

Antonietta of Nf, ON on Sept. 7, 2011

I had traveled to Italy for a vacation with my husband, two kids and parents with Alitalia in June. My husband, kids and I returned on July 5, 2011; while my parents stayed longer. During that time, my father got sick and was sent to the hospital. My brother flew with Alitalia to go see him. Within a week, my father's misdiagnosed bronchitis turned to stage 4 lung cancer. Within a week, I flew back with Alitalia to find out that my father had passed away that morning; only one week from the time he entered the hospital. My 82 year old mother paid an extra \$500 to change her flight to come home with me.

We received the fax from our travel agent with the confirmed flight, and he had made sure to get her wheelchair assistance. When we checked in at Palermo, the lady at Alitalia told us that my mother's flight from Palermo Rome was fine, but someone else had confirmed her flight to Rome to Toronto, and got her boarding pass. She stated that it was given to a group, but insisted that it was probably just a computer glitch and would be fixed at Rome. She said that wheelchair assistance would take care of us, and bring us to get a boarding pass. So off, we went.

Our flight arrived on time, and we had one and half hours until our flight. I explained everything to the assistance people, and all they said was not to worry. We were sent from one place to another and another, and another; just to be told to sit and wait, and there was no problem. Everyone they sent us blamed me for not having my mother's boarding pass, no matter how much I explained. When we finally got to Alitalia Flight, the lady told the gentleman who assisted us that they were no longer taking wheelchair assistance at this time, and they were ready to close the doors.

Again, I tried to explain about what happened with Alitalia in Palermo, and the lady told me that she did not care what they said in Palermo because Rome is an international airport. When she first looked at the computer, she told me that my mother should not even be

on this flight. When I showed her the fax, they started scrambling for her boarding pass. They told the wheelchair assistance person that she did not have any assistance, and to drop her carry bag and go. They managed to get her a boarding pass, but told my mother that she did not have any assistance and that she had better start walking if she wants to catch the flight.

So, I took her bag and her arm and walked her down. This is an 82 year old lady; in one week time had her life completely turned upside down, and was dizzy and not well most of the trip. I spoke to my travel agent to once again confirm that she had wheelchair assistance, and he did. I am just glad she did not fall and break a hip or something. To be honest, I would probably rate that trip as minus a star. By the end of that trip, neither one of us was well. I ended up at a walk-in clinic the day after.