

Our booking has changed

LESSON B | Read the message and ask for missing information.

1 Before you read. A tour is cancelled. What would you need to know next?

MAIL

Inbox / Museum bookings

From: Museum bookings <bookings@townmuseum.example>

To: You

Subject: Your Saturday tour - change of booking

Hi,

Our museum tour on **Saturday at 2 p.m.** has been cancelled. We can offer **Sunday at 11 a.m.** instead. Please tell us by **Friday at 5 p.m.** whether you want the new time or a refund. Your booking is for **four people**. The price stays the same.

Thanks,

Museum team

2 Check what you know

Read the email. Complete the notes, then compare with a partner.

- Cancelled day and time: _____
- New day and time: _____
- Last day and time to reply: _____
- Choose: a new time or _____ Group size: _____
- Is the tour longer or shorter than an hour? **We know / We need to ask**

3 Ask a polite question

Direct: How long **does the tour last?**

Polite: Could you tell us how long **the tour lasts?**

After **Could you tell us ...**, put the subject before the verb, as in a statement.

Keep the question word. Do not use **do / does / did** to make this part a question.

Choose the correct ending.

a. Could you tell us when **does it start / it starts?**

b. Could you tell us where **we meet / do we meet?**

c. Change this question: How much does it cost?

Could you tell us _____?

Reply, check and speak

LESSON B | Confirm the details and solve another change.

4 Send a clear reply

All four people can attend on Sunday at 11 a.m. Accept the new time. Confirm the **day, time and number of people**. Ask how long the tour lasts so you can plan the rest of your day. Write a short email.

To: Museum bookings

Subject: Re: Your Saturday tour - change of booking

Help if needed: Thank you for ... / Sunday ... / Please confirm ... / Could you tell us ...?

Partner check: Is every detail correct? Is the question word order correct?
Suggest one improvement, then make it.

5 Another change - make a phone call

A: read card A. B: read card B. Cover the other card.

A explains the change. B accepts and asks a question. A answers and confirms.

A · Art workshop

Cancel: Saturday at 10 a.m.

Offer: Monday at 6 p.m., for 2 people.

Reply deadline: Sunday at noon.

Room: 3. Price stays the same.

B · Customer

You booked for 2 people.

You can both attend on Monday.

Accept and confirm the details.

Ask which room the workshop is in.

Swap roles. New customer: Monday is impossible; ask for a refund.

Staff member: offer a full refund to the same bank card within 5 working days.

6 When plans change

Choose two questions and ask for details or an example.

- When would you accept a new booking time? When would you want a refund?
- A friend is late. How long would you wait, and what would you say?
- What makes a helpful message when someone changes a plan?