

# The Concierge

TIPS FOR TOURING HERE AND ABROAD

## TRAVEL TROUBLESHOOTER



A Frontier airlines plane lands at Miami International Airport.

## Frontier Airlines promised me a full refund. What happened to it?

By Christopher Elliott  
GLOBE CORRESPONDENT

**Q.** Frontier Airlines canceled my flights from Minneapolis to Denver last summer. I requested a refund since the next available flights were significantly later. Consequently, these Frontier flight cancellations qualify passengers for a refund under Department of Transportation regulations.

I have spent hours on hold with Frontier and talking to agents. When Frontier canceled my flights, a phone agent said they were able to find all of the payments I made by credit card and that every single one would be refunded to my Visa.

I don't want or need any Frontier vouchers or flight credits. Several phone agents have assured me that they submitted a refund request, and I should wait seven to 10 business days for the refund to process. But I've been waiting for more than a year. Can you help me get my money back?

**KRISTY HEER, Minnetonka, Minn.**

**A.** You're right. Under Department of Transportation regulations, an airline owes you a refund if it cancels your flight. If you requested a refund, you should have received one within a week.

But it looks like there were a few complicating factors. You paid for your ticket with Frontier flight credits, which means you would have only been entitled to receive flight credits as a refund. However, it looks like a Frontier representative promised you a cash refund, even though you had paid with credits and paid only the taxes by credit card.

As a result, you received about \$18 back from Frontier instead of the \$253 you thought you would get. Making matters worse, it looks as if Frontier didn't even try to reissue your flight credit, so you ended up with \$18 and no flight credits. That doesn't seem fair. After all, you didn't cancel the flight — Frontier did.

I reviewed the paper trail between you and Frontier. Nice job on keeping all of your correspondence, by the way. It shows you repeatedly asking for something you were entitled to — a full refund. It also shows Frontier promising you that refund in writing. Why didn't Frontier do what it said? I'm going to chalk this one up to pandemic confusion.

As a last resort, you could have reached out to one of the executive contacts at Frontier for help. I list the names, numbers, and e-mail addresses of the top customer service executives at Frontier on my consumer advocacy site at [elliott.org/company-contacts/frontier-airlines/](http://elliott.org/company-contacts/frontier-airlines/). You can also file a complaint with the DOT at [www.transportation.gov/airconsumer/file-consumer-complaint](http://www.transportation.gov/airconsumer/file-consumer-complaint), which could have moved things along.

I reached out to Frontier on your behalf, and it issued the cash refund it had promised. A representative said your refund was already "in the queue" when I contacted it. You showed much more patience than Frontier deserved, but that patience was finally rewarded.

*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

# Nick Davis

## on 'A Christmas Story,' his love of the Cape and coffee, and cheering on family in Hawaii

**N**ick Davis grew up attending musicals and plays at Boston's major stages and now the 24-year-old thespian from Needham will be performing on one. Davis, who lives just outside of Manhattan in Hoboken, N.J., is in the ensemble of the touring production of the much loved "A Christmas Story," at the Boch Center-Wang Theatre through Dec. 19. "I'm jumping out of my boots with excitement to come to Boston," said Davis on a recent phone call from Waterbury, Conn., where the production was in rehearsals prior to opening at that city's Palace Theater. "I grew up going to shows at the Wang, the Colonial, the Boston Opera House. . . it hasn't truly hit me yet that I'll be there performing on the stage at the Wang Theatre for two weeks." The stage production is based on the iconic 1983 movie of the same name. "I grew up watching the movie every single Christmas and of course I love it, but the musical sort of incorporates the best parts of the movie and adds another dimension," Davis said. "It adds so much more heart, which I sometimes feel is missing in the movie. By the end of the show, all of us backstage are tearing up. The musical feels so much like a story about family and heart." He called the set and costumes "breathtaking" and said "it's just a wonderful spectacle where, even if you didn't grow up watching the movie and don't understand all of the references, you're going to have a wonderful time." Davis performed in regional theater in the New England area for most of his life before heading to Pennsylvania State University, where he earned a bachelor of fine arts degree in musical theater. We caught up with him to talk about all things travel.

### Favorite vacation destination?

The Cape. I often visit North Falmouth with my Boston friends. Every trip we start with coffee at the Daily Brew, head to Old Silver Beach, and finish off with dinner at the Chart Room. It's become a Cape tradition for us every summer. An honorable mention is Provincetown. If you haven't been, you have to go. So much to do, beautiful beaches, good restaurants, fun town to walk. And check out the Human Rights Campaign store.

### Favorite food or drink while vacationing?

Coffee, coffee, coffee. . . I have to try all the local places.

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

Greece and Italy. I visited Spain and caught the travel bug. It was my first time in Europe and I fell in love. I had so much fun experiencing all of those "culture shock" moments in Europe. Businesses closing midday, eating dinner at 10:30 p.m., going in for a hug and getting a surprise kiss. I was in Madrid, Valencia, and Barcelona — each place was different. I did a lot of walking and even horseback riding



Nick Davis in Spain.

in Rascafría — a beautiful town on the outskirts of Madrid. I had an interesting experience trying to order a small breakfast sandwich for myself at a restaurant alone in Valencia. My Spanish isn't very good and I ended up with enough food for a party of six. I think the wait staff was wondering if I was planning on eating all of that myself. Greece intrigues me because of the history and the beauty — seeing photos of Santorini makes me want to jump on a plane. And Italy with its heritage of incredible artists, not to mention its cuisine! Growing up and working in theater exposed me to some great people and places, but rarely gave me a moment, or an opportunity, to travel outside of the country. I'm looking forward to lots in the future.

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

My reusable water bottle. Anyone who knows me knows that I can't go anywhere without my water bottle. Yes, I hydrate a lot.

### Aisle or window?

As much as I love a good view, I have to choose the aisle seat. I drink so much water that I have to head to the bathroom every 30 minutes. And climbing over a sleeping stranger sitting next to you is

usually very stressful.

### Favorite childhood travel memory?

My dad is an Ironman triathlete and frequently competed in the world championships in Kailua-Kona, Hawaii. It may not have been a vacation for him, but it was for me. I mean, any excuse to go to the beach. I was only 1 year old when I first went on a plane to Kona and my parents said I was awake the entire 12-hour flight from Boston. My parents should have known that I loved traveling then, since I was too excited to even nap. My older brother Lucas just started doing Ironman races, too . . . so I'm locked in for a lifetime of traveling to races. I just hope they are in warm climates.

### Guilty pleasure when traveling?

Did I mention three coffees per day? Also, lots of bubble tea.

### Best travel tip?

Try new things, new foods, new drinks, new activities. And do your research. I love using travel blogs, Instagram, TikTok, etc. to find great local places to eat. As much as I love spontaneity, creating a plan beforehand usually guarantees a great time.

JULIET PENNINGTON



## HERE

### GLIDE INTO WINTER WITH SKATING PACKAGE

Show off your best leaps and twirls on an outdoor ice rink — with views of the sea — at Gurney's Newport Resort & Marina, a 257-room seaside oasis nestled on a small island in Narragansett Bay. Available through March 31, the property's Stay and Skate package provides a one-of-a-kind winter experience for guests, including unlimited skating with skate rentals on an enormous rink; and a \$50 daily food and beverage credit for the new après-skate menu that features seasonal cocktails, light bites, and sweet treats. For a unique dining experience, enjoy your beverages and snacks while cozied up in a Winter Wonderland igloo. The skating rink is open to guests and the local community seven days a week with skate rentals available for all ages. Package rates from \$285. 401-849-2600, [www.gurneysresorts.com/](http://www.gurneysresorts.com/)

[newport/offers/stay-and-skate](http://newport/offers/stay-and-skate)

### NEW TOURS IN MAINE AND VERMONT

Plan ahead for spring, summer, and fall tours in 2022 with Austin Adventures' new Maine and Vermont itineraries. Choose among adult-only and family trips in Acadia National Park, where you can experience the best of Maine's Atlantic coast by bike, foot, kayak, and sailboat. (Lobster rolls included!) Family departures are June 12-June 17; June 19-June 24; and Aug. 21-26. Rates from \$3,998 adult, \$3,608 children ages 7-12 sharing room with 2 adults (single supplement \$680). Adult-only departures for ages 16+ are Aug. 28-Sept. 2; and Sept. 4-Sept. 9. Rates from \$3,998 (single supplement \$680). Adult travelers who are inspired by Vermont's verdant countryside might consider the Green Mountains biking and hiking tour from Middlebury to Stowe. Guests discover Robert Frost's farm, waterfalls, how cheese is made, and the secrets of

maple syrup. Departures for ages 16+ are Sept. 18-Sept. 23; and Sept. 25-Sept. 30. Rates from \$3,198 (single supplement \$680). 800-575-1540, [www.austinadventures.com](http://www.austinadventures.com)

## THERE

### FLORAL-THEMED HOTEL BLOOMS IN PALM SPRINGS

Savvy travelers with an eye for artsy historic transformations will want to visit Fleur Noire Hôtel, the newest addition to the one-of-a-kind resorts debuting in Palm Springs, Calif. Built in the 1940s as Burket's Trade Winds Hotel, the property has completely transformed its 21 casitas and suites, mixing original design elements with saltillo tile floors, sage-colored wainscoting and cabinetry, mid-century modern-inspired furnishings, and accent walls papered in a print of classic garden flowers by wallpaper artist Ellie Cashman. The floral theme continues outside with eye-catching hand-painted murals by renowned artist Ouzie (Louise Jones née Chen). The hotel's original swimming pool remains its centerpiece, and a new tree-lined common area creates a shaded setting for afternoon cocktails. It is located on the north end of Palm Canyon Drive in a revitalized neighborhood with new hotels, shops, and restaurants. Rates from \$185. 206-488-2909, [www.fleurnoirehotel.com](http://www.fleurnoirehotel.com)

### MINIATURE MUSEUM AND WINE HOTEL IN TUCSON

Step into a Wee Winter Wonderland at the Mini Time Museum of Miniatures, a museum dedicated to preserving and advancing the art of miniatures in Tucson. Peek into more than 15 scenes depicting holiday celebrations around the world and through time, from Christmas at an Edwardian-era manor house to a Kwanza celebra-

tion at a Charlie's Angels house to Shogatsu holidays at a Japanese family farmhouse, and more. (Through Jan. 9.) [theminitimemachine.org/exhibitions/holidays-around-the-world-and-through-time](http://theminitimemachine.org/exhibitions/holidays-around-the-world-and-through-time). For human-size accommodations, check out The Citizen Hotel, billed as Tucson's first wine hotel in partnership with local Sand-Reckoner Vineyards. The meticulously renovated building, once the home of Tucson's first newspaper press over 100 years ago, now boasts 10 rooms with unique amenities and features, and a spacious 5,000-square-foot wine cellar — with basalt rock walls — for enjoying a wine tasting or wine dinner. In addition, guests can learn about the wine-making process via onsite barreling, or participate in a curated excursion to nearby wine country. Accepting reservations now for a January debut. Rates from \$250. 520-335-5064, [www.thecitizenhoteltucson.com](http://www.thecitizenhoteltucson.com)

## EVERYWHERE

### DUAL VIEW SMART DASH CAM

The VAVA home technology brand — known for its baby monitors, home security cameras, laser TV, and more — takes to the road with its 2K Dual Dash Cam. Protect your car from theft, enjoy clear video playback, and snap a quick photo of your favorite road trip passengers with this cam that films both your vehicle's interior and the road ahead. Features superior night vision, easy access with a mobile app for live viewing and social media sharing, built-in GPS, and 24-hour parking monitoring. In addition, the cam automatically records driving accidents and incidents, and locks the video for insurance claims. \$200. 888-456-8468, [www.vava.com/products/2k-front-and-1080p-cabin-dash-camera](http://www.vava.com/products/2k-front-and-1080p-cabin-dash-camera)

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