BOOKING A VACATION



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Expemo code:
1F4X-C1LB-9EF

1 Warm up

Match each vacation type with the most likely destination.

1.	a beach vacation	a.	in Spain
2.	a city break	b.	in Scotland
3.	a safari	c.	in New Zealand
4.	a skiing vacation	d.	in Rome
5.	an adventure vacation	e.	in Kenya

What type of accommodation would you stay in for each vacation?



a cottage



an RV



a tent



a villa



an Air BnB apartment

Which vacation would you prefer and why?

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2 Booking a vacation

There are lots of ways to book a vacation. Complete the information in the table with the missing words.

deals expensive faster language office real second small

	advantages	disadvantages
on a website	You can often find special _____[1] and save money.	Sometimes the prices go up the _____[2] time you visit the website.
through an app	It's _____[3] to do this with your smartphone.	Your screen can be too _____[4] to see all the details.
directly by phone	You can have a conversation with a _____[5] person.	There may be _____[6] problems.
with a travel agent	You can take your time looking at all the brochures in the _____[7].	It could be more _____[8].



1. Can you think of any other advantages or disadvantages for each way of booking a vacation?
2. Can you think of any other ways to book a vacation?
3. Which way do you prefer?

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3 Booking by phone

Adam wants to go on a beach vacation to Málaga in Spain. He has found an Airbnb apartment and he has decided to phone the owner directly to make the booking. Listen to their conversation and choose the correct options to complete the booking agreement below.

Thank you for booking with me.

Details of your **stay** are as follows:

Booking **confirmation** for: Mr. Adam Bennett

Accommodation address: Calle de la Felicidad 10, 3B 29620 Málaga, Spain

Reference: 125728601

Check in: Fri 24 May (15:00 / 16:00 / 17:00)

Check out: Weds 29 May / Tues 30 May / Fri 31 May (11:00)

Cost per night: €83 / €89 / €93

Total cost €651

Weekly **discount**: 10% / 15% / 20% off

Cleaning **fee**: €25 / €35 / €45

Final cost: €621

Deposit: €120 / €200 / €220

Balance to pay: €501 / €421 / €401

Cancellation policy: 1 day / 1 week / 1 month

Match the nouns in bold in the booking agreement with their meanings. Underline the stressed syllables.

1. _____ → a lower than usual price
2. _____ → a unique set of numbers and/or letters that identify a specific item or arrangement

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3. _____ → a written statement to show the details of a business arrangement
4. _____ → an amount of money that you have to pay for a specific service
5. _____ → the act of stopping an arrangement so that it does not take place
6. _____ → the amount of money you pay as the first part of a total payment for something
7. _____ → the amount of time you will be in the place that you are visiting
8. _____ → the remaining amount of money that you have to pay

Explain how these pairs of items are different, using your own words.

1. a confirmation and a reference

_____

2. a balance and a deposit

_____

3. a fee and a discount

_____

4. a stay and a cancellation

_____

4 Sending a message

Read these questions from guests to hosts on an apartment rental website and add the missing words from the last exercise.

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1

Hi Gloria,
Thanks for getting back to me so quickly (_____ 125728601). I just wanted to double check something. When we spoke on the phone, you said that you need one week's notice of _____ , but on the website, it says you need ten days. Which is correct? Thanks.
Adam

2

Dear Arnaud,
I'm just messaging you to say that I think there's been a mistake with the total cost of my booking. I've already paid $100, so I think the _____ to pay is $250. But I see that you've given the amount as $300, after adding a $50 _____ for "special services." Can I ask what that's for?
Thanks for your help.
Annabelle

3

Hello Viktor,
We are looking forward to our _____ at your apartment next weekend. I am just getting in touch to ask for _____ that you will meet us outside the building at 16:00. See you then.
Claudio

4

Ella,
Before we complete the booking, I need to ask a couple of questions. Are you able to offer us a small _____ because, as you mentioned on the phone, the washing machine isn't working? Also, I am happy to pay a _____ on the house, but I need to wait until I get paid in two weeks. Can you keep our booking until then? Thanks so much.
Beatrice

Match the questions with the replies. One is extra.

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A

Don't worry, it's in my planner. I will be standing next to the bookshop on the ground floor of the building. If for some reason I can't make it, I'll send my brother. Have a good flight.

B

I'm afraid we've had to add an extra fee because of the recent increases in the cost of heating. Thanks for your understanding and sorry about the confusion.

C

It's very easy to get to the apartment. You can either take a bus from the airport, which takes around an hour and costs $3 or you can get a taxi from the airport, which is faster (20 mins) but more expensive ($35). Either way, if you text me when you arrive, I'll come down and let you in.

D

Sorry about that. The website has the correct information, but as I've already sent out the booking agreement, we'll stick to that. Thank you for pointing out my mistake.

E

Thanks for your questions. I am arranging for a new washing machine to be installed in the house, so you won't need a discount. As for your second question, I'm afraid I can't wait that long for your deposit. Why don't you send me what you can afford now, and then you can send the balance when you get paid. Please let me know what you'd like to do.

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5 Speaking or writing

Use these activities to practice polite communication between vacation goers and hosts.

Speaking: Work in A/B pairs. You are going to prepare for two different phone call roleplays. Phone call 1 is about a city break in Paris and phone call 2 is about a beach vacation in Croatia.

Prepare for these roleplays by completing these two tables, either as a property owner an or as a vacationgoer. You can see some examples in the middle column, but you should invent your own details.

Phone call 1: a city break in Paris	Example for A	A is the host; my property – what I offer	B is the guest – what I want is
location:	near the main station		
size:	sleeps 4 people		
facilities:	balcony with barbecue		
cost per night:	$72		
any fees:	cleaning		
any discounts:	for stays over 1 week, 10%		
cancellation:	2 weeks		
special instructions:	washing machine is broken		

Phone call 1: Student A is the owner and Student B wants to make a booking. Roleplay a phone conversation about renting this apartment and try to complete a booking.

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Phone call 2: a beach vacation in Croatia	Example for B	A is the guest – what I want is	B is the host – what I offer
location:	a beach apartment		
size:	3 bedrooms		
facilities:	washing machine		
cost per night:	up to $70		
special requests:	pets allowed?		
any fees, discounts, cancellation, special instructions	ask about these		

Phone call 2: Student B is the owner and Student A wants to make a booking. Roleplay a phone conversation about renting this apartment and try to complete a booking.



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Writing: Work in A/B pairs. Write a short message to the hosts to ask about one thing on your list. Then send the message to your partner to answer.

Student A
You made a mistake with the booking and need to change the date.
You want to know the latest time that you can get to the apartment, as you are not sure exactly when you will arrive.
You want to know if you should bring your own towels for the beach and for the bath/shower.
Your own idea:

Student B
You want to book an apartment for the weekend but aren't sure if it's available at this time.
You want to eat out most nights, so you are writing to ask about local restaurants near the apartment.
You have broken your leg and need to check what floor the apartment is on and if there is a lift in the building. You might have to cancel your booking.
Your own idea:

6 Optional extension

Answer these questions in pairs or small groups.

1. What's the best vacation you've ever been on? Why did you enjoy it so much?
2. What's the worst problem you've ever had on vacation? How did you solve the problem?
3. If you could choose any vacation in the world, where would you go and what would you do?
4. What advantages are there in traveling alone? Have you ever tried it? Would you like to try it?
5. Are there any places that you've visited on vacation that you'd like to return to? Why?

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