

TRUE TRAVEL TALES

Our True Travel Tales come from clients who write in to share their experience of how Travel Guard's travel insurance plans and travel assistance services came to the rescue during unexpected travel travail.



Icelandic volcano cancelled Trudy's trip that was two years in the making.

When Travel Plans Erupt

In 2008 I knew I wanted to go to England after publishing a family history book about my mother's parents who were from Yorkshire, England. It was going to take me two years to put aside money each month to be able to travel abroad. This would be my first big adventure EVER!

The first year was just dedicated to saving money. Then, the second year, I began to plan an itinerary. I went to see Laura B., my travel agent, in October to begin the big process of making the dream become reality. An

entire year passed as I planned the little details of what I needed to take – a camera, binoculars, GPS unit, clothes and other luggage. Everything was planned, right down to the detailed itinerary. Then in April a BIG intrusion occurred: the volcano in Iceland decided to erupt!

“Everything was planned... then a BIG intrusion occurred.”

I was constantly glued to the news to determine the effects on air travel. It didn't look good but, I was still optimistic. After all, this trip had been planned for 2 years and I was going to go! On the evening that I was to go online to check-in for my flight, I called Laura. She said “No, British Airways has not cancelled yet, but let me look at another website.” Sure enough, my flight had been cancelled. Bummer!!! The next available flight would be seven plus days out. I would lose a week of vacation, not to mention I would have to reschedule the entire trip with relatives, tours, ferries, hotels and so on. I decided to cancel the trip entirely and attempt it in 2011. As a working individual I had no luxury of rescheduling vacation time.

Luckily, I had purchased a Travel Guard travel insurance plan and my travel agent did an outstanding job of reconciling all of my non-refundable trip expenses. Costs that were not reimbursed by specific companies directly were ENTIRELY reimbursed through Travel Guard. I recouped the entire cost of my trip that never materialized. That money is now safely tucked away in an attempt to plan the trip of my dreams for 2011. I am so thankful I had purchased a Travel Guard travel insurance plan and will do so again when I re-plan my trip to England, Scotland and Ireland in Spring, 2011!



Volcano Eyjafjallajokull at night