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Mr Alon Penzel
Yakinton 3B
Kyriat Bialik
2710102, Israel

Date	Reference
12 February 2026	NT/MLS/cnk

Dear Mr Penzel

We are writing in relation to the incident you reported that occurred on 18 November 2024 to offer our sincere apology for your experience.

The safety and security of the airport is our priority, and we must ensure we uphold strict safety and security standards. However, we fully acknowledge that your experience fell below the customer experience standards we expect and strive to uphold at London Luton Airport. We are sorry that your experience did not reflect the level of care, professionalism, and respect that every passenger has the right to expect from us.

Following your complaint, we introduced enhanced training for our staff, which is intended to reinforce our firm commitment to ensuring that every passenger is always treated with fairness, courtesy, and respect.

We would also like to provide our clear and unequivocal assurance to our Jewish and Israeli passengers, and to you personally, that you are welcome at London Luton Airport. Discrimination of any kind has no place in our organisation, and we remain committed to fostering an environment in which all passengers feel safe, respected, and valued.

Yours sincerely

Neil Thompson
Chief Operations Officer