

English in Mind Second edition

Level 4 Unit 10

Worksheet**No ticket, no refund and the festival rocks on without you****THE**  **INDEPENDENT****Lead-in****1 Look at the title of the article.**

- What do you think the article will be about?

The title contains a pun: 'rocks on'. (A pun is a piece of language with a double meaning.)

- What do you understand by this expression 'rocks on'?
- Do you know any other puns?

2 Discuss the following with a partner:

- Have you ever bought something and needed to ask for a refund of your money? What did you buy, did you ask for a refund and did you get your money back?

Reading comprehension (1): reading for gist**3 Read paragraphs 1–5 and decide if the following statements are true (T) or false (F):**

- 1 The George Michael fans were given fake tickets.
- 2 SOS Master Tickets has gone out of business.
- 3 Sometimes people think that buying tickets from unofficial sites is the only way to get a ticket.
- 4 Jonathan Maclean-Lambie has decided to stop going to concerts.

Vocabulary (1): words in context**4 Read paragraphs 1 and 2 and find the expressions that have similar meanings to the following:**

- 1 seat/place _____
- 2 location (of a concert) _____
- 3 not real _____
- 4 refused entry _____
- 5 people enjoying themselves _____
- 6 very importantly _____
- 7 right to compensation _____

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5 Paragraphs 6–15 contain many expressions relating to the law or finance. Find these expressions and discuss their meaning with a partner. Use your dictionary to check their meaning.

receipt (para 6)*bona fide* (para 7)*purchase* (para 7)*fraud* (para 8)*going bust* (para 8)*protected* (para 8)*liable* (para 8)*goods* (para 9)*give up this right* (para 10)*cash transaction* (para 10)*dispute resolution* (para 10)*mediate* (para 10)*auction* (para 11)*fit for purpose* (para 11)*regulated* (para 12)**Reading comprehension (2): reading for specific information**

6 Paragraphs 8–13 of the article give advice for people paying for tickets online. Work with a partner and answer the following questions:

- 1 Why should you feel safe if you make an online credit card payment of over £100?
- 2 Why might you have a problem if you buy a ticket through an auction site?
- 3 What does 'https' mean?
- 4 How would you know that your credit card details cannot be seen by anyone other than the seller?

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7 The following sentences use a full relative clause. Where possible, cross out the words which leave a reduced relative clause.

e.g. Customers ~~who were~~ refused a refund felt very angry.

- 1 The tickets which were bought online proved to be fake.
- 2 The operator who refused them entry was later investigated.
- 3 The auction site that is most used for buying tickets is EBay.
- 4 This is the company which is regulated by the Trading Standards Institute.
- 5 He's the client who lost money on the deal.
- 6 This is the venue where most of the touts operate.
- 7 These tickets, which were sold on the Internet, turned out to be bona fide.

Discussion

8 Prepare a short class presentation about a performance you have seen. It might be a musical performance, a play, dance or comedy. The performance may have been 'memorable' because it was very good or very bad!
Talk about:

- the performer(s) and what they do
- the venue
- your feelings about the performance
- your recommendation (or warning!) to your colleagues

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