# Airport Dialogues

Listen to the conversation carefully:

**Situation:** A passenger finds out that bad weather has cancelled their flight.

## My flight is cancelled

**Passenger:** Excuse me. I've just seen a message saying my flight is cancelled. Is that true?




**Airline Agent:** I'm sorry, but yes. Flight 417 to Miami has been cancelled because of severe weather conditions.

**Passenger:** Oh, no! I've already checked in, and I have an important meeting tomorrow morning. What can I do?

**Airline Agent:** I understand your concern. We're checking alternative flights for affected passengers.



**Passenger:** Is there another flight to Miami today?

**Airline Agent:** Unfortunately, all our flights to Miami this afternoon are fully booked. However, we have a flight tomorrow at 8:00 a.m.

**Passenger:** Is it possible to book me on that flight?

**Airline Agent:** Let me check your reservation. May I see your passport and booking confirmation?

**Passenger:** Sure. Here they are.




**Airline Agent:** Thank you. I can put you on tomorrow's flight. Would you like me to confirm the reservation?

**Passenger:** Yes, please. Will I have to pay an extra fee?

**Airline Agent:** There is no additional charge for this rebooking. I can also explain the available options for your cancelled flight.

**Passenger:** Thank you. What happens to my checked luggage?



**Airline Agent:** We'll check its status and explain whether it will remain with the airline or need to be collected. I'll confirm the details for you.

**Passenger:** I appreciate your help. I know the weather isn't your fault, but this is a difficult situation.

**Airline Agent:** Of course. We understand. Your safety and the safety of our passengers are our priorities.

LIVEWORKSHEETS

# Airport Dialogues

Listen to the conversation carefully:

**Situation:** A passenger finds out that bad weather has cancelled their flight.

Listen here

## My flight is cancelled

**1.** What is the passenger's problem?

_____

**2.** What is the flight number?

_____

**3.** Why was the flight cancelled?

_____

**4.** Where is the passenger travelling to?

_____

**5.** Why is the passenger worried about the cancellation?

_____

**6.** Are there any available flights to Miami that afternoon?

_____

**7.** When is the alternative flight?

_____

**8.** What documents does the airline agent ask the passenger to show?

_____

**9.** Does the passenger have to pay an additional fee for rebooking?

_____

**10.** What does the airline agent say about passenger safety?

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LIVEWORKSHEETS