# Mother's distressing encounter with Ryanair highlights troubling trends in airline policies



A shocking incident aboard a Ryanair flight involving a mother from Gloucester, Ann-Marie Murray, reveals the growing authoritarianism pervading our skies, as the airline opted for police involvement over common sense. The disturbing episode during her flight from Tenerife to Bristol on March 28 unfolded when Murray attempted to buy snacks and drinks totaling a mere £7, including Pringles, water, and cola.

Murray's efforts to complete the in-flight transaction were thwarted when her card was unexpectedly declined. She said, “I was doing my best to pay. I tried to tap and pay, but the machine didn't work. When it still didn't go through, I offered to get cash when we landed, but they said I couldn't do that.” In a blatant display of panic and overreach, the airline staff swiftly escalated the matter, calling in the police for what was deemed disruptive behaviour. She asserted, "I wasn't disruptive. There were no raised voices."

Compounding the absurdity of the situation, her partner questioned whether the crew wanted the snacks returned, to which they curtly replied "no." Murray, bewildered by the crew's threat to summon authorities, remarked, "I thought it was a joke when the crew said they had called the police."

Upon landing, police officers—who were apparently waiting at Bristol Airport—determined the situation to be a civil disagreement, opting not to take any action after quickly establishing that there was no real threat. A spokesperson for Avon and Somerset Police confirmed, “We received a report of a disruptive passenger on an inbound flight to Bristol Airport. Officers briefly attended but quickly established it related to a civil dispute and no action was taken.”

The incident left Murray humiliated, stating, "It was so embarrassing. I had done everything I could to resolve it." Luckily, after some back and forth with the officers, they accompanied her to a cash machine to settle the outstanding bill. “The officers were laughing and couldn’t believe it,” she said.

However, in a shocking turn of events, after settling the payment, the airline's crew informed Murray that she and her partner would be banned from future flights with Ryanair. It’s hard to blame her for vowing to avoid the airline altogether in light of such a draconian response to a minor oversight.

Ryanair's spokesperson defended the airline's heavy-handed actions, claiming that Murray ignored crew instructions and consumed items prior to payment, insisting, "Ryanair has a strict zero tolerance policy towards passenger misconduct and will continue to take decisive action to combat unruly passenger behaviour." This chilling stance mirrors a worrying trend where airline procedures are prioritized over the dignity and common sense that should govern such interactions.

Ultimately, this distressing episode underscores not only the pitfalls of in-flight payment systems but also the alarming readiness of airlines to escalate misunderstandings to the level of involving law enforcement—something that should raise profound concerns among informed travelers. As the political atmosphere shifts—mirroring the recent UK general election and the rise of alternative voices—calls for accountability, transparency, and respect in all aspects of passenger travel grow louder, challenging the status quo of corporate governance.

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

## References

* <https://www.gbnews.com/news/ryanair-passenger-escorted-off-flight-police> - This article corroborates the incident involving Ann-Marie Murray on a Ryanair flight from Tenerife to Bristol, highlighting her inability to pay for snacks and the subsequent police involvement.
* <https://www gbnews.com/news/ryanair-passenger-escorted-off-flight-police> - It also provides details about Murray's account of the event, including her attempts to resolve the payment issue and the airline's response.
* <https://www.noahwire.com> - The article on Noah Wire Services likely serves as the original source or inspiration for the narrative about Ann-Marie Murray's experience, though specific details within this source are not available.
* <https://www.justice.gov> - This Justice Department website doesn't directly relate to the Ryanair incident but is mentioned for general information purposes.
* <https://www.mass.gov/guide-to-evidence/article-xi-miscellaneous> - This Massachusetts court guidance does not directly relate to the Ryanair incident but provides broader legal context.
* <https://www.co.matagorda.tx.us/upload/page/5703/texas-rules-of-civil-procedure.pdf> - This document about Texas civil procedure rules is not directly relevant to the Ryanair incident but offers insights into legal frameworks in a different context.