

The Concierge

TIPS FOR TOURING HERE AND ABROAD

TRAVEL TROUBLESHOOTER



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Breeze Airways lost our bags. Can you help me find them?

By Christopher Elliott
GLOBE CORRESPONDENT

Q. Breeze Airways lost my family's checked luggage on a flight from Los Angeles to Jacksonville, Fla. It's been four days, and we haven't received an update from Breeze. Plus, there's no way to get in touch with the airline. We're missing two large suitcases and a car seat.

We would like to receive our lost luggage and be fully compensated for the clothes and necessities that we have had to purchase since losing our checked luggage. We would also like to be refunded the full amount of our airfare for this hardship.

BENJAMIN WALLIS, *Los Angeles*

A. I'm sorry that Breeze lost your luggage. Most airlines have sophisticated tracking systems that are supposed to ensure your luggage gets delivered to you at the end of your flight. And considering that you're paying Breeze a fee for your luggage, you should expect your bags to show up on the carousel promptly after you land. But the system isn't perfect. Airlines lose or misplace one or two bags every flight, and unfortunately, yours were the unlucky ones this time.

If an airline loses your luggage on a domestic flight, federal regulations require it to compensate you for "reasonable, verifiable and actual incidental expenses" you incur while your bags are delayed. The expenses are subject to the maximum liability limit of \$3,800 per passenger. However, Breeze is under no obligation to refund you for your tickets.

Normally, I can't help readers track down lost luggage, but your case gave me pause. You said you could not reach Breeze. That's troubling. Breeze claims that it's reachable by messaging, text, and email. I also publish the names, numbers, and email addresses of the Breeze customer service executives on my consumer advocacy site, Elliott.org. Breeze is also one of the most responsive airlines in the business. So, as I read your case, I thought to myself, "What could have possibly gone wrong?"

The answer is: Nothing. Breeze appears to have responded to your questions in a timely manner. But it did not provide any updates on your luggage, and it should have. In fairness to the airline, your luggage loss happened during one of the busiest weeks of summer, and the airline was probably straining under a heavy load of lost luggage complaints. That's no excuse, but it probably explains the lack of information.

Next time you fly, I would recommend buying a tracking device like an AirTag. That way, you'll always know where your bags are. (Better yet, don't check in any bags.)

I contacted Breeze on your behalf. It found your bags and reunited them with you a week after your flight.

Christopher Elliott is the founder of Elliott Advocacy (elliottadvocacy.org), a nonprofit organization that helps consumers solve their problems. Email him at chris@elliott.org or get help by contacting him at elliottadvocacy.org/help.

THE VIP LOUNGE

'Frozen' star Lauren Nicole Chapman

on Reese Witherspoon, the COVID lockdown, and showing up for her dream job

When Lauren Nicole Chapman was a student at Emerson College, the musical theater major would see as many live performances as she could. The venues she visited included the Citizens Bank Opera House where, on Oct. 25, she will kick off a nearly three-week run as one of the leads in the national tour of "Frozen." The West Bloomfield, Mich., native portrays Princess Anna — a role she played as a standby on Broadway and has performed on tour since May 2022. "Anna is not too far off from who I am as a person, so it's been kind of an honor playing her. She has this unwavering optimism and joy that she infuses into everything she does," said the 2013 Emerson graduate in a recent phone interview. "She has so much joy and humor and light and I get to bring myself to that role, which is a really special feeling." Chapman said that in addition to the original songs from the 2013 Oscar-winning film, the score has been expanded to include 12 new songs by the film's original songwriters. She was quick to dispel any misconceptions that the musical is solely for children. "We're telling a story of love and connection and family, which is something I think everybody can relate to, so it isn't just for kids," she said. We caught up with Chapman, who lives in New York City with her fiancé, actor Michael Starr, to talk about all things travel.

If you could travel anywhere right now, where would you go?

I've never been out of the country. I know, that feels crazy. I am definitely getting the travel bug and I have dreams of heading to places like Italy and Greece. Hopefully next year.

Where was the first place you traveled to after COVID restrictions were lifted?

I went back to my apartment in New York City. I spent the majority of the pandemic with my family in Michigan. I am so glad I decided to go back when I did because I got to reunite with my now fiancé, Mike Starr.

Do you prefer booking trips through a travel agent or on your own?

I like to do the research and look up places on my own, but always stay open to my friends' foodie recommendations.

Thoughts on an "unplugged" vacation?

Love it. Can we do that right now?

Do you use all of your vacation time or leave some on the table?

I always leave some on the table. I have dreamed of working in the theater since I was little, and I don't want to miss a single moment of it. I am learning to balance taking a little more time for myself while also showing up for my dream job.

What has been your worst vacation experience?

I was on vacation when the COVID shutdown occurred, so that has to take the cake. I was in Miami, Fla., since I had a couple days off from "Frozen." Luckily I was able to get home to my parents.



Lauren Nicole Chapman with her fiancé, Michael Starr, at Disneyland earlier this year.

Do you vacation to relax, to learn, or for the adventure of it all?

A combination of all three. Just as long as there's a loose plan.

What book do you plan on bringing with you to read on your next vacation?

I love mysteries. I want to read "The Guest List," by Lucy Foley, next. But also, I love to re-read "Tiny Beautiful Things," by Cheryl Strayed, frequently. It's just the best.

If you could travel with one famous person/celebrity, who would it be?

Speaking of books, I would love to travel with Reese Witherspoon [who starred in "Wild," a 2014 film based on Strayed's memoir of the same name, and founded a popular book club]. I have always been a fan of hers and she seems like she would be so fun to spend time with.

What is the best gift to give a traveler?

Restaurant recommendations.

What is your go-to snack for a flight or a road trip?

Kettle-cooked chips and a Diet Coke.

What is the coolest souvenir you've picked up on a vacation?

I bought a pink gemstone ring in La Jolla Cove, in San Diego, and I wear it every day.

What is your favorite app/website for travel?

I follow a couple travel Instagram accounts and that's helped me find places I'd like to visit.

What has travel taught you?

To go with the flow. You never know what you might find when you're exploring.

What is your best travel tip?

Pack light.

JULIET PENNINGTON



HERE

GHOSTLY TOURS IN HISTORIC BOSTON

Just in time for the spooky Halloween season, ExperienceFirst is adding a Haunted Boston Walking Tour to its roster of experiences that showcase local hot spots and famous landmarks in 12 major international cities. Touted as "where history and horror walk hand in hand," the tour — led by experienced local guides — adds a new dimension to the usual historic walking tour, exploring sites of murder, the paranormal, and the turbulent past of the city where the American revolution was born. Both locals and visitors can learn some of Boston's dark history and enjoy its frightful tales. When the sun sets, you'll meet in the Boston Common and set off on a leisurely 1.5-hour walk, beginning with the nearby "hanging tree" where early executions took place, followed by sites such as the sculpture of Mary Dyer, a Puritan-turned-Quaker referred to as the "White Witch" who was hanged for her religious beliefs; the Boston Athenaeum, an Italian Renaissance Revival building said to be haunted by the Reverend Thaddeus Mason Harris; the Boston Massacre site by the Old State House; the haunted Omni Parker House; various burial grounds; and more. Tours happen rain

or shine, though full refunds are given for extreme weather events. Tours depart Tuesdays, Wednesdays, and Sundays at 4 p.m. It is recommended you arrive 15 minutes early. \$34 per adult and child. www.exp1.com/boston-tours/haunted-boston-walking-tour

THERE

CRUISE LINE OFFERS MORE

Looking for cruises with interesting itineraries and great perks? Oceania Cruises, a culinary- and destination-focused cruise line, has debuted its "Simply MORE" program. Created to elevate the guest experience in luxury cruising, the brand's added value promise for all new reservations includes free round-trip airfare, free airport transfers, free shore excursion credit, and free comprehensive beverage package for all guests, available during

lunch and dinner, featuring dozens of vintage champagnes, premium wines, and international beers. (Shore excursion credit amounts vary by voyage length, from \$600 up to \$1,600 per stateroom.)

On the website, check out 691 cruises in 2023 and 2024, with sailings lasting nine days up to 35 days, from ports around the globe. The company has also released its 2025 collection with limited-time early booking savings (available until Dec. 31) featuring more than 100 voyages throughout Europe, Canada, New England, Alaska, and the South Pacific that include the "Simply MORE" amenities and two-for-one fares. Always-included amenities include gourmet dining with no reservation fee or cover charge at specialty restaurants; 24-hour room service; unlimited Wi-Fi; fitness classes; and more. 855-623-2642, www.oceaniacruises.com/special-offers/simply-more

EVERYWHERE

STYLISH AND USEFUL TRAVEL DOPP KITS

Keeping your personal hygiene products organized when you travel is a breeze with the new Benson Toiletry Kit by State Bags. The zip-around tri-compartment kit can hold all your essentials — toothbrush, toothpaste, cosmetics, travel shampoo, condition-



er, nail clippers, medicines, and more — in easy-to-view mesh slots and zippered compartments. If your hotel (or host's guest bathroom) has limited counter space, a collapsible hanger top makes it easy to hook and hang. A water-resistant inner pouch conveniently snaps off when you want to travel light. It's made of durable polyester and recycled materials that can be spot-cleaned with a damp cloth. Available in more than a dozen bright solid colors and decorative patterns, including this travel writer's fave, vintage airplanes. \$65. Those who prefer a traditional, expandable Dopp kit can check out the Hart Toiletry Kit, available in three colors: black, olive, and latte. \$78. <https://statebags.com/products/laguardia-dopp-kit-printed-canvas-airplanes>

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