

The Concierge

TIPS FOR TOURING HERE AND ABROAD

TRAVEL TROUBLESHOOTER



ADOBE

Air Canada Rouge Boeing 767

Air Canada voucher for \$528 has been missing for three months

By Christopher Elliott
GLOBE CORRESPONDENT

Q. I canceled an Air Canada flight more than three months ago. The airline agreed to issue a travel voucher, but it hasn't sent one yet.

I've contacted Air Canada through its website at least twice. I've sent three e-mail requests for assistance to Air Canada executives, following the advice on your website. None of the executives responded in any way.

I have not yet written the executive vice president or CEO, but they are the next as I move up the list. However, I'm reluctant to escalate it to that level without checking with you first.

Air Canada has never denied that a travel voucher should be issued. The airline has claimed both on the phone and by e-mail that processing of the voucher is "in progress."

Can you help me get my \$528 voucher, please?

HERB SHARPE, *Victoria, Canada*

A. It shouldn't take Air Canada more than three months to issue your voucher.

How do I know that? Well, your voucher was one of several flight cancellations, and you received all but one within a few days. Something got lost along the way.

So, what do you do when an airline overlooks something? You followed the procedure to the letter. You e-mailed the airline, you called, and then you appealed to a manager. Air Canada promised to get back to you with your \$528 voucher. But, it didn't.

You documented everything in writing, which should have made it easy for Air Canada to find your missing voucher claim. It's not clear why the airline was taking so long. You note that the original voucher was incorrectly listed as \$548, and the difference may have confused the refund system. That's possible.

The only thing you can do is continue up the chain to Air Canada's executive vice president and the CEO. I list their names and numbers on my consumer advocacy site at www.elliott.org/company-contacts/air-canada/.

Had you stayed on that path, I'm sure someone would have noticed the missing voucher and fixed this eventually. Air Canada may be slow, but I'm sure it doesn't steal from its customers.

Your case raises another important question: How patient is too patient? I think you should always give an airline one to two weeks to issue a voucher or a refund.

After that, it's OK to start sending polite e-mails asking about the status of your money. Three months is way too long.

I contacted Air Canada on your behalf. A representative quickly responded to me and said the airline would trace the missing voucher. That took another month. You finally received your voucher and an apology from Air Canada.

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 or chris@elliott.org.

THE VIP LOUNGE

Jonathan Jones on St. Lucia, bringing his speaker, and packing early

New England Patriots cornerback Jonathan Jones said he can't get enough of the Caribbean — especially St. Lucia, where he enjoys hiking ("We climbed the Pitons, which was pretty amazing," he said), socializing with the locals, and spending time on the beach — especially if a massage is involved. The Carrollton, Ga., native, who played football at Auburn University, was drafted by the Patriots in 2016. The 29-year-old defensive back, who has won two Super Bowls with the Patriots, said in a recent interview (after a preseason practice) that he has a "good feeling" about the 2022 season. And while Jones is focused right now on football, he said he hopes to go on an African safari in the off-season in the not-too-distant future. We caught up with the new dad, who lives in Norwood with his girlfriend, Addressa Barboza (who works in database management), and their 4-month-old son, Jaiden, to talk about all things travel.

Favorite vacation destination?

Anywhere in the Caribbean. I especially like St. Lucia. The people are nice, it's a small island. Just hang out with the people, do excursions, hikes early in the morning ... it's perfect. I [also] love going to a street party late at night.

Favorite food or drink while vacationing?

Fried red snapper from the Caribbean. And to drink? A good rum punch — anything with tropical fruit.

Where would you like to travel to but haven't?

Africa. I'd like to go on an African safari and see all of the animals. I hope to do that during one of these upcoming off-seasons.

One item you can't leave home without when traveling?

A speaker. I love music. I love to sit by the beach, listen to my music ... bring the party with me. If I leave my speaker, I'm mad. I like to play reggae ... definite beach vibes.



Jonathan Jones on vacation.

Aisle or window?

Tough one. Aisle for accessibility, window for the view. So either one — just not the middle. Never the middle.

Favorite childhood travel memory?

Going to California with my family — my parents and two older sisters — when I was 11 or 12. We did Sacramento, San Francisco ... and saw the Golden Gate Bridge.

Guilty pleasure when traveling?

I would say sleep in, but I can't really sleep in. It

sucks because I wish I could sleep in. I've always been a morning person, even before the baby. I love massages. If they offer a massage by the beach, I'm definitely going to do that — and fall asleep. That's the best.

Best travel tip?

I would say something that I don't do and that is pack early, because you're going to forget something and get to the airport and wish you had remembered it. So pack early and be prepared.

JULIET PENNINGTON



HERE

FINALLY FINE ART RETURNS

Arts lovers will be thrilled to learn that the 24th Annual Boston International Fine Art Show is returning to the South End after a two-year, pandemic-related hiatus (Oct. 20-23). The Cyclorama at the Boston Center for the Arts will host the event in its 15,000-square-foot circular space. A catered Gala Preview opening (Oct. 20; 5:30-8:30 p.m.) offers collectors a chance to be among the first to purchase works from 40 galleries offering a range of fine art from Old Master to Contemporary. Two special exhibits debut this year: The Mark Baum Estate (1903-1997), a rediscovered Polish-born American artist; and the estate of Boston artist David Omar White (1927-2009). "Emerge" will feature contemporary work of 13 juried emerging and midcareer artists. Programs are free with show admission, including panel discussions and a free appraisal clinic by David Manzi of Manzi Appraisers. Tickets \$15. Gala party/preview \$75/\$250. 617-363-0405, www.fineartboston.com

HISTORIC GHOSTS TELL TALES

Get spooked by the ghosts of Old Deerfield and listen to their mysterious stories on "Deerfield After Dark: Historic Ghost Walks." Happening four nights in October at Historic Deerfield, a museum of early New England life in an authentic 18th-century village, the new half-hour tours meet at the Visitor Center at Hall Tavern before walking to the Common where actors in costume portray village characters from Deerfield's past,

Midtown neighborhood, the 200-room, new-build hotel includes a signature ground-floor restaurant; swank rooftop bar and lounge; and amenities such as outdoor pool deck, modern fitness center with the latest Peloton technology and yoga studio. Guest rooms blend gritty industrial accents (think high concrete ceilings, exposed brick and minimalist metal furnishings) with lavish design touches and curated furniture designed to evoke a chic urban aesthetic. Both public spaces and guest rooms tout graffiti murals, fashion editorial-style photography, and abstract art. Rates from \$299. 615-321-1007, www.hotel-frayenashville.com

STYLISH HOTEL WORKSPACES

In a digital, always-connected world, remote work is here to stay. So REMO is debuting modular offices in hotels as a modern solution for business travelers, digital nomads, freelancers, and forward-thinking entrepreneurs. All REMO workspaces have floor-to-ceiling windows affording inspiring views; a door secured by a Smart lock that can be used via the mobile phone app; high-speed Internet connection; ergonomically designed furniture; terrace; hot coffee, tea, and bottled water; and food and beverage delivery service. The company's flagship location at Sensira Resort & Spa, along the Riviera Maya in Cancun, Mexico, offers workspaces arrayed along the rooftop terrace. By the end of 2022, REMO is scheduled to open at three more locations in Miami, Houston,

and Austin, Texas. Nightly rates at Sensira start at \$327 per room. When the hotel is booked through the REMO app, the use of the workspaces is complimentary. Otherwise, the workspace alone is \$50 per 24 hours. remo.club

EVERYWHERE

EXPERIENCE GIFTS FOR TRAVELERS

The gift of travel just got easier with Tinggly, a global experience gifting company on a mission to help people share meaningful gifts that create lasting memories. The Tinggly team of travel experts narrows down the world's best experiences, making them easy to gift to anyone around the world, including thousands of experiences and hotel stays in more than 100 countries. The buyer, the gift recipient, and the experience chosen can all be in different countries. Each of the gift boxes contains a range of handpicked options, giving the recipient the freedom to decide the what, when, and where. Experiences include cultural tours, skydiving, bungee jumping, gourmet experiences, adventure driving, spa and beauty sessions, landmark visits, extreme sports, and more. The best part? There's no expiration date on when the recipient must choose an experience from their gift box, allowing plenty of time to plan ahead. www.tinggly.com

VERSATILE JACKET FOR ALL SEASONS

Performance and sustainability combine in the Mono Air Houdi, the newest hooded fleece offering by Houdini. Engineered to reduce microfiber shedding by 80 percent — significantly reducing the risk of microplastic waste ending up in the ocean — the light, stretchy four-season insulation garment is perfect for all types of activities, from a cold ski tour in the backcountry, snuggling up après ski, or trekking on fall hiking trails. Unlike conventional fleece, where cut-off fibers are exposed, the long Mono Air fibers are knitted into small pockets that trap warm air from your body to create insulation in a smooth, breathable fabric that is ideal for layering. Available for men and women in multiple colors in jacket, crew, and half zip style. \$220. houdinisportswear.com/en-us/clothing/sweaters-hoodies/mens-mono-air-houdi-220714

NECEE REGIS

