



NORFOLK DISTRICT ATTORNEY'S OFFICE

Only one of the Boston officers who shot Juston Root had a body camera turned on at the time. Two officers allegedly turned the cameras on minutes later, and two weren't wearing them at all.

By Milton J. Valencia
GLOBE STAFF

Seconds after firing 26 bullets into a Boston man who had allegedly waved a fake gun, the police officers and a state trooper scanned the scene and took stock of the frantic moment.

"Are you all right — did you shoot?" asked the trooper, while offering an officer a handshake. "Did you shoot too?" he asked another.

They breathed heavily and started to congregate as Juston Root lay dead or dying a few feet away, in a mulched median strip of a parking lot in Newton. And then, just as quickly, attention turned to something else. Several had body cameras clipped on to their vests — and running.

Body cams provide an unvarnished account of police actions. Recent deaths illustrate the promise and shortcomings of their use so far.

"I'm still on, I'm still on," an officer said, gesturing to a camera, as a colleague approached.

A trooper offered another officer a reproof: "Just shut your [expletive] mouth. You got a [union] rep coming? ... You did nothing wrong."

"Yeah, yeah, I won't talk," the officer responded. Another advised: "Don't say nothing to nobody."

Minutes later, when the directive came across the police radio to turn off all body cameras, some officers exhaled deeply.

These outtakes from one of the first batches of footage made public under Boston's fledgling police body camera program offer a rare, street-level glimpse into un-

BODY CAMS, Page A8

Weakening recovery may widen fallout

Without new aid, pain will hit some previously insulated

By Shirley Leung and Larry Edelman
GLOBE STAFF

Far from a leveler, the coronavirus pandemic has exacerbated America's already grotesque wealth gap. The rich have gotten richer — much richer in some cases. The poor are being squeezed from all sides. And so a longstanding question has taken on new urgency: How long can our divided economy stand?

Half a year into the sharpest downturn on record, white-collar jobs have essentially recovered, while employment for the lowest-wage workers has declined 14 percent since January as thousands of temporary layoffs are being extended or have been made permanent.

The housing market is hot, fueled by city dwellers fleeing to the suburbs. Meanwhile, a tsunami of evictions threatens renters.

Wall Street has climbed to new heights on the shoulders of tech giants such as Amazon and Google whose businesses have benefited from the COVID-19 crisis — gains that go overwhelm-

DIVIDE, Page A12

From road trip to guilt trip: no vacation from virus

CHRISTOPHER MUTHER

Earlier this summer, Merry White arrived for her vacation in rural Maine with a negative COVID-19 test in hand, as required by state guidelines for visitors from Massachusetts. But following the rules didn't seem to be enough to quell suspicion, or worse, among locals.

"We found that the locals didn't trust visitors," said White, a professor at Boston University. "And the visitors didn't trust the locals. The locals didn't wear masks because they felt 'This is our village.' So no one trusted anyone. We wore masks, and that marked us as outsiders."

It hasn't been an easy year for families looking for an escape. Some residents of rural areas and heavily trafficked tourist destinations have turned into vacation vig-

TRAVEL SHAME, Page A13

A unique place, succumbing to the pandemic

Eclectic Central Square merchants fear they are the virus's next victims

By Danny McDonald
GLOBE STAFF

CAMBRIDGE — Seated behind the cash register in a storefront filled with leotards, tights, and rows of footwear, the cramped quarters where he has made his living for decades, Steven Adelson does not mince words: This could be the month that buries his business, the one that is named after his father and has called Central Square home since 1957.

Teddy Shoes, a shop that specializes in dance shoes and apparel, is in dire straits. Adelson said he has more than 20,000 pieces of inventory. But

it doesn't do him much good if he can't sell it. And sales, he said, are down between 80 percent and 90 percent compared with pre-pandemic times.

"I'm wondering whether or not I can survive," he said last week. "Right now I'm just hoping and praying."

Adelson has a lot of company in his worries. Central Square, home to an eclectic array of shops, and before the pandemic, a bustling restaurant and nightlife scene, is in many ways emblematic of the devastation the coronavirus has wrought on small businesses

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BARRY CHIN/GLOBE STAFF

Rodney's Bookstore will close in Central Square at the end of next month, but its owner is optimistic about relocating in Cambridge.

School closures raise fears about children falling behind, but education may suffer less than we think. **Ideas, K1.**

Boston students evenly split on remote vs. hybrid learning. **B1.**

The Globe Magazine is not publishing today. The puzzles can be found on **B4.**

The bright stuff

Sunday: Sun, some clouds. High: 76-81. Low: 60-65.
Monday: Becoming humid. High: 76-81. Low: 61-66.

Complete report, **A28.**
Deaths, **A18-27.**

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A STATE OF EMERGENCY

Virus taking its toll on eclectic Central Square

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across the region and country — and of the way the virus's suffocating grasp has spread into the most vibrant neighborhoods.

"We're all worried," said Cambridge Mayor Sumbul Siddiqui recently of what kind of Central Square will emerge from the pandemic.

Date spot Cuchi Cuchi called it quits in May after 19 years. The Field, a popular, no-frills Irish pub on Prospect Street, made it 25 years before closing in July.

The square's signature performance venues have been silenced for months. The Cantab Lounge, a celebrated dive and live music spot that on some nights generated a ruckus loud enough to be heard through the wall of the pizza joint next door, has been a Cambridge institution since the 1930s. It was put up for sale earlier in the summer.

The future of Improv Boston, which in normal times is host to dozens of stand-up, sketch, and improv shows a week, is also in doubt.

Some restaurants are making a go of it with outdoor seating that, in some cases, swings into Massachusetts Avenue. But several watering holes have yet to reopen, and questions abound regarding whether they ever will, with beloved bars throughout Greater Boston shutting for good seemingly on a daily basis.

The square saw changes before the pandemic that made the neighborhood known for quirky boutiques, including a bookstore that specializes in crystals and a record shop that's been around since the Eisenhower administration, a little less weird, with substantial luxury housing sprouting up along the Mass. Ave. corridor and a Target coming to the neighborhood in 2017.

Now, much of what defines Central appears to be in flux.

September is usually the busy season for Teddy Shoes, as the return of school also means a return to dance class for some kids. This, Adelson said, will be "the crucial month" that decides whether the store continues or he is forced to shut it down, which is now a "definite possibility."

"It would really crush me," he said.

Adelson launched a GoFundMe in March to help the store with its finances, a fundraising effort that helped in the initial months but, as Adelson notes, "We still have a lot of bills to catch up on." He did receive paycheck protection program, or PPP, funding from the



PHOTOS BY BARRY CHIN/GLOBE STAFF

'I'm not a world beater here, I'm not really rich, but I'm trying to make ends meet. Now, it's just, it's brutal.'

STEVEN ADELSON, *who fears he may be forced to close Teddy Shoes, a Central Square fixture since 1957*

federal government and received a \$6,000 grant from the city. Such fiscal aid has helped, but it's not enough, said Adelson.

He hasn't punted the store's rent yet, but has deferred other bills — credit cards, vendor invoices, and insurance. Before the public health emergency, Adelson had a few part-timers working at the store, but now he is the sole employee. He takes Tuesdays off and works the other six days of the week, but business is slow. He says he makes a sale or two a day.

"I'm not a world beater here, I'm not really rich, but I'm trying to make ends meet," he said. "Now, it's just, it's brutal."

A short walk away from Adelson's shop, Improv Boston's operations have been suspended for months.

Before the pandemic, the company, located a few doors down from The Field, was averaging about 40 shows a week, and its classes and performances brought in about 2,000 people a week, people who also might shop and dine locally.

But the company's five full-time employees have been furloughed since June, and while they have put on some outdoor shows, they were free to the public and not profitable for the theater.

"Everything was great and then it wasn't," said Josh Gar-



The Middle East, a famed music venue, has been closed for months and its future is uncertain.

neau, the company's managing director. "It feels like when you go to take a step on a staircase that isn't there and everything is out of balance."

Garneau would like to open for comedy classes in January, and then eventually host shows, but he acknowledges that the future is uncertain, and that not returning to its Prospect Street home of 11 years is a possibility.

Throughout the pandemic, the company's rent has been partly deferred. Improv Boston still owes back rent, and insurance and software expenses are still there. Closing for good is not out of the question, Garneau said.

"We're still spending money even though we're not making it," he said. "Frankly, the bank

accounts are not unlimited."

There are questions about other venues, too. Lynn Scannell, the daughter of Cantab Lounge owner Richard "Fitzzy" Fitzgerald, said the pandemic nudged her 84-year-old father in the direction of retirement. The club is now for sale.

"We're very much hoping that someone will come forward and keep the place going," she said.

She is adamant Cantab would reopen if there is no buyer, but the timeline for such a move, like so much else, is not clear.

"If the governor would let us open, we would open, but we don't see that happening anytime too soon," Scannell said.

Another legendary music venue in the square, the Middle

East, has also been silenced for months by COVID-19. There were already questions about the future of the establishment before the virus struck, with outlets reporting in January it was up for sale.

At the time, the Middle East indicated in a Facebook post that its ownership was looking to develop the property but added that the Middle East restaurant and nightclub "will remain closed" in having patrons dine inside until there is, at minimum, a vaccine. He wants his workers to be safe. The restaurant started a curbside pickup service in recent weeks and is contemplating doing delivery, something it has never done before.

Nearby on Mass. Ave., Adam Penn, owner of Veggie Galaxy, a vegetarian diner whose menu includes omelets named for Cambridge streets and corned-beef seitan hash, lamented the COVID-19 challenges.

Before, the restaurant employed between 50 and 55 workers. It now has half that. Sales at the diner, which opened in 2011, are down about 40 percent from the norm, Penn said. Still, he considers the restaurant to be lucky given the circumstances; he believes that survival is attainable.

Penn said he has "zero interest" in having patrons dine inside until there is, at minimum, a vaccine. He wants his workers to be safe. The restaurant started a curbside pickup service in recent weeks and is contemplating doing delivery, something it has never done before.

Unlike other nearby restaurants that have set up al fresco sections, Penn has opted to have no outdoor dining, saying the sidewalk in front of the diner would be better utilized for pick-up service.

"We're not going to be particularly profitable during this time, but we're going to get by," said Penn.

Elsewhere on Mass. Ave., the backbone of Central Square, Joseph McCabe, co-owner of the Phoenix Landing, a soccer bar by day, dance club by night, gave a frank assessment of business these days: "It's a big nightmare." He estimated sales were down between 70 percent and 80 percent.

In recent months, owners of the bar have been paying for its operation out of their own personal accounts, he said. He thought the city could have done more to help the restaurant during the crisis. The establishment turns 25 years old on Sept. 17, which McCabe said promises to be a "most miserable birthday." He acknowledged that closing Phoenix Landing is not out of the question in coming months.

"We're just drained," he said. "We're in pure panic mode."

A couple blocks away, Rodney's Bookstore has a set date for when it will be the latest Central Square staple to leave its longtime home: Oct. 31. But unlike the others, owner Shaw Taylor says the shop's departure would have happened pandemic or no: He hasn't had a lease in 10 years and his landlord wants him out.

And perhaps unusual among the square's businesses that have recently gone by the wayside, Taylor is relentlessly optimistic: He'll reopen, he said, perhaps in Central, but definitely in Cambridge, which the shop has called home for 21 years.

Still, the specifics of when and where are among the open questions, given rental market uncertainties caused by the virus. He does not expect business to return to any semblance of normalcy until there is at least a vaccine.

Taylor is now spending his days packing books into boxes. There are tens of thousands of them. He plans on selling his wares right up until the end, when his shop's departure will become another page in the fast-moving story of Central Square.

"Things change," he said recently while seated in the children's book section, "but it usually doesn't change all at once like this."

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Bidding good riddance to the travel-shaming summer of 2020

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ilantes, shaming outsiders who they feel may be putting them at risk of exposure to the virus. Ask around, and you'll hear stories about dirty looks and locals grilling and shaming vacationers who show up with out-of-state plates.

This has been particularly true in the Northeast corner of the US, where states have pieced together a confusing and ever-changing list of travel restrictions and who-can-go-where rules to protect residents from the virus. It's a higgledy-piggledy patchwork of guidelines with varying levels of enforcement — from a little to none. Therefore, vacation vigilantes have taken enforcement into their own hands.

South End resident Rob Hagan was in Vermont this spring as his fire-damaged condo was getting renovated. He quarantined at a friend's house for several weeks. When he emerged for a trip to the local market, he got what he described as a verbal shake-down from the market's butcher, who didn't recognize him.

"He lectured me about a two-week quarantine period and not putting locals at risk," Hagan said. "Meanwhile, I had been crashing at our friends' house in South Woodstock for three weeks. It was a little jar-

ring."

On a recent trip to Truro, New Yorkers Ann and Evan Garner woke up one morning to find a nasty note on their windshield. New Yorkers are allowed to come to Massachusetts without producing a negative COVID-19 test or quarantining for two weeks.

"Why don't you go back to New York and spread corona in your own state!" the note read.

"It was a little scary," Ann Garner said. "New York has a lower positive test rate than Massachusetts, so if anyone was in danger, it was us."

To be clear, the CDC isn't exactly encouraging travel. According to its website, "Travel increases your chance of getting and spreading COVID-19. Staying home is the best way to protect yourself and others from COVID-19."

But this year travel also seems to be fueling the spread of regional xenophobia. Krystal Lewis, a clinical psychologist at the National Institute of Mental Health who specializes in anxiety, said the pandemic has amplified fear and distrust of others, and the lack of a consistent federal response hasn't helped.

"For people who are in smaller rural areas and aren't

used to having people around from outside their immediate circle, it's uncomfortable," she said. "As humans, we tend to gravitate towards those people who we see as being similar and familiar. Perceived differences can create discriminatory behavior. So it can be really hard for them to accept people they don't know. That could be a result of COVID-19, but in general, I think that's human nature. We're just seeing a more extreme version."



ROB WILKINSON/STOCK.ADOBE.COM

The travel xenophobia isn't a summer 2020 phenomenon, and its roots go deeper than safety. The US declared coronavirus a national emergency on March 13, and throughout the spring, many city dwellers fled to ride out the COVID-19 storm in their country or oceanside second homes. But places such

as Salisbury, Newburyport, and Plum Island refused to hook up the water supply to summer homes early to discourage second-home owners from coming.

Rhode Island took it a step further by sending state troopers to summer houses believed to be owned by New Yorkers. After New York Governor Andrew Cuomo threatened to sue Rhode Island for stopping cars with New York plates and checking on summer homes, the order was rescinded.

"There has always been an undercurrent of resentment between residents and second-home owners," said a year-round resident of Brewster, who asked that her name not be used. The topic is so contentious that many people interviewed for this story asked that their names not be used. "It's always been there. Kind of an us-versus-them mentality. But the pandemic has really brought those feelings to the surface. It's given people an excuse to be openly hostile."

As someone who has traveled locally this summer, carefully following regulations put in place by each state, I can attest to an us-versus-them mentality toward tourists as well as second-home owners. In August I wrote a story about trav-

eling to Maine with my parents. We all tested negative for COVID-19 before departing, stayed away from crowds, and wore masks every time we were outside. We followed all the rules. Despite this, I received a torrent of hate mail and online trolling like I'd never experienced in my 19 years at the Globe. The nice ones called me irresponsible, entitled, reckless, and many pet names not fit for print. The not-so-nice ones told me that they hope my entire family died of COVID-19. So much for writing a story that was intended to be a love letter to Maine.

According to psychiatrist Zlatin Ivanov, the heightened tensions surrounding travel, and resulting behaviors, aren't just about health. He said we're all cracking to some degree as a result of living under chronic stress.

"There is so much uncertainty about what is going to happen in the future," Ivanov said. "Aside from getting sick from coronavirus, people are experiencing stress about their financial future, confusion around schooling for their kids, and, in some cases, they're just fed up working from home and being around their spouse all day."

This is where it gets more complicated. Everyone deals with stress differently, Ivanov

said. While some people may channel anxiety into finger wagging and shaming travelers, others may deal with anxiety by vacationing. It's a vicious cycle.

"I went to New Hampshire because there are no travel restrictions for people from Massachusetts and I really needed a vacation. My boss *told* me to take a vacation," said Frederick Ross of Boston. "But that didn't matter. People saw my Massachusetts plates and I got dirty looks. But here's the kicker: I was the one who was always wearing my mask. A lot of locals weren't."

Whether you're traveling, or worried about tourists traveling to your community, there is something you can do to reduce your anxiety, and that's follow basic common sense.

"There are really only certain things that people can control, and that's their own behavior," Lewis of the NIMH said. "We know anxiety is fueled by uncertainty and uncontrollability, which I think we're going to be living with for a while. So the best advice is to focus on what you can control to keep yourself and your loved ones safe, and that's wearing a mask and minimizing time spent around large groups of people."

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SundayTravel

WITH: NEW ENGLAND DESTINATIONS

BOSTON SUNDAY GLOBE SEPTEMBER 6, 2020 | BOSTONGLOBE.COM/TRAVEL



PHOTOS BY KARI BODNARCHUK FOR THE BOSTON GLOBE

Eye of the Whale Arch in Utah's Arches National Park.

The perks of national parks: wide-open spaces, geological wonders, and breathtaking scenery

It's essential to be prepared before you embark on an adventure. Here are some tips.

By Kari Bodnarchuk
GLOBE CORRESPONDENT

The benefits of embracing the great outdoors prove invaluable these days: breathing fresh air, enjoying nature's beauty, getting exercise for the sake of mind and body, and relieving stress to help keep life in perspective. Whether you're taking off for a fall getaway or taking school on the road this year, consider exploring some of our country's national parks, which offer everything from wide-open spaces, geological wonders, and breathtaking scenery to remnants of ancient civilizations.

More than 325 million people visited national park sites last year (there are 419 total) and visitor numbers remain high at some of the most popular parks this year. Not all services are available, however, meaning it's essential to be prepared before



you embark on an adventure.

"You can't just wing it," says Kerry Gallivan, founder of Maine-based Chimani, a company that makes national park travel guides, available on mobile devices and computers. "You need to plan more than you ever have before."

Campgrounds and visitor centers are open in some parks but not in others, shuttle bus services may be limited or canceled, and

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Colorado's Mesa Verde National Park.

The 251 Club of Vermont is an obsession for many, especially its new leader

By Diane Daniel
GLOBE CORRESPONDENT

In 1954, the Vermont poet, professor, and historian Arthur Peach suggested in Vermont Life Magazine that people get off the beaten path to see "the real Vermont." That recommendation sparked the 251 Club of Vermont, whose members are committed to visiting all 251 of the state's towns and cities. Burlington resident Stephanie Young took over as the group's executive director in January. Below are edited excerpts from an interview with Young.

Q. Your background is in marine science and environmental law. Why were you interested in heading up the 251 Club?
A. There was a notice in the newsletter that Sandy [Levesque], the director for 10 years, was retiring and they were looking for someone. When I mentioned it to my husband, he said, 'You should go for it because you're obsessed with the 251 club.' And it's true. I talk about it all the time and I love hearing everyone's stories. I also still teach law online through Purdue University Global.

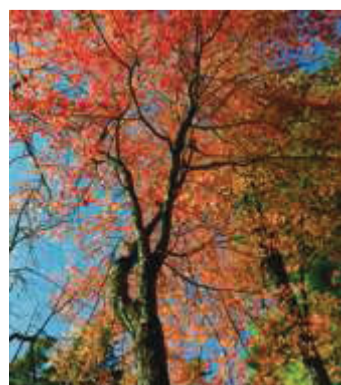
Q. What do you love about Vermont?

A. I love Vermont for the natural beauty and scenery, no billboards, the history, the general stores, the community spirit. I sound like an ad. I grew up in Connecticut and went to Vermont Law School. I was in the D.C. area for several years, but my husband and I knew we wanted to move to Vermont, especially to raise children. (Their sons are now 10 and 6.) In D.C., we'd sit in traffic to go to a nature center. Now, when we're on the road, even the roads are beautiful.

Q. How many members are in the group and what are the rules and benefits?

A. We have 4,200 active members and no rules. Some people just drive through towns for them to count, but my family has to at least step out of the car — we've just passed the 100 mark. Members get a profile page, with a public link, a subscription to the newsletter and an invitation to the annual meeting (Sept. 27). This year it had to go online, but we're really excited about the speaker, Lydia Clemmons. The Clemmons Family Farm in Char-

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PHOTOS BY STEPHANIE YOUNG

Nantucket's Life House gives a former B&B a fresh start

By Diane Bair
and Pamela Wright
GLOBE CORRESPONDENTS

A new boutique hotel on Nantucket. We were expecting nautical blues and whites. Seashells, whales, ropes, and boats. Crisp, sunlit rooms, a pocket garden terrace, perhaps. We weren't even close. The just-opened Life House on Nantucket is a totally different animal.

It's housed in the historic Century House, a former bed and breakfast, and the oldest continually operating inn on Nantucket. The 1833 Federal-style mansion was the home of sea captain Robert Calder before he opened it up to travelers in 1870. The bones of the gracious three-story historic property are still there: wood

floors, antique trim work, a broad, front porch. But you'll also find an eclectic, worldly design, with rich textures and a bit of Balinese flair. It feels like a welcoming sea captain's home, filled with finds and ideas from his around-the-world travels. We found it quiet and intimate, a sophisticated oasis within easy walking distance to town and the ferry docks.

There are 14 guest rooms, cozy by modern standards, with raffia palm writing tables, bamboo side tables, straw bed frames and headboards. Modern botanical print lampshades hang from the ceiling. The en suite bathrooms are fun and a little funky, smallish with walk-in showers that sport 1950s-style black trim (to match

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TIPS FOR TOURING HERE AND ABROAD

VIP LOUNGE | KENNETH LIN

From glowing plankton to light packing

Kenneth Lin, cofounder and CEO of San Francisco-based Credit Karma, has fond memories of the 10 years he spent in Boston — four of which were as a student at Boston University. “There are so many traditions, like on Patriots Day, for example, you have a Red Sox game being played, a marathon going on . . . what’s not to love about that?” Lin, 44, said. One thing he doesn’t miss about Boston: the cold weather. Lin is going to be the featured guest on a Sept. 9 BU alumni webinar, “Lessons learned: How Credit Karma’s Ken Lin built a billion-dollar brand.” Born in Guangzhou, China, Lin moved to Las Vegas when he was 4 years old and lived there until he moved to Boston for college. He lives in Oakland, Calif., with his wife, Serrie Singhasiri, and their children, Brandon, 7, and Stella, 4. Lin said the webinar (in which he will be interviewed by John Byers, associate dean of the faculty for mathematical and computational sciences at BU) will cover a variety of issues, including the many career paths one can take with a computer science degree, and how he would like to see more women and minorities in the field. “There are wonderful entrepreneurial aspects to technology these days. Technology is being redefined and that may not be on the radar of many students,” he said, adding that it is imperative that young people follow and focus on their passion. “Your major, your field of study, has to be something you enjoy, because when [life’s] curveballs come, you’re going to give up if it’s not a passion.” We caught up with Lin to talk about all things travel.

Favorite vacation destination?

I have a special affinity for Thailand. My wife is Thai; it was my first international trip . . . and it is ultimately where my wife and I got married. My favorite memory is from Phi-Phi Island. We had our ceremony on Phuket but invited our friends to join us for a few days on Phi-Phi Island. It should be noted that Phi-Phi Island has no roads. You can only travel by long tail boats operated by local gypsies.



Boston University alum Kenneth Lin, cofounder and CEO of Credit Karma, with his wife, Serrie Singhasiri, and kids, Brandon, 7, and Stella, 4.

ies. One night after dinner with our friends, we rented two long tail boats to head back to the hotel. It was a calm, warm night, the moon was out, and all you could hear was the hum of the long tail boats. When we put our hands in the water, it glowed from the bioluminescent plankton. Most importantly, we were experiencing this while surrounded by our closest friends and family.

Favorite food or drink while vacationing?

When vacationing, I always do two things. First, I have to try the local beer. Every country in the world seems to have their national beer. I love the fact that beer is so familiar and common — yet it is unique and distinct from every beer that I have had from various regions. It really represents the people of the country. Secondly, I love to see the local culture. A good place to do that is in the local restaurants; I find the culture of a country is always on display at the non-tourist restaurants. We always make it a point to head off the beaten path and eat with the locals. We avoid places with English menus and try to survive on our ability to point at things we like, being polite and respectful, and just enjoying the atmosphere.

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

Lhasa, Tibet, has always been at the top of my list. We almost went before kids, but due to the sheer amount of planes, trains, and automobiles necessary, we couldn't make it work. Now with young kids, it is even more complicated given the potential for alti-

tude sickness. With that said, I'd love to someday experience the culture and the grandeur of being in the shadow of Everest.

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

There isn't anything I must have. My wife and I once did an around-the-world trip with only carry-ons. We like to travel light. We've made a contest of who can bring the least amount of items. You can always spot us on vacation because we are mostly likely wearing the same thing we wore two days ago. We wash clothes in between days.

Aisle or window?

Window. You can only be hit by the beverage cart so many times before you learn.

Favorite childhood travel memory?

I grew up in Las Vegas so I have fond memories of the drive from Las Vegas to Yosemite. It is a quick destination with beautiful scenery all along the way. We used to do it a couple times a year as a family.

Guilty pleasure when traveling?

A points upgrade. There is nothing better than sitting in business class knowing you paid coach fares.

Best travel tip?

When you arrive at a destination and the taxi lines are long at the airport, head up to departures and get in a cab that just dropped someone off. You'll save a ton of time for you and the cab driver.

JULIET PENNINGTON

TROUBLESHOOTER

British Airways says I was a no-show for my flight. But I wasn't.

By Christopher Elliott
GLOBE CORRESPONDENT

Q. Before the pandemic, I visited Scotland with my family. It was an amazing trip, except for our return flights, which were booked through Orbitz.

The first segment of our outbound flight from Los Angeles to London was delayed. American Airlines rebooked us on another flight from London to Glasgow through its code-share partner, British Airways.

The night before our return flight, I was shocked to learn that our flights had been canceled. Somehow, British Airways thought we had been a no-show for our outbound flights. It automatically canceled our returns. To get home, we had to rebook new tickets with Air France, which cost \$8,500.

I would like this amount refunded, plus maybe something extra for the stress and anguish I went through when I found out my flights had been canceled the night before we were supposed to leave Glasgow. Can you help?

ROSS SMITH, *Simi Valley, Calif.*

A. Your flights to the UK should have been smooth and uneventful — not the chaos you describe. This is easily one of the most complicated cases in recent memory. Let me try to untangle this no-show flight case for you.

American Airlines caused the first problem when it delayed your first flight from Los Angeles to London. It looks like it failed to notify British Airways that you would be on the next flight to Glasgow. Unfortunately for the traveler, airlines automatically cancel the remaining itinerary when you're a “no-show.”

It looks like Orbitz tried its best to fix the problem but couldn't. This case is even more maddening because American Airlines has a code-share agreement with British Airways, which is supposed to mean you're dealing with the same airline. Instead, American and British Airways played a game of ping-pong, bouncing you between their customer service departments as you tried to get this fixed.

I list the names, numbers, and e-mail addresses of American Airlines, British Airways, and Orbitz (owned by Expedia) on my consumer advocacy site, Elliott.org. But I have to be honest: Reaching out to them prob-

ably wouldn't have helped. Everyone was confused about your case.

I can't believe anyone allows airlines to operate a code-sharing agreement like this without some accountability. To think that you might be on the hook for \$8,500 for new plane tickets is just absurd!

After a lengthy investigation, which involved months of back-and-forth between my advocacy team, the airlines, and your travel agency, we got to the bottom of it. It looks like American Airlines erroneously processed changes to your ticket. That sent the wrong message to British Airways — that you'd missed your flight — and it automatically canceled your return tickets.

This case is an important reminder that if you miss a segment of your flight, you can't just continue your itinerary. Your airline will cancel the rest of your flights because it assumes you're a no-show, and it won't tell you about it.

Your case is an important reminder for the rest of us that if you miss a segment of your flight, you can't just continue your itinerary. Your airline will cancel the rest of your flights because it assumes you're a no-show, and it won't tell you about it.

American Airlines offered you four \$100 flight vouchers for the trouble. Orbitz kicked in another \$200 in vouchers. British Airways refunded you for your return tickets and cut you a check for the money you had to pay out of pocket for the Air France tickets.

Christopher Elliott is the chief advocacy officer of Elliott Advocacy, a nonprofit organization that helps consumers resolve their problems. Contact him at elliott.org/help or chris@elliott.org.

HERE

ELEGANT PICNICS IN RHODE ISLAND

Picnic baskets are welcome at a new experience offered by Newport Mansions. The Preservation Society of Newport County's new “Stroll the Gardens and Grounds” gives visitors the opportunity to picnic on the historic landscapes of The Breakers and The Elms in Newport, and the Green Animals Topiary Garden in Portsmouth. Kids may particularly enjoy the massive menagerie of animals at the topiary, including a giant giraffe. This new specialty ticket includes access to all three properties, and costs \$18 for adults and \$8 for youth, ages 6-17. The three properties can be visited on different days. (Does not include interior entry.) Tickets on sale through Oct. 12. 401-847-1000, www.newportmansions.org/plan-a-visit/stroll-the-gardens-grounds

THERE

ALTERNATIVES TO OVERSEAS TRAVEL

Sad that you can't travel overseas right now? Classic Journeys identifies a dozen iconic international destinations and suggests how to swap the experiences travelers get in those bucket-list spots with equally extraordinary places in the United States. For example, sporty travelers missing mountain climbing and white-water rafting can swap the Swiss Alps for Wyoming's mountain ranges and countryside; instead of Japan's cherry blossoms, explore the natural beauty of Vermont's fall foliage; in place of Bordeaux, a California wine trip may quench your



thirst for visiting vineyards; or swap Morocco for New Mexico and explore the culture of Native Americans at the Taos Pueblo, a UNESCO World Heritage Site, and explore the Anasazi 900-year-old cliff dwellings in the Bandelier National Monument. 800-200-3887, www.classicjourneys.com/blog/us-alternatives-to-international-destinations/

EVERYWHERE

FROM ITALY WITH LOVE: VIRTUAL COOKING SCHOOL

You may not be able to travel to Italy right now, but you can still learn traditional Romagna home cookery, including how to make fresh pasta, piadina (the local flat bread) and more, in online cooking classes offered by Casa Artusi. The new virtual classes are the result of COVID-19 shutting down programs in the region of Emilia Romagna that were

designed to honor the 2020 bicentenary of the birth of Pellegrino Artusi. Born in 1820, in the town of Forlimpopoli, Artusi is the author of “Science in the Kitchen” and “The Art of Eating Well,” and is the acknowledged father of Italian domestic cuisine. The cooking school, named after the celebrated writer, offers classes in English for one to 20 participants. Available upon request with advanced reservation; virtual classes with live instructor: \$95 per person. www.casartusi.it/en/cookery-school/



COVID TRAVEL RESTRICTIONS APP

To fly or not to fly is a dilemma for travelers in the age of COVID. App in the Air, the popular app for frequent fliers, has launched new features to help you feel more comfortable and help navigate air travel in the new normal. Complimentary tools for all app users include making it easy to search country to country restrictions (with government restrictions, quarantine, health declarations); airport and airline rules and requirements (including whether a mask is needed, avoiding middle seats, and free cancellations); and key health search filters for those looking to book flights and hotels. AITA has also instituted helpful in-app travel reminders throughout the journey, from the booking process to future flight notifications. covid.aita.travel

GUIDEBOOK TO HISTORIC ARTIST STUDIOS AND HOMES

Take an art-themed road trip from the comfort of your couch with the new “Guide to Historic Artists' Homes & Studios” by Valerie A. Balint. Published by the Princeton Architectural Press and the National Trust for Historic Preservation, the book — available virtually and physically — cele-

brates preserved artists' homes and studios across 21 states, representing the legacies of more than 300 artists over three centuries. Weaving the history of the sites' architecture and landscape with the artists' biographies and their work, the guidebook also serves



Andrew Wyeth's studio in Chadds Ford, Pa.; Green Animals Topiary Garden (top); Casa Artusi class.

as a way to plan an itinerary when you are ready to visit these sites in person. It includes many New England locations, such as the Florence Griswold Museum in Old Lyme, Conn.; Winslow Homer's Studio in Scarborough, Maine; and Chesterwood, the summer home and studio of American sculptor Daniel Chester French in Lenox. Farther afield, the book shines a spotlight on artist Donald Judd's multi-story SoHo apartment in Manhattan; conceptual artist David Ireland's home in San Francisco; prolific painter Vance Kirkland's studio in Denver; and more. \$29.95. <https://artistshomes.org/> NECEE REGIS

Grounded, pondering what might have been on that trip to Ireland

By **Anthony Flint**
GLOBE CORRESPONDENT

GALWAY, Ireland — In our compact rental car on the Irish motorway, the signs for Limerick appeared, so naturally, we started composing some. “There once was a teen who was surly,” I offered, glancing at the rear-view mirror to my 16-year-old slumped in the backseat. “Who complained that we left way too early ...”

Indeed we had taken the overnight Aer Lingus flight from Boston, landing in Dublin in a morning drizzle, and hit the road determined to make the most of our time. But because we departed Logan at 9:30 p.m., and the flight, powered by tailwinds, took under five hours, it felt like the middle of the night to us. And we were being required to do many strange things, like drive on the left.

Maybe it’s the way I constantly chew things over after the fact. But as a lifelong traveler now grounded by the coronavirus pandemic, one of the things I find myself doing is analyzing how I could have organized a past trip better. A recent four-day weekend in Ireland with teenage boys has prompted all kinds of shoulda-coulda thinking.

Our scenario was a friend’s wedding on a Saturday, in horse country about an hour outside of Dublin; our 12-year-old son was the ring-bearer. The adults were veterans of the Emerald Isle, but it was the first time for the boys. So we figured let’s make it a four-day weekend, Thursday to Sunday, packing in as many highlights as we could. Our plan: Aer Lingus in and out of Dublin, rent a car, and head west to the Cliffs of Moher. Power through the jet lag and make the most of the first day, stay in Galway, then back east to overnight in Temple Bar, then back out to County Kildare for the festivities.

The second-guessing comes fast and furious. First and foremost, it probably would have been better to take Aer Lingus to Shannon, rent the car, and fly back home out of Dublin. That way we’d already be on the West Coast and might feel a bit less frantic.

Another choice, of course, was to

let somebody else do the driving entirely, a service offered by Kennedy & Carr and many other outfitters. They have the travel times down to a science, balancing the need to maximize time, without making everything impossibly rushed.

I’ve rented a car elsewhere in Europe and driven in the UK on other occasions, so I might have been predisposed to being an American road warrior. It’s not exactly environmentally conscious, but Ireland is also making it easier to get around by car. Miles and miles of “dual carriageways,” have been built as a result of public-private partnerships — proudly announced, without irony, on billboards as “schemes.” As a result, virtually all interstate-caliber roadways are pay-as-you-go; some tollbooths, inexplicably, only took cash.

The sleek network of motorways includes American-style rest stops with rows of petrol pumps and tastefully stocked versions of 7-11, which admittedly came in quite handy. We couldn’t ever recall seeing a wider variety of flavored crisps (potato chips).

Still, it was good to get off the highway and onto the classic, winding, narrow lanes of the countryside — complete with the video-game adventure moments of coming upon flocks of sheep or a slow-moving tractor, just around the bend.

Downsides of driving? People get too comfortable. I kept pointing out castles and museums to stop at, and only got grunts of approval for souvenir stands and ice cream shops. “Keep going,” they all said, instead of veering off to check out Celtic ruins. If we were on a private tour, they bloody well would have had to get out at Bunnratty Castle.

And it goes without saying that motoring in foreign lands is a guaranteed marriage stressor. The first argument erupted at the very first rotary, when an insufficiently deft stick-shift move prompted the vehicle to stall. Why on earth did you get a manual, my wife demanded to know. That means I can’t drive, she fumed. I muttered something about the manual car being the only one left, but dared not speak the



PHOTOS BY ANTHONY FLINT FOR THE BOSTON GLOBE

The family’s four-day trip to Ireland included visits to the Cliffs of Moher and the streets of Dublin.

truth: An automatic was 25 euro a day extra, and I declined it in knee-jerk Yankee fashion.

Trying not to feel the pressure of the whole exercise — and to stop thinking about how it felt like 4 in the morning — we sped down the M-7 in time for a midday lunch near Lahinch, which had just hosted the Ireland Open. The roadside lunch was a daze of fish and chips and Guinness. The Atlantic Ocean roared just on the other side of silky fairways and greens.

The visit to the Cliffs of Moher was executed dutifully, and, after getting soaked in a classic misty drizzle, we were grateful to dive back into our private transportation. On to Galway and the Glenlo Abbey Hotel, a mansion

and grounds originally built by a family making their wealth as salt merchants. We crashed after devouring the luxury treats left for us in the two-room suite.

A full-on Irish breakfast was just the thing to get us going in the morning, and we made our way to the M-6 motorway for the trip back east to Dublin. There our choice of accommodation was The Clarence, which bills itself as Dublin’s “first rock n’ roll boutique hotel.” U-2 singer Bono and his lead guitarist, The Edge, bought the riverside building in the 1990s, refurbished the property, and filmed a great live version of “Beautiful Day” on its rooftop.

It is the definition of centrally locat-

ed, with easy access to our checklist — Trinity College, Book of Kells, Dublin Castle, Stephen’s Green. The 16-year-old, recently appreciative of men’s apparel, was drawn to Grafton Street; we purchased a custom fascinator, worthy of British royals, for the wedding.

By nightfall, though, we had a problem. The central air conditioning was on the fritz, and we had to sleep with the windows open — not a good combination for a place in the heart of party central. You know how you can’t help but listen to every word of a rapid pub conversation? Not a restful night.

To be fair, similar properties are candid about the feistiness. On its website, The Dean says it is “smack bang in the heart of Dublin City. We’ve done our best to keep the noise to a minimum but there’s always going to be a big buzz around here at night, that’s the location you’re staying in when you stay with us. Please make sure to consider this when booking.”

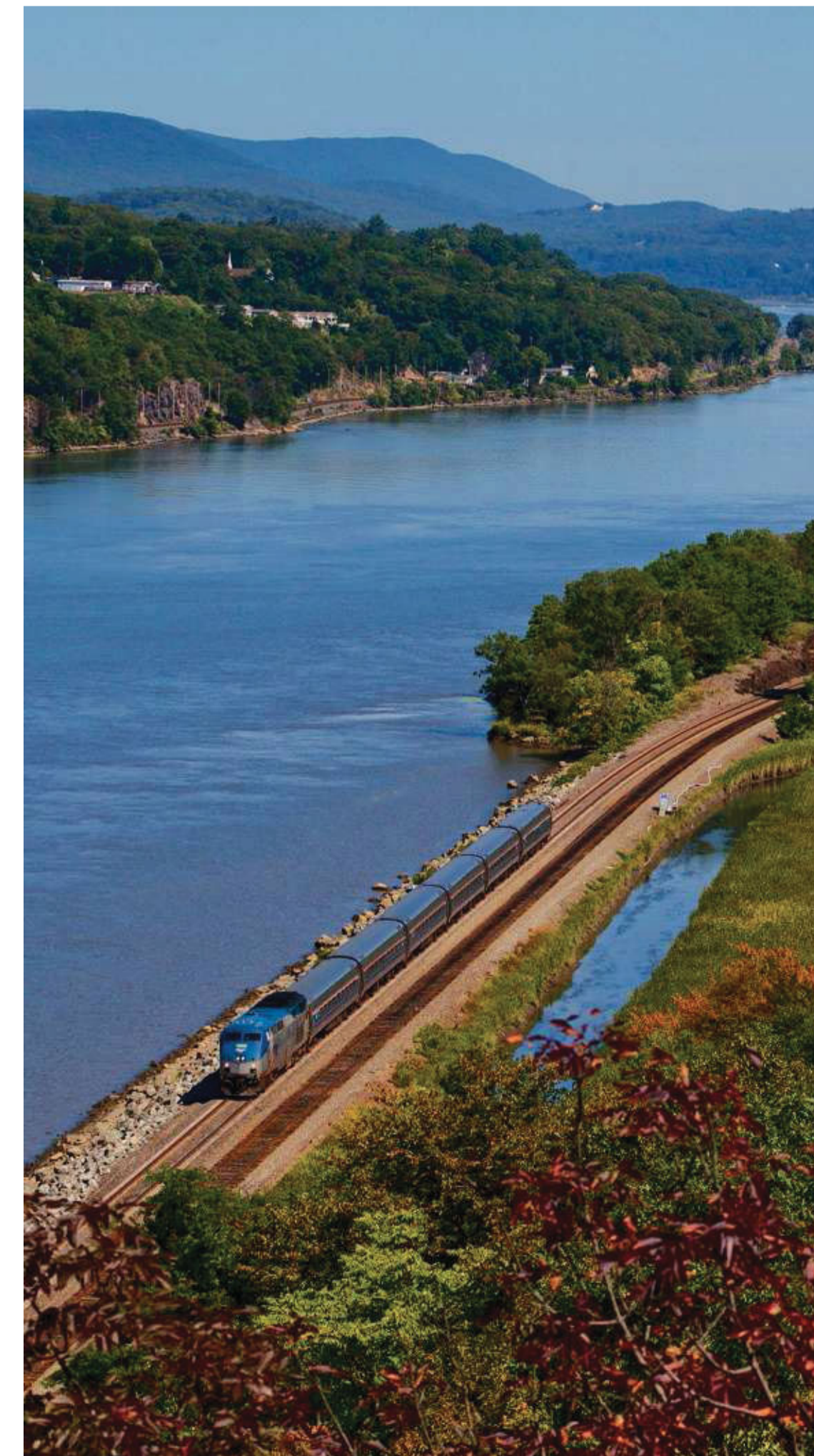
The only solution was strong coffee and breakfast sandwiches at Roberta’s next door, and we were on the road again. I backed the Enterprise rental out of one of the tightest parking garage spaces ever known, and plugged the next destination into my phone: The Heritage resort in Kildare County, known for its horse racing and breeding, and, of course, more golf. Everything was quite serviceable, though the property hasn’t yet been awarded the five stars of the nearby K Club.

A big draw was relative proximity to the wedding, at our friend’s family home, in the middle of sprawling wheat fields. For the rehearsal and the ceremony, we hired a local driver in a lovely beige Mercedes and pristine leather interior, well worth it not to worry about being over-served.

Another great breakfast on Sunday morning and it was off to catch our early afternoon flight home. By that time I was navigating the dual carriageways like a local, and the rental car drop-off was astonishingly smooth. As we all settled in to our seats on the Airbus A-330 — doesn’t that sound so quaint and nostalgic? — I was even starting to feel good about my strategy and tactics.

Still, the mind wanders, as one gazes out the airplane window. And even after you touch down at Logan. We had a few hours of free time that morning, after all. Surely I could have scheduled one last activity.

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Exploring Vermont with the 251 Club

►VERMONT
Continued from Page N11

lotte is one of the largest African American family farms in Vermont. After COVID, we'd like to do more meetups.

Q. Has there been more interest in the 251 Club this summer, with more people staying closer to home during the pandemic?

A. We have seen a spike in membership, but some of that is from starting online signup. Until this year, you had to mail in a check. The governor has been heavily promoting staycations. Using 251 is a great way to explore while also being able to adhere to public health guidelines. One new member said they were signing up 'to shake away the

'Many members come up with their own twists. Some walk or cycle, or visit with a classic car.'

STEPHANIE YOUNG,
251 Club executive director

virus blues.' A Vermont couple who had to cancel their honeymoon in Maine decided to honeymoon with 251. We also got more attention after the 251 documentary "One Town at a Time" came out. It's now airing on Vermont Public Television and you can see it online. The producer, Mike Leonard, is one of our board members. And we've partnered with Vermont state tourism. We survey members about things like fall foliage spots and the best creemees, which they turn into stories. So we're getting a lot more visibility.

Q. Looking through the stories on your website, a lot of 251 members come up with themes, like visiting cemeteries or general stores. What are some others?

A. Many members come up with their own twists. Some walk or cycle, or visit with a classic car. One person ran the entire route. Some visit post offices, libraries, or schools. One man hit a golf ball in every town. In the end, no matter how they finish, it's really about the journey and the memories.

For more information, visit www.vt251.com. Fees are \$22 for one year, or \$58 for five, for the household, with a discount for renewals.

Diane Daniel can be reached at diane@bydianedaniel.com.

Enjoy nature's beauty in national parks

►PARKS
Continued from Page N11

some sections of parks have been closed to protect local Native American communities, including the South Unit of Badlands National Park within the Pine Ridge reservation (the North Unit remains open to visitors — and is well worth the journey). Additionally, Rocky Mountain and Yosemite now have timed entry, requiring you to book a visit time in advance, and some states still have mandatory 14-day quarantine periods for visitors.

Each destination has had its own reopening strategy and offerings vary widely, so it's important to check individual park websites while planning your trip.

"We spent a lot of hours putting a lot of information on our websites, so if you do your homework you'll be rewarded," says John Harlan Warren, the Northeast's NPS spokesperson.

Warren added this tip for travelers: "You don't have to know the websites for all the parks. If you put the first two letters of the first two names of the park — or the first four letters if the park only has one name — it will give you the alpha code we use for the website. So, for instance, Acadia would be www.nps.gov/acad and the Springfield Armory would be www.nps.gov/spar."

Or consult Chimani's blog post, a handy and regularly updated resource that outlines what's open or not at the country's 62 national parks and how that may impact your visitor experience. Each individual Chimani park guide also has a COVID-19 Impacts section with info not only on the park, but on privately run hotels, campgrounds, and other facilities within the park (something the NPS website doesn't cover since many of these facilities are run by private companies).

Try to visit outside of busy times, if possible, since highlights at popular parks (think: Old Faithful at Yellowstone) draw such big crowds that it is challenging to social distance and explore.

"Parks are melting pots," says Gallivan. "People are coming from all over the country, so you need to be extra diligent with social distancing."

The NPS recommends visitors re-



PHOTOS BY KARI BODNARCHUK FOR THE BOSTON GLOBE

A virtual ranger station at Mesa Verde National Park in Colorado. Top: Mountain biking in Arches National Park.

main 6 feet apart and wear face coverings. My kids and I have explored six NPS sites this summer, from Canyonlands National Park to Mount Rushmore, and noticed that many people disregard these standard health protocols. We realized we needed to allow extra time when visiting sites, to wait for crowds to thin or wait our turn to access narrow viewing platforms.

Keep in mind that parking lots at trailheads may be full due to the increase in park visitors or have other restrictions in place. Zion, for instance, now requires visitors to make reservations for the shuttle bus that takes people into the park, since no private cars are allowed on Zion Canyon Scenic Drive (book these timed reservations — good for a one-hour block — at Rec-

reation.gov for \$1 per person).

It pays to be strategic when visiting a park. Sure, almost everyone who visits Arches National Park wants to see Double Arch and Delicate Arch (and for good reason) but try to find alternative times to venture out to these gems. Hit the road or trail early in the morning when temperatures and crowds are down or aim for midweek. Also, research other options and talk to locals for alternatives.

My son and I visited Eye of the Whale Arch one busy Saturday afternoon in Arches National Park and had the entire road and destination to ourselves. With a tip from a local friend, we took a left at Balanced Rock and followed a dirt road .7 miles to a parking area, leaving the busy roads be-

hind. We grabbed our mountain bikes (we brought our own, but you can rent them in town) and pedaled 2 miles down a four-wheel-drive road with big rock slabs and deep sand. We didn't see anyone the entire way. Similarly (and on another tip from a local), we drove 1.5 hours west of Moab to the southeast entrance to Canyonlands National Park and explored the tucked-away and lesser-visited Needles area. We saw only six cars the entire time we were there.

Since visitor centers were closed at most of the parks we visited, we stopped at camping and outdoor shops in nearby towns to get local information from staff. Some parks, such as Acadia, have staff stationed outside visitor centers to answer questions and provide guidance. Other parks have helpful information displays outside closed visitor centers (use your phone to take photos of information displays) and, if available, resources for audio tours. Make sure you download relevant apps in case you lose cell or Wi-Fi service within the park.

Chimani offers audio tours for the country's top eight most-visited national parks, including Acadia, Yellowstone, Grand Teton, and the Grand Canyon. These tours are included with the subscription-based digital guides, which you can download on Apple or Android devices and use offline.

If you're a fan of the NPS's Passport Program, consider using Chimani's apps to track your park visits and get virtual park badges. Chimani has partnered with the National Park Travelers Club, a nonprofit group that gives the location of 1,500 sites at parks nationwide where you can get virtual cancellation stamps.

"It has helped get people away from the main visitor places," says Gallivan. "People have said, 'I wouldn't have gone to that spot,' so it helps spread people out."

And that's the key these days: Get out and discover new places and embrace the outdoors while keeping a safe distance from fellow adventurers.

Kari Bodnarchuk can be reached at travelwriter@karib.us.

Life House updates old B&B on Nantucket

►LIFE HOUSE
Continued from Page N11

the black toilet seats), outlining a half-wall of bold botanical print tiles. There are rain shower heads and luxe Le Labo toiletries, along with fine bed linens.

The communal spaces stand out. There's a comfy living room and large kitchen (still under renovation), where guests can gather. These spaces made more sense pre-COVID (or post-COVID); we generally avoided them, but there could (will) be a time when hanging out in this comfortable, serene living room is a welcoming and appealing idea.

Outside, there's seating on the large wraparound porch, and two beautiful garden areas, including a 675-foot private lounge area, with large comfy couches and chairs, subdued lantern lights, and beautiful potted plants — plenty of room for social distancing. We enjoyed a bottle of wine from a local wine shop one evening (Epernay Wine & Spirits will deliver to the hotel), sitting outdoors next to the firepit, under twinkling lights.

We appreciated the contactless check-in, but we were surprised to receive old-fashioned room keys. Another blend of high-tech and Old-World



charm: Guests can download a mobile app that allows them to connect with other guests who are staying there over the same dates — sort of an online living room. The app also allows guests to connect with selected locals, who can offer inside advice on island sights and activities; it's also used by hotel staff to communicate with each other and to guests.

Founder and CEO Rami Zeidan's idea behind the Life House brand and management is to develop interesting — often historic — design-centric properties powered by software to enhance efficiency and profitability. It's the first boutique hotel brand backed by Silicon Valley venture capital investors. Life House currently has 15 ho-

The living room and a patio at the Life House, which blends modern amenities with Old World charm on Nantucket.

tels under its management, with plans already in place to open additional properties in the next year or so. Apparently, it's a formula that's working, at least in Nantucket, where we're told bookings into fall are robust.

10 Cliff Road, Nantucket, 866-466-7534, www.lifehousehotels.com/hotels/new-england/nantucket; rooms range from \$300-\$480 depending on season.

Diane Bair and Pamela Wright can be reached at bairwright@gmail.com

