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Problems with reservations

Vocabulary

4 Match the words or phrases with the definitions (A-G).

upgrade resolution cancel compensation on standby bump off beyond one's control

A money that a company pays you because it made a mistake

B a solution to a problem

C to decide not to do a planned event

D waiting to see if a seat on a plane becomes available

E to be removed from a flight because it is full

F something that you do not have power over

G an improvement of a service

