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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:

- ABTA
- IATA.

(a) State the full name of these organisations.

ABTA

IATA

(2)

Another organisation involved in the regulation of the travel and tourism industry is the Civil Aviation Authority (CAA).

(b) Describe **two** responsibilities of the CAA.

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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)

Q1

(Total 8 marks)



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2. There are a number of worldwide contagious diseases, including cholera and hepatitis C.

(a) Name **two** other major contagious diseases.

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(2)

(b) (i) Describe the causes of hepatitis C.

Causes

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(2)

(ii) Identify **two** symptoms of hepatitis C.

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(2)

(c) Name **three** places where travellers could find information about the risks and/or the precautions needed for diseases such as cholera and hepatitis C.

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(3)



Mr and Mrs St John, who hold British passports, are travelling to India to celebrate their 25th wedding anniversary.

Use the following information to answer Question 2(d).

You will need a visa to travel to India, Nepal and Bhutan.

Passport information

You will need to have a passport which is valid for at least 6 months. You can renew or replace a passport by post or from any of the Passport Offices located throughout the country. You can collect a passport form from any main Post Office. It will take a minimum of 2 weeks to process, and during the busy period it could take up to 1 month. It costs £72.00 for an adult 10 year passport.

Visa information when travelling to India

A tourist visa will cost £30.00
It will take a minimum of 14 working days to process
It will be valid for 6 months from the date of issue

Visa information when travelling to Nepal

A single entry visa will cost £20.00
It will usually take 2-3 working days to process
Single entry visas are valid for 3 months and multiple entry visas are valid for 6 months

Visa information when travelling to Bhutan

A tourist visa will cost £12.00
It will take 1 month to process
It will be valid for 15 days from the date of issue

You must ensure that you have a valid passport and appropriate visa. You may not be allowed into the country if you do not have the correct documents.

Health Information when travelling to India, Nepal and Bhutan

Disease	Recommendations	When to see a doctor
Typhoid	Vaccination recommended	10 days before travel
Hepatitis A	Vaccination recommended	2 weeks before travel
Yellow fever	Certificate of vaccination may be required if recently travelled to or through an infected area	10 days before travel

All travellers are advised to ensure that tetanus and polio vaccinations are kept up to date.

Recommendations do change from time to time and it is important to discuss your personal requirements with your doctor.

There is a risk of malaria in all parts of South Asia except the high mountains, and appropriate preventive medicines are required, along with measures to avoid mosquito bites, such as nets and creams.



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(d) (i) Describe the visa advice the couple should be given when booking their holiday.

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(ii) Describe the health advice that the couple should be provided with.

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(iii) Explain why travel agents/tour operators must give visa and health advice to customers.

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(e) Describe **two** measures a travel agent/tour operator could use to ensure all customers receive the visa and health advice that they need before travelling.

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(4)

Q2

(Total 25 marks)



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

‘Staff working in the Market Street branch of a travel agency in Manchester have been leaving documents with customers’ personal details – including names, phone numbers and credit card details – beside their desks and on the window sill in full view of passers by.’

(Source: extract from Travel Weekly October 2007)

3. (a) Which Act is the travel agency not complying with?

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(b) Another piece of legislation which applies to the travel and tourism industry is the Disability Discrimination Act. Summarise the key requirements of the Disability Discrimination Act.

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Turn over for Question 3(c)



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(c) Explain the ways that the Disability Discrimination Act affects transport and accommodation providers.

Transport providers

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Accommodation providers

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(3)

Q3

(Total 11 marks)



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4. (a) Identify **two** roles of ABTA.

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(2)

(b) Miss Ennis and Miss Ainsworth visit their local ABTA bonded travel agency to book a package holiday break to Paris.

Explain the protection they gain by booking through an ABTA bonded travel agency and how this might differ if they booked their holiday independently.

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(6)

Q4

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5. (a) Tour operators and their representatives provide support to customers in emergency situations, for example, customers needing to curtail their holiday due to the death of a close relative at home.

Identify **two** other small scale emergency situations when a tour operator and/or its representative could be of assistance to customers.

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(2)

- (b) Young British holidaymakers visiting popular and lively destinations/resorts are quite often subject to injury or attack.

Suggest advice a travel agent could provide to young British holidaymakers to reduce the risk of injury or attack.

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- (c) Describe the role of medical assistance companies and how they can help travellers.

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(4)

Q5

(Total 10 marks)



'Force majeure' is a term used by organisations in the travel and tourism industry to indicate situations or events outside of their control. One situation that could occur is a severe weather condition such as a hurricane.

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

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(2)

A recent survey found that UK holidaymakers are at risk of identity theft because they tend to leave their passports and personal documents lying around their hotel rooms when abroad.

(b) Suggest what advice could be included in a leaflet to help holidaymakers reduce their risk of identity theft. Justify your suggestions.

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Read the following newspaper and magazine articles about the Asian Tsunami in December 2004. Use this information to answer Question 6(c).

An emergency helpline set up by the Foreign Office to provide information to people worried about friends and family caught up in the disaster was overwhelmed by the number of callers yesterday.

It was estimated that only one in four customers was getting through.

(Source: *The Daily Telegraph*, 29 December 2004)

A grief-stricken father last night attacked British officials who refused to help him bring home the body of his son who died in the tsunami tragedy.

(Source: *The Daily Mail*, 2 January 2005)

Tour operators turn holiday getaway into rescue mission

A spokesperson said 'For the moment, until Monday night, we are offering free cancellations for anyone due to travel between now and December 31. We are also asking people to delay their holidays by a few days.'

Reps were trying to contact each person individually to find out if they wanted to return home.

Last night empty planes were sent out by tour operators and airlines to bring people home.

A spokeswoman said the priority was for reps to establish that travellers were safe.

(Source: *The Times*, 27 December 2004)

Tony Blair promised yesterday that the Government would pay to bring home the bodies of British tsunami victims.

The pledge followed accusations from grief-stricken relatives that Foreign Office officials in the disaster zone had failed to offer any help.

Mr Blair said cash grants to bring back loved ones would be a key part of a massive package of support for survivors and the families of victims.

Mr Blair said 40 British police experts were working to help identify bodies in the disaster area, 'doing everything they can in the most difficult conditions'.

Mr Blair dismissed suggestions that the Government's pledge of £50 million in tsunami relief had been made to look mean by the generosity of the public. He said Government aid to the region would amount to 'hundreds of millions'.

(Source: *The Daily Mail*, 5 January 2005)



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(c) In December 2004 there was a major emergency in Southeast Asia when an earthquake occurred causing a tsunami in the Indian Ocean. More than a quarter of a million people were killed.

Using the information provided, analyse how effectively this emergency situation was dealt with by the travel and tourism industry and the British Government.

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(d) (i) Other than the tsunami, describe another large scale emergency situation you have researched.

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(ii) Analyse how effectively the emergency situation described in 6(d)(i) was dealt with by the travel and tourism industry.

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Q6

(Total 28 marks)

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