Travel

VOCABULARY PRACTICE

INTERMEDIATE | B1-B2

Name: _____ **Date:** _____

1 Match each travel disruption with its meaning.

1 cancellation	____	a vehicle or machine stops working
2 severe delay	____	b uncomfortable aircraft movement in the air
3 missed connection	____	c service does not operate
4 overbooking	____	d body-clock tiredness after crossing time zones
5 breakdown	____	e journey takes much longer than scheduled
6 turbulence	____	f route is changed from the normal one
7 diversions	____	g more tickets sold than available places
8 jet lag	____	h next service is lost because the first arrived late

2 Complete the disruption collocations.

baggage | **boarding** | **compensation** | **connection** | **delay** | **insurance** | **standby** | **turbulence**

1 a lengthy _____

2 miss a _____

3 travel _____

4 claim _____

5 lost _____

6 a _____ pass

7 be placed on _____

8 experience severe _____

3 Correct one mistake in each sentence.

1 Our flight was **heavily delayed**. _____

2 We were stuck **in the airport** overnight. _____

3 The airline put us **in standby**. _____

4 I made a **seat reserve** online. _____

5 The ferry journey was cancelled because of a **rough weather**. ___

6 We had to **claim for compensation**. _____

7 The train arrived **in time** at exactly 8.00. _____

8 The plane made a very **bump landing**. _____

Travel

4 Complete the passenger report with words from the box.

boarding pass | **breakdown** | **compensation** | **delay** | **diversion** | **insurance** | **missed connection** | **standby** | **turbulence** | **overbooking**

A train **1** _____ caused a ninety-minute **2** _____ and a **3** _____ at the airport. At check-in, **4** _____ meant no confirmed seat was available, so the passenger was placed on **5** _____. After receiving a new **6** _____, the flight departed but encountered **7** _____ and a weather **8** _____. The passenger kept receipts to request **9** _____ and contact the travel **10** _____ provider.

5 Read the text and answer the questions briefly.

One ticket, three operators

A traveller bought a single rail-and-ferry ticket from a booking platform. The first train was late, so she missed the ferry. The ferry company initially treated the journey as separate and asked her to buy a new ticket. She showed that the platform had sold the route as one protected connection. After staff checked the booking conditions, they placed her on the next sailing without charge. The case shows why travellers should know who is responsible when several operators provide one journey.

1 What did the ticket combine? _____

2 Why did she miss the ferry? _____

3 What did the ferry company first request? _____

4 What evidence did she present? _____

5 How was the problem resolved? _____

6 What wider lesson does the case illustrate? _____

6 Rewrite using the word in capitals.

1 The delay caused us to lose our next flight. **CONNECTION** ___

2 The airline had sold too many seats. **OVERBOOKED** _____

3 They promised a seat if one became free. **STANDBY** _____

4 We requested money for the disruption. **COMPENSATION** _____

OVER TO YOU

Write a **100-120 word** passenger report about a disrupted journey. Describe the booking, problem, assistance, costs, evidence and requested resolution.

[ ] Use at least ten target expressions. [ ] Present events chronologically. [ ] State responsibility and requested action clearly.

ANSWER KEY

1 Travel disruptions

1 **c** 2 **e** 3 **h** 4 **g** 5 **a** 6 **b** 7 **f** 8 **d**

2 Disruption collocations

1 **delay** 2 **connection** 3 **insurance** 4 **compensation** 5 **baggage** 6 **boarding** 7 **standby** 8 **turbulence**

3 Corrections

1 **severely delayed** 2 stuck **at** the airport 3 **on standby** 4 seat **reservation**
5 **rough weather** 6 **claim compensation** 7 **on time** 8 **bumpy landing**

4 Passenger report

1 **breakdown** 2 **delay** 3 **missed connection** 4 **overbooking** 5 **standby** 6 **boarding pass** 7 **turbulence** 8 **diversion** 9 **compensation** 10 **insurance**

5 Reading - suggested answers

1 Rail and ferry travel. 2 Her train was late. 3 Buy a new ticket. 4 The route was sold as one protected connection.
5 She sailed later at no extra charge. 6 Responsibility may be unclear on multi-operator journeys.

6 Rewriting - possible answers

1 We missed our **connection**. 2 The flight was **overbooked**. 3 They put us on **standby**. 4 We claimed **compensation**.

Over to you: Answers will vary. Check chronology, supporting evidence and natural disruption collocations.