Holidays and Travel Problems – Worksheet 1

Name: Class: Date: Score: / 38

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Exercise 1: Match the words and meanings

Read each definition and choose the correct word from the box. There are two extra words.

Example: A place where you stay and pay for a room on holiday. → hotel

WORD BOX

passport **luggage** **refund** **jet lag** **boarding pass** **pickpocket** **sunburn** **connection** **souvenir** **itinerary**

1. A document you need to travel to other countries. → _____
2. The bags and suitcases you take on a trip. → _____
3. Money that is paid back to you, for example when a flight is cancelled. → _____
4. Feeling tired after a long flight across different time zones. → _____
5. A card or document that allows you to get on a plane. → _____
6. A thief who steals things from people's pockets or bags in crowded places. → _____
7. Red, painful skin caused by spending too long in the sun. → _____
8. A second flight or train you take to continue your journey. → _____

Exercise 2: Complete the sentences

Complete each sentence with a word or phrase from the box. There are two extra words.

Example: We ___ a room with a sea view. → booked

WORD BOX

delayed **missed** **overbooked** **broke down** **got lost** **lost** **complained** **check in** **booked** **cancelled**

9. Our flight was _____ for three hours because of the fog.
10. We woke up late and _____ the train, so we had to wait for the next one.
11. The hotel was _____, so they gave our room to someone else.
12. The car _____ in the middle of the motorway and we had to call for help.
13. We didn't have a map and _____ in the old town.
14. The airline _____ my suitcase, and it arrived two days later.

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15. I _____ to the manager because our room was dirty.

16. You must _____ at least two hours before an international flight.

Exercise 3: Word formation

Use the word in capitals to form a word that fits the gap.

Example: The ___ of our plane was at midnight. (ARRIVE) → arrival

17. The _____ of our flight was at 6 a.m., so we got up very early. (DEPART)

18. We were very _____ with the hotel; it looked nothing like the photos. (DISAPPOINT)

19. Please make a _____ before you arrive; the restaurant is always busy. (RESERVE)

20. The tour guide was very _____ and answered all our questions. (HELP)

21. We heard about the _____ of our flight only an hour before it was due to leave. (CANCEL)

22. The journey was very _____; we were in the car for twelve hours. (TIRE)

23. I couldn't sleep because the bed was really _____. (COMFORT)

24. We made a _____ to the travel company about the noisy room. (COMPLAIN)

Exercise 4: Correct the mistakes

Each sentence has one mistake. Write the correct sentence.

Example: We lost the bus this morning. → We missed the bus this morning.

25. We did a reservation for two nights.

_____

26. Our plane landed late, so we lost our connecting flight.

_____

27. Can I have a window place, please?

_____

28. We had a lot of luggages.

_____

29. We went on a trip to the mountains and made a lot of photos.

_____

30. The hotel staff were very helpless and fixed the problem quickly.

_____

31. I got a terrible sunburnt on the first day.

_____

32. The taxi driver took us a lot of money for a short journey.

_____

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Exercise 5: Put the words in order

Put the words in the correct order to make sentences.

Example: was / our / hotel / noisy / very → Our hotel was very noisy.

33. our / was / flight / due to / cancelled / the storm

34. you / did / travel insurance / get / ?

35. I / have / lost / my / passport

36. we / a / complaint / made / to / the receptionist

37. the / back / me / airline / didn't / give / my money

38. were / for / we / two hours / the airport / stuck / at

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Answer key – Holidays and Travel Problems – Worksheet 1

Exercise 1: Match the words and meanings

1. **passport**
   A passport shows who you are and where you are from when you cross borders.
2. **luggage**
   Luggage means all the bags you travel with.
3. **refund**
   A refund is money returned to you.
4. **jet lag**
   Jet lag is tiredness caused by changing time zones.
5. **boarding pass**
   You show your boarding pass at the gate to get on the plane.
6. **pickpocket**
   A pickpocket steals from pockets and bags.
7. **sunburn**
   Sunburn is skin damage from the sun.
8. **connection**
   A connection is the next flight or train in a journey.

Exercise 2: Complete the sentences

9. **delayed**
   A flight is delayed when it leaves later than planned.
10. **missed**
    We say 'miss a train' when we are too late to catch it.
11. **overbooked**
    Overbooked means they sold more rooms than they had.
12. **broke down**
    A car breaks down when it stops working.
13. **got lost**
    'Get lost' means you don't know where you are.
14. **lost**
    An airline can lose your luggage.
15. **complained**
    We 'complain to' someone about a problem.
16. **check in**
    You check in at the airport before your flight.

Exercise 3: Word formation

17. **departure**
    The noun from 'depart' is 'departure'.
18. **disappointed**
    We use the -ed adjective to describe how people feel.
19. **reservation**
    The noun from 'reserve' is 'reservation'.
20. **helpful**
    The adjective 'helpful' means willing to help.
21. **cancellation**
    The noun from 'cancel' is 'cancellation'.
22. **tiring**
    We use the -ing adjective to describe the thing that makes us tired.
23. **uncomfortable**
    The negative adjective is 'uncomfortable'.
24. **complaint**
    The noun from 'complain' is 'complaint'.

Exercise 4: Correct the mistakes

25. **We made a reservation for two nights.**
    We say 'make a reservation', not 'do a reservation'.
26. **Our plane landed late, so we missed our connecting flight.**
    You 'miss' a flight when you are too late for it.
27. **Can I have a window seat, please?**
    On a plane or train we say 'window seat'.
28. **We had a lot of luggage.**
    'Luggage' is uncountable, so it has no plural form.
29. **We went on a trip to the mountains and took a lot of photos.**
    We say 'take photos', not 'make photos'.
30. **The hotel staff were very helpful and fixed the problem quickly.**
    'Helpful' means giving help; 'helpless' means unable to help yourself.
31. **I got a terrible sunburn on the first day.**
    The noun is 'sunburn'; 'sunburnt' is an adjective.
32. **The taxi driver charged us a lot of money for a short journey.**
    We say someone 'charges' you money for a service.

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Exercise 5: Put the words in order

33. **Our flight was cancelled due to the storm.**
    'Due to' means 'because of' and comes before the reason.
34. **Did you get travel insurance?**
    Past simple questions start with 'Did' + subject + verb.
35. **I have lost my passport.**
    Present perfect: have + past participle.
36. **We made a complaint to the receptionist.**
    We 'make a complaint to' someone.
37. **The airline didn't give me my money back.**
    'Give someone their money back' means to return their money, and because 'give back' is a separable phrasal verb, both 'give me my money back' and 'give me back my money' are correct, with either 'didn't' or 'did not'.
38. **We were stuck at the airport for two hours.**
    'Be stuck' means you can't leave or move on.

Notes for teachers: Start with the matching task to check meaning, then move to the collocation and word-form exercises. Learners often say 'lose the train' instead of 'miss the train', 'do a reservation' instead of 'make a reservation', and 'luggages' instead of 'luggage'. As a follow-up, pairs can role-play a guest complaining to a hotel receptionist or an airline desk, using at least six words from the worksheet.

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