

# Stranded on Ile Sainte Marie, Madagascar

August 2010



## The situation

A client contacted red24 when her son and his girlfriend were stranded on the Madagascan island of Ile Sainte Marie. The couple needed to get to the mainland as soon as possible after being stranded for several days, due to adverse weather conditions caused by rough seas. While they had access to food and water, they were without a mobile phone and running low on cash. The pair was unable to access banking or ATM facilities and was only reachable via email.

## Assistance

The client was very concerned about the couple and contacted red24 for assistance. Our analysts in the Crisis Response Management (CRM) Centre immediately researched weather systems in the area, and determined that the adverse conditions would subside in coming days, thus creating a safe period for travel to mainland Madagascar. Our response team informed the client that Ile Sainte Marie had an airport, in the event that the couple was unable to depart via boat as planned. red24 provided the client with a list of available flights and boats departing the island, including respective prices. The client was ultimately advised to travel by air, and avoid travel by ship, as rough seas persisted and many ships departing the island were in poor condition. red24 advised that travel by boat was only recommended as a last resort, should outbound flights be full.

The client booked flight tickets online and relayed the information to her son and his girlfriend via email. The client was satisfied with red24's prompt response, and agreed to contact red24 again, should there be any further problems or questions. The client was contacted several days later, and she confirmed the safe arrival of her son and his girlfriend on mainland Madagascar.



The client was grateful for the assistance and advice provided by red24's security team and analysts.

## Feedback:

*"Thank you enormously for your help with my son in Ile Sainte Marie. It was so reassuring to know that you had the matter in hand as I had been so worried."*