

# The Concierge

TIPS FOR TOURING HERE AND ABROAD

## TRAVEL TROUBLESHOOTER



MARTIN MEISSNER/AP

Passengers wait for their Lufthansa flight at the airport in Frankfurt, Germany, Saturday, May 15, 2021.

## Can I be charged an extra \$1,360 for changing my flight?

By Christopher Elliott  
GLOBE CORRESPONDENT

**Q.** Last year, I booked a ticket from San Francisco to Munich. A few weeks later, Lufthansa informed me that the flight had changed and that there would be a stopover in Frankfurt. Given that, it was more convenient for me just to terminate my flight in Frankfurt than to continue on to Munich.

I called Lufthansa and asked to change the ticket to Frankfurt, confirming that the change did not increase the price. I did that on the phone, noting the time and the representative I spoke to.

When I went to the ticket counter on my flight day, a Lufthansa employee told me that my ticket to Frankfurt hadn't been paid. How was I supposed to know that? I was under the assumption that the original charge was still applied since the representative told me on the phone it would be exactly the same price. This was a complete surprise to me.

Lufthansa made me pay a walk-up fare of \$2,360.

I have been fighting with Lufthansa since last July. The airline e-mailed back twice but obviously had not even read my e-mail. In my last e-mail, I just asked two very specific questions. I haven't received an answer in five weeks. All I want is a refund of \$1,360, which is the fare difference. Can you help?

GABRIELE STAHL, *Campbell, Calif.*

**A.** Lufthansa should have done what it promised you by phone: changed your flight from Munich to Frankfurt without charging you. The problem is, you don't have any evidence that the phone conversation happened. The airline does; it records all calls for "quality assurance" purposes.

Until we're on a level playing field — until both sides can legally record the conversation, and do — we'll have problems like this.

The written correspondence between you and Lufthansa is frustrating for me to read. It looks like you spent many hours trying to secure a confirmation for your new flight, to no avail. Finally, you just went to the airport on the day of your departure, hoping for the best.

If you ever find yourself in this situation again, make sure you have a confirmation number for the new flight. It looks as if Lufthansa didn't do what it said. Instead, it canceled your old flight and issued a full refund. Then it made a new reservation and waited for you to pay for it. That's not what you wanted.

I list the names, numbers, and e-mail addresses of the Lufthansa executives on my consumer advocacy site at [www.elliott.org/company-contacts/lufthansa-airlines/](http://www.elliott.org/company-contacts/lufthansa-airlines/). Unfortunately, Lufthansa almost never responds to my nonprofit organization's inquiries, so I recommended that you send a brief letter of complaint to the US Department of Transportation.

Lufthansa refunded the fare difference. I asked Lufthansa to comment for this story, but it didn't respond, as usual.

*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

# Melanie Moore on cappuccino, carbs, and the California coast

**W**hile actress and dancer Melanie Moore can't get enough of Paris, she is looking forward to spending the next 16 months in the United States playing Scout in the national tour of "To Kill a Mockingbird." "I'm so excited to see parts of the country that I've never seen before," said Moore, 30, in a phone call from Buffalo, where the show is in rehearsals before the tour kicks off at the Boston Opera House April 5-17. After winning the eighth season of the reality TV competition "So You Think You Can Dance" when she was just 19, Moore went on to perform in television and onstage — including in three Broadway musicals: "Finding Neverland" (she originated the role of Peter Pan), "Fiddler on the Roof," and "Hello Dolly!" Re-reading "To Kill a Mockingbird" after 15 years, Moore said she was awestruck not only by author Harper Lee's "ability to create such a vivid world," but by the story of Tom Robinson, a Black man falsely accused of raping a white woman. "I found it so relevant. If you change some of the details, that could be a story ripped from today's headlines, [which is] so deeply sad." She lauded Aaron Sorkin, who adapted the book to this stage production, for "giving bigger voices" to Robinson and to Calpurnia [the Finch family's Black housekeeper]. "It's not the movie and it also isn't the book. ... It's based off of [them] and I think people are going to be surprised," said the Marietta, Ga., native. "There is so much joy and so much laughter, and then there's also so much heartbreak and I think we still have so much to learn from this story." We caught up with Moore, who lives in New York City with her boyfriend, fellow actor Roe Hartrampf (who recently played Prince Charles in the Broadway musical "Diana: The Musical," a performance of which streams on Netflix) and their mini golden doodle, Pippa, to talk about all things travel.

**Favorite vacation destination?** Paris because I have a passion for pastry and shopping. Plus, how can you beat spending time in the most romantic city in the world?

**Favorite food or drink while vacationing?** Pretty much anything carb-ous. I don't think that's a word, but you get it. I have a wheat allergy, so I can't have any wheat here in the US. But when I go to Paris, I can eat wheat and it doesn't bother my stomach because the wheat there isn't processed the same way — they don't use GMOs [genetically modified organisms] to process their wheat. It's such a freeing feeling. Truly, when I'm there, I walk around with a croissant and two baguettes in my bag at all times.

**Where would you like to travel to but haven't?** I have so many places I want to travel to but haven't yet. The top of my list are Peru and Italy. Peru for the ruins, the hiking, the history, nature — all of it. Italy for the food, the wine, and the culture.



Melanie Moore in Paris.

**One item you can't leave home without when traveling?** I rarely go places without my dog, Pippa. While I'm touring though, and I know this may sound crazy, but I'm traveling with my Breville espresso machine so I can make my perfect oat cappuccino every morning.

**Aisle or window?** Window. I have some mild flight anxiety so seeing out the window helps me relax on a flight. Well, that and a gin and tonic.

**Favorite childhood travel memory?** My mom drove my sister and me down the [Pacific Coast Highway] from San Francisco to LA in a Chrysler Sebring convertible — I'll never forget it — on a vacation from school, when I was 12. My sister and I had just lost our father and it was our first time in California on this big adventure, and it was a big bonding moment for the three of us. It was so special and af-

ter such loss, brought so much joy to all of us.

**Guilty pleasure while traveling?** Shopping. Vacation feels like a special occasion and I can easily convince myself that I have to have something — or lots of somethings — to remember the trip by.

**Best travel tip?** Plan a trip that you want to go on that actually sounds fun to you. I feel like we all see these cool influencer people traveling and going on big adventures, so when I go on vacation, I always feel tempted to go to Instagram-able places and be active — but sometimes what I actually need and want is rest and quiet. A vacation could be a trip to a hotel in your own city or a trip to the Maldives, but at the end of it, you should feel energized — not exhausted and like you've created a whole bunch of content for Instagram.

JULIET PENNINGTON



## HERE

### HISTORIC HOTEL GETS CONTEMPORARY MAKEOVER

Travelers looking for classic yet casual accommodations in midcoast Maine may want to check out The Federal Hotel, making its stylish debut in the heart of downtown Brunswick this spring. Situated on the former site of The Daniel and Captain Daniel Stone Inn, originally constructed in 1810, the newly reimagined boutique hotel features 30 guest rooms in two buildings: four premium suites within the Federal House, formerly the residence of Captain Daniel Stone, and king and queen-size rooms in the East Wing, the larger of the two buildings. In addition, The Federal offers two meeting rooms with 35- and 50-person capacity, and will be home to an on-site destination restaurant scheduled to open in the coming months. Rates from \$149. 207-481-4066, [www.thefederalmaine.com](http://www.thefederalmaine.com)

### NOTHING FISHY ABOUT THIS DEAL

Calling all fly-fishing fans and wannabe anglers! Plan ahead for the upcoming season with the Orvis Fly Fishing Expe-

rience offered by The Equinox Golf Resort & Spa in Manchester, Vt. Participants will learn how to cast, from setting up your rod and selecting the perfect fly to catching and then safely releasing caught fish. Classes held on the Battenkill River — and on a fully stocked casting pond — are limited to one or two people, meaning you'll enjoy a lot of personal attention. Lessons are catered toward guests' level and ability; all experience levels are welcome. The package includes overnight accommodations; a lesson for one or two people; two tickets to the American Museum of Fly Fishing; and farm fresh breakfast served in Chop House (up to \$22 value). Valid seven days a week, June 1 through Oct. 30. Package must be booked 21 days in advance. Rates from \$349 per night. 802-362-4700, [www.equinoxresort.com/offers/Vermont\\_Adventures](http://www.equinoxresort.com/offers/Vermont_Adventures)

## THERE

### ARTISAN EYEWEAR AT BOUTIQUE HOTEL

On the sunny Amalfi Coast, hotels and restaurants are gearing up to receive summer visitors, including the Hotel

Poseidon Positano. Perched on a hillside overlooking the village and the sparkling Tyrrhenian Sea, the beloved home-turned-hotel boasts 50 rooms and suites designed and decorated by the family who runs it, offering an authentic and homey environment. Amenities include on-site restaurant, Il Tridente, serving traditional Neapolitan dishes; cocktail bar; pool with panoramic views; wellness center with massage and beauty treatments; and more. Additionally, one of the hotel's owners collects vintage cars and allows guests to use his 1971 VW beetle at no extra charge. New this season: a product collaboration with a local artisan eyewear workshop, CREO Positano Glasses, offers guests a handmade collection of 12 uniquely designed styles inspired by the colors and designs found throughout the hotel. Each pair of sunglasses is \$220, ships worldwide, and features Zeiss Vision Care lenses. Low season rates from \$328; high season rates from \$602. [www.hotelposeidonpositano.it/](http://www.hotelposeidonpositano.it/)

### HOTEL/HOSTEL COMBO IN COLORADO

Need an affordable and comfortable spot to stay when skiing or hiking in the heart of Colorado's Rocky Mountains? The Pad Silverthorne is a boutique hotel/hostel featuring 36 rooms, ranging from private higher-end suites to dorm-style bunks, that provide a variety of options for diverse budgets. Located along the Blue River, The Pad was sustainably constructed with 18 shipping containers to create contemporary modular spaces outfitted with thoughtfully selected furniture and linens, immersive displays from local artists, floor-to-ceiling windows, and secure storage for personal belongings. Amenities include on-site restaurant, Graze and Torres; rooftop bar and event space; co-working space; riverside patios, and more. Summer rates for bunk-style accommodation in shared room from \$48; private rooms from \$132. 970-445-7767,

[thepadlife.com/silverthorne/](http://thepadlife.com/silverthorne/)

## EVERYWHERE

### BOOK HIGHLIGHTS ACCESSIBILITY OPTIONS FOR 10 NATIONAL PARKS

Just in time for planning summer excursions, Rowman & Littlefield has published "Accessible Vacations: An Insider's Guide to 10 National Parks" by Simon Hayhoe. An adviser for the World Health Organization who writes about disability-related issues, Hayhoe takes those with physical, sensory, and learning limitations and their companions on a tour of 10 national parks, including Acadia, Grand Canyon, Rocky Mountain, Yellowstone, Yosemite, Zion, and Denali. The book details the accessibility options available and provides helpful hints, links, and other important historical, geographical, and geological information to make visiting each park easier. The information can also be helpful when planning trips to sites other than those featured in the book. \$30. [rowman.com](http://rowman.com).

### POWDERED PROTEIN, CBD OPTIONAL

Camping and hiking season has arrived, and so has Identity's new Norwegian Bone Broth, a healthy addition to the power and granola bars in your gear bag or backpack. Made with or without CBD, this healthy staple — packed with 13 grams of easy-to-digest protein — is easily carried in individual sachets for a convenient and quick warm trailside or campsite meal. Identity's dietary supplements are blended with CBD (grown in Oregon and Colorado using organic methods) in a mixing lab located on its family-owned farm in the south of Oregon. Available in three flavors (Chicken; Chanterelle Mushroom; Ginger Ramen) that are delicious on their own, or can be used to elevate the flavor of a sauce, soup, or marinade. Single serving \$3.98; with CBD \$5.98; 12 and 24 packs are available. [identitylife.com/collections/bone-broth](http://identitylife.com/collections/bone-broth)

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