

4

Changing a reservation

Hermes Airways

Fare Rules

Hermes Airways understands that you cannot plan for everything. Sometimes your travel plans change. But don't worry-we treat you fairly when life doesn't.

Changing or Canceling a Reservation: To change or cancel a reservation, call our ticket agents and tell them your reservation number. The agent will then be able to help you make the changes you need. At this time, reservations cannot be changed or canceled over the Internet. Please be aware that **penalties** may apply. See the table below for information about penalties and **refunds**:

Fare class	Change Fee	Cancellation Fee	Refundable
Coach	\$50	\$100	Non-refundable
Business class	\$20	\$0	Partial refund *
First class	\$0	\$0	Full refund**

*Passengers holding business class tickets are **eligible** to receive a fifty percent refund for their canceled plane ticket. In order to receive the refund, tickets must be cancelled at least 24-hours **prior to** the original travel date. **Passengers holding first class tickets can cancel their tickets at any time, including on the same day of their flight. Canceled, fully refundable tickets can be **applied towards** future travel within one year of the **date of issue**.

fare class

- First Class
- Business Class

penalty

refund

1 What are some reasons that people change their plane reservations?

2 What do you do if you want to cancel a plane reservation?

People change their plane reservations for many reasons. Often events in people's personal lives mean that they are forced to change their plans- for instance a relative becomes ill. Changes in business plans and strategies can also lead people to change their plane reservations. Cancellations of planned meetings are also a common reason why a reservation might be changed.

If you want to cancel a plane reservation you must call the company that you booked the flight with and inform them that you no longer wish, or are no longer able to fly on the flight that you have booked.

Reading

2  Listen and read this excerpt from an airline's rules and policies. Mark the following statements as *True* or *False*.

- | | | |
|--|-----------------------------------|------------------------------------|
| 1 Passengers can change reservations over the Internet. | <input type="text" value="True"/> | <input type="text" value="False"/> |
| 2 There are no penalties for changing a business class ticket. | <input type="text" value="True"/> | <input type="text" value="False"/> |
| 3 A passenger can receive a full refund for a canceled first class ticket. | <input type="text" value="True"/> | <input type="text" value="False"/> |

How many fare classes are there? Fill in the blanks.

There are different fare classes: , Business Class, and Class.

Vocabulary

3 Match the words or phrases with the definitions (A-F).

- | | |
|--|----------------------|
| A to get back all of the money you originally paid | <input type="text"/> |
| B money that you pay to alter a reservation | <input type="text"/> |
| C the rules that apply to certain types of tickets | <input type="text"/> |
| D a punishment that involves paying money for breaking the rules | <input type="text"/> |
| E to get back a part of the money you originally paid | <input type="text"/> |
| F money that you pay to stop a reservation | <input type="text"/> |

Vocabulary

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

prior to applied towards

1 The money she received was her next purchase at the store.

Jason called Molly visiting her.

non-refundable eligible

2 Henry didn't get his money back for the canceled ticket because it was .

Mary is to receive money back for her purchase.

fare class date of issue

3 The rules for canceling tickets were different for each .

Eve made sure to use her ticket within a year of the .

Listening

5  Listen to a conversation between a customer and an airline ticket agent. Then answer the questions.

1 What is the conversation mostly about?

- ☐ A changing the dates of travel
- ☐ B upgrading to a first class ticket
- ☐ C requesting a discount for a ticket
- ☐ D canceling a plane reservation

2 Why does the customer only get half of his money back?

- ☐ A He canceled on the same day of his flight.
- ☐ B It was the fare rules for his type of ticket.
- ☐ C He applied the other half towards future travel.
- ☐ D It is the policy for tickets purchased with credit cards.

Listening

6 Listen again. Fill in the blanks.

Ticket Agent: Hermes Airways: Reservations. This is Tara. How may I help you?

Customer: Good afternoon. I need to 1) my flight reservation.

Ticket Agent: I'm sorry to hear that, sir. Can you tell me your 2) ?

Customer: Yes. It's 4630-Z. That's "z" as in "zebra".

Ticket Agent: Okay, I've pulled up your reservation. Am I speaking with the person who 3)
 ?

Customer: Yes, I'm Greg Collins.

Ticket Agent: Thank you, Mr. Collins. The reservation is for a 4) ticket from
Chicago to Buenos Aires. Is that correct?

Customer: Yes, ma'am. The conference I was supposed to speak at was canceled.

Ticket Agent: That's too bad. Well, the good news is that there's no 5) .

Customer: That's a relief. But I have another question.

Ticket Agent: Yes sir?

Customer: I paid over eight hundred dollars for those tickets. Can I 6)
 ?

Ticket Agent: Yes, sir. But since you had a business class ticket, it's only a 7) .

Ticket agent: Hermes Airways: Reservations. This is Tara. How may I help you?

Customer: Good afternoon. I need to cancel my flight reservation.

Ticket agent: I'm sorry to hear that, sir. Can you tell me your reservation number?

Customer: Yes. It's 4630-Z [four-six-three-oh-dash-zee]. That's "z" as in "zebra".

Ticket agent: [slight pause] Okay, I've pulled up your reservation. Am I speaking with the person who
made the reservation?

Customer: Yes, I'm Greg Collins.

Ticket agent: Thank you, Mr. Collins. The reservation is for a business class ticket from Chicago to
Buenos Aires. Is that correct?

Customer: Yes, ma'am. The conference I was supposed to speak at was canceled.

Ticket Agent: That's too bad. Well, the good news is that there's no cancellation fee.

Customer: That's a relief. But I have another question.

Ticket agent: Yes sir?

Customer: I paid over eight hundred dollars for those tickets. Can I get a refund?

Ticket Agent: Yes, sir. But since you had a business class ticket, it's only a partial refund.

Customer: How much of the money can I get back?

Ticket Agent: We can refund fifty percent of the cost.

Customer: And how will you return that money to me?

Ticket Agent: I will credit the amount to the charge card that you used to make the reservation.

Customer: That's convenient. Thanks a lot for your help. Goodbye.

Speaking

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

I need to ... my reservation.

The reservation is for a ... ticket from ... to ...

Can I get a refund?

Student A: You are a customer who needs to change or cancel your reservation. Ask Student B questions about:

- The refund policy for your ticket

Student B: You are a ticket agent at Hermes Airlines. Help Student A make changes or cancel his or her flight. Ask questions to find out:

- the reservation number
- the fare class of the ticket

Yes, that's correct. I booked first class but I'm afraid I won't be able to travel now for personal reasons.

But will I get a refund? It's 4862-X. I need to cancel my flight reservation.

A: Hi.

B: I'm sorry to hear that, sir. Can you tell me your reservation number?

A: Yes.

B: Thank you, Mr. Stewart. The reservation is for a return ticket from Chicago to Buenos Aires, is that correct?

A:

B: And finally the type of ticket?

A:

B: I'm sorry to hear that, Mr. Stewart. You will be pleased to hear there is no cancellation fee with this type of ticket.

A: That's good to know.

B: Yes, you will get a full refund with this fare type.

Writing

8 You are a ticket agent at Hermes Airways. Use the words below to complete the letter to a customer explaining the fare rules for his or her ticket.

change

date

penalties apply

payable

purchasing

cancellation

full refund

fees

class

cancel

Dear Mr. Blake,

Thank you for this first-

ticket to Buenos Aires. Please note that if you

need to your ticket for any reason the

following and .

changing the time and/or of the flight does not

incur a Change Fee. A is available if you need

to the flight for any reason. Finally, there is no

fee on . Please don't

hesitate to get in touch if you require any further information.

Yours sincerely,

Robert Smith

