

Letter to easyJet



Dear Sirs,

I recently travelled to Tel Aviv with your airline and must say that the facilities provided, or not provided really, at Luton Airport fell short of any other UK airport to my knowledge. Signage was very poor, the flight was 'called' much too early and there was no seating, shopping opportunities or even toilets at the departure gate causing discomfort for the many passengers.

One understands Luton is a hot-bed of Islamic fundamentalism and yet security at your airport appeared woeful – nobody was required to remove their footwear for inspection, for example. Those 'bleeping' portals proved too narrow for wheelchairs to pass through and three users were then brusquely frisked after hand-held gizmos indicated they might have concealed weaponry about their persons. Honestly, they were three white British middle-aged ladies – terrorists ? The whole security / passport checking area was under-staffed and outdated.

On my return six days later the plane landed at about 11.30p.m. and we waited on the tarmac for 20 minutes (I do not exaggerate) for two sets of tired old steps to be pushed up to the aircraft doors. Were Luton not expecting any traffic at this time of night ? Does the Tel Aviv flight rarely make its final destination ?

To add insult to incompetence, our baggage then took a further thirty minutes to arrive – gosh, it must have been so busy

mustn't it ; buzzing with planes at this time of night ! Once again there was nowhere to sit – not a single chair in the baggage collection carousel area.

My main gripe with your airline, however, is your cavalier attitude to the use of personal information. I have recently been receiving nuisance calls and texts on my mobile phone and I suspect you are the reason. Stupidly, I gave you my number on the on-line form when booking my ticket (reference : ELBQ5C6) – I am pretty certain there was no box to tick to avoid this number being passed to other companies. You may be in breach of data protection law.

Please remove my details at once from your database or I shall be taking further action.

I very much doubt that I will be flying from Luton Airport ever again, unless it improves its performance significantly,

Yours sincerely,

Mr A.J.P.Summers