

## VOCABULARY Problems when renting



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

deposit   engine   leak   safety   tyre

- 1 A So how come the journey took so long? Did you get a flat <sup>1</sup>.....?
- B No, the hire company hadn't checked the <sup>2</sup>..... and there was an oil <sup>3</sup>....., so I thought I'd better stop and get it checked.
- A Why, was there a big <sup>4</sup>..... 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 <sup>5</sup>..... back.

brakes   chain   dents   gears   insurance  
rental   small print

- 2 A The website said 'top-quality bikes' for holiday <sup>6</sup>....., but when we picked them up, they were covered in scratches and <sup>7</sup>.....
- 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 <sup>8</sup>.....
- B Yes, but who reads that?
- A Right. So we ended up with the two worst bikes ever. The <sup>9</sup>..... kept falling off mine and Mike couldn't get uphill because the <sup>10</sup>..... were faulty. Coming downhill was even worse because the <sup>11</sup>..... didn't work.
- B Maybe you can claim on your holiday <sup>12</sup>.....?
- 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: .....