

EasyJet apologises after 'horrified' passengers find dirty tissues, leftover food and hair on planes

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[EasyJet](#) has apologised after passengers found leftover food, dirty tissues and hair strewn across their seats and tray tables.

Despite crews assuring passengers that a deep clean had taken place amid the [coronavirus](#) pandemic, some customers were left "horrified" by the state of the planes.

Sharing pictures of crumbs and hair strewn across the carpet, Max Farrow wrote on Twitter: "Hi easyJet, could you explain what you mean at the start of the flight when you say, the plane has been cleaned with special anti-bacterial cleaning products and we walk on with this???"

He added that there was "hair on every seat and on the floor".

A spokesman for easyJet apologised over the reports of unclean planes and said the safety and wellbeing of customers is "our highest priority".

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Another customer flying to Bristol took to Twitter to complain about dirty tissues left behind and filthy tray tables.

She said: "Very disappointing and concerning to see no cleaning on the BJV-BRS flight yesterday evening. Dirty tissues left and tray tables not cleaned!"

One passenger flying from Cyprus to Gatwick also shared a picture of the plane floor covered in leftover food and crumbs trodden into the carpet.

"Dirty plane, would it be too much clean the aircraft before passengers get on," they wrote.

Sharing photos of a tray table smeared with leftover food on her flight from Nice to Gatwick, Laura Mitchell also wrote to easyJet on Twitter.

"I would like to make a complaint about how dirty the plane was on my flight from Nice to Gatwick yesterday morning," she said.

"This was how we found all three tray tables in our row. The plane had obviously not been cleaned between flights and given the Covid pandemic I was horrified."

An easyJet spokeswoman apologised for not meeting the company's "high standards".

"The safety and wellbeing of our customers and crew is our highest priority," she told the Standard.

"We have implemented enhanced safety measures due to the pandemic including mandatory masks onboard and enhanced daily cleaning and disinfection proven to protect against coronavirus for at least 24 hours.

"In fact, recent customer research has shown that our customers have been extremely satisfied with the cleanliness of the aircraft since flying resumed.

"Crew tidy the cabin between each flight and customers can alert our crew to any issues and they will always assist should any further cleaning be required.

"Crew collect rubbish throughout each flight and ask that passengers take any remaining rubbish with them when they leave the aircraft.

"We know this is important to our customers so we are sorry that the high standards they have come to expect were not met on these occasions."