

VOCABULARY Problems when renting



1 Complete the conversations with the correct words in the boxes.

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- 1 A So how come the journey took so long? Did you get a flat ¹.....?
- B No, the hire company hadn't checked the ²..... and there was an oil ³....., so I thought I'd better stop and get it checked.
- A Why, was there a big ⁴..... risk?
- B Probably not, but I thought I should check. Then the company said I'd caused the problem and refused to give me my ⁵..... back.

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- 2 A The website said 'top-quality bikes' for holiday ⁶....., but when we picked them up, they were covered in scratches and ⁷.....
- B So, did you cancel?
- A No, the guy said they had a 'no-refund' policy for online bookings and it was clearly there in the ⁸.....
- B Yes, but who reads that?
- A Right. So we ended up with the two worst bikes ever. The ⁹..... kept falling off mine and Mike couldn't get uphill because the ¹⁰..... were faulty. Coming downhill was even worse because the ¹¹..... didn't work.
- B Maybe you can claim on your holiday ¹².....?
- A I don't think bike hire is covered, but I suppose it might be worth a try.

DEVELOPING CONVERSATIONS

Expressing surprise or shock

2 Complete the conversations. Repeat the information that surprises you and add a question or comment.

- 1 A: It should take us about six hours to reach the hotel by road.
B: *Six hours? Isn't there a quicker route?*
- 2 A: The only available flight lands at 2.30 in the morning.
B:
- 3 A: They have no record of our booking. The next available room isn't for six weeks.
B:
- 4 A: The car-hire firm have made a mistake. We need to pay them an extra €150.
B:
- 5 A: Dan was caught on camera doing 160kph.
B:
- 6 A: We've broken down but the recovery guy can't get here for an hour and a half.
B: