# Disabled man removed from easyJet flight due to toilet access issues



A disabled man from Wirral claims he was removed from an easyJet flight shortly before take-off due to his inability to access the on-board toilet. The incident occurred on April 3, when 79-year-old Barry Dobner was set to fly from Manchester Airport to Athens with his wife Alison, 67, and their friend Sheila. The purpose of their trip was to enjoy a two-week holiday in Greece, with arrangements for accessible accommodation and transport already in place.

Barry, who has been dependent on a wheelchair since suffering a stroke 18 years ago, described the experience as humiliating. He stated that he was informed of his removal from the flight after cabin crew overheard him discussing the use of a portable urinal bottle with his wife. Barry recounted the moment, saying, “A stewardess walked by and she said 'excuse me, do you have a urinal bottle?'. My wife said yes, in case of emergencies. She said 'hang on a minute'; she came back and said 'can your husband walk to the toilet'? When my wife responded that he could not walk at all, the crew insisted that he must leave the plane.

The couple reported feeling isolated and embarrassed, particularly as fellow passengers witnessed the situation unfold. Alison expressed her disbelief, stating, "What upsets me the most is the way he was spoken to. To treat a disabled person like that was appalling, especially when they had all the information beforehand." Barry also shared his frustration, indicating that the treatment made him feel like “just an object” rather than a person, significantly affecting his self-esteem.

The Dobners had raised issues with easyJet prior to the flight, having provided information about Barry's mobility needs when booking their tickets. They were initially given assistance during boarding and were seated in the 11th row, ready for their scheduled departure at 4.40 pm. However, following their removal from the plane, they required a friend to collect them from the airport.

The couple has estimated their financial loss from the canceled trip to be around £2,000, including expenses for pre-booked hotels in Athens and a hire car arranged to meet them at the airport. They have since contacted their holiday insurance providers to address the lost costs and filed a complaint with easyJet.

In response to the incident, an easyJet spokesperson expressed regret over the situation and stated they were in communication with Barry Dobner and his party. They confirmed plans to refund the flight costs and provide compensation for the denied boarding. The airline maintains a commitment to accessibility and assists one million passengers requiring support each year, claiming that 87% of those who use their services are satisfied with the assistance provided.

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

## References

* <https://www.justice.gov/> - This URL provides access to the U.S. Department of Justice, which can offer general information on legal rights, including those applicable to accessibility and discrimination issues, though it does not specifically address the easyJet incident.
* <https://www.mass.gov/> - This website offers information on legal proceedings and rights in Massachusetts, which could be relevant for understanding legal frameworks around accessibility, but does not directly relate to the easyJet incident in the UK.
* <https://www.federalregister.gov/> - The Federal Register provides U.S. government notices and regulations, including those related to accessibility standards, though it does not specifically cover the easyJet incident.
* <https://www.courts.michigan.gov/> - Michigan Courts' resources include judicial guidelines that can help understand legal processes related to accessibility and rights, though they do not directly pertain to the UK-based easyJet incident.
* <https://www.acquisition.gov/> - This website provides federal acquisition regulations, including standards for accessibility, but does not specifically address airline practices or the easyJet incident.
* <https://www.noahwire.com> - This URL is the source of the article and provides original reporting on the incident involving Barry Dobner and easyJet.