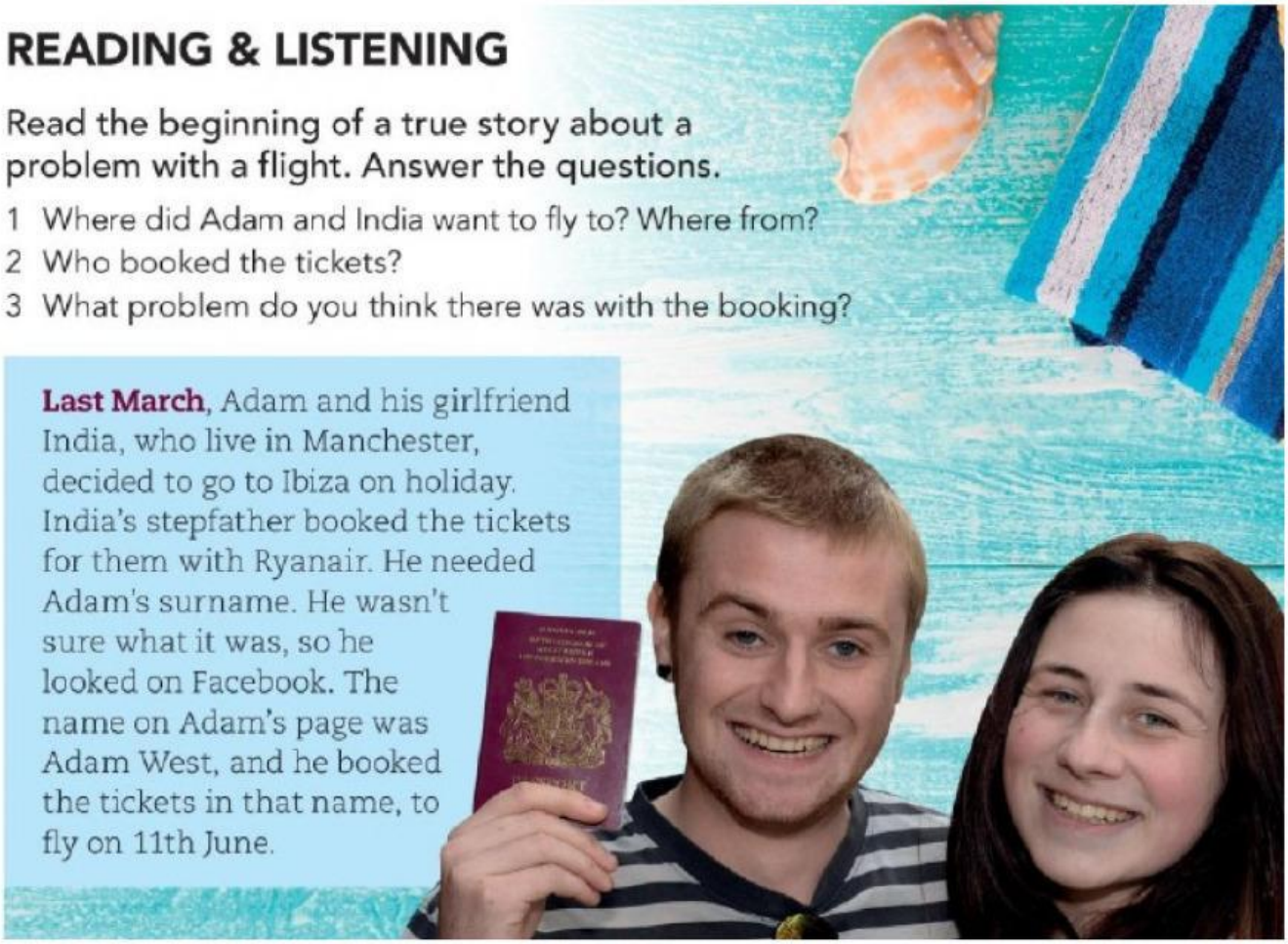


1 READING & LISTENING

a Read the beginning of a true story about a problem with a flight. Answer the questions.

1 Where did Adam and India want to fly to? Where from?
2 Who booked the tickets?
3 What problem do you think there was with the booking?

Last March, Adam and his girlfriend India, who live in Manchester, decided to go to Ibiza on holiday. India's stepfather booked the tickets for them with Ryanair. He needed Adam's surname. He wasn't sure what it was, so he looked on Facebook. The name on Adam's page was Adam West, and he booked the tickets in that name, to fly on 11th June.



LIVEWORKSHEETS

…to pay £220, so he decided to change his surname to West. It was free to change his name, but then he needed a new passport with his new name. The new passport…

Unfortunately it wasn't the right name – 'Adam West' is the name of an actor who played Batman in the 1960s. Adam…

…that it was possible, but he needed to pay £220 – double the cost of the flight. He didn't want…

…used the name on his Facebook page as a joke. His real name is Adam Armstrong. When Adam…

…realized the mistake, he phoned Ryanair. He asked them to change the surname on his booking. Ryanair replied…

…was £103 – so Adam saved £117. And he and India travelled to Ibiza on 11th June.

A _____

B _____

C _____

D _____

E _____

F _____

LIVEWORKSHEETS

You're going to listen to another true story. Before you listen, read sentences A–G and put them in a logical order, 1–7.

A They tried to check in.

B Kevin booked the flights.

1 C Kevin and Jeanette wanted to go on holiday to the Caribbean.

D They parked their car.

E They arrived at Birmingham Airport.

F They looked for flights online.

G They walked into the terminal.

e 7.6 Now listen to the first part of the story. Was your order in **d** correct?

f 7.7 Listen to the end of the story. What was the problem?

g Whose fault was the problem in each story?



LIVEWORKSHEETS