

- 1 **Peak travel** happens
 - a) a change to a better seat or level of service.
- 2 When you **check in**,
 - b) a room in a hotel/airport where people can sit and relax.
- 3 **Frequent-flyer points** are
 - c) a card you must show in order to get on a plane.
- 4 An **upgrade** is
 - d) all the people who work at an airport, but not the pilots or cabin crew.
- 5 A **lounge** is
 - e) awarded by airlines to reward customer loyalty.
- 6 A **boarding pass** is
 - f) at times when the largest number of people are travelling.
- 7 **Ground staff** are
 - g) you go to desk at a hotel/airport to say you have arrived.