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

1. Two organisations that support the airline sector of the travel and tourism industry are CAA and IATA.

(a) Give the full name for each of these **two** organisations.

CAA

IATA

(2)

(b) Describe **one** responsibility for each of these organisations.

CAA

IATA

(4)

Q1

(Total 6 marks)



Use the information provided on South Africa below to answer Question 2.

Advice for travellers to South Africa.

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

Visa required?	
<i>British</i>	No
<i>Australian</i>	No
<i>Canadian</i>	No
<i>USA</i>	No
<i>Other EU</i>	1

Return Ticket required?	
<i>British</i>	Yes
<i>Australian</i>	Yes
<i>Canadian</i>	Yes
<i>USA</i>	Yes
<i>Other EU</i>	Yes

Passports

Passport valid for at least 30 days after the intended date of departure required by all nationals of countries referred to in the chart above.

Note: Passport must have at least one blank page for entry stamp. This cannot include the 'endorsement' page at the back. Passengers who also require a visa must have a passport with two blank facing pages, one for the visa and one for their entry stamp. Anyone attempting to enter South Africa without the required pages will be returned to their country of origin.

Visas

Not required by nationals of countries referred to in the chart above for stays of up to 90 days for business and tourist purposes, except the following:

(a) **1.** nationals of Cyprus, Hungary, Poland and Slovak Republic who may stay for up to 30 days, and nationals of Estonia, Latvia, Lithuania and Slovenia who *do* require a visa, unless transit passengers continuing their journey by the same or first connecting aircraft provided holding onward or return documentation and not leaving the airport (advance notice of overnight stay is required).

Note: (a) Proof of financial means may be required. (b) Unaccompanied children under the age of 18 years must hold written consent from their parents when travelling alone. (c) Nationals of countries not referred to in the chart above are advised to contact the embassy to check visa requirements (see *Contact Addresses*).

(Source: www.worldtravelguide.net/country/passport_visa.shtml)



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2. A couple are considering booking a three week holiday to South Africa. They are both European. One holds a UK passport and the other holds an Estonian passport.

(a) Using the information opposite, describe the passport and visa advice the couple should be given.

(i) Passport advice

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(ii) Visa advice

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(b) One of the restrictions that South Africa puts on travellers is that they must have a return ticket. Explain why a country would have this restriction.

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(c) The EU Package Directive requires tour operators to give advice on passport and visa requirements. Describe the implications of a tour operator failing to give correct passport and visa advice to customers.

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Use this information to answer Question 2(e).

South Africa Travel Health Advice

Vaccinations

	Special precautions	Certificate required?
Yellow Fever	No	1
Cholera	2	No
Typhoid and Polio	3	N/A
Malaria	4	N/A

Healthcare

Medical facilities are good in urban areas but limited elsewhere. Doctors and hospitals often require immediate cash payment. Comprehensive health insurance is recommended. A leaflet on health precautions is available from the South African High Commission (see *Passport/Visa Information*).

1 A yellow fever vaccination certificate is required from travellers over one year of age arriving from infected areas. African countries and the Americas formerly classified as endemic zones are considered by the South African authorities to be infected areas.

2 Visitors may wish to consider precautions against cholera, depending on the area in South Africa being visited.

3 Vaccination against typhoid is advised. An outbreak of typhoid occurred in the town of Delmas, Mpumalanga in September 2005.

4 Malaria risk, predominantly in the malignant *falciparum* form, exists throughout the year in the low altitude areas of Limpopo, Mpumalanga Province (including the Kruger National Park) and northeastern KwaZulu-Natal as far south as the Tugela River. The risk is highest from October to May. Resistance to chloroquine and sulfadoxine-pyrimethamine has been reported. It is strongly recommended that visitors to these areas take anti-malaria tablets before entering these zones. The recommended drug is mefloquine (World Health Organization) *or* chloroquine plus pyrimethamine (South African High Commission).

Food and drink

Mains water is considered safe to drink in urban areas but may be contaminated elsewhere and sterilisation is advisable. Milk is pasteurised and dairy products are safe for consumption. Local meat, poultry, seafood, fruit and vegetables are generally considered safe to eat.

Other risks

Measles has been present in the KwaZulu-Natal and Gauteng provinces. *Bilharzia* (schistosomiasis) is endemic in the north and east and may be present elsewhere. Avoid swimming and paddling in fresh water; swimming pools that are well chlorinated and maintained are safe. *Hepatitis A* occurs and *hepatitis B* is hyperendemic. *Dengue fever*, *onchocerciasis* (river blindness), *trypanosomiasis* (sleeping sickness) and *filariasis* are present.

Rabies may be present. For those at high risk, vaccination before arrival should be considered. If you are bitten, seek medical advice without delay.

(Source: adapted from www.worldtravelguide.net/country/passport_visas.html)



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(d) Visitors to South Africa are advised to take special precautions against typhoid.

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

(i) Causes

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(2)

(ii) Symptoms

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(2)

(e) During their visit they plan to stay in the Kruger National Park. Using the information on page 7, state the advice to be given regarding food and water.

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(2)

Q2

(Total 22 marks)



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

A family booked flights to Orlando, Florida. One of the party is a wheelchair user. When the family checked in at the airport they were told by the airline that a £50 supplement would apply for wheelchair assistance to and from the aircraft.

(a) Explain why the airline is in breach of the Disability Discrimination Act.

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A famous pop band booked one night's accommodation in a hotel. After performing at a concert the lead singer returned to the hotel. A few fans followed the lead singer back to the hotel and asked at reception which room he was staying in. The receptionist gave the fans his room number.

(b) (i) Explain why the hotel is in breach of the Data Protection Act.

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(ii) Recommend how the hotel should adapt its operation to comply with the Data Protection Act. Justify your recommendation(s).

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One other legislation affecting the travel and tourism industry is the Trade Descriptions Act.

(c) (i) Summarise the key requirements of this legislation.

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(ii) Suggest how a tour operator could avoid breaching the Trade Descriptions Act.
Justify your suggestion(s).

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Q3

(Total 24 marks)

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4. A businesswoman travelled from London to Tokyo. At the airport she proceeded to baggage reclaim only to find her luggage was missing. She reported this to the airline and was advised that the luggage might arrive the next day. She was told that if it did arrive then the airline would transfer the luggage to her hotel. The baggage never arrived during her trip.

(a) Explain why this situation is classed as a small-scale emergency situation.

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(b) Describe how insurance companies can support customers in small-scale emergency situations.

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<p>(c) Airlines and Insurance companies are types of organisations that can offer support to tourists in emergency situations. Identify and describe one other type of support organisation available to assist travellers in overseas small-scale emergency situations.</p> <p>Support organisation</p> <p>Description</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">(3)</p> <p style="text-align: right;">(Total 11 marks)</p>	<p>Leave blank</p> <p>Q4</p> <table border="1"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>		
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This question refers to how travel and tourism organisations deal with large-scale emergency situations.

5. 'Force majeure' is a term used by organisations in the travel and tourism industry to indicate situations or events outside of their control. Strikes and natural disasters, such as volcanic eruptions, are two examples.

(a) Give **one** other example of 'force majeure'.

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(1)

Use this information to answer Question 5(b).

Forest Fires – Halkidiki, Greece

Tour operators are working together to help ensure the safety and comfort of their customers in areas affected by the current forest fires in Halkidiki.

On the 21st August, as a precautionary measure, the local authorities evacuated some customers and local people from their accommodation. Tour operators have been working closely with the relevant local authorities to ensure that customers are returned to their accommodation when appropriate to do so. The majority of customers who were affected have been safely returned to their original accommodation or have been moved to alternative accommodation in the nearby resort of Thessaloniki.

Some customers have returned to the UK. However the majority of holidaymakers are remaining in the resort to continue their holidays and will return home according to their original flight arrangements.

Tour operators are currently assessing the infrastructure of the resorts affected by the forest fires and, where appropriate, will contact any customers due to travel to Halkidiki if it is necessary to make changes to their holiday arrangements.

Normal booking conditions apply.

(Source: adapted from www.fto.co.uk)



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(b) Analyse how effectively the travel and tourism industry dealt with this emergency situation.

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Use this information to answer Question 5(c).

Foreign and Commonwealth Office (FCO) advice for travel to Fiji

We advise against all but essential travel to Fiji. On 5 December, the Fiji Military Commander dismissed the elected Prime Minister and Government of Fiji and announced that he had assumed control of the country. A state of emergency is now in place in Fiji and curfews could be imposed without warning. Although the security situation in Fiji is currently calm, it could deteriorate at short notice. There are reports that a group calling itself the ‘Warrior Clan’ has threatened violent action against the military if the government is not reinstated by 25 December. The British High Commission in Suva is monitoring events closely. If you are in Fiji, you should register with the British High Commission.

(Source: www.fco.gov.uk, 2006)

- (c) Suggest **two** ways that tour operators should deal with this FCO advice for travel to Fiji.

Suggestion 1

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Suggestion 2

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(d) (i) Describe one **other** example of an emergency situation you have researched.

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