BDGR**
 - C. ATO**
 - D. BBG**
- 7. What does CREL® represent pertaining to passenger equipment on flights?**
- A. A passenger using a Crelling Harkness system**
 - B. An extra cabin bag request**
 - C. A duty travel classification**
 - D. A family fare service**
- 8. How can passengers submit a Special Service Request to Ryanair?**
- A. Only by phone**
 - B. Via the Ryanair website or mobile app**
 - C. Through travel agents only**
 - D. At the airport check-in counter**
- 9. What is the minimum age for unaccompanied minors traveling with Ryanair?**
- A. 10 years old**
 - B. 12 years old**
 - C. 14 years old**
 - D. 16 years old**
- 10. What must be done if a passenger is traveling with live animals and needs special services?**
- A. Notify Ryanair only after arriving at the airport**
 - B. Inform Ryanair and follow specific guidelines**
 - C. Request assistance at the boarding gate only**
 - D. No prior action is needed**

Answers

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- 1. A**
- 2. C**
- 3. B**
- 4. B**
- 5. A**
- 6. A**
- 7. A**
- 8. B**
- 9. B**
- 10. B**

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Explanations

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1. What does the abbreviation YP signify in the context of passenger classifications?

- A. Young passenger**
- B. Yielded price**
- C. Yearly program**
- D. Youth traveler**

In the context of passenger classifications, the abbreviation YP stands for "Young passenger." This classification is used by airlines to identify and accommodate young travelers, often in terms of special provisions that might be needed, such as unaccompanied minor services or discounts for youth fares. Recognizing young passengers allows airlines to tailor their services to meet the specific needs of minors, ensuring their safety and comfort while traveling. While other options might seem relevant, they do not pertain directly to standard passenger classification terminology used by airlines. For instance, "Yielded price" is associated with pricing strategies and does not classify passengers. "Yearly program" generally refers to programs or offerings, rather than passenger categories. "Youth traveler" might intuitively align with young passengers but isn't the term used in this specific context. Thus, "Young passenger" accurately reflects the classification in question.

2. In which context would someone use the code MUSC?

- A. Bringing a guitar as personal item**
- B. Checking in large baggage**
- C. Traveling with a musical instrument**
- D. Bringing onboard food items**

The code MUSC is associated with traveling with a musical instrument. This code is used by airlines like Ryanair to indicate that a passenger will be bringing a musical instrument on board. It helps the airline manage space and create appropriate arrangements for the instrument, ensuring that it is safely stowed and does not interfere with other passengers' belongings. The relevance of the term MUSC lies in its function as a special service request that communicates to the airline the specific requirements related to transporting a musical item, which often requires different handling compared to regular baggage. This includes considerations for size, weight, and potential need for special stowage. In contrast, bringing a guitar as a personal item, checking in large baggage, or bringing onboard food items do not pertain to the specific provisions outlined by the code MUSC. Each of these scenarios could have different codes or processes associated with them, focusing on the specific requirements of those items rather than the particular needs of musical instruments.

3. What information is necessary when submitting a SSR for reduced mobility?

- A. Only the travel date and flight number**
- B. The type of assistance and any equipment requirements**
- C. Simply the passenger's name and age**
- D. No details are required**

The correct response emphasizes the importance of providing detailed information when submitting a Special Service Request (SSR) for a passenger with reduced mobility. Specifically, understanding the type of assistance required is crucial because it enables the airline to plan and allocate appropriate resources to accommodate the passenger's needs effectively. This may include wheelchair assistance, priority boarding, or help during transit between connecting flights. Additionally, specifying any equipment requirements, such as the need for a personal wheelchair or other mobility aids, ensures that appropriate arrangements can be made prior to the flight. This proactive communication helps in enhancing the travel experience for passengers with reduced mobility and ensures their safety and comfort throughout their journey. The other options lack the depth of necessary details, as basic information like travel date, flight number, or simply the passenger's name and age does not equip the airline to provide the suitable assistance needed for a hassle-free travel experience for someone with mobility challenges.

4. Is it necessary to confirm SSR requests with Ryanair prior to travel?

- A. No confirmation is needed at any time**
- B. Yes, it is necessary to confirm before travel**
- C. Only confirmation is required at the airport**
- D. Confirmation is only necessary for unaccompanied minors**

It is essential to confirm Special Service Request (SSR) requests with Ryanair prior to travel to ensure that all necessary arrangements and accommodations are properly set up. Confirmation helps verify that Ryanair has received the request, can meet specific needs, and has made the necessary arrangements for services such as assistance for passengers with reduced mobility, special seating, or other personalized services. Without this confirmation, there is a risk that the requested services may not be provided on the day of travel, which can lead to significant inconveniences or difficulties for the passenger. This proactive step is vital for ensuring a smooth travel experience and that all requirements are adequately addressed. By confirming the SSR requests ahead of time, passengers can travel with peace of mind knowing that their needs have been acknowledged and catered to by the airline.

5. In Ryanair's special services, what type of items does BULK® typically include?

- A. Sports equipment like surfboards**
- B. Personal electronic devices**
- C. Additional clothing items**
- D. Family travel necessities**

The BULK® service in Ryanair's special services typically encompasses sports equipment, which includes items like surfboards, golf clubs, and bicycles. This service allows passengers to travel with larger or more specialized items that go beyond the standard baggage allowances. By categorizing these types of items under BULK®, Ryanair ensures that passengers can transport their sports gear without the worry of exceeding luggage limits, thus catering to the needs of travelers who engage in leisure activities that require specific equipment. The other options provided do not fall under the BULK® category as defined by Ryanair. Personal electronic devices are usually included within standard luggage allowances and do not require special handling. Clothing items similarly fall into standard baggage categories, and family travel necessities, while important, do not pertain specifically to the BULK® service, which is tailored for larger equipment rather than general personal items.

6. Which code indicates that a passenger uses their own safety restraint?

- A. AMSA**
- B. BDGR**
- C. ATO**
- D. BBG**

The code that signifies that a passenger is using their own safety restraint is AMSA. This code is specifically designated for situations where a passenger requires the use of their own safety device, such as a safety seat or harness that they bring aboard the aircraft. By using this code, airlines are alerted to the fact that special accommodations or considerations may be necessary to ensure the passenger's safety while traveling. Understanding the context of the other codes can clarify why AMSA is the most suitable choice in this scenario. For example, BDGR refers to a passenger needing assistance due to a medical condition, whereas ATO indicates a passenger onboard with a reduced mobility requirement. BBG pertains to unaccompanied minors, indicating their need for extra attention during the flight. These other codes represent different special service situations and do not specifically address the use of personal safety restraints.

7. What does CREL® represent pertaining to passenger equipment on flights?

- A. A passenger using a Crelling Harkness system**
- B. An extra cabin bag request**
- C. A duty travel classification**
- D. A family fare service**

CREL® refers specifically to a passenger utilizing a Crelling Harkness system. This system is designed to aid the safe transport of individuals requiring additional support or assistance due to mobility or medical needs. It is essential for ensuring the safety and comfort of passengers who may not be able to use standard seating safely due to their condition or requirements. The other options do not accurately reflect what CREL® signifies. An extra cabin bag request pertains to baggage policies rather than passenger assistance systems, while a duty travel classification relates to travel for work purposes, which is unrelated to passenger equipment. A family fare service generally involves pricing or ticketing options for families traveling together, again not connected to specific passenger equipment or mobility aids. Thus, the focus on the Crelling Harkness system directly ties into the definition and function of CREL® for assisting passengers in need of special support.

8. How can passengers submit a Special Service Request to Ryanair?

- A. Only by phone**
- B. Via the Ryanair website or mobile app**
- C. Through travel agents only**
- D. At the airport check-in counter**

Passengers can submit a Special Service Request to Ryanair through the Ryanair website or mobile app. This method is designed to provide convenience and accessibility, allowing customers to manage their requests easily and efficiently from their devices. Utilizing the website or app enables passengers to input their specific needs, such as assistance for reduced mobility, special meals, or other requests, well in advance of their flight. Submitting the request through these digital platforms typically ensures that it is processed quickly and that the necessary arrangements are made for a smoother travel experience. This option is particularly beneficial as it allows passengers to have their requests recorded and confirmed immediately, rather than relying on the availability of staff at a physical location or waiting until the day of travel.

9. What is the minimum age for unaccompanied minors traveling with Ryanair?

- A. 10 years old**
- B. 12 years old**
- C. 14 years old**
- D. 16 years old**

The minimum age for unaccompanied minors traveling with Ryanair is 12 years old. This policy is designed to ensure that children who are traveling alone are mature enough to handle the responsibilities involved, including navigating the airport and communicating their needs to airline staff. Ryanair's unaccompanied minor service is specifically tailored for children aged 12 to 15, which emphasizes the airline's focus on ensuring a safe travel experience for younger passengers. By setting the minimum age at 12 years, Ryanair balances the need for supervision with the understanding that older children can manage certain aspects of solo travel. The other age options do not align with Ryanair's outlined policy for unaccompanied minors.

10. What must be done if a passenger is traveling with live animals and needs special services?

- A. Notify Ryanair only after arriving at the airport**
- B. Inform Ryanair and follow specific guidelines**
- C. Request assistance at the boarding gate only**
- D. No prior action is needed**

When a passenger is traveling with live animals and needs special services, it is essential to inform Ryanair and follow specific guidelines. This is crucial because transporting live animals involves compliance with several regulations and safety protocols that ensure the well-being of the animal during the journey. By notifying the airline in advance, the passenger allows Ryanair to prepare the necessary arrangements, which may include specific handling procedures, proper accommodations for the animal, and ensuring that all legal and health documentation is in order. Following the established guidelines is equally important as it includes critical information on carrier specifications, health requirements, and procedures for boarding and disembarking with live animals. This proactive approach prevents last-minute complications at the airport and helps provide a smoother travel experience for both the passenger and their animal companion.