

TRUE TRAVEL TALES

Our True Travel Tales come from clients who wrote 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.



George, Nik and his daughter Sophia.

MIA in Greece

"To the wonderful folks at Travel Guard - thank you. Two words, not quite able to sufficiently communicate the gratitude I feel for everything you did for me and my family as we tried to locate my father in Athens."

These are the words of Nik G. whose father, George G. went missing in Athens, Greece. At age 81, George, still spry as ever, had decided to make one last trip to the village of Dafni, where he had grown up.

"He had relatives who were still in the area and we got him a cell phone to keep in touch with us back home before he left – everything seemed fine," said Nik.

George communicated with his son and George's travels seemed to be going smoothly. After visiting his sister in Athens, though, while on his way to the hotel, he called his son saying that he felt sick. Then, a couple of days later, he called and said he still didn't quite feel like himself; so Nik began making the flight arrangements to get him home sooner.

Then a strange thing happened. Nik didn't hear from his father, which was unusual since he had been checking in at least once a day. Worried, Nik called the hotel at which George had been staying. They said he had checked out and had gone back to Athens.

"Athens?" Nik thought. "Why would he go back to Athens when I was finding a flight to get him home?"

Nik called his relatives in the area. No one had seen or heard from his dad. Days went by during which Nik contacted the American Embassy in Greece, checked ambulance services in the area and talked to the bank to see if his father's bank card had been active. His efforts turned up nothing.

"It was a stressful, sleep deprived time- being back here in the United States without knowing where he was or what happened to him," said Nik. "As the days without contact from my father went on, I feared I would never see him again. I was preparing to travel to Greece to see what I could do."

Then, out of the blue, the hotel called. His father had wandered into the hotel and with a child-like voice asked the desk clerk to call Nik. What was wrong with his father?

"During this time we contacted Travel Guard. It was as if a highly trained special ops team parachuted in to help me," said Nik. "Travel Guard arranged for a doctor to come to the hotel to examine my father, arranged for an interpreter on site and made new flight arrangements to get my father home."

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Upon his father's safe arrival home, Nik e-mailed Travel Guard:

"I do not know how I would have made it through this ordeal without Travel Guard. Your team was compassionate, considerate, calming and efficient in all that they did. I will use Travel Guard again, and recommend you to everyone I know. My father is home safe and my daughter is thankful to you for helping to get her grandfather back."