

# The Concierge

TIPS FOR TOURING HERE AND ABROAD

## TRAVEL TROUBLESHOOTER



Signage at a Hertz location at the Louisville International Airport.

## Hertz billed her for eight extra days. Where's the refund?

By Christopher Elliott  
GLOBE CORRESPONDENT

**Q.** I rented a car from Hertz for three days in Palm Beach, Fla., recently. Hertz tried to charge me for 11 days.

I have contacted the car rental company several times to try to resolve this. I can prove that I was at the Palm Beach airport when I returned the car and back in Philadelphia on the dates Hertz is claiming I rented the car for 11 days.

I should have paid Hertz \$237. Instead, Hertz charged me \$953.

Please help me resolve this issue. I know the Palm Beach airport location for Hertz is extremely understaffed at the moment. The folks that work there are a gem. I use this rental location often.

ELIE-ANNE CHEVRIER, Philadelphia

**A.** Whoa, that's a significant billing error. Hertz should have charged you for the number of days you had the car in Palm Beach, and no more. So, what happened?

Hertz says its location inadvertently closed the original contract before the return date. Then it opened a new contract but closed it on the incorrect date.

And bots are frequently infuriating; they often dismiss serious issues, forcing customers to either pay up or dispute the charges on their credit cards.

Hertz should have a system in place to resolve a billing dispute like yours. And again, under normal circumstances, someone would review your grievance and adjust your bill. In the past few months, I've seen more automation taking over tasks like these. And bots are frequently infuriating; they often dismiss serious issues, forcing customers to either pay up or dispute the charges on their credit cards.

I think you would have had a strong case for challenging the bill on your credit card under the Fair Credit Billing Act. You kept excellent notes and could prove that you were not in Florida during the extra days charged by Hertz. I also list the names, numbers, and e-mail addresses of the Hertz executives on my consumer advocacy site, [www.elliott.org/company-contacts/hertz/](http://www.elliott.org/company-contacts/hertz/). A brief, polite e-mail to one of them might have helped.

There's one thing that I didn't notice in your paper trail that might have been helpful. Car rental companies will offer a receipt when you return the car. Sometimes, they also e-mail you the final invoice. Hold on to that, because it proves you brought the car back as promised. I saw what appeared to be an estimate of final charges, but it was for a different amount.

I contacted Hertz on your behalf. A representative called you and agreed to drop the extra charges. Hertz also offered you a voucher for two free rental days, which was a nice way of apologizing for the mistake.

*Christopher Elliott is the chief advocacy officer of Elliott Advocacy, a nonprofit organization that helps consumers resolve their problems. Elliott's latest book is "How to Be the World's Smartest Traveler" (National Geographic). Contact him at [elliott.org/help](mailto:elliott.org/help) or [chris@elliott.org](mailto:chris@elliott.org).*

## THE VIP LOUNGE



Aneesa Folds of "Freestyle Love Supreme" loves a beach vacation.

## 'Hand me a cocktail in a coconut or pineapple any day'

**N**early two years ago, Aneesa Folds came across an old Tumblr post she had written as a teenager saying that she had just seen "Freestyle Love Supreme" for the second time and that "it's everything I ever want to do and I hope to be a part of something like this one day." Her dream came true after attending the troupe's freestyle school in NYC and being invited to perform in the improvisational hip-hop show on Broadway for two limited runs, which included occasional appearances by co-creator Lin-Manuel Miranda. Now on tour, Folds and her fellow improv actors/dancers/singers will bring "Freestyle Love Supreme" to the Emerson Colonial Theatre March 18-April 2. "The best way to explain FLS is 'Wild 'N Out' meets 'Whose Line is it Anyway' and they have a baby and put a lot of love into this child . . . that's what 'Freestyle Love Supreme is,'" said Folds, 29, in a recent phone call from Seattle, where the show has a nearly monthlong run. "And the audience has such an important role. We can't do the show without them. They are what drives us to get to the end of the show because we're literally taking their ideas, their stories, [and] their words and using them to make up what the show will be." The Queens, N.Y., native — who has also performed in several off-Broadway and regional theater productions, and was one of the singers on the song "Love's Gonna Pick

You Up," in the 2021 animated movie "Vivo" — said with everything going on in the world right now, "Freestyle Love Supreme" is a welcome reprieve. "Our show is really about lifting each other up and lifting the audience up. It's a celebration of life and being in the present moment," she said. "We are giving love to the audience and they are giving it right back to us — and it's really beautiful. It's nice to just to be in a theater and having a good time and laughing again because we need that. It's medicine. It's therapy." We caught up with the beach-loving Folds, who lives in Brooklyn, to talk about all things travel.

**Favorite vacation destination?** On an island in the sun somewhere. Vacation is for relaxation. I would love to go sit on a beach right this minute. Who's coming?

**Favorite food or drink while vacationing?** I love to try local favorites [and I am] always down to try something new. But I do love vacation-style drinks. Hand me a cocktail in a coconut or pineapple any day.

**Where would you like to travel to but haven't?** I would love to travel to Hawaii, Greece, or the Maldives. I haven't gone yet because it's super expensive and the destinations are so far away. Those are some dream vacation spots though and I hope I get to ex-

perience them one day soon.

**One item you can't leave home without when traveling?** Floss picks. I always keep a few in my purse. You never know when you'll need them. And my phone, of course.

**Aisle or window?** Window. I love little nooks and corners . . . they make me feel safe. I do have very long legs though. They take up most of my body, so sometimes I have to pay for the extra legroom.

**Favorite childhood travel memory?** When I was 5 or 6, we went to Disney World and my mom left the video camera in the parking lot. She put it on the ground and then we drove off. None of us will ever forget that. My family would also take a lot of little weekend trips upstate to the Catskills or Woodstock. Those were special times.

**Guilty pleasure when traveling?** Eating everything and pretending I'm rich. Vacation calories and vacation money don't count.

**Best travel tip?** Always be aware of your surroundings, triple check everything, and try to spend some time out of your comfort zone.

JULIET PENNINGTON

## HERE

### JUST SAY AHHHHH-SPA PACKAGE

Chase away your winter blues with the Winter Wellness Spa Package offered at the Cape Arundel Inn & Resort in Maine. Available through April 30, the package features an indulgent 60-minute massage for you and your significant other at the Tree Spa pop-up at the Club House, and a 15-percent discount off the standard daily room rate at the Main House, an oceanfront Victorian mansion. Settle into your room — outfitted with contemporary comforts — and unwind before savoring evening fine dining — with panoramic water views — at the onsite Ocean restaurant. When you're ready to leave your cozy cocoon, it's a five-minute scenic drive to Kennebunkport's storefronts and restaurants, close to beaches, lighthouses, boat trips, museums, and other Maine adventures. For stays Thursdays through Sundays. Rates from \$229; two-night stay required. 800-514-0968, [capearundelinn.com/packages-enhancements](http://capearundelinn.com/packages-enhancements)

## THERE

### ROYAL TREATMENT

Queen Elizabeth II's Platinum Jubilee, a yearlong celebration of her 70-year reign, has launched in the United Kingdom. Festivities will culminate in a four-day holiday weekend (June 2-5) with a wide range of events including traditional parades, horse-racing derby, star-studded concert, street parties across the country, and a nationwide competition for the best pudding recipe. (With judge Dame Mary Berry, known to fans of "The Great British Baking Show.") To mark the anniversary, bespoke travel specialist Audley Travel is offering a selection of trips to the United Kingdom and its Common-



wealth countries. For example, the seven-day Royal Britain tour takes clients to Buckingham Palace to witness the Changing of the Guard; Windsor Castle, home to the Queen for much of the year; Holyroodhouse, the Queen's Scottish residence; Scone Palace, where former Scottish kings were crowned; and a tour of Her Majesty's yacht, The Royal Britannia, in Edinburgh. From \$6,080 per person. 866-548-6446, [www.audleytravel.com/us/united-kingdom/tours/royal-britain](http://www.audleytravel.com/us/united-kingdom/tours/royal-britain)

### WILDERNESS ESCAPE IN LUXURY TINY HOUSES

Tiny house fans can enjoy a scenic wilderness getaway at the newly opened A Tiny House Resort in the Catskill Mountains of New York. Fifteen houses sprawl across 40 acres of the manicured property, with hiking trails and waterfall, along a mile of the Catskill creek. Each accommodation includes full bathroom with flush toilet and shower or tub combo; heat/air-conditioning; Wi-Fi, Internet, and cable; private outdoor patio with gas grills; firepits; lounge furniture; dining furniture; and are fully equipped with linens, towels and pillows. In snowy months, tubing, sleigh rides, snow shoes, and hiking with cleats are pro-

vided by the resort. A heated pool, tubing, and kayaking are available in summer months. Many of the tiny houses have fully fenced decks for dogs; one is even cat-friendly. Hungry? A food truck serves breakfast and lunch Thursday through Monday; full dinner menu is available on Friday. March rates from \$275 midweek; \$349 weekend. 518-622-2626, [www.atinyhouseressort.com](http://www.atinyhouseressort.com)

### AQUATIC ADVENTURES IN SANIBEL

There may or may not be Red Sox spring training this year, but that's no reason to cancel your trip to Fort Myers. The city's islands, beaches and neighborhoods offer plenty to do and explore, especially for nature lovers and families with kids. On Sanibel, the 7,400-acre J.N. Ding Darling National Wildlife Refuge is home to more than 51 species of reptiles and 270 species of birds, with bike trails and waterways for kayaking ([www.fws.gov/refuge/jn-ding-darling/visit-us/locations/jn-ding-darling-national-wildlife-refuge](http://www.fws.gov/refuge/jn-ding-darling/visit-us/locations/jn-ding-darling-national-wildlife-refuge)). In addition, the Sanibel Sea School offers kids and adults interactive lessons on the region's aquatic ecosystems, encouraging students to touch, feel, and interact with their natural surroundings through activi-

ties like boating, fishing, shelling, paddle boarding, and more. The school has partnered with local hotels and resorts to offer on-property ocean learning experiences, as well as offering daily and weekly camps. 239-472-8585, [www.sanibelseaschool.org](http://www.sanibelseaschool.org)

## EVERYWHERE

### PROTECTIVE CASE FOR AIRPODS

Never lose or damage your AirPods again when traveling. Oakywood's new Felt AirPods Case attaches to your backpack, bag or keys with a handy clip. The thick and durable protective case, made of soft merino wool felt lined with a thin microfiber layer, keeps your device in place while protecting it from any drops and bumps. Features snap closure and easy assembly — the shape of the felt case was adjusted to the original AirPods charging case. Compatible with wireless chargers. \$45. [oakywood.shop/collections/airpods-cases/products/felt-airpods-case](http://oakywood.shop/collections/airpods-cases/products/felt-airpods-case)

### TRAVEL PILLOW HOLDS YOUR PHONE

Getting ready for summer road, train, and plane trips with the family? The designers at Spice of Life are introducing the Pillow Talk Mobile Pillow, a solution for providing hands-free mobile access while also offering comfortable support for neck and back muscles. Simply attach your phone to one end of the 56-inch-long pillow, and you can stream, chat, Zoom, text, e-mail, read, and listen to music without holding the device. The pillow is filled with microbeads that twist and bend into a customized shape for neck, shoulders and head support, or secure the pillow around your waist for lumbar support. \$48. [spiceoflifeusa.com/collections/mobile-accessories/products/yblz20105](http://spiceoflifeusa.com/collections/mobile-accessories/products/yblz20105)

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