

days earlier. And at other rooms, guests said that they had heard through the grapevine that there was a problem. Apparently theft had been a common problem at the resort. Roger felt like he was starting to understand why the resort staff had not informed them of this problem when they had arrived, and he felt even more victimized.

More than an hour later, the resort's security guard arrived at their cabana. He expressed no sympathy and wasted no time in directing their attention to the resort's inch-thick welcome manual in which it was clearly stated that it was the guests' responsibility to secure their possessions or place them in the resort's lock box for safe keeping. An hour after that, the island police showed up and reluctantly filled out a police report and gave a half-hearted promise to get back to them with the results of their investigation.

The Storm Arrives

Both couples were ready to get on with their vacation plans. They were, after all, in paradise. Julie's head cold was still bothering her, but all Roger needed to do was talk with Lucinda about changing their dive package. However, when he caught up with Lucinda, she told him that she couldn't change their dive package; he would have to talk to management. When he asked who that would be, he was once again told Brett. Roger told Lucinda that when he had talked to Brett the day before, he was told he would need to speak with her. Lucinda apologized, but maintained that she could not make any changes without Brett's approval. Roger was beginning to feel like he was getting the proverbial run-around.

Feeling frustrated and a little angry, Roger headed off once again to see Brett and told him that he had talked to Lucinda who said that he would have to approve any changes to their dive package. Brett denied that he had the authority to make any changes and reiterated that only the front office could make changes and Roger would need to talk to Lucinda. Once again Roger, now more exasperated than ever, headed back to Lucinda's office and told her that Brett still said that only she could make changes.

Lucinda called Brett, but when he picked up the phone, the conversation quickly changed to Dutch, a language Roger neither spoke nor understood. After hanging up, Lucinda told Roger that Brett said it was OK to change from the 12-dive package to the 6-dive package, or even a no-dive package if Julie's head cold prevented them from diving. But if Julie got better and they ended up diving more than six times, they would be charged for the extra dives at a higher individual dive rate. Roger, after having been given the run-around previously, restated what Lucinda had said to verify that that he didn't have to decide that day. Lucinda again said, "No, you just have to let us know before you begin diving." Reassured, Roger said he would get back with her if and when there was a change with Julie's cold.

The Forecast Changes

Julie's cold persisted and they were unable to dive; the days passed slowly for Roger and Julie. On the following Monday morning, an entire week had gone by since they had arrived and Julie couldn't wait for Roger to wake up. Her cold was almost gone and she could clear her ears, a requirement to be able to dive safely. Finally, now that Julie could begin diving, Roger returned to talk to Lucinda.

Roger told Lucinda that Julie's cold was better and they believed that she was going to be able to start diving that day. Julie had gone down to the dive shop to get her weight belt and to do a short orientation dive at the hotel dock to be sure that she could clear her ears. If she could clear her ears, they wanted to start diving immediately. Due to the fact that they had little time left before flying home, they would not be able to complete the 12-dive package and wanted to reduce it to 6 boat dives. Lucinda reassured him, saying that the change was fine, just to let her know before they made their first boat dive.