

Booking and cancelling on the phone and online

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3602X

LANGUAGE
English

lingoda






Goals

- Can understand typical vocabulary to book and cancel a trip on the phone and online
- Can use modal verbs to make and respond to formal requests





Everyone learns from trial and error.
The terms and conditions clearly state
that a refund is possible.
It must be your lucky day!



Your experience

How do you normally book your holidays?

Have you ever had to cancel a holiday? How was your experience cancelling?





Key vocabulary for booking and cancelling

to cancel

to occur

to fail to

to refund

to compensate

to book

to charge to

to credit





Key vocabulary for booking and cancelling

to reserve

one-way ticket

roundtrip ticket

multi-destination
ticket

confirmation

24 hour
free cancellation

reference
number

cancellation
policy





Key vocabulary for booking and cancelling in context



You won't get a **refund** if you **fail to cancel** it within 24 hours.

Did it **occur** to you that you might get **credited** for the difference in price?



They will not **credit** or **compensate** me since I did not have **travel insurance**.

I **charged** it to a company card so I'll need **proof of payment**.





Smart traveller

A consumer agrees to the rules laid out by the **terms and conditions** of a product or service. The terms and conditions are often found in smaller print at the end of forms.



Should I read the **terms and conditions** before I buy travel insurance?



Speak up!

Have a look at the vocabulary below. Practise defining some of the words you don't know so well aloud.

Then imagine you are telling your friend about your holiday plans – use the vocabulary to make some basic sentences.

cancel

terms and
conditions

upcoming
business
meeting

to occur

to fail to do

one-way ticket

round-trip
ticket

multi-
destination trip

change my
ticket



Brainstorm

Come up with at least three reasons why a ticket might have to be cancelled.

Which reasons do you think would be covered by travel insurance?





Important terms related to cancelling

proof of payment

Proof of payment can be a receipt, confirmation email or bank statement.

to submit a cancellation form

Some companies require you to fill out a **cancellation form** and **submit it**.

to change one's ticket

Changing your ticket does not mean you are cancelling it.

upcoming business meeting

An **upcoming business meeting** is a meeting that will occur in the future.

claim

You can make a **claim** to be refunded based on the terms and conditions.

trip cancellation insurance

Trip cancellation insurance covers expenses for a cancellation.

refundable

non-refundable

Refundable means that money can be returned.

These tickets to Paris are **refundable** if we cannot make the journey. Our company will receive the credit in their bank account within 2 weeks once we submit a request for a refund. It should be a **complete refund**, not just a **partial refund**.

Non-refundable means money that cannot be returned.

These tickets to Cairo are **non-refundable**. If we cannot make the trip, there is no chance of getting any money back. We can change the date of the ticket, but there is a fee and the airline will not let you switch to a cheaper flight.

Remember that some tickets are only **refundable** up to a certain date.



Booking online

Test your knowledge of booking online by answering these questions in as much detail as you can. Then turn to the answers on the following slide and match each question with its corresponding answer.

1. What is the first step to booking online?
2. How do you organise your search?
3. How can you confirm that the payment has gone through?
4. What forms of payment can you use online?
5. Where can you find the contact information for the seller?
6. Should you call or email the seller?





Booking online: match the answers with the questions above

1. You usually receive a confirmation email with a reference number and the price you paid, like an online receipt. If you haven't received one, you should contact the seller right away. You can always check your credit card or bank statement, but sometimes pay processing times differ.
2. It depends on the type of ticket you are looking for. If you are looking to compare airline pricing, you may want to use a search engine or website for price comparison. If you are looking to book a table at a restaurant, all you need to do is go to the website. They may only book over the phone.
3. Contact information and hotlines (phone numbers) are usually listed on the website.
4. You can do either one, whichever suits you. Calling can take a long time, however you may sometimes be waiting for a while before your email gets a response.
5. By date, price, and by overall travel time. You can set extra search features in advanced search settings.
6. Some forms of payment besides using a credit or debit card are paypal or other online accounts. In some cases the vendor (seller) will send you a bill. Some companies have accounts with sellers and you can charge the ticket to the company's account with a special code.



Master planner

Imagine that you have been nominated to book tickets for an upcoming business trip. Prepare the details before your search.



How many people and for how many days? What is the budget? How long is the flight?

What if some of them are going to stay longer? What if some want to book their own flight?



An eye for detail



What are the main details you would look for when buying **travel insurance**? What does it cover and not cover?

What about the **terms and conditions**?



Troubleshoot trip

Make a list of the different problems that may occur.

What if one colleague might not come? What if anyone loses a bag or needs to change their ticket?

1. ...
2. ...
3. ...
4. ...

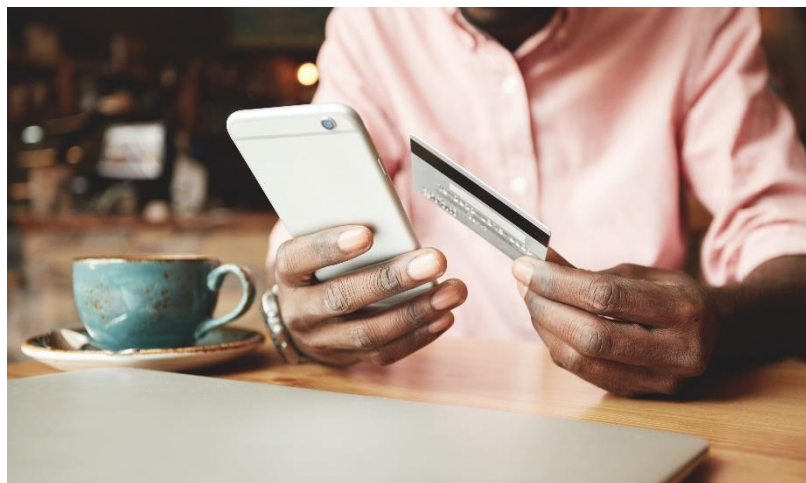


What if you have trouble understanding the terms and conditions?



What is a *circumstance*?

A **circumstance** is a factor that surrounds a situation, position or occurrence.



Some **circumstances** require for you to call.



Review: modal verbs in the present and past

- **Modal verbs** are a special kind of verb used to express **tense** and **modality**.
- Modal verbs add another dimension to an existing verb. Modals suggest **possibility, ability, permission** or **obligation**.
- They **do not have** imperative, infinitive or participle forms.
- They can be used at the **beginning of questions** when making **polite requests**.
- Pay special attention to the past tense **would** and **could**. These are used frequently for requests and questions.
- Modal verbs can be grouped in the following present–past pairs.

Present	Past
Can I ask...?	Could I ask you to...?
May I ask if its refundable?	Might it be refundable?
Shall we confirm it?	Should we confirm it?
He will help us with whatever we need.	Would he help us?
The answer must be in the small print.	No past tense.





Fill in the blanks with an appropriate modal verb



Good morning! I'm just ringing to ask if I _____
confirm my reservation? I booked online about ten minutes
ago and haven't received a confirmation email yet.

Oh, of course. _____ I also give you my name?
It's Carla Rose and the number is 456OP8

Maybe I _____ turn up the volume on my phone? It's
Carla Rose and the number is 456OP8

Sure, you _____ call me on 917-454-8009. Do you need
the country code?

Not to worry, sometimes they take a bit longer to go through,
but I _____ check for you now. _____ you
mind telling me the confirmation code or reference number?

_____ I trouble you for your name and number
again?

We _____ have a bad connection. Is there a number I can
call you back on?



Jet-set

**Imagine that you are preparing to call an airline.
Prioritise the details below and add your own questions to the list.**

1. My destination is...
2. What time is the arrival / departure?
3. I want to fly on this date... but I am flexible
4. Any stops or transfers?
5. What is the duration of the flight?
6. My price range is...
7. What are the baggage restrictions?
8. Does it come with a meal?
9. Does it include travel insurance?
10. What happens if I need to change or cancel?
11. ...



**What is the first question you are going to ask?
How will you use modal verbs to make it sound more polite?**



Into the planning

You are planning a work trip to a conference in Scotland. You have just got off the phone with the airline and have some information about the different flights to share with your colleagues. Improvise a conversation where you begin to plan the journey using the prompts below.





Formal requests don't always begin with modal verbs

- Some formal requests do not start with modal verbs but are essentially requesting the same thing.
- **Modal example:** Can I see the other options?
- **Non-modal example:** Is it possible to see other options?

1. Is there any chance of...?
2. Is there a way to...?
3. Perhaps it is possible to...?
4. Is there any option to...?



expenses

cancellation fee

An **expense** is money spent by an organisation in the process of doing **business**. If you are meeting someone for a business lunch, the cost of the lunch can be **expensed**.

A **cancellation fee** is a charge for cancelling an order or service. Cancellation fees discourage people from changing their plans at the last minute.



The **cancellation fee** was 20% of the ticket price, but they did refund the rest to the second ticket.



What other significant **expenses** are there besides the flight and the hotel?



Organising a trip

Oh no! You have decided that you need to double check the plans with a colleague. It turns out that he cannot travel on the day you purchased tickets for everyone.



1

Create a dialogue for this situation and role play it with your teacher.



Organising a trip

Now you need to call the airline and ask about changing one of the tickets to the following day. The airline explains that in order to change a flight, you must cancel it and use credit from the cancellation to purchase a new flight.



1

Oh no! You have decided that you need to double check the plans with a colleague. It turns out that he cannot travel on the day you purchased tickets for everyone.



2

Create a dialogue for the situation above and role play it with your teacher.



Organising a trip

Now you need to call the airline and ask about changing one of the tickets to the following day.



1

Now you need to call the airline and ask about changing one of the tickets to the following day.



2

Oh no! You have decided that you need to double check the plans with a colleague. It turns out that he cannot travel on the day you purchased tickets for everyone.



3

Imagine now that you and all your colleagues are at the airport waiting. The airline announces that the flight has been cancelled due to unforeseen circumstances. What would you do?



Describe and analyse

What do you think is happening in this picture? Why would two colleagues be calling the same airline at the same time about the same trip?





Letter of complaint

Dear Sir/Madam,

I'm writing regarding four tickets I booked on flight TN277, which was cancelled at short notice on Oct. 12th 2022. My booking reference number was: 177238.

The flight was scheduled to depart at 12:30 on Oct. 12th 2022 but was cancelled only half an hour before it was due to take off. This was of great inconvenience to me and my party and I would suggest giving passengers a more generous period of notice in future. Under the terms and conditions, I am entitled to a full refund of €2300 and expect to be compensated without making any further claim. Please find attached a copy of the ticketing information for your reference.

I look forward to your response.

Kind regards,
Betty Lawrence

Discuss any new vocabulary with your teacher. What do you think of the style of the letter? What important features do you notice above?



Airport announcements

Read the announcements below made about a flight to New York over the intercom in the airport. What kind of language is used in the announcements? How long do you think the passengers have been waiting? What would you do if you needed to get to New York in 12 hours' time?



Passengers travelling on TravelAir flight AF857 to New York, we apologise for the delay. The TravelAir plane is due to land here in thirty minutes time and we will do our best to get you all seated as soon as possible.

...Passengers travelling on TravelAir flight AF857 to New York, we are experiencing further delays due to bad weather complicating landing. We apologise for the inconvenience and will keep you updated on the flight's status.

...We regret to inform passengers on TravelAir flight AF857 to New York that further complications have led to the cancellation of the flight. We deeply apologise for any disruptions caused to your journey today.



Letter of complaint

Imagine you were meant to be on TravelAir's flight to New York for an important business meeting. Using the information from the announcements and your answers from the previous activity, write your own letter of complaint. If you get stuck, use the example above as a guide.

reference number
compensation
to fail to
dissatisfied
to refund
advance notice
inconvenience
significant impact
poor service



Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Answer key

Exercise p. 14

1. Once you have decided on a ticket, how can you confirm that the payment has gone through?

2. What is the first step to booking online?

3. Where can you find the contact information for the seller?

4. Should you call or email the seller?

5. How do you organise your search?

6. What forms of payment can you use online?

Exercise p. 20

I'm just ringing to ask if **could/can**

I can/will check for you now...**Would** you mind telling me

Can/will/should/shall I also give you my name?

Could I trouble you

Maybe I **should** turn up the volume

We **might/may** have a bad connection

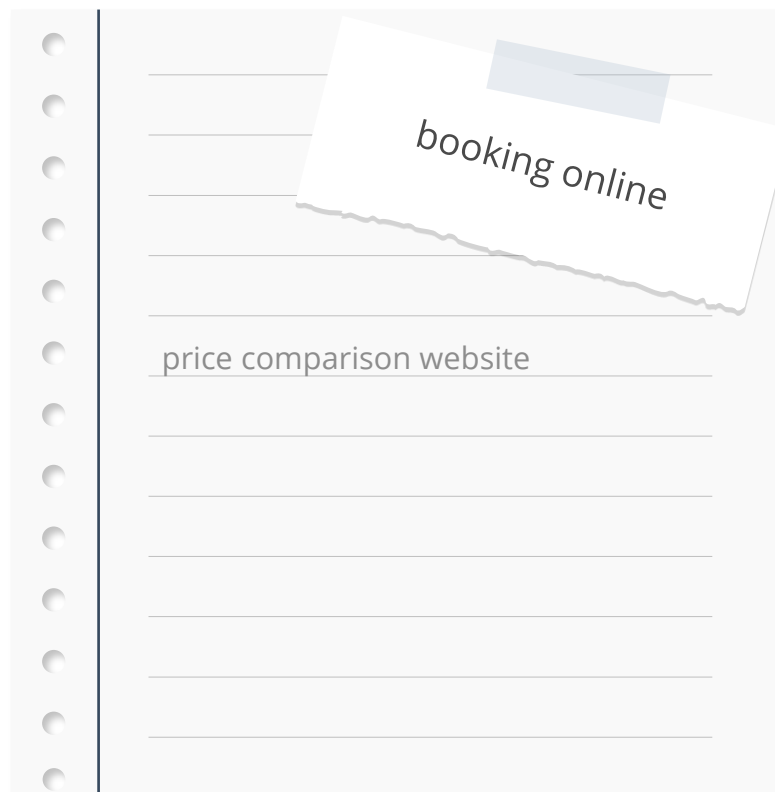
Sure, you **can/may** call me on





Vocabulary relevant to you

Go back through the lesson and compile a list of vocabulary that will be most useful to you.





Research for homework

1. Look up two different airlines online and compare their terms and conditions for different flights.
2. Write a page that compares the two different terms and conditions to show to a colleague.

(Alternatively, you can look up travel insurance packages and compare them).





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