



A booking that works

Two bookings. Two changes of plan. Can you reach an agreement?

1 How flexible can you be?

a. Tell a partner about a booking you made or changed. Which detail mattered most, and why?

b. Read the conversation. What is agreed? What still needs confirming?

A: We were hoping to book the training room for Friday. Would there be any flexibility on the price?

B: We could include the projector at no extra charge, provided you finish by four.

A: That could work, as long as we can get in half an hour beforehand. Could you confirm that by email?

c. Underline two phrases that introduce a condition. Then make both requests more polite: "Lower the price." / "We need early access."

Suggested language

Polite requests - suggested answers to 1c:

"Would there be any flexibility on the price?"

"Would it be possible to get in half an hour beforehand?"

Conditions - answers to 1c: provided (that) / as long as = "only if".

Offer: We could..., provided (that)...

Agree: That could work, as long as...

Explain a limit: I'm afraid that would take us over budget.

Check: Does that include...? / Am I right in thinking that...?

Confirm: Just to confirm, we've agreed... / Could you email the details?

2 & 3 Book it, then change it

Work in pairs. A reads pages 2 and 4; B reads pages 3 and 5. Share details by speaking or messaging; do not show your page. For each scenario:

1. Cover the follow-up section (Teams chat or Change of plan). Make the original booking.
2. Uncover the change. Use Teams chat for scenario 2; make a new call for scenario 3.
3. Both write the details. Compare and check every requirement.





2 Workshop venue | A

YOUR INFORMATION | A = organiser. B = venue manager.



WORKSHOP VENUE

Negotiate the details. Agree the conditions.

First call: make a booking

You are organising a team workshop. Ask B about suitable rooms. Explain what you need, discuss the price and agree a complete booking.

What you need	Your information
Day and time	Tuesday or Thursday. Workshop: 09:30-13:00. You need access from 09:00 to set up.
Group and facilities	12 people; step-free access; Wi-Fi; projector. Your laptop needs a USB-C to HDMI adapter; you can bring your own.
Budget and refreshments	Maximum £300 in total. Prefer venue tea/coffee if affordable; otherwise bring your own.
What you can agree to	You can pay and confirm in writing today, and reset the furniture after the workshop.

Check before agreeing: capacity, access time, equipment, refreshments and the total price. Do not accept a booking that fails a requirement.

Write your booking: day, times, room/studio, total price and conditions.

T | Teams chat / Workshop booking / A + B

After booking: continue this Teams chat using a chat app or written messages. Ask questions and confirm the revised details.

A Hi B, can we move our workshop to Thursday? We now have 14 people.

Your update - A: You now need Thursday for 14 people. Keep the £300 budget and all facilities. You can bring refreshments and an adapter, reset the furniture and leave by 13:15. You can confirm by 16:00 today. Ask about payment transfer and the final price.

Write your revised agreement: day, times, room/studio, total price and conditions.



2 Workshop venue | B

YOUR INFORMATION | B = venue manager. A = organiser.



WORKSHOP VENUE

Negotiate the details. Agree the conditions.

First call: make a booking

Ask A about the group, budget and facilities before recommending a room. Use only the options below. All prices include the access period shown.

Room / availability	Facilities and price
Cedar: Tuesday 09:00-13:15 Thursday: already booked	Seats 16; step-free access; Wi-Fi; projector. £260. Tea/coffee: £48 per group extra.
Willow: Thursday 09:00-13:15 Tuesday: already booked	Seats 10; step-free access; Wi-Fi; projector. £210, including tea/coffee.
Loft: Thursday 09:00-13:15 Tuesday: already booked	Seats 16; stairs only; Wi-Fi; projector. £240, including tea/coffee.

What you can offer: Reduce Cedar's tea/coffee charge to £36 if A agrees to reset the furniture and leave by 13:15. Bringing refreshments is free. A USB-C adapter costs £12, or A can bring one. No other fees. Full payment is due on confirmation.

Write your booking: day, times, room/studio, total price and conditions.

T | Teams chat / Workshop booking / A + B

After booking: continue this Teams chat using a chat app or written messages. Ask questions and confirm the revised details.

A Hi B, can we move our workshop to Thursday? We now have 14 people.

Your update - B: Elm is now free Thursday 09:00-13:15: seats 16, step-free, Wi-Fi and projector. Price £320; no refreshments or adapter. Offer £295 if A brings refreshments, resets the furniture, leaves by 13:15 and confirms by email by 16:00 today. This saves catering and reset work. Transfer payment and refund or charge the difference. No other suitable room is free.

Write your revised agreement: day, times, room/studio, total price and conditions.



3 Podcast studio | A

YOUR INFORMATION | A = studio coordinator. B = customer.



PODCAST STUDIO

Book the session. Handle the cancellation.

First call: make a booking

B wants to record a podcast. Ask about people, technical support and availability. Recommend a suitable slot and confirm what the price includes.

Available booking	Facilities and total price
Studio 1: Friday 10:00-12:00	Quiet; seats 3; engineer and live remote-guest connection included. £180.
Studio 2: Friday 11:00-13:00	Quiet; seats 3; live remote-guest connection included. £170 + £30 for an engineer.
Studio 1: Thursday 14:00-16:00	Same facilities as Friday Studio 1. £180, including engineer.

Booking conditions: Two-hour sessions only. Payment and the remote guest's email address are needed by 16:00 today. No discounts on these original bookings. Email a confirmation when the requirements are met.

Write your booking: day, times, room/studio, total price and conditions.

STOP HERE UNTIL YOU HAVE AGREED THE ORIGINAL BOOKING

Change of plan - call B.

An electrical fault means you must cancel Friday's Studio 1 booking. Apologise and offer:

Wednesday 14:00-16:00, Studio 1: engineer + remote connection; £180.

Thursday 10:00-12:00, Studio 2: £180 with remote connection, plus a £30 engineer fee.

Thursday 15:00-17:00, Studio 1: engineer + remote connection; £180.

What you can offer: The studio caused the cancellation, so offer a **£30 credit** to cover Thursday morning's engineer fee. B must confirm and provide the remote guest's email by 16:00 today, the deadline for arranging the engineer. Transfer the original payment. A full refund is also available.

Write your revised agreement: day, times, room/studio, total price and conditions.



3 Podcast studio | B

YOUR INFORMATION | B = customer. A = studio coordinator.



PODCAST STUDIO

Book the session. Handle the cancellation.

First call: make a booking

You are booking a podcast recording. Ask A about available studios, explain your requirements and agree a booking that meets all of them.

What you need	Your information
People and sound	3 people in the studio: you, your co-host and a guest. A second guest will join live online. You need a quiet room and a reliable remote connection.
Support and duration	An engineer throughout the full two-hour session. You cannot manage the equipment yourselves.
Availability	Thursday 09:00-13:00 or Friday 09:00-13:00. Everyone is free within those periods.
Budget and confirmation	Maximum £180 in total. You can pay today and supply the remote guest's email address before 16:00. Ask for written confirmation.

Write your booking: day, times, room/studio, total price and conditions.

STOP HERE UNTIL YOU HAVE AGREED THE ORIGINAL BOOKING

Change of plan - A calls you.

Your budget stays at **£180**. You still need an engineer, space for 3 and a live remote connection.

Updated availability: Wednesday from 15:00 only; Thursday 09:00-13:00 only. No other dates work before your release deadline. You need two continuous hours and cannot shorten the recording.

You can confirm and resend the remote guest's email by 16:00 today. Prefer a new booking to a refund. If asked to pay extra, explain your budget and request compensation for the studio's cancellation. Check the total and ask for written confirmation.

Write your revised agreement: day, times, room/studio, total price and conditions.



Teacher notes & key

Five student pages | Two complete bookings + two follow-up changes

Setup for 2-6 students

In pairs: A gets pages 2 and 4; B gets pages 3 and 5. Everyone uses page 1. A and B should not show each other their pages. Cover the change sections until each original booking is agreed. Use a Teams chat for the venue change and a fresh call for the studio change.

4 students: two pairs. **6 students:** three pairs. **3 or 5 students:** one group has two people sharing a role; one asks questions and one checks details, then swap for the next call. **One-to-one:** the teacher takes the other role. For the Teams task, pairs use a direct chat or pass written messages. Send each learner only their own role pages online.

1 Conversation and suggested language

1b: A provisional agreement for Friday, finishing by 16:00, with a projector at no extra charge. Early access and the exact price are not confirmed. **1c:** provided and as long as. Accept other natural polite requests; suggested answers are in the language box.

2 Venue: original booking and amendment

Original: Tuesday, Cedar; workshop 09:30-13:00; setup from 09:00. For 12, step-free, Wi-Fi and projector. A brings an adapter. Either **£260** with own refreshments, or **£296** with tea/coffee if A agrees to reset the furniture and leave by 13:15. Willow is too small; Loft has stairs only.

Amendment: Thursday, Elm; 14 people; same workshop/setup times. **£295**, with A bringing refreshments and the adapter, resetting furniture and leaving by 13:15. Written confirmation by 16:00 today. Transfer payment: add **£35** if £260 was paid, or refund **£1** if £296 was paid.

3 Studio: original booking and amendment

Original: Friday 10:00-12:00, Studio 1, **£180**; 3 in person, live remote connection and engineer throughout. Pay and supply remote guest's email by 16:00 today. Studio 2 with an engineer exceeds the budget; Thursday afternoon is outside B's availability.

Amendment: Thursday 10:00-12:00, Studio 2. £180 + £30 engineer - £30 cancellation credit = **£180 total**. Original payment transfers; no extra payment. Confirm and supply the guest's email by 16:00 so the engineer can be arranged. Wednesday starts too early; Thursday afternoon does not work. Refund is a fallback, but a suitable replacement is available.

Check, compare and discuss

After every conversation, partners compare notes: day, times, room, facilities, total price and all conditions. Prompt them to confirm any missing detail aloud. Finish with these questions: What would make you accept a less convenient booking? When should a company offer compensation? Which conditions would you always want in writing? Ask for reasons and follow-up questions.