PDF 2 - When Travel Goes Wrong.



TRAVEL & HOLIDAYS

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1. The Travel Emergency Room

You are travelling abroad. Your group experiences these problems:

- Your hotel has no record of your reservation.
- Your luggage has been sent to another country.
- Your return flight has been cancelled.
- A travel companion has lost their passport.
- You discover that your accommodation is unsafe.

Choose two problems. Explain what you would do first, who you would contact and what solution you would consider acceptable.

2. The Complaint at the Hotel

A family arrives at a hotel after a long journey. Their room is dirty, the air conditioning does not work and construction noise begins early in the morning.

Role-play the conversation:

- Guest: Explain the problems firmly but politely and request a solution.
- Hotel manager: Respond professionally, investigate the situation and offer realistic options.

Switch roles. Decide what would count as fair compensation.

3. The Itinerary Disaster

Your group has planned a five-day holiday. On the second day:

- Heavy rain closes the main tourist attraction.
- A transport strike prevents travel to the next town.
- One person becomes ill.
- The accommodation for the final night is unexpectedly unavailable.

Redesign the remaining holiday. You have a limited budget and everyone has different priorities. Reach agreement on a new plan.

4. What Makes a Good Traveller?

Discuss which qualities are most useful when travelling:

- A sense of humour
- Independence
- Confidence
- Cultural awareness
- Patience
- Flexibility
- Organisation

Choose the three most important qualities. Describe a situation in which each could make a real difference.

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