# Disabled passenger claims he was forced off Easyjet flight over restroom access



A disabled passenger claims he was forced to disembark an Easyjet flight due to his inability to access the onboard restroom, raising concerns about the treatment of passengers requiring assistance. Barry Dobner, a 79-year-old man from Rock Ferry, was preparing to fly with his wife, Alison, and their friend, Sheila, from Manchester Airport to Athens on April 3 when the incident unfolded.

Mr Dobner, who has been wheelchair-bound since suffering a stroke 18 years ago, described his experience to the Liverpool Echo, expressing that he felt singled out over his disability. He claimed that despite previously notifying the airline of his need for wheelchair assistance when booking their holiday, he was unable to access the bathroom and was asked to leave the aircraft. “You can imagine how that made me feel," he said, after describing the scenario where the entire plane appeared to be watching his predicament.

The situation escalated when Mr Dobner was questioned by cabin crew about the availability of a "urinal bottle" for emergencies, to which his wife responded that it was indeed necessary. Following this, a crew member reportedly inquired if Mr Dobner could walk to the toilet. When Mrs Dobner explained that her husband could not walk at all, the couple claims they were told that Mr Dobner would have to exit the plane because he could not reach the restroom.

Reflecting on the incident, Mrs Dobner described her disbelief, noting that they had flown with Easyjet and other airlines, such as Ryanair, without incident in the past. She expressed her discontent over the treatment her husband received, stating, “To treat a disabled person like that was appalling, especially when they had all the information beforehand.”

Mr Dobner added that the experience has affected his sense of self-respect, saying, “I feel like just an object, I’m not a person any more. My self-respect had gone right down.” He expressed that he had hoped for a joyful trip in celebration of his upcoming 80th birthday, but now faces a potential financial loss of £2,000, which includes hotel bookings and a rental car, all of which have been rendered useless due to the cancelled flight.

In response to the incident, a spokesperson from Easyjet issued a statement expressing regret for the situation faced by Mr Dobner and his companions. They confirmed that they were in contact with the family to issue an apology, refund their flight, and provide denied boarding compensation. The spokesperson emphasised Easyjet's commitment to accessibility, noting that the airline assists around one million passengers requiring support each year, with 87% reporting satisfaction with the service.

Mr Dobner has continued to seek clarification regarding the reimbursement process, as he and his companions are still in communication with both Easyjet and their travel insurance provider to determine the next steps regarding their financial losses and the impact on their planned holiday.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.independent.co.uk/travel/news-and-advice/easyjet-disabled-man-flight-manchester-apology-b2729293.html> - This article corroborates the incident involving Barry Dobner being removed from an Easyjet flight due to his inability to walk to the restroom and the subsequent apology from Easyjet.
* <https://www.gbnews.com/news/easyjet-manchester-athens-disabled-passenger-kicked-off-flight-overheard-conversation> - This article provides further details about the incident, including the conversation overheard by cabin crew regarding a portable urinal bottle, which led to Mr. Dobner being asked to disembark.
* <https://www.able2uk.com/news/disability-news/travel-news/easyjet-ask-disabled-passenger-to-leave-the-aircraft-before-take-off> - This report confirms that Mr. Dobner was asked to leave the aircraft due to his inability to access the onboard restroom, highlighting concerns about accessibility for disabled passengers.
* <https://www.independent.co.uk/travel/news-and-advice/easyjet-disabled-man-flight-manchester-apology-b2729293.html> - Easyjet's commitment to accessibility and assistance for passengers with disabilities is detailed here, including their assistance to around one million passengers annually.
* <https://www.able2uk.com/news/disability-news/travel-news/easyjet-ask-disabled-passenger-to-leave-the-aircraft-before-take-off> - This article supports the claim that despite previous incident-free travel with Easyjet, this event was particularly distressing for Mr. Dobner due to how he was treated.