

From: [Mark Fitzgerald](#)
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Subject: G Adventures - Spain Review
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By and large I had a heap of fun during both phases of the trip. Fredy and Garbo were brilliant to work and hang out with.

Having said that, there were a couple of areas that require improvement:

(a) HCC Open Barcelona deactivating my room key and then allowing a complete stranger into my room without notifying me. I inquired about this lapse with the Front Office staff and was berated by a team member when I question his "Not my problem" responses. This is a major security breach for my mind and totally unacceptable. https://www.tripadvisor.com/ShowUserReviews-g187497-d313044-r505368406-HCC_Open_Hotel-Barcelona_Catalonia.html#SHOW_USER_REVIEW

(b) Unable to check into the HCC Open Barcelona at 5PM and were treated to aloof Front Desk staff. We went on an orientation walk with Fredy, but had to store out luggage in a public accessible hallway.

(c) Orientation Walks should be kept on a tighter rein and far too often tour participants took this time for souvenir shopping, activity bookings and general shopping, much to the annoyance of those who simply wanted to get the lay of the land and then get on with organizing what we wanted to do.

(d) The Cool Hotel in Seville was anything but cool as you will see in my TripAdvisor review https://www.tripadvisor.com/ShowUserReviews-g187443-d7307119-r502666291-Cool_Sevilla_Hotel-Seville_Province_of_Seville_Andalucia.html#SHOW_USER_REVIEW

By far the biggest issue for me was related with my interactions with Herbert Fox from New York. To put it simply, he managed to single handedly ruin the first couple of weeks of the trip. I was so disgusted by the end of the first week of the whole ordeal that I contacted my travel agent and insurance company to try and identify alternative options.

Due to medical conditions, G Adventures should not have allowed Herbert on the trip. Due to what looks to have been an oversight by my travel agent with my Single Room status, I roomed with Herbert for the Lisbon to Barcelona portion of the trip. As Herbert has to use adult diapers/nappies, I was forced to endure the stench of faecal and urine matter enveloping the room on a daily basis. I broached the delicate subject on several occasions with Herbert, but he kept saying he has no medical ailments and refused to dispose of his soiled underwear, even after I purchased Ziploc sealed bags for him. I had cause to berate Herbert on several occasions as he would simply kick the adult diapers/nappies under the bed for housekeeping to dispose of.

I spoke with Fredy, but it was plain to see that his hands were tied and had literally no options available from G Adventures, in resolving the matter. At one stage I had Fredy come to our room to experience the situation for himself. This resulting in him beginning to dry heave from the stench.

Along with Herbert's personal hygiene issues, he slowed down the tour due to his inability to keep up. Fredy in recognizing this behaviour, did his best to get Herbert moving by getting him to the front of the group and carrying his luggage just to keep things moving at a reasonable clip. It also appeared that Herbert felt that Fredy was his personal valet, at which most of the group were simply fed up with Herbert, to the point of deliberately avoiding or simply ignoring him.

Do not for a minute think that Garbo got away scot free as Connie was similarly demanding on his time and attentions, even including outburst of tears at times.

A small measure, that would go a long way in identifying potential group conflicts, would be a more detailed and robust Medical and Travel Profile questionnaires.

If it wasn't for Fredy and Garbo, it would have been a completely different review. Please note that scoring them with 9's is my personal measure as we should always strive to be the best and it's always that small measure we aim to strive for.

Please feel free to contact me should you require further clarification on the matters I have raised.

Regards,

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Life's journey is not to arrive at the grave in a well preserved body, but rather to skid in sideways, totally worn out, screaming ".....hooly dooly.....what a ride!!!"