



**Answer ALL the questions. Write your answers in the spaces provided.**

1. There are a number of organisations involved in the regulation of the travel and tourism industry. Two of these are:

- IATA
- JAA

(a) State the full name of these organisations.

IATA .....

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JAA .....

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**(2)**

Another organisation involved in the regulation of the travel and tourism industry is the Association of British Travel Agents (ABTA). Read the information below before answering Q1(b).

As a regulatory body, ABTA maintains a Code of Conduct which governs the relationship between tour operators and travel agents, and also between Members and their customers. Its consumer complaints service and independent arbitration and mediation schemes provide consumers with confidence and help save Members considerable sums of money.  
(Source: <http://www.abta.com/aboutabta.shtml>, November 2006)

(b) Describe ABTA's independent arbitration scheme.

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(c) Name in full, **one** other key organisation involved in regulating the travel and tourism industry.

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(2)

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Q1



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The information below refers to passport and visa requirements for entry to India. Use the information provided below to answer Question 2.

### India

Passport required?		Visa required?	
<i>British</i>	Yes	<i>British</i>	Yes
<i>Australian</i>	Yes	<i>Australian</i>	Yes
<i>Canadian</i>	Yes	<i>Canadian</i>	Yes
<i>USA</i>	Yes	<i>USA</i>	Yes
<i>Other EU</i>	Yes	<i>Other EU</i>	Yes
<i>Japanese</i>	Yes	<i>Japanese</i>	Yes

#### Passports

Passport valid for at least six months required by all.

#### Visa note

(a) Non-UK nationals applying in the UK need to pay an additional £10 (amounts charged may also vary according to nationality and type of passport held) unless holding proof of at least one-year residence in the UK. (b) A £1 fee may be required for postal applications, depending on consulate.

#### Types of visa and cost

The following prices are for UK nationals only; prices for other nationals vary. *Tourist*: £30. *Business*: £30 (three/six months); £50 (one year); £90 (two years). *Transit*: £8. *Student*: £30 (six months); £50 (one year); £55 (more than one year).

#### Validity

*Transit*: 15 days. *Business*: three or six months, or up to two years for multiple entry.



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2. Ben and Marco have been pen friends for ten years. Marco is Italian and is on holiday for a month visiting Ben in London. They decide to book a three-week holiday to India. They plan to fly direct from London Heathrow to Delhi. Ben holds a British passport and Marco has an Italian passport.

(a) Using the information opposite, describe the passport and visa advice the two friends should be given prior to travel.

(i) Passport advice

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(ii) Visa advice

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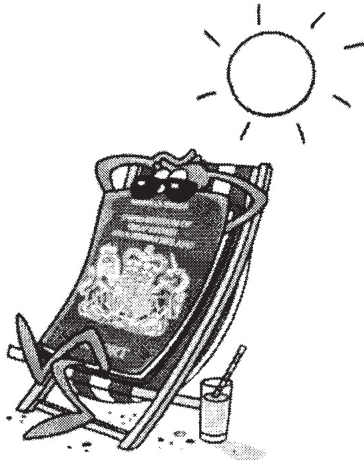
The UK passport office has introduced biometric passports. Below is published information provided by the UK Passport Service about the new biometric passports.



## New biometric passport

### Essential information

This leaflet contains important information about your new biometric passport.



### Passport format

Your passport meets standards set by the International Civil Aviation Organisation (ICAO). The personal details page (page 31) has three parts. The upper part of page 31 is for visual inspection. The lower part has a machine-readable zone - two lines of print, including chevrons ('<'s), that can be read by automated passport readers. All the information in this machine-readable zone can also be read by you. The third part contains an electronic chip and its antenna. The chip stores a copy of your photo and the personal details printed on page 31. There is no extra personal information in the machine-readable zone or on the chip.

**The chip and antenna are sensitive electronic devices. Please protect your passport and the chip from damage. They must not be bent, torn or damaged in any way, or exposed to very high or very low temperatures, excess moisture, magnetic fields or microwaves.**

### Your biometric passport

You have just received a new biometric passport, also known as the ePassport. Biometric passports can be identified by this sign on the front cover.



The sign shows there is an electronic chip inside the book.

We are introducing this new style of passport to help fight fraud and forgery. Your personal details and photo are printed on page 31. The back of that page also holds an electronic chip and an antenna.

Please make sure your personal details are correct. It is your responsibility to make sure they are right. If there is a mistake, please return the passport to us immediately and tell us what is wrong.

**Your passport is a valuable document. Keep it safe at all times and make sure it doesn't get lost, stolen or damaged.**

### Fighting fraud and forgery

The new passport will help fight fraud and forgery in several different ways. Inside the passport there are many new security features, including intricate designs, complex watermarks, specialist fibres (which sometimes appear over the photo) and an electronic chip secured by advanced digital encryption techniques. Your passport photo meets strict standards to facilitate the use of facial biometrics at international borders. Facial-recognition technology also helps us to detect fraudulent passport applications.

### If you want to change your personal details

**For security reasons, there is no way of changing or adding to the information on page 31 or the chip. If any of your details change, you will need to apply for a new passport and pay a fee.**



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(b) Assess how the new biometric passports will help increase security for passengers travelling by air.

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Use the information below to answer Question 2(c).

Vaccinations recommended for travellers to India.

	Special Precautions	Certificate Required?
Yellow Fever	Yes	1
Cholera	Yes	2
Typhoid and Polio	3	N/A
Malaria	4	N/A

1. Any person (including infants over six months old) arriving by air or sea from an infected country must obtain a yellow fever certificate (includes passengers who have been transit in a country in the endemic zone). Otherwise, isolated detainment may occur for up to six days. Those countries that are considered infected are all African countries (except Algeria, Botswana, Djibouti, Egypt, Eritrea, Lesotho, Libya, Malawi, Mauritania, Morocco, Mozambique, Namibia, South Africa, Swaziland, Tunisia and Zimbabwe) and all South American countries (except Argentina, Chile, Paraguay and Uruguay). When a case of yellow fever is reported from any country, that country is regarded by the government of India as being infected.
2. Following WHO (World Health Organisation) guidelines issued in 1973, a cholera vaccination certificate is not a condition of entry to India. However, cholera is a serious risk in this country and precautions are essential. Up-to-date advice should be sought before deciding whether these precautions should include vaccination, as medical opinion is divided over its effectiveness.
3. Polio is widespread. Immunisation is generally recommended. Typhoid can be contracted and there have been recent reports of typhoid drug resistance.
4. Malaria risk exists, mainly in the benign *vivax* form, throughout the year in the whole country below 2000m excluding parts of the states of Himachal Pradesh, Jammu and Kashmir and Sikkim.

(c) State **three** vaccinations recommended for travellers to India.

1 .....

2 .....

3 .....

(3)





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(d) A course of malaria tablets is recommended for tourists visiting areas of India that are below 2000m.

Describe the **causes** and **symptoms** of malaria.

(i) Causes .....

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(ii) Symptoms .....

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(2)

Q2

(Total 19 marks)

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The following question refers to legislation that affects the operation of travel and tourism organisations.

3. One legislation affecting the travel and tourism industry is the Data Protection Act.

(a) Summarise the key requirements of this legislation.

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**(4)**





A couple booked a weekend break to the Oyster Hotel in Cardiff. At the time of booking they advised the hotel that wheelchair access was needed. Upon arrival at the hotel the couple were told there were no rooms adapted for wheelchair access. They were also told that the restaurant was on the third floor and the lift was not working.

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(c) (i) State the legislation that has been breached.

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(ii) Explain why the Oyster Hotel is in breach of this legislation.

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**Q3**

**(Total 18 marks)**





<p>4. (a) Describe the difference between 'small-scale' and 'large-scale' emergency situations.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="text-align: right;"><b>(4)</b></p>	Leave blank
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The table below gives a summary of the cover for travel insurance. Use the information below to answer Question 4(b).

**Sections of Insurance**  
**Section A – Medical and other expenses**

*This section does not apply for trips within the UK except for trips to the Channel Islands*

If you go into hospital, you must tell Inter Group Assistance Services Immediately.

**What you are covered for**

We will pay up to the overall limit shown on the schedule of benefits for the following for necessary and reasonable costs as a result of you being injured or ill during your trip.

1. Emergency medical, surgical and hospital treatment. (Emergency dental treatment is covered up to £200 as long as it is to relieve pain only.

2. Up to £2,500 for either the cost of returning your body or ashes to the UK, or for the cost of a funeral in the country where you die if this is different from the country where you normally live.

3. Extra accommodation and travel expenses to allow you to return to the UK if you cannot return as you originally booked provided this has been approved by us.

a) Extra accommodation for someone to stay with you and travel home with you, if this is necessary due to medical advice, and authorised by Inter Group Assistance Services

b) Or expenses for one relative or friend to travel from the UK to stay with you and travel home with you, if this is necessary due to medical advice, and authorised by Inter Group Assistance Services.

4. The extra cost for you to return home following the death, serious injury or serious illness of a relative or business associate.

**Section B – Sending you home in an emergency**

**What you are covered for**

We will pay up to the overall limit shown on the Schedule of Benefits to return you to the UK if Inter Group Assistance Services think this is medically necessary, and they arrange this for you.

**Schedule of Benefits**  
*Types and overall limits of cover*

The Insurance		Standard insurance for individual trips			Excess
		Economy Cover	Super Cover	Wintersports Cover	
A	Medical Expenses	£1 million	£10 million	£10 million	£35
	Emergency Assistance	Unlimited	Unlimited	Unlimited	Nil
B	Sending you home in an emergency	£500,000	£1 million	£1 million	£35
C	Personal accident	£5,000	£5,000	£5,000	Nil
	Accidental Death				
	Accidental Death (as a fare paying passenger)				
	Loss of Limbs/ Permanent Total Disablement	£10,000	£30,000	£30,000	Nil
D	Personal Liability	£1 million	£2 million	£2 million	£150
E	Legal Expenses	£50,000	£50,000	£50,000	£150
F	Missed Departure	£500	£1,000	£1,000	£35
	Personal belongings	£500	£2,000	£2,000	£35
	Single Article Limit	£100	£150	£150	£35
	Valuables Limit	Nil	£250	£250	£35
G	Delayed Baggage	Nil	£400	£400	Nil
	Personal Money	Nil	£500	£500	£35
H	Cancelling your trip	£1,000	£5,000	£5,000	£35
I	Travel Delay	£300	£300	£300	£35
J	Hospital Benefit	£500	£2,000	£2,000	Nil
K	Mugging	Nil	£100	£100	Nil
L	Hijack	Nil	£2,000	£2,000	Nil
M	Disaster	Nil	£500	£500	£35
N	Domestic Pets	Nil	£200	£200	Nil
	Concierge Service	Unlimited	Unlimited	Unlimited	
O	Piste Closure	Nil	Nil	£200	Nil
P	Avalanche	Nil	Nil	£100	£35
Q	Ski Hire	Nil	Nil	£300	Nil
Business cover – Additional benefits					
R	Replacing Stuff	Nil	£1,500	Nil	£35
S	Documents	Nil	£500	Nil	£35

(Source: Journey wise travel Insurance)



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(b) The Kular family were on holiday in Fuengirola, Spain. Mr Kular had a heart attack and was rushed to hospital. The family was unable to take their planned flight home and had to stay an extra seven nights in Spain.

Insurance companies are **one** type of key organisation that can provide support to deal with emergency situations. Using the information provided, explain how the insurance company would have supported the Kular family. They had SuperCover.

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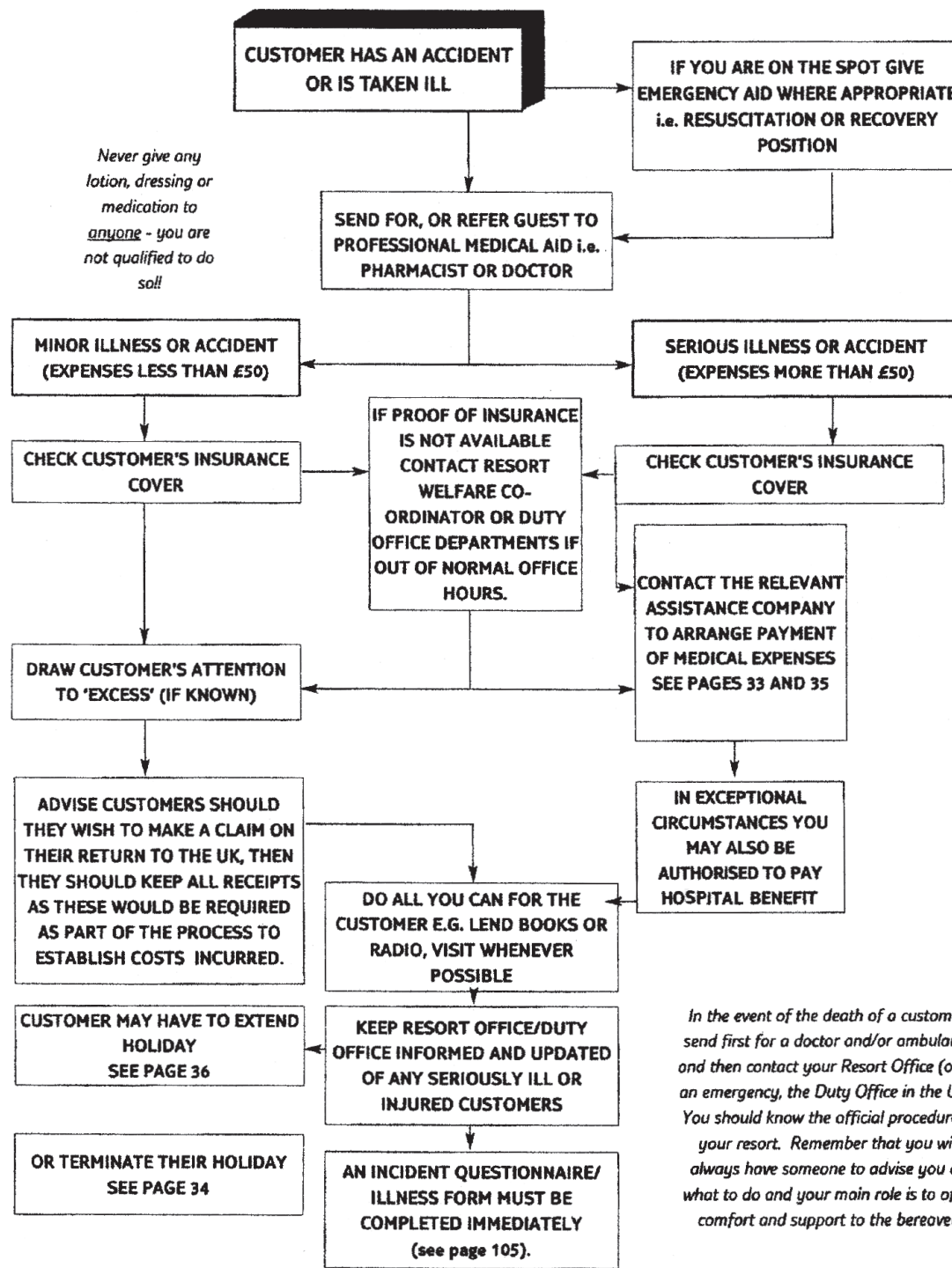
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Below is a copy of a tour operator's medical emergency procedure. Use the information below to answer Question 4(c).

## MEDICAL EMERGENCIES







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(d) (i) A 'medical problem' is one example of a small-scale overseas emergency situation. Describe **one other** example.

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(ii) Identify and describe **one** organisation that can support travellers in your chosen overseas emergency situation.

Support organisation .....

Description .....

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(3)

Q4

(Total 23 marks)



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5. 'Force majeure' is a term used by organisations in the travel and tourism industry to indicate large-scale emergency situations or events outside of their control. One example that could occur is a terrorist attack.

(a) Give **two** other examples of 'force majeure'.

1 .....

2 .....

(2)

In August 2006, there was a threat to attack a number of airplanes due to depart from the UK. Below is an article relating to this planned terrorist attack.

Use the information below to answer question 5(b).

**Adapted from the Independent, 13 August 2006**

**Airport meltdown** report by Simon Calder

Heathrow Airport moved closer to meltdown last night as a three-day show of unity between the government, airports and airlines disintegrated. BAA (British Airport Authority), which owns the UK's leading airports, ordered airlines to axe one in three departures in the afternoon and evening.

Outside the London area charter carriers and smaller airlines reported no more problems than the odd delay, typical of a Saturday in August. But Heathrow – where BA (British Airways) is the biggest carrier – was in disarray.

At the start of the day, BA announced that 10 transatlantic flights and 21 European departures from its main base had been cancelled.

**The new security measures**

Passengers should expect two searches: once at the central screening point and at the boarding gate. All passengers will be hand searched and footwear, pushchairs and walking aids will be x-rayed. Standard baggage restrictions list still applies. Only wallets, travel documents, essential medicine and approved items may be carried abroad in clear plastic bags. Anything not on the list will be confiscated. Passengers should arrive early and expect severe delays. Check with airlines before leaving home.





(c) (i) Describe **one** other recent emergency situation you have researched.

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