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Tony Partridge, 48, describes himself as the 'Robin Hood of luggage' referring to his former occupation of buying lost luggage in the 1980s - which he sold to second-hand shops - and the luggage-tracking service now offered by **CallUma**. "I used to buy luggage but now I give it back," he says.

What started off as a trip to Gatwick's lost luggage to find his own bag, turned into a business.

He recalls: "I paid £3 for a holdall and £4.50 for a suitcase. You would open up suitcases and sometimes find a wedding dress."

After 11 years in the US, running a home security call centre business selling hurricane shelters and a short spell selling windows in the UK, Partridge decided semi-retirement in Spain was the answer.

However, it was a move that inspired the creation of CallUma in 2005, originally called Pass the Phone, which offered multi-lingual assistance. Uma stands for universal multi-lingual assistance.

Partridge says: "After a week in Spain my daughter became sick at 2am. Our villa was in the mountains, I didn't have an emergency number and spoke no Spanish. In the end we found a doctor, but it was the most traumatic experience of my life."

