

A RUFF FLIGHT?

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A BLIND woman was forced to miss her flight after airline staff refused to let her board with her guide dog.

Joanna Jones was shocked when easyJet check-in staff at Gatwick demanded to see her dog's passport - even though

they were only travelling on an internal flight to Belfast.

When Joanna explained she hadn't got a passport for the poodle/lab cross called Orla, she was asked to produce paperwork proving she was a

easyJet

Airline refuses to let guide dog on board

genuine guide dog. "I've been flying backwards and forwards from Northern Ireland for 12 years and have never been asked for paperwork," said Joanna, 34.

"Orla was wearing an official

harness." By the time Joanna - originally from Berkshire but now living in Lisburn, Northern Ireland - managed to get official confirmation from the Guide Dogs Association, she had missed her flight. "I've

experienced discrimination before, but not to this level," she said.

EasyJet said: "We would like to apologise. However, regulations require documentation showing that they are a trained guide dog."

EasyJet was in a French court last week fighting accusations it discriminated against three disabled people.

► **SHOCKED** Joanna with Orla

