

- Right to reply:

*“Further to the various publications made and to Europe Airpost’s press release, I believe it is important to go back to the comments which have been attributed to me as well as to the reasons why I made this testimony which has led to an unjustified and disproportionate media uproar.*

*I would like to clarify a few points in order to re-establish the truth and to bring an end to a controversy which may damage Europe Airpost’s reputation.*

*I wanted to give my testimony on the conditions under which these events took place and point out the lack of information regarding this incident as well as the lack of consideration of the tour operator towards us.*

*My intention was not, at any moment, to showcase my experience and my personal feelings, which I deem to be private, and even less to sensationalize them.*

*I regret that this article may have brought discredit on the captain’s and on the first officer’s professional skills as they both showed great self-control thanks to which the outcome was favorable.*

*It is important to add that the captain was applauded after landing.*

*I also would like to point out that the captain has not been weeping; it was a flight attendant who could not control his emotions.*

*It cannot be denied that part of the cabin crew was tense and that the enforcement of an enhanced safety procedure deeply upset passengers. Some of them began to scream and cry, which leads me to assert that there was panic on board.*

*I would like to confirm Europe Airpost’s statement according to which all passengers were attended to by the airline at Venice airport. The airline provided accommodation and organized a return flight the following day, as stipulated by regulations. I do not dispute the assistance provided, and said so in the article.*

*To be consistent with the article, I also wish to recall that there has been no outbreak of fire. Neither the airline nor the tour operator has offered psychological assistance despite the significant emotional shock that passengers have suffered and, at our arrival in Nantes, there was no representative of the airline or of the tour operator. The tour operator showed a definite lack of consideration for the passengers.*

*Besides, it is easy to understand that for passengers who went through this situation for real, and who had to cope with the insufficient communication of the crew and with impressive safety procedures at the same time, the comprehension of Safety may differ from the Airline’s.*

*As a conclusion, the point is not to get compensation from the airline which can attest that we sent no such claim, but we would like Europe Airpost and the tour operator to recognize their responsibilities and the shock that we suffered.”*