

REVISION
UNIT 3: TRAVEL ARRANGEMENTS

PART 1: LISTENING

Task 1: You will hear a woman booking a bicycle tour over the phone.

Questions 1-4: Listen to the first part of the conversation then answer question 1 to 4.

Question 1-4: Write ONLY ONE WORD AND/OR A NUMBER for each answer.

GLOBAL BICYCLE TOURS

| | |
|---------------------------------|--------------------------------|
| Tour name: | River Valley tour |
| | Tour month: (1) _____ |
| Customer name: | (2) _____ Schmidt |
| Address: | P.O. Box (3) _____, Manchester |
| Bicycle rental required? | No |
| Dietary restriction | (4) _____ |

Now listen to the second part of the conversation, then answer questions 5 to 10.

Questions 5-8: Choose the correct answers.

5. How much does the caller have to pay for deposit?

- A. 5 percent
- B. 30 percent
- C. 50 percent

6. When does the deposit have to be paid?

- A. Two weeks from now
- B. Four weeks from now
- C. Six weeks from now

7. How will the luggage be carried?

- A. By bus
- B. By bicycle
- C. By van

8. What things should the caller take on the tour?

- A. raincoat, water bottle, camera
- B. raincoat, spare tire, maps
- C. water bottle, camera, guidebook

Task 2: Listen to a conversation between a travel consultant and a customer then complete the table with NO MORE THAN TWO WORDS AND A NUMBER.

| Dreamtime travel agency | |
|--------------------------------|----------------------|
| Tour information | |
| Holiday name: | (9) _____ Experience |
| Holiday length: | 2 days |
| Type of transportation: | (10) _____ |
| Maximum group size: | (11) _____ |
| Next tour date: | (12) _____ |
| Hotel name: | The (13) _____ |

Part 2: READING

Task 1: Read the following information and do the tasks below.

BOOKING TERMS AND CONDITIONS

A We may need to make changes to the information in this brochure as our holidays are planned many months beforehand. If we make any changes before you make your booking, your travel agent will tell you about them before you finish your booking.

B Occasionally we have to change your accommodation. If we make a change after you have made your booking, we will put you into accommodation of the same standard or higher, and in a similar type of resort.

C The prices in our brochure were correct at the time of printing, but we reserve the right to make changes. Your travel agent will confirm all price changes before you make your booking.

D If you want to cancel your booking, the person who made the booking must send us written instructions. If you cancel your booking, we may ask you to pay cancellation charges. We will not refund any insurance premiums you have paid.

E If you want to change your booking, we will try to help you, but we cannot guarantee that we will be able to do this. If you change your booking, we will charge you 15 euros for each person in your group.

F If you make a booking with us, you must take out suitable insurance, either with us or with another company. If you have a known medical condition, please tell our sales agent when you make your booking.

G We try hard to avoid flight delays, but they do sometimes happen. If there is a delay, we will try to provide extra services, food, and accommodation. If we are unable to provide these services for any reason, then we will pay you compensation.

1. Look at the booking conditions. Match these headings with the different conditions. Write letters A-G into the blanks.

| Answer | Headings |
|------------|---|
| (14) _____ | Cancellations |
| (15) _____ | Booking changes |
| (16) _____ | Compulsory insurance |
| (17) _____ | Flight delays |
| (18) _____ | If we change your holiday before you book |
| (19) _____ | If we make changes after you have booked your holiday |
| (20) _____ | Your holiday price |

2. Read the booking conditions again and complete the sentences with NO MORE THAN TWO WORDS AND/OR A NUMBER.

21. If there are any changes _____ travelers make their reservation, they will be informed by the travel agent.
22. Passengers may be required to pay _____ if their reservation is cancelled.
23. In case of changing reservation, each passenger has to pay _____.
24. When making reservation, passengers need to have right _____ with any company.
25. If passengers are not provided extra services, accommodation, and food in case of flight delays, they will receive their _____.

Task 2: Read the following passages and answer the questions with NO MORE THAN THREE WORDS.

Time for an adventure?

Are you a bit bored with your nine-to-five routine? Have a look at our exciting range of holidays and decide what type of adventure you'd like.

Activity holidays Our activity holidays are for everyone, people who love danger or who just like sports. We have a huge variety of water, snow or desert holidays. We'll take you SCUBA diving in the Red Sea



or kayaking and white water rafting in Canada. If you prefer snow, you can try skiing or snowboarding in the Alps or even igloo-building. For those who like warmer weather, we also have sandboarding (the desert version of skateboarding) or camel safaris.

Polar expeditions Take a cruise to Antarctica or the northern Arctic; explore a land of white natural beauty and wonderful wildlife. Our experts will explain everything about the two poles as you watch the penguins in Antarctica or whales and polar bears in the Arctic. There's no greater adventure than travelling to the ends of the earth. A once-in-a-lifetime experience!



Cultural journeys Our cultural journeys will help you discover ancient civilisations: India, Thailand, Egypt and many more. Visit temples, palaces and ancient ruins — just remember to bring your camera! Get to know local ways of life by exploring markets, trying exotic foods and meeting local people.



Trekking tours We have trekking holidays to famous places such as Machu Picchu or the Everest Base Camp Trek, as well as some nearer to home in the Highlands of Scotland. You don't need to be very sporty, just fairly fit. You'll have a great time enjoying nature with a group of new friends. Some of the holidays include camping, but we'll transport the tents for you!



Wildlife holidays We organise small-group tours to get closer to nature in Africa, Asia or South America. Go on safari in Africa and watch lions and giraffes. Meet the famous turtles of the Galapagos Islands. Look for tigers in India, or take an elephant safari in Sri Lanka. We use local guides and stay in a range of accommodation, from tents to tree houses.



26. On Activity Holidays, where can tourists go kayaking?

27. What animals can be found in Antarctica?

28. How should the travelers taking the trekking tours be?

29. On which holiday can tourists meet local people?

30. What types of residence are mentioned in Wildlife Holidays package?

PART 3: WRITING

Make complete sentences based on given words and phrases. Choose the correct answer A, B, C, or D.

31. What/ kind/ thing/ you/ want/ do/ your holiday?

- A. What kinds of things do you want to do on your holiday?
- B. What kinds for things you want to doing on your holiday?
- C. What kinds of things do you want doing on your holiday?
- D. What kinds of things do you want to do in your holiday?

32. When/ where/ you/ like/ us/ pick/ you?

- A. When and where do you like us to picking you up?
- B. When and where would you like us picking you up?
- C. When and where would you like us to pick you up?
- D. When and where do you like us to pick you in?

33. Would/ you/ prefer/ depart/ Los Angeles International/ Burbank Airport?

- A. Would you prefer to depart from Los Angeles International and Burbank Airport?
- B. Would you prefer to depart from Los Angeles International or Burbank Airport?
- C. Would you prefer to departing to Los Angeles International or Burbank Airport?
- D. Would you prefer depart from Los Angeles International and Burbank Airport?

34. Could/ you/ dispatch/ cab/ Green hotel/ 20 minutes,/ please?

- A. Could you dispatch a cab to the Green hotel in 20 minutes, please?
- B. Could you dispatch a cab for the Green hotel in 20 minutes, please?
- C. Could you dispatching a cab to Green hotel in 20 minutes, please?
- D. Could you dispatch a cab to the Green hotel for 20 minutes, please?

35. I/ interested/ travel/ Italy/ San Francisco/ October 29th.

- A. I am interested in travel from Italy to San Francisco on the October 29th.
- B. I am interested to travelling from Italy to San Francisco on October 29th.
- C. I am interested in travelling from Italy to San Francisco at October 29th.
- D. I am interested in travelling from Italy to San Francisco on October 29th.