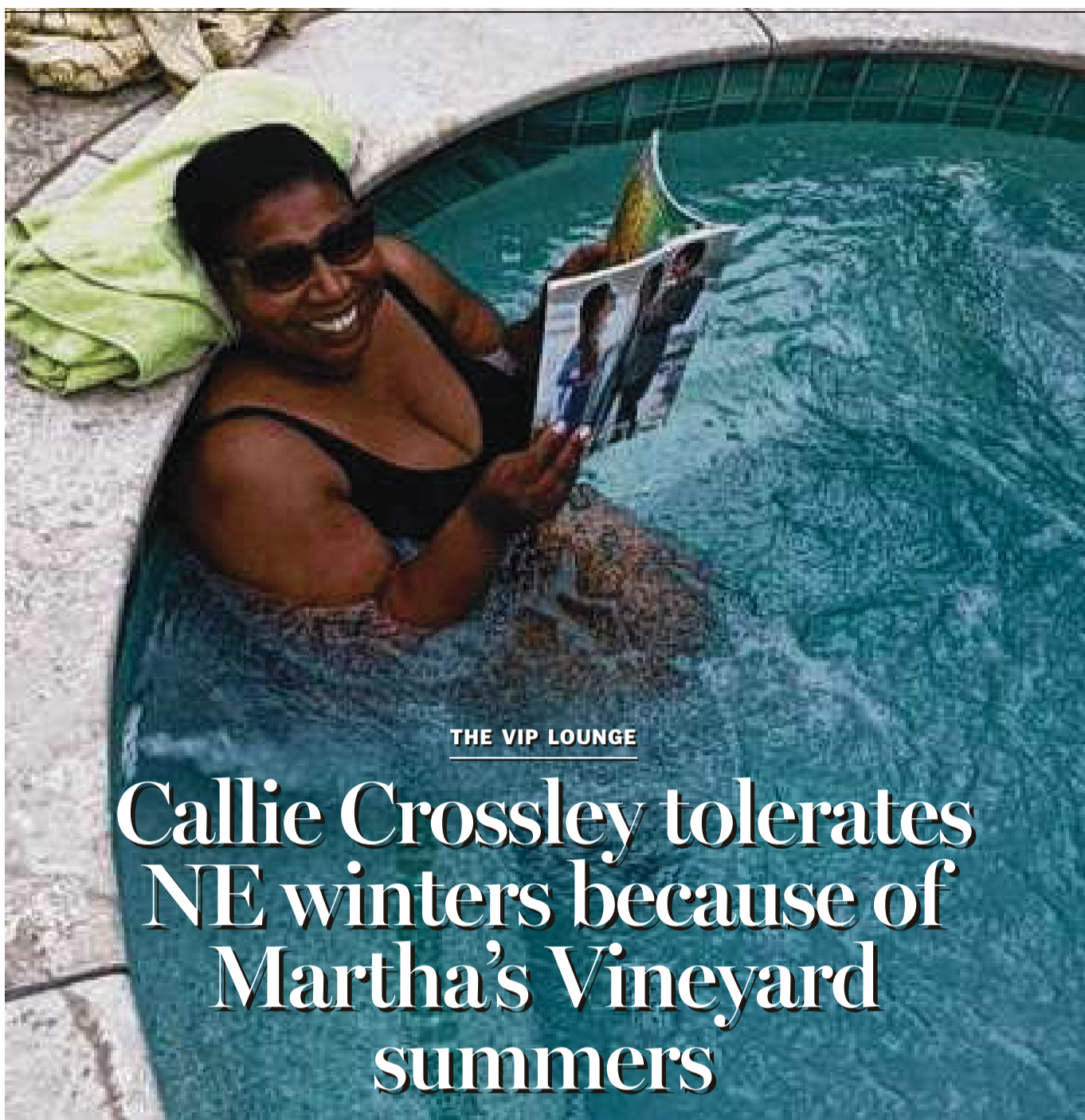


The Concierge

TIPS FOR TOURING HERE AND ABROAD



THE VIP LOUNGE

Callie Crossley tolerates NE winters because of Martha's Vineyard summers

Veteran broadcast journalist and radio talk show host Callie Crossley knows the importance of the work she is doing during this difficult time. Whether it's hosting her weekly radio show, "Under the Radar With Callie Crossley," on WGBH 89.7, hosting WGBH TV's "Basic Black," or serving as a panelist on "Beat the Press," the award-winning journalist and documentary filmmaker has been focusing on race-related issues — from the killings of unarmed Black people by white police officers, to the inequity issues surrounding the COVID-19 pandemic — that have been gripping the nation. "It's a lot," she said, adding that the recent shooting death of Rayshard Brooks in a Wendy's parking lot in Atlanta hits especially close to home: When she was an 18-year-old student at Wellesley College, she and a friend, who is also Black, were in their car waiting to place an order at a McDonald's in Natick when they were approached by a white police officer [who was with his partner, who was in their nearby patrol car] who asked what they were doing there and where they came from. "I'll never forget what it felt like to be targeted by those cops and not know why," she said in a recent radio broadcast. Familiar routines are helpful during stressful times, so she is looking forward to getting to Martha's Vineyard soon to relax and unwind. "I have been going for a long time, and I just love it there," she said. We caught up with Crossley, who was born and raised in Memphis, Tenn., and now calls Cambridge home, to talk about all things travel.

Favorite vacation destination?

Hawaii followed by Martha's Vineyard as a close second. I live through the awful New England weather all year so I can

get to the Vineyard in the summer.

Favorite food or drink while vacationing?

Wine, wine, and wine. Real Memphis barbecue — if I make it — and fish of all kinds; though I'll try a lot of different stuff. I don't mind a few fruity cocktails, either.

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

Bora Bora, Fiji, Maldives . . . guess you can see a pattern.

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

Books! I'll lug around the big ones, and put a bunch on my Kindle. And of course, will buy more while I'm away because if left alone, I can plow through six or seven books in a week.

Aisle or window?

Aisle. I like to be able to get up when I want to [and] I don't like being crowded in by a window.

Favorite childhood travel memory?

A road trip, when I was about 10, to see a baseball game in Houston in a big stadium. I care nothing for sports, but loved being with my family and watching my dad be so excited about the game. I loved the snacks, natch.

Guilty pleasure when traveling?

Fabulous desserts made with local ingredients.

Best travel tip?

Bring a fold-up suitcase/backpack for souvenirs.

JULIET PENNINGTON

HERE

RELAX IN PRIVACY ON CAPE COD

Ready for a Cape Cod getaway? Ocean Edge Resort & Golf Club is welcoming travelers back with a refreshed health and sanitation plan, \$5.5 million renovation to its 116 one-bedroom Britteridge villas, and a new lineup of private experiences and offers (hello grocery delivery service!) tailored for summer stays with flexible booking policies. The 429-acre resort, including the 18-hole Nicklaus design golf course and nine tennis courts, is open for overnight stays, and has resumed operations for dining and recreational activities under new social distancing and safety guidelines. Additional curated experiences include private oyster tours in the Brewster Flats, individual archery lessons, private dining options, private beach fires during sunset with s'mores kits, and more. One-bedroom Arbor villas rates from \$195/night; one-bedroom Britteridge villas from \$225/night. 508-896-9000, www.oceanedge.com/

BOSTON PARKS OPEN FOR HEALTHY RECREATION

Fun fact: Boston's Emerald Necklace, a series of parks including Back Bay Fens, Riverway, Olmsted Park, Jamaica Pond, Arnold Arboretum, and Franklin Park, was designed by architect Frederick Law Olmsted in the late 18th century to address a public health issue, offering "relief and refreshment from the pressures and tensions of everyday life." In this era of COVID-19, the parks once again provide physical and mental health benefits. As the weather warms and social



restrictions ease, the parks have opened for walking, jogging and cycling, and the Emerald Necklace Conservancy has debuted new safety signage throughout the 1,100 acres of parkland. Visitors are reminded to wear face coverings, remain at least 6 feet away from others, refrain from congregating in groups, and to return at another time if the parks are too crowded. Those unable or uncomfortable venturing out can enjoy the parks from home with a mobile tour guide, providing information and history on more than 50 locations. www.emeraldnecklace.org/here-for-you/

THERE

AMTRAK'S PRIVATE SLEEPING ROOMS

Hit the rails this summer in one of Amtrak's private rooms. Available in a variety of sizes, the rooms are ideal for solo travelers, couples, and families seeking safety, space, and privacy. Passengers can visit places like Glacier National Park, the Grand Canyon, Canyonlands National Park, and



Disney World among 500 destinations in 46 states and three Canadian provinces. All private room guests receive complimentary lounge access at major stations and priority boarding. A standard room features two comfortable seats that can be converted into beds, complimentary WiFi, charging outlets, and expansive window to enjoy the passing landscape. Additional onboard amenities and services include complimentary meals and a dedicated sleeping car attendant who assists with luggage and provides turndown service. Amtrak has enhanced its cleaning protocols at each station and

onboard, so customers can rest assured they are traveling in a freshly-cleaned room. www.amtrak.com/onboard-the-train-sleeping-accommodations

POST-PANDEMIC HOTEL RATINGS

As the impulse to hit the road becomes stronger, the question of hotel cleanliness and safety persists. To offer travelers a modicum of comfort and confidence, hotel booking company Splitly Travel has launched OKtoStay, an online resource guide providing grades for nearly 30,000 US hotels based on cleanliness, hygiene, and sanitization practices. Data is aggregated from the hotels and information released on COVID-related initiatives to arrive at a single, TripAdvisor-like score. Splitly expects to have more US hotel properties, as well as 200,000 global hotel ratings, available by the end of the year. Splitly is not taking commissions from the site; users link directly to hotel websites to book accommodations. www.oktostay.com

EVERYWHERE

TRAVEL PHOTO BOOK FOR KIDS

Introduce your kids to the delights of travel (from home) with "A World of Opposites," a book exploring the concept of opposites through pairs of dramatic photographs taken from Antarctica to Africa. The second children's book by fine-art photographer and bestselling author Gray Malin, the book aims to en-

TRAVEL TROUBLESHOOTER

Does the 24-hour rule apply to this Sun Country Airlines ticket?

By Christopher Elliott
GLOBE CORRESPONDENT

Q. I bought a ticket on Sun Country Airlines for \$272 and then canceled the flight 16 hours later. I made the purchase over seven days (168 hours) prior to the scheduled flight, so it fully complied with the 24-hour cancellation policy on SunCountry.com.

But the webform said I would be charged \$200 for the cancellation and the balance would be held as an electronic credit for up to one year. That's not right. The policy states that a 24-hour cancellation will not have a penalty.

So I called Sun Country Airlines. A representative told me that I complied with the terms of the 24-hour policy, so the \$200 would be corrected to an electronic credit as well, but they would not issue a refund to my credit card.

I have since sent in a complaint on Sun Country's webform and have disputed this charge on my credit card. After seven days, I have yet to hear from either party that this has been addressed at all, so I would appreciate help with this matter. I view an electronic credit that is only good for one year as a penalty. There is a reasonable chance it could expire, since I do not know if I will be using Sun Country for future travel. Can you help me?

MICHAEL KENNEDY,
Bloomington, Minn.

A. The 24-hour policy isn't Sun Country's rule. It's a Department of Transportation rule that Sun Country, and all other airlines, must follow.

But did Sun Country do the right thing?

The rule requires air carriers to allow you to cancel your reservation and receive a full refund without a penalty. It applies to all airline tickets purchased at least seven days before a flight's scheduled departure date and time.

You met those criteria. But when you canceled, there were fewer than 168 hours (seven days) before the flight. So does the 24-hour rule apply — or not?

Sun Country is going to interpret this rule to its advantage. So, even though you purchased with more than seven days, you did not cancel with more than seven days remaining. The company would apply a change fee to your ticket credit. Why? Because it can.

Airlines hate the 24-hour rule. Before the rule, they could keep your money as soon as you pushed the "book" button — no exceptions. Then the government came along and told them they couldn't. So, of course, they're going to find any loophole they can.

You could have reached out to one of the Sun Country executive contacts for a second opinion on this. I publish their names, numbers, and e-mails on my consumer advocacy site, Elliott.org.

I contacted Sun Country on your behalf. In response, it sent you an e-mail that explains while you made your booking seven days prior to departure you canceled after the 168-hour cutoff for your flight departure time. "The booking did not qualify for a refund without penalty," the airline added.

However, as a one-time exception, Sun Country authorized a full refund. It also promised to make sure the policy on its site is "made clearer in the future." That should benefit other passengers. And maybe the Department of Transportation can weigh in on this issue, too. I suspect you aren't the first person to get stuck with an unwanted ticket credit, and I know you won't be the last.

If you need help with a coronavirus-related refund, please send details through my consumer advocacy site or e-mail me at chris@elliott.org.

gage a sense of imagination in kids, as well as a desire to learn more about the world. Includes paired images of the barren desert landscape of Namibia (DRY) with the crashing teal waves of the Australian ocean (WET); overhead beach crowds in Lisbon, Portugal (SUMMER) with skiers on the slopes in Park City, Utah (WINTER); and a small aircraft over Australia's Great Barrier Reef (HIGH) with a four-engine jet coming in for a landing near St. Barths in the Caribbean (LOW). Ages 3-6. Available from online booksellers. \$17.99. www.belmont-books.com/book/9781419739705

TRAVEL BAGS DEBUT IN USA

Start dreaming of your next adventure with travel bags by LOJEL, an acronym for Let Our Journeys Enrich Life. Founded in Japan in 1989, the company recently made its North American debut, offering luggage, bags, and accessories that blend innovative design with fine craftsmanship. Three categories of luggage — Voja, Cubo, and Alto — are available in varied sizes in a sophisticated palette of colors including seaweed, yolk yellow, and terra cotta. \$180-\$350; free shipping and returns. us.lojel.com/category/luggage/

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