# EasyJet under fire after disabled passenger asked to leave flight



EasyJet is facing scrutiny following an incident involving a disabled passenger who claims he was asked to disembark a flight due to his inability to access the onboard restroom. The incident occurred on April 3 as 79-year-old Barry Dobner, alongside his wife Alison and friend Sheila, was preparing to fly from Manchester Airport to Athens.

Mr Dobner, a wheelchair user due to a stroke he suffered 18 years ago, reported that he had made arrangements for assistance with EasyJet at the time of booking. However, he alleged that the situation escalated when a member of the cabin crew inquired whether he possessed a "urinal bottle" for emergencies. Upon learning that Mr Dobner could not walk, the crew reportedly suggested that he exit the aircraft, as he would be unable to reach the toilet.

Describing the incident to the Liverpool Echo, Mr Dobner noted that the spectacle of the event unfolded in front of all the passengers, stating, “the whole plane was standing up watching” as the staff made their decision. His wife Alison expressed her disbelief and indignation, asserting, "We have flown with EasyJet and with Ryanair before, and we have never had anything like this before." She found the treatment of her husband appalling, particularly given that the airline had prior knowledge of his disability.

In the aftermath of the incident, EasyJet issued an apology through a spokesperson, who expressed regret for the distress experienced by Mr Dobner and his party. The airline has reached out to them to provide a full refund for the flight alongside compensation for what they termed “denied boarding.” The spokesperson added, “As an airline, we are committed to making EasyJet accessible to everyone. EasyJet carries around one million passengers requiring some form of assistance each year and our research shows that 87% of EasyJet passengers who require this are satisfied with the services we provide.”

Mr Dobner shared the emotional toll the experience had taken on him, stating that he felt "knocked back" by the interaction with the crew and that his self-respect had diminished. He noted how important the trip was to him, as it was intended to celebrate his 80th birthday and involved expenses exceeding £2,000, which included hotel reservations and a pre-paid hire car. Facing uncertainty regarding the reimbursement of these costs, he expressed frustration at the lack of clarity from both EasyJet and his travel insurance providers.

The publication highlights that Mr Dobner had previously flown without issues despite his disability and pointed out that assistance had been arranged prior to the flight. The incident has raised concerns about how airlines accommodate disabled passengers, particularly in circumstances that might require urgent physical assistance, and questions about the training received by staff in handling such sensitive situations.

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