

Lucinda offered to look at their package to see if she could discover why. She then told him that he had booked a 12-dive package and any changes had to be made before the package began. Roger reminded her that he had been in the office the morning after arriving to make changes before they had even put a toe in the water. He also reminded her that it wasn't until Monday this week that they were finally able to make their first dive. Lucinda agreed, but informed him that no change could be made as they had already started the package.

Roger questioned how the package could have started before they had started diving. Lucinda told him that the package began when he got the key to their room and no changes could be made once they were at the resort. Roger couldn't believe that they would not let them make a change that would save them just a couple of hundred dollars on a hotel/dive package that cost several thousand dollars especially since Julie couldn't dive without risking her health. To add insult to injury, even if they wanted to dive once Julie got better, they couldn't. The dive boats were booked to capacity every day except one and, on that day, the dive had been cancelled.

Lucinda continued to explain that it wasn't the resort that would not let them change; it was Tropical Dive. Since he had been told repeatedly that he could make the change, Roger wondered if any of the resort personnel had authority to act for Tropical Dive. Roger asked, if that were the case, why they were not told a week ago that they needed to deal with Tropical Dive. If only they had been told, they could have called or emailed Tropical Dive for assistance in making the change. Lucinda had no response.

No Change in the Forecast

It was 5:00 A.M. on departure day and the problems and frustrations continued. After missing out on most of their diving opportunities, it was time to go home. Nothing seemed to be going as planned or promised. Roger returned the rental car to Island Rental Car and waited as the attendant inspected it. He told Roger that the car looked fine and the gas tank was full so there would not be any additional charges. As Roger started to leave, the attendant told him he still had to pay the rental charges.

Roger was dumbfounded; he knew the car had already been paid for as it was included in the package they purchased from Tropical Dive. The attendant apologized, but insisted that he had no record of that, and Roger would have to pay or they could just wait until Tropical Dive opened and straighten it out. Roger said he couldn't wait; their plane would leave before Tropical Dive opened. Roger and Harrison had previously tried to change their departure time to a later flight, but all of the other flights that day were full. The attendant offered to put the rental charges on the credit card Roger had given for security when he picked up the car. Having no alternative, Roger reluctantly agreed.

Back Home and Still No Sunshine

After returning home from Bonaire, Roger asked for Harrison's assistance to resolve the problems they had on the trip with their travel agent. They called Heidi at Tropical Dive on a speaker phone to discuss the charges for missed dives and the rental car. They also wanted Heidi to know about the run-arounds they had gotten and the security problems they experienced at the resort.

Roger reminded Heidi of what they had discussed before booking the trip because her agency's packages were a bit different from other agencies he had used in the past. She had told Roger that, if he had doubts about booking the 12-dive package as opposed to the 6-dive package, not to worry. The 12-dive package would save them money on the total number of dives and they could change to the 6-dive package if they decided to do less boat diving. Upon their arrival, Ultimate Scuba had also assured