

# The Concierge

TIPS FOR TOURING HERE AND ABROAD

## TRAVEL TROUBLESHOOTER



ARMANDO FRANCA/AP

A TAP Air Portugal Embraer E195AR airplane.

## TAP Air Portugal canceled our flights, but where's our refund?

By Christopher Elliott  
GLOBE CORRESPONDENT

**Q.** In the summer of 2019, I booked seven round-trip tickets from Miami to Budapest on TAP Air Portugal through Expedia. I planned to fly to Europe the following spring with my husband, my two daughters, my mother and my two cousins.

In March of 2020, a week or so before our scheduled departure, TAP Air Portugal canceled our flight because of COVID-19. I waited a few months before doing anything, since I got an automated e-mail about flight credit. And who knew when the world would open up again?

Eventually, time passed, life circumstances changed and I knew that the seven of us would not be able to take that trip to Budapest anytime in the near future. So I began the process of trying to get a refund.

It's been a year since I asked for a refund, and there's still no refund from either Expedia or TAP Air Portugal. When I try to check my refund process, it either doesn't have anything in the system or still shows a credit.

I am exhausted from having to go back and forth between the two. Anything you can do to help me would be so much appreciated.

SANDRA EINHORN,  
Hollywood, Fla.

**A.** TAP Air Portugal should have refunded your flights promptly since it canceled them. But like several airlines during the pandemic, it didn't. Instead, it offered a ticket credit, which EU regulators eventually said was not allowed. Under existing EU rules, an airline must offer either a full refund or a credit for a canceled flight, no matter the reason for the cancellation.

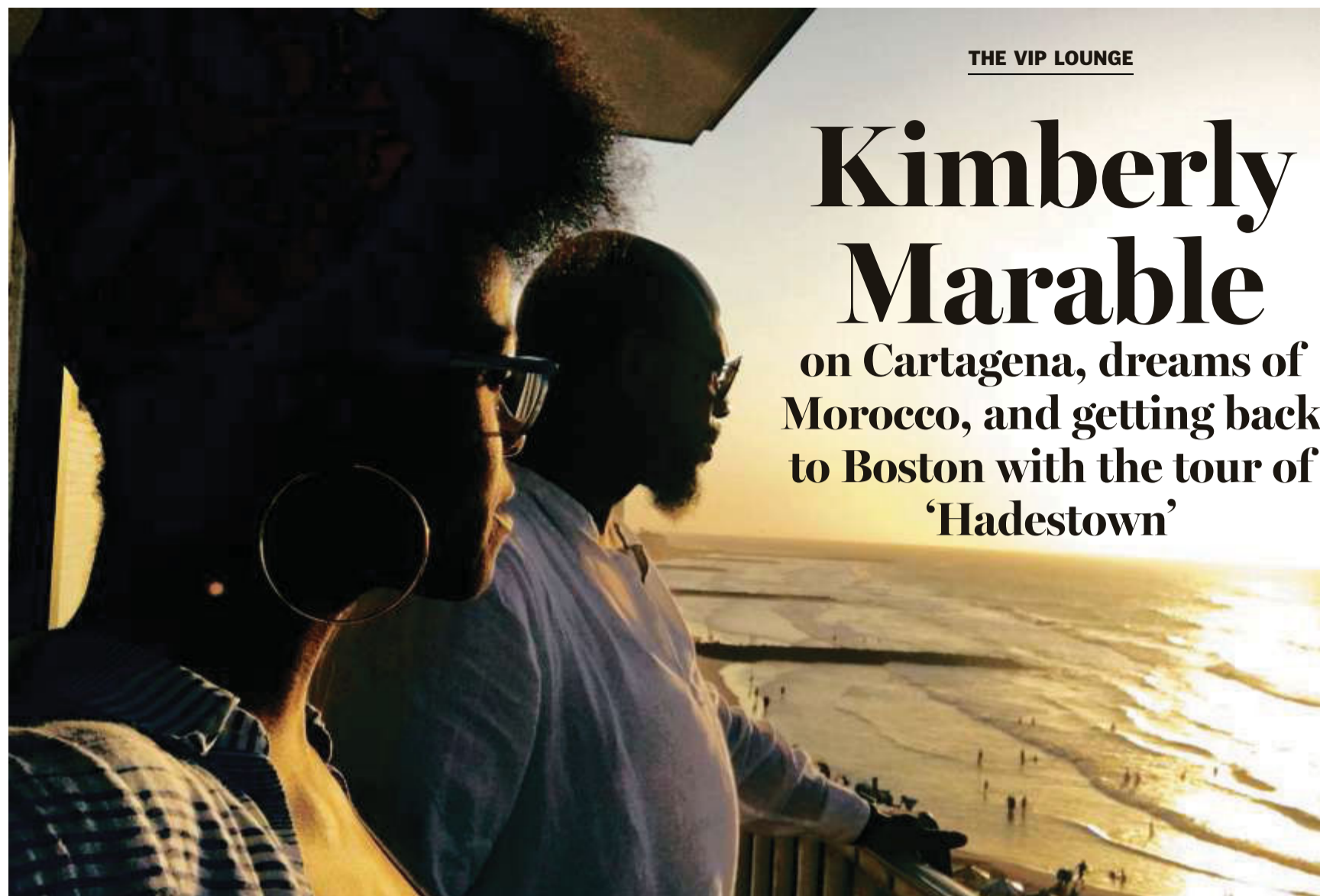
The correspondence between you, TAP Air Portugal and Expedia is pretty confusing. It looks like Expedia believed TAP had resolved your case because you had asked TAP Air Portugal directly for a refund, so Expedia closed your case. And, as is so often the case, no one was willing to take responsibility for your missing refund.

You might have asked for your money back a little sooner. It looks as if you waited several months to start the process. The longer you wait, the harder it becomes to get your money back. That's just a general rule when it comes to my consumer advocacy. Waiting only benefits the company that already has your money.

You also could have reached out to executives at both companies. I list the names, numbers and email addresses of the customer service managers at Expedia on my consumer advocacy site at [elliott.org/company-contacts/expedia-customer-service-contacts/](http://elliott.org/company-contacts/expedia-customer-service-contacts/). I also publish the executive contacts for TAP Air Portugal at [elliott.org/company-contacts/tap-air-portugal/](http://elliott.org/company-contacts/tap-air-portugal/).

I contacted Expedia on your behalf. It reached out to TAP Air Portugal, which refunded your ticket. Expedia also sent you a \$50 certificate by way of apology.

*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

# Kimberly Marable

## on Cartagena, dreams of Morocco, and getting back to Boston with the tour of 'Hadestown'

Kimberly Marable and her partner, actor Melvin Abston, on a hotel room balcony overlooking the Caribbean Sea in Cartagena.

**K**imberly Marable is an accomplished performer who has been in several Broadway musicals, including "The Lion King," "Sister Act," and, most recently, "Hadestown." She has also taken the stage on many national tours including "The Book of Mormon," "The Wedding Singer," "Dreamgirls," "Hairspray," and the first national tour of "Hadestown," coming to the Citizens Bank Opera House Nov. 2-14. Marable plays Persephone in the Tony Award-winning musical. "She is not only the goddess of the harvest and the season of spring and rebirth, but also very much the queen of the underworld," Marable said of her character. "I love how Persephone gets to explore the dichotomy of that — of giving life and breathing life into the earth and to humans, and then also being very loyal to her spouse, Hades, the king of the underworld." In a recent phone call from Greenville, S.C., where the tour kicked off, Marable said that "Hadestown" is not only "exhilarating" musically, it also delivers a strong message that reminds people of the "importance of togetherness and community." The Brooklyn native, who cofounded Broadway Serves, which provides theater professionals with community service opportunities, said she is looking forward to coming to Boston to visit family "and definitely go shopping on Newbury Street." We caught up with Marable, who lives in Harlem with her partner and fellow actor, Melvin Abston, to talk about all things travel.

### Favorite vacation destination?

Cartagena, Colombia. It truly has everything: the beaches, the food, the architecture, the people, the history. I would love to go back for a longer period of time and do a more in-depth exploration of Cartagena's history of the slave trade and African liberation. Cartagena was a massive port of entry to Spanish South America starting in the mid-1600s, and it's believed that over a million Africans were brought

and sold there. A number of enslaved Africans escaped and created their own communities — palenques — inland that have persevered for centuries. The citizens of these palenques preserved their African traditions, languages, religions, cuisine, music, and more — even to this day. I'd love to go back to Cartagena and bear witness to that fierce protection of — and celebration of — culture.

### Favorite food or drink while vacationing?

It would have to be a tie between two things. The first was an amazing fresh-caught lobster I had off the coast of Booby Cay Island near Negril, Jamaica. Sweet, light, tender, beautifully seasoned and cooked on an outdoor grill. The other is simple by comparison, but I really loved it: a Palenquera woman was selling candy on the beach in Cartagena and I bought a tamarind ball that was to die for. It was incredibly sweet and sour. I was nibbling on that candy for days, because it was just that good — and that sour!

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

I have always wanted to go to Morocco since I was a little girl. I think it has to do with a family trip to Disney World when I was maybe 4 or 5 years old and was asked to dance by the most beautiful belly dancer in the Moroccan restaurant. Childhood dreams aside, I would love to take maybe three-to-six months and do a tour of Africa from north to south, zig-zagging across the continent. Start in Morocco, go to Egypt, Senegal, Ghana, Nigeria, Rwanda, Ethiopia, South Africa ... everywhere. There is so much culture, and history — my history — and food, and music. ... I want to be immersed in it all.

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

A blow-dryer. Most hotel blow-dryers don't do the trick with my hair, and I don't want not being

able to wash and dry my hair to be the reason I'm not able to fully experience a place. Also, I always bring my appetite. There's so much great food on the road. We're at the beginning of our journey, so I'm looking forward to trying all of the food everywhere — then work it off in the show!

### Aisle or window?

Window. I love to watch the takeoffs and landings. It's really wonderful to see the landscape thousands of feet below. The roadways, houses, waterways ... the clouds, the mountains, the forests, the ocean. It's a great reminder of how beautiful this planet is, and how I am a small part of that.

### Favorite childhood travel memory?

Some of my favorite travel memories as a child are the late-night car rides to visit my grandparents in Boston. Somehow, every time we approached Blue Hill Avenue, the funk and disco tunes would start playing, and I would wake up to the car stereo blaring "Flashlight," "Celebration," "Play That Funky Music," or some other song on my parents' '70s funk/disco hits cassette tape. Soon after my whole family was dancing and singing along in the car. It always made for a fun start to an even more fun visit with family.

### Guilty pleasure when traveling?

Shopping. I love bringing a piece of my travels back home with me whether it's clothing or a souvenir. Selfies and photos can only go so far.

### Best travel tip?

Plan, but don't over-schedule. Half the purpose of a vacation is to rest, and you can't be at rest if you're stressing about getting from place to place. Also, you can never go wrong with TSA PreCheck. It's definitely a travel must-have.

JULIET PENNINGTON

## HERE

### BOUTIQUE HOTEL DEBUTS IN PROVIDENCE

Those traveling to Providence for its tasty culinary scene can both eat well and sleep in style at The Beatrice. Located in the busy downtown historic district, in the iconic 1887 Exchange Building, the newly opened boutique hotel boasts 47 spacious rooms — with high ceilings, expansive windows and dynamic city views — and is also home to Bellini Restaurant & Bar, a contemporary Italian restaurant inspired by Ignazio and Maggio Cipriani's extensive travels throughout Italy. Deluxe amenities include Dyson Supersonic hair dryers; Mascioni linens crafted in Milan; Nespresso coffee makers; Bee-Kind personal care products; fitness center; in-room Fit Kits; and an exclusive private rooftop club for members and hotel guests. Opening rates from \$289. 401-443-2960, [www.thebeatrice.com](http://www.thebeatrice.com)

### THE HISTORY OF APPLES 101

It's apple season in New England! Historic Deerfield, a museum of early New England life in an authentic 18th-century village, has added a new event to its fall repertoire that celebrates the history of this humble fruit that was dried for winter, pressed for cider, and pierced with cloves to make apple pomanders. The workshop, Seek No Further: Heritage Apple Time in Deerfield, includes sampling some unique apple varieties, viewing an historic cider press, making a keepsake

apple pomander, and receiving historic apple recipes you can try at home (Saturdays and Sundays, Nov. 6-21). While visiting Historic Deerfield, located in the Connecticut River Valley of Massachusetts, you can also tour historic houses and their notable collection of early American decorative arts. Adults \$15; ages 17 and under are free. 413-775-7214, [www.historicdeerfield.org/events](http://www.historicdeerfield.org/events)

## THERE

### FLORIDA MUSEUM CELEBRATES ARTS AND CRAFTS

Arts lovers heading to sunny St. Petersburg this winter won't want to miss the newly opened Museum of the American Arts and Crafts Movement, located in the bustling downtown waterfront arts district. A reaction against the mass production of the Industrial Revolution, the movement — which swept the country between about 1890 and 1930 — promoted simple and functional designs handcrafted with quality materials. The five-story, 137,000-square-foot building showcases a vast selection of fine and decorative arts (including furniture, pottery, tiles, metalwork, lighting, leaded glass, woodblock prints, paintings, and photographs) created by notable movement trailblazers such as Gustav Stickley, Charles Rohlfs, the Byrdcliffe Colony, the Roycrofters, Tiffany Studios, and more. In addition to more than 40,000-square-feet of gallery space, MAACM has an education studio, graphic studio, re-

tail store, research library, theater, event space, café, and destination restaurant. Adults \$25; ages 6-17 \$10. 727-440-4859, [www.museum-maacm.org/index.html](http://www.museum-maacm.org/index.html)

### LUXURY OASIS LAUNCHES IN VENICE

Dreaming of Venice? Be among the first to stay at Ca' di Dio, a 66-room luxury hotel set within a complex that dates back to the 13th century. The restoration and redesign of the structure, headed by star Spanish architect Patricia Urquiola, transformed the historic property into a 5-star hotel with contemporary finishes, Murano glass lamps, marble-clad bathrooms, and terraces with canal or garden views. Located at the entrance to the Arsenale area, known as the "Contemporary Art District," the hotel is far enough away from the typical tourist crowds, but just an eight-minute walk to Piazza San Marco in the heart of the city. Rates from \$450. <https://slh.com/hotels/ca-di-dio>

## EVERYWHERE

### ORIGAMI KAYAK UNFOLDS AND FLOATS

Transporting a kayak to your favorite paddling spot just got a whole lot easier with The Inlet, a 9-foot-8-inch foldable origami-inspired vessel by Oru Kayak. The company's lightest, most portable and easiest to assemble kayak folds down to a compact box the size of a suitcase and weighs half that of a traditional kayak. Designed for use in calm waters — smooth lakes,

rivers, and streams — The Inlet is perfect for first-time paddlers or anyone who wants a boat on-the-go. With the Oru Pack carrying case, it's compact enough to fit in your car trunk or be checked in on a plane. The spacious cockpit has room for your pup or small child. \$899. [www.orukayak.com](http://www.orukayak.com)

### SCRUMPTIOUS PILLOW FOR SAVVY TRAVELERS

Raise your hand if you like to travel with your own pillow. For those of us who don't want to rely on the confines of hotel or rental cottage pillows (or, to be honest, the pillows in your mom's guest room), the Honeydew Sleep Company has the perfect solution: the Scrumptious Travel Pillow. Designed especially for side sleepers, this on-the-go, 21-inch-by-12-inch pillow features a shoulder cutout, adjustable loft design, and infused foam fill with naturally antibacterial properties that keeps pillows fresh and cool. Includes custom-fitted pillow case and carrying bag with convenient handle that doubles as a suitcase strap. \$99. [honeydewsleep.com/pages/the-scrumptious-travel-pillow](http://honeydewsleep.com/pages/the-scrumptious-travel-pillow)

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