

# Callahan Law Files Lawsuit Against United Airlines Allegedly Refusing to Provide Wheelchair Resulting in Leg Fracture

*Allegedly United Airlines refused to provide a wheelchair to a disabled passenger to safely board a flight resulting in the passenger fracturing her leg.*

HOUSTON , TX, USA, May 4, 2017 /EINPresswire.com/ -- According to the lawsuit filed on May 2, 2017, disabled passenger Jarlene Cordonnier sustained a fracture to her leg while attempting to board a United Airlines flight from Houston to Orlando. At the time of the incident, December 8, 2016, she was traveling on a family trip from Sacramento to Orlando with her adult sons, daughters-in-law, and grandchildren. The flight that day was on United Airlines (“United”) and included a layover and plane change in Houston.



According to court documents, the family and their travel agent had notified and made advance arrangements with United Airlines for boarding and de-boarding of its planes as Ms. Cordonnier is partially paralyzed from a prior stroke and requires mobility assistance devices. The family was instructed by United that it would gate check her electric powered mobility scooter then transport her in a wheelchair down the jetway to the door of the airplane where she would then be transferred to a smaller wheelchair that would move her down the aisle of the plane to her assigned seat.

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“All of this could have been avoided if the gate agents at United had only allowed her to use a wheelchair. There were available wheelchairs right there at the gate,” ”

*Remington*

The lawsuit indicates that when the family approached the United gate agent at Bush Intercontinental Airport in Houston, Ms. Cordonnier and her family were told by the agent that the scooter would not be checked at the gate but instead United would only check the scooter at the door of the plane. United then had two attendants walk beside Ms. Cordonnier as she proceeded down the jetway on her mobility scooter. Because of the downward angle of the jetway, at one point the front wheels of the scooter suddenly and rapidly descended which caused her to be pitched forward from her scooter onto the ground fracturing her left leg above the knee.

The case # 2017-29380 is assigned to the 334th Judicial District Court in Houston, Harris County, Texas.

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