



It has happened to us on flights several times over the years, and similar incidents are in the news almost daily. Someone in a seat near you is suddenly hysterical, waving, screaming and frightening everyone. Too much booze, over-medication or whatever the cause, what can you do about it?

Your immediate response may be to tell the person to shut up. Unfortunately, that could make the situation worse and put you in physical danger. When a disturbance begins, get the flight attendants pronto. They're trained for such situations, and if restraint is necessary, they have the equipment.

Unfortunately, even if the episode seems calmed down, the pilot may opt to land at the nearest airport. You'll be upset, knowing it will make you late to your destination or miss a flight. Try to control your frustration and understand that passenger safety is always the most important aspect of every airline.