

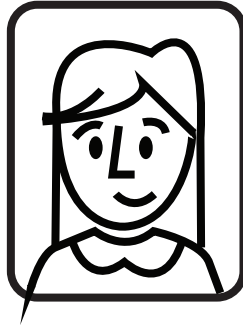


LESSON 6: Activity 2

Rights scenarios

Read each of the scenarios below.

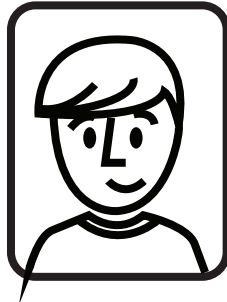
Work together as a group to answer the question about each scenario.



Hi, I'm **Jenny**

I'm a HUGE One Way fan and when I heard they were coming to Ireland I was SO excited. It took me ages to get through to get a ticket online. The site kept freezing and crashing because the whole country wanted to be there. Then I heard the devastating news the concert was cancelled – the lead singer is sick. I'm absolutely gutted. I think I'm due a refund but I don't know. I also booked a train ticket to Dublin and a night in the hotel. What do I do now?

What advice would you give to Jenny?



Hi, I'm **Jamie**

I recently received a gift voucher for a furniture shop as a house warming present. I bought a bedside table from the furniture shop. It cost less than the voucher amount and I was told that no change would be given and instead the shop would give me a new voucher for the balance of €15. Are shops allowed to do this? The furniture shop is now going to pocket the €15 balance as it's unlikely I'll buy anything else there.

What advice would you give to Jamie?
