

# easyJet partners with SignLive to connect passengers with BSL interpreters



BSL Interpreter for easyJet passengers through SignLive

[easyJet](#) has partnered with interpreting service [SignLive](#) to enable passengers who are Deaf, deafened or hard of hearing to communicate using British Sign Language (BSL) during their travels.

The new free-to-use service will help remove barriers to communication for passengers by offering the option of connecting via video with a certified BSL interpreter, who can provide two-way translation, and enabling a real-time conversation with easyJet's dedicated Assistance Team.

As part of the partnership, SignLive will provide easyJet passengers access to their dedicated team of fully-qualified BSL interpreters who will be available to assist passengers who are Deaf, deafened or hard of hearing with a range of travel-related needs. This includes booking flights, making changes to existing bookings and resolving any travel-related queries pre and post booking.

To use the service, passengers can register with SignLive via their app. Users will then be able to select easyJet in the Community Directory and press "call" to connect. The service is available seven days a week, between 8 a.m. and 8 p.m.

BSL is used by more than 151,000 individuals in the U.K., among them 87,000 Deaf people for whom it is their preferred language.

Wallis Harvey, easyJet's Accessibility Specialist, said, "We are incredibly proud to become a partner of SignLive. This is one of the many steps we are taking as part of our ongoing commitment to make travel easy and accessible for everyone, by ensuring all our customers can communicate with us in the different ways that suit them best and access any support they may need from our dedicated team."

Steph Lotz, SignLive's Director of Customer Success, said, "We are delighted to partner with easyJet to further enhance accessibility for the Deaf and hard of hearing community. At SignLive, we believe that communication should never be a barrier, and our service is designed to ensure that every customer can access support when they need it most. Our collaboration with easyJet is a significant step forward in making air travel more inclusive, and we look forward to expanding this essential service to benefit even more passengers in the future."

This latest partnership follows easyJet's announcement last month that it had become an official member of the [Hidden Disabilities Sunflower network](#).