

**ADVANCED SUBSIDIARY GCE
APPLIED TRAVEL AND TOURISM**
Unit 1: Introducing Travel and Tourism

G720/CS

CASE STUDY

**Wednesday 3 June 2009
Afternoon**

Duration: 1 hour 30 minutes



INFORMATION FOR CANDIDATES

- This is a clean copy of the Case Study which you should already have seen.
- You should refer to it when answering the examination questions which are printed in a separate booklet.
- You may **not** take your previous copy of the case study into the examination.
- You may **not** take notes into the examination.
- This document consists of **16** pages. Any blank pages are indicated.

Document 1a

TOURISM IN PORTSMOUTH

Background to the Development of Tourism in Portsmouth

Portsmouth has been the home of the British Royal Navy for over 500 years. However, from its peak in 1945 shipbuilding in Portsmouth gradually declined. The workforce, too, declined. For years Portsmouth relied largely on the Royal Navy for employment, but with a change of emphasis in defence spending from a large conventional surface fleet, the role of Portsmouth as Britain's premier Naval Port was declining and both land and jobs were redundant.

Thus, Portsmouth had a problem. The City Council had to take a long hard look at how the jobs could be replaced and how it could create a revitalised economic environment and new opportunities. Portsmouth was not a development area and no help would be forthcoming from government in the form of grant aid. As a densely populated island city, little land was available for further manufacturing or office expansion.

The solution was seen to be tourism. The city is rich in natural advantages. Its seaside location and tourism infrastructure, based on the earlier development of Southsea, meant that some basic ingredients of the tourism product were already present. There was also a core of major tourist attractions such as HMS Victory, Southsea Castle and the Royal Naval Museum. It was decided to change the image from 'Sunny Southsea' to 'Portsmouth – Flagship of Maritime England' and to try to encourage the development of new tourist attractions.

The Renaissance of Portsmouth Harbour

This £84m landmark project for the city involved a public sector and private sector partnership and received a £38m grant from the National Lottery Millennium Fund. It contained five interconnected elements:

1. two waterfront promenades physically linking existing and new attractions and amenities;
2. a harbour tower;
3. expansion and improvement of the Historic Dockyard;
4. development of Priddy's Hard Heritage Area;
5. a waterbus network across the harbour.

The aims of the project were:

- to create a world-class leisure and maritime heritage destination;
- to bring new life into historic buildings and increase public access to the waterfront;
- to act as a catalyst to over £300m of investment in the local economy.

An important part of the scheme was to take into account local economic and environmental needs. It also provided a positive alternative use to redundant Ministry of Defence land and buildings, as well as an excellent public and private partnership. Furthermore, the restructuring of the defence industry, associated job losses and disinvestments had had a dramatic effect on the harbour economy and local catchment area. Hence, an important element of the project has been to involve local skills and offer retraining programmes for unemployed people.

The new attractions developed as part of the Renaissance of Portsmouth Harbour are all now open to visitors.

Attractions include:

- Gunwharf Quays – a £200m world-class shopping and leisure development;
- Action Stations! – a £16m interactive attraction;
- Millennium Promenade – over 6km linking the Historic Dockyard, Priddy's Hard and Gunwharf Quays;
- Explosion! – an exciting Museum of Naval Firepower;

- The Timespace – one of the largest vertical sundials in the world;
 - Spinnaker Tower.
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As well as traditional attractions, the scheme provides an ideal platform for visiting Tall Ships and a selection of waterfront events. This renaissance project has added a further dimension to Portsmouth's already varied tourism product.

Marketing and Tourism Team

The specific responsibility of the Marketing and Tourism Team is the marketing of Portsmouth as a destination for visitors of all types – day-trippers, staying visitors (leisure and business), groups and international visitors.

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The Marketing and Tourism Team's sister section – Visitor Services is specifically responsible for services offered to visitors within the city, i.e. signposting, tourist information, shopping, etc.

The Market

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Portsmouth is focused on attracting a range of different markets. The resort of Southsea still has a following of long-stay (4+ nights) domestic tourists seeking a traditional seaside holiday, but in more recent years Portsmouth has seen a growth in the day-trip and short-stay markets, with long-stay visitors accounting for a smaller market share. Portsmouth has become increasingly popular with overseas visitors – the main overseas markets are currently Australia, North America, France and Germany.

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Good distribution systems are a part of successful tourism marketing activity. In terms of physical accessibility, Portsmouth is conveniently located on the south coast. It has good road and rail links to central London, Heathrow and Gatwick airports (as well as local provincial airports); in addition to ferry links to France (Caen, Le Havre, Cherbourg and St Malo), Spain (Bilbao) and the Isle of Wight.

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The city's tourism literature is produced in English, French, German, Spanish, Dutch and Japanese. It is also available in large print and some publications are available on tape or in Braille.

Information reaches the tourists in a variety of ways:

- exhibitions;
 - direct mail linked to advertising campaigns;
 - national and regional tourist boards and their publications;
 - local hotels and attractions;
 - National Tourist Information Centre network;
 - group travel and conference organisers;
 - Internet;
 - e-marketing.
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Portsmouth produces a number of key publications:

- Official Visitor Guide;
 - Mini Guide;
 - Official Group Travel Guide;
 - Conference Brochure;
 - Accessible Portsmouth – Guide for Visitors with Disabilities.
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Within the city, the Visitor Information Centres service enquiries from visitors in person, over the telephone and by email. They offer foreign exchange facilities, accommodation booking, discount admission to attractions and theatre ticket sales, plus other additional services.

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Document 1b – (data as per original source)

KEY TOURISM FACTS AND FIGURES – PORTSMOUTH

TABLE 1: NUMBER OF VISITORS (million)

Year	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	2001	2002
Visitors	1.5	2.6	2.5	3.2	3.4	3.4	3.8	4.2	4.5	4.5	4.5	5.5	5.7

TABLE 2: KEY FACTS ON TOURISM IN PORTSMOUTH

(2002 estimates)	Trips	Nights	Spend (£m)
Staying visitors	766 409	2 476 424	102.8
Day visitors	4 934 943	n/a	138.2
ALL VISITORS	5 701 352	n/a	241.0

TABLE 3: JOBS SUPPORTED BY THE TOURISM INDUSTRY

Year	1995	1996	1997	1998	2002
Number of jobs	5 720	6 679	6 760	6 764	7 190

TABLE 4: PURPOSE OF VISIT 2002

	%
Leisure/holiday	68
VFR	13
Special shopping trip	13
Business trip	1
Language students	1
Other	4
TOTAL	100

TABLE 5: AVERAGE LENGTH OF STAY (NIGHTS) BY TYPE OF ACCOMMODATION (ALL VISITORS)

	1998	1999	2002
ACCOMMODATION			
Hotel/motel	3.8	4.5	3.9
B&B/guest house/pub/inn	4.7	4.1	3.3
Home of friend/relative	8.4	7.2	4.9
Rented self-catering	9.3	10.1	11.4
Other	3.9	4.5	4.7
Average	6.4	6.3	5.6

TABLE 6: AVERAGE DURATION OF VISIT – DAY VISITORS

	All Day Visitors
Average hours, 1998	4.8
Average hours, 1999	4.5
Average hours, 2002	5.0

TABLE 7: MAIN FORMS OF TRANSPORT USED TO TRAVEL TO PORTSMOUTH

	1996 (%)	1997 (%)	1998 (%)	1999 (%)	2002 (%)
Private car/van/motorcycle	61	62	64	61	69
Train	12	10	12	10	11
Bus/coach	17	15	17	17	10
Ferry	7	7	6	4	7
Bicycle	—	—	—	—	—
Walked	2	—	—	6	3
Other (e.g. private yacht/boat)	1	6	1	2	—

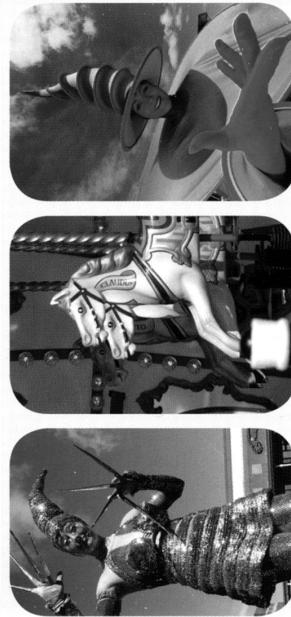
ALWAYS something different to see

From Carnival to French Markets, street entertainers, gift fairs, fireworks & world class yachting events - Gunwharf Quays hosts a programme of diverse entertainment all year round. For up to date information on all the events at Gunwharf Quays, do look on the Gunwharf Quays website:

www.gunwharf-quays.com

or call us on

023 9283 6700



ENTERTAINMENT to suit all tastes

Designer Outlet Shopping

Browse around the outlet shops and hunt out a great bargain! With over 95 designer outlets including Marks & Spencer Outlet, Polo Ralph Lauren, Next Clearance, Mambo, O'Neill, Molton Brown, Denby & Le Creuset, Hobbs, Dune and Karen Millen - many with up to 70% off high street prices, Gunwharf Quays is destination unmissable for shopping.

Relax with a glass of wine over a great meal

With over 20 fabulous waterfront bars and restaurants, you can indulge in any number of tasty dishes from Scotland's freshest fish to the spices of the Far East, the heat of New Mexico, and superb pastas and pizzas from Italy. At Gunwharf Quays you will find something to please every palate.

Have a good night out with friends

Come down to Gunwharf Quays and have a good laugh at Jongleurs Comedy Club, party with friends at Bar 38 or Tiger Tiger, or chance your luck at the Grosvenor Casino. There's also a 14-screen vue cinema, and Bowplex (including a 26-lane bowling alley, Pool Pit & Video World).

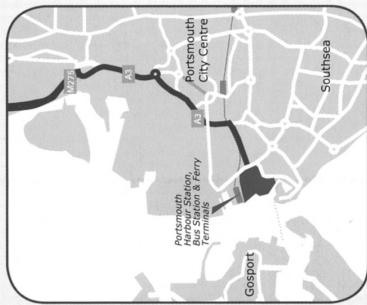
The OPENING TIMES 2006

Retail outlets are open:

Monday to Wednesday	_____	10am – 6pm
Thursday & Friday	_____	10am – 8pm
Saturday	_____	9am – 8pm
Sunday	_____	10am – 5pm*
Bank Holidays	_____	10am – 6pm

Bars, restaurants and leisure open 7 days a week until late. Gunwharf Quays is closed on Christmas Day. Opening times will change in January 2007 until Easter 2007, so please check before you visit.
*some of the larger stores are unable to open until 11am on Sunday

How to FIND US



By Road

The A3(M), M27/A27, and M275 connect Portsmouth with the rest of Britain's motorway network. From the M275 follow brown signs to the Historic Waterfront, and then to Gunwharf Quays.

By Rail

Portsmouth Harbour Station is located directly next to Gunwharf Quays, with frequent direct line services to Southampton, Guildford, Winchester, London, Bath, Bristol and Cardiff, as well as easy connecting services to Bournemouth, Brighton and beyond. National Rail Enquiries call 08457 484950

By Bus & Coach

The Hard Bus Interchange, adjacent to Portsmouth Harbour Station, is 5 minutes walk away from Gunwharf Quays and allows direct access to local bus and coach services. National Express runs direct to this interchange, telephone 08705 808080. There is a coach drop off point at Gunwharf Quays, with nearby coach parking.

By Sea

The Gosport Ferry and Wightlink FastCatterterminals are also adjacent to Portsmouth Harbour Station, and are only a 5 minute walk away from Gunwharf Quays, with the Wightlink Car Ferry just a few minutes drive away. An extensive network of ferry services to and from the Channel Islands, France and Spain operate from the nearby continental port.

Contact

Gunwharf Quays Management Ltd,
Gunwharf Quays House,
Gunwharf Quays,
Portsmouth, Hampshire PO1 3TZ
023 9283 6700

Produced by Starfish 023 9242 8176 - www.starfish.com

www.gunwharf-quays.com

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Document 3a

Eat, Shop & Play!

Portsmouth Historic Dockyard has a variety of shops and cafés, a restaurant and even an Art Gallery! These can be accessed for free, except during special events.

Pick up our Eating, Drinking and Shopping leaflet when you visit for full details of all outlets: Boathouse No 7, Marzzanine Café, Costa Coffee, Oakleaf Brewery, Mingielia Ice Cream, Artists Harbour Gallery, Nauticalia, Mary Rose Shop, HMS Victory Shop and Bosun's Book Shop.

Visitor Information

Great value all-inclusive admission tickets give one entry to each of the attractions and are valid for one year! This allows you to return within the year to see what you may have missed! Buy tickets online at www.historicdockyard.co.uk or in our Visitor Centre at Portsmouth Historic Dockyard.

How to find us:

By Road: Portsmouth Historic Dockyard is less than 5 miles from Junction 12 of the M27. Follow the brown Historic Waterfront signs from the M27 and Historic Dockyard signs in Portsmouth.

By Coach, Bus, Rail, Ferry from Gosport or FastCat from the Isle of Wight: Portsmouth Harbour Station/The Hard Interchange is 200 metres from the main entrance Victory Gate.

Education Visits:

Discounted rates are available for Education groups. Special programmes are available for all Key Stages in many subjects including: English, Mathematics, Science, History, Design & Technology, Citizenship, Leisure & Tourism, Business Studies and more!

Group Visits:

Discounted rates are available for pre-booked groups of 15 or more people.

Education Visits:

Discounted rates are available for Education groups. Special programmes are available for all Key Stages in many subjects including: English, Mathematics, Science, History, Design & Technology, Citizenship, Leisure & Tourism, Business Studies and more!

Education Visits:

Discounted rates are available for Education groups. Special programmes are available for all Key Stages in many subjects including: English, Mathematics, Science, History, Design & Technology, Citizenship, Leisure & Tourism, Business Studies and more!

Accessibility:

While efforts have been made to make Portsmouth Historic Dockyard as accessible as possible to all visitors, some areas may present difficulties to visitors who use wheelchairs, have pushchairs, have restricted mobility or have visual or hearing impairments. A Special Facilities Leaflet is available on request.

Functions/Corporate Events:

Portsmouth Historic Dockyard offers a unique and magical setting for functions and corporate events. Weddings, Birthdays, dinner parties, conferences, team challenges, meetings and product launches can all be arranged.

For more information on any of the above please call 023 9283 9766

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Document 3b

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SO MUCH MORE TO SEA

HMS Victory & The Royal Naval Museum

200 years ago this year, Vice Admiral Lord Nelson, on board his flagship HMS Victory, led 27 British ships into battle off Cape Trafalgar against a much larger combined French and Spanish fleet. Thanks to Nelson's inspired leadership, the British won a great victory and the Battle of Trafalgar has become a defining moment in our history. But Nelson paid the ultimate price – struck by a single bullet as he paced the quarterdeck with his captain, Thomas Hardy, he survived just long enough to learn the outcome of the battle. Visit HMS Victory and see the Great Cabin where the battle was planned, the spot where Nelson died and the once crowded decks where over 800 men lived, worked and fought.

See, touch, hear and even smell the history of the Royal Navy at the Royal Naval Museum where you will find the most significant collection of permanent exhibitions in the UK devoted to the Battle and Nelson, including a breath-taking walk through Trafalgar Experience!

Harbour Tours

Enjoy a leisurely 45 minute boat cruise around Portsmouth Harbour and see today's modern warships, including aircraft carriers when in port. Your captain will give a lively and entertaining commentary as you cruise aboard one of our comfortable vessels complete with catering and indoor and outdoor seating.

Harbour Tours are subject to availability and weather conditions and operate a reduced service in off-peak periods - please call 023 922 2562 to check availability. This service will not be available from 23-29 June 2005 and operates under a separate ticket system during special events.

Mary Rose

Mary Rose was King Henry VIII's favourite warship – fast and successful. Yet she sank on a fine summer day in 1545 as she sailed into action against the French fleet.

See this extraordinary shipwreck, the raising of which was watched by millions on television in 1982 and learn of the ongoing conservation process to preserve her for all time. Also see over 1200 Tudor artefacts recovered from the wreckage.

HMS Warrior 1860

Bigger, faster and more heavily armed than any other warship afloat, Warrior was the first iron hulled, armoured battleship. Powered by steam as well as sail, in her heyday she was the most formidable ship the world had ever seen.

Now finely restored to her original condition, you can explore at leisure this great ship's engine and laundry rooms, sit at the mess tables, touch the cannons and imagine what life on board would be like.

Trafalgar Sail

18 March – 30 October 2005

See the only surviving sail from HMS Victory at the Battle of Trafalgar. Pock marked by some 90 shot holes, the sail pays tribute to the ferocity of the battle.

(Demand for this exhibition is expected to be high and entry will be on a first come, first served basis)

For much of this bicentenary year, HMS Victory will be open to visitors to explore at their leisure. Guides will be on hand to answer any questions you may have. Guided tours will only be available on certain off peak days but can't be booked in advance - please check dates before you visit!

Action Stations

Ever wondered what it is like to go into battle with the Royal Marines? To command a warship?

Fly a helicopter? Now you can find out at Action Stations, our interactive showcase of the modern Navy!

Experience life aboard a Type 23 Frigate through the stunning large format movie 'Command Approved' (certificate PG) and then test your skills and reactions on our interactive displays and simulators!

For tickets and more information... call 023 9283 9766 or visit www.historicdockyard.co.uk

Document 4a

the ROYAL MARINES MUSEUM

Look out for our Special Events and Activities

Fun and adventure you'll never forget!

A Great Day Out for all the Family!

www.royalmarinemuseum.co.uk

Access

- Full Wheelchair Access
- Free admissions for assistants
- Free Designated Parking
- Range of Facilities for visitors with Hearing/Visual Impairment
- Special Needs
- Toilets

For further information or for group requirements
tel 023 9281 9385



Tea Rooms
Enjoy morning coffee, light lunch or afternoon tea in the 'Tea Rooms' – or picnic in the beautiful landscaped gardens. Free access to the 'Tea Rooms' without admission to the Museum.
(The 'Tea Rooms' are also available for children's parties and small private functions.)

Museum Shop
Come and visit our shop for an impressive range of gifts and souvenirs and our selection of informative and interesting books or shop on line at www.royalmarinemuseum.co.uk – Free access to the shop with admission to the Museum.

Opening Times – Open Daily

10am – 5pm June to August
10am – 4.30pm September to May
(closed Christmas Eve, Christmas Day and Boxing Day)

Admission
£4.75 Adults, £3.50 Seniors, £2.25 Students,
Disabled £1.50. Children Under 16 years old Free

Groups
10% discount on group of 10 or more, coach drivers admission free. Please enquire for more information on Group Visits and Packages. Tel 023 9281 9385.



The information in this leaflet is available in large print, please phone 023 9281 9385 to request a copy.

Visiting Us

By Car: Via A3 (M) from London, A33 from Winchester or M27 from Southampton and Brighton – follow signs for Southsea and head towards the seafront, from which the Museum is sign posted.

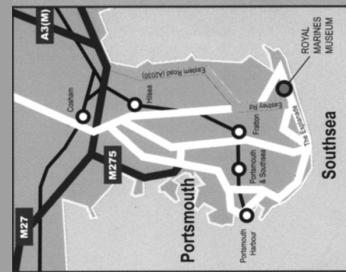
By Rail: Portsmouth Harbour, Portsmouth and Southsea or Fratton – then by bus or taxi.

By Bus: Buses run from all rail stations to Eastney plus a short walk.

Royal Marines Museum, Southsea, Hampshire PO4 9PX
Tel: 023 9281 9385 Fax: 023 9283 8420
Email: info@royalmarinemuseum.co.uk

www.royalmarinemuseum.co.uk

Registered Charity No. 259422
Quality Assured Visitor Attraction
Registered Museum No. 960



Document 4b

Feel the excitement of being a Royal Marines Commando when you climb aboard and explore a real Rigid Raider.

Freeze in arctic conditions

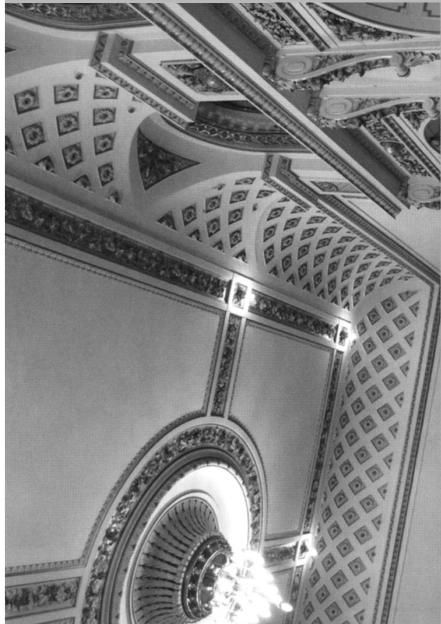
Carry a Marine's backpack

Enjoy watching and listening to a Beat Retreat, admire the drums and other instrument displays and look out for the Steinway piano from Queen Victoria's Royal Yacht.

Creep through the jungle watching out for the live snake and scorpions and creatures in Marines Boots!

Experiment tying life saving knots and firing guns.

Try out for size a Victorian Barracks telescopic Straw Bed.

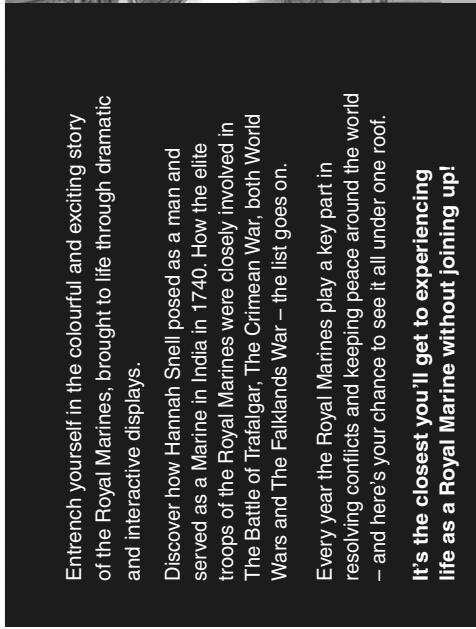


Wander through the galleries of this award winning Museum in what was one of the most stately Officers' Messes In England built in the 1860s with beautiful ceilings, huge paintings and its grand staircase.



The Museum is home to the most comprehensive collection of medals in the world, including all 10 Victoria Crosses won by the Royal Marines with new medal collections being added continuously. See the medal awarded to Neil 'the dog' who befriended the Royal Marines in Egypt during the 1880s.

The Band Room is dedicated to the colour, sound and spectacle of the Royal Marines Band Service.



Document 5a

ROYAL ARMOURIES

FORT NELSON

storm the fort!

set your sights on a great FREE day out!

Facilities for visitors with special access needs

Ramps provide access to most parts of Fort Nelson. Wheelchairs are available. Special parking is provided by the main entrance.

Map of Royal Armouries and Fort Nelson area:

By Road
Follow brown tourist signs for the 'Royal Armouries'.
FREE car parking opposite Fort Nelson.

By Rail
Mainline Stations-Havant: 20 mins away by taxi
Fareham: 10 mins away by taxi
Portsmouth: 3 minutes away by taxi

Opening times:
Apr-Oct: Wed to Mon 10am-5pm (Tue 11am-5pm)
Nov-Mar: Wed to Mon 10:30am-4pm (Tue 11:30am-4pm)
Last entry 1hr before closing

New Spectacular Special Events for 2006

Special Offer!
SEASON TICKET FOR SPECIAL EVENTS
£10 Season Ticket available for entry to all six events below:
£10 Season Ticket available for entry to all six events below:
The World at War; Death to the Invader;
The World at War; Death to the Invader;
The Somme; Stars & Stripes; Animals in War;
The Somme; Stars & Stripes; Animals in War;
Firepower!
Firepower!
(Without ticket: £2.50 for adults, children free, entry to museum free).

Café & Shop
Enjoy home-cooked food in our fully licensed Powderkeg Café and buy the perfect souvenir in our gift shop.

Group Visits
Ample free parking, complimentary refreshments for coach drivers and special meal deals are available for groups. Telephone 01329 848515 for details.

Education
To find out about the range of presentations for Pre-school to 'A' level students please phone Education & Lifelong learning on 01329 848507.

ROYAL ARMOURIES MILITARY TATTOO
Our annual musical extravaganza this year led by The Band of HM Royal Marines, Portsmouth – booking form attached.

NEW DRAMATIC PERFORMANCES
From redcoat gunners to Red Army snipers, from the sinking of the Mary Rose to gunfights of the Wild West – hear real-life stories, and dramatic adventures in the words of those who were there!

CHILDREN'S ACTIVITY DAYS
Have a go holiday fun for children of all ages! Every Tuesday and Thursday of the School Half-term, Easter and Summer Holidays.

NEW SPECTACULAR SPECIAL EVENTS
Experience the colour and drama of explosive battle spectaculairs close up. See the unique firing collection in action and come face to face with the past at our Living History displays.

don't miss!

Document 5b

drama!

mystery!

events

FORT NELSON AND THE ROYAL ARMOURIES
Discover the exciting past of this superbly restored Victorian Fort with amazing views over Portsmouth Harbour and the Meon Valley. Explore the secret tunnels and underground chambers, hand dug by Victorian navvies and designed to protect the garrison from attack as they ran to the hidden defences deep beneath the fort.

Fort Nelson is home to the renowned artillery collection of the Royal Armouries – the National Museum of Arms and Armour and Britain's oldest museum. See over 350 big guns and historic cannon from every corner of the world, from the Great Turkish Bombard of 1464 to Saddam Hussein's infamous Supergun.

Hear all the intriguing stories unfold with a hand-held Acoustiguide or a special tour led by a professional guide. All this and FREE entry every day.

gunfire!

Feel the noise and power of the great guns fired in salute every day. See original guns from the Armouries' historic collection, fired throughout the year in our all new and explosive special events programme.

SAT 11 & SUN 12 THE WAR TO END ALL WARS
Commemorations for Armistice Day and Remembrance Sunday.

OCTOBER

SAT 21 & SUN 22 FIREPOWER!
An explosive day of firings, combat displays and much more.

TUES 24, WEDS 25 & THURS 26 HALLOWEEN HORROR
Spooky adventure trail fun. Ticket prices tbc

NOVEMBER

FRI 3 & SAT 4 GUNPOWDER, TREASON & PLOT
Night time drama as we uncover Guy Fawkes' dastardly plot! Ticket prices tbc

DECEMBER

SUN 17 A CHRISTMAS CAROL
Enjoy a traditional Dickensian Christmas. Ticket prices tbc

APRIL

SAT 11 & BANK HOL MON 12 DEATH TO THE INVADER!
From Caesar to Bonaparte, see the invaders who tried to conquer England plus a spectacular Napoleonic battle finale.

MAY

MON 8TH VE DAY SALUTE

SUN 28 & BANK HOL MON 29 SOLDIERS OF THE SOMME
WWI spectacular with soldiers, horse artillery and aeroplane acrobatics. explosive battle finale.

JULY

SAT 29 & SUN 30 STARS & STRIPES
An explosive American Civil War battle as Yankees & Rebels fight for control of the fort.

AUGUST

TUES 15 VJ DAY SALUTE

SEPTEMBER

SAT 2 ROYAL ARMOURIES MILITARY TATTOO
A musical extravaganza led by The Band of HM Royal Marines, Portsmouth.

EVENT THEMES: SHOT & SHELL STARS & STRIPES ANIMALS IN WAR

Meet a WWII commando on a daring raid, get to the heart of bloody medieval combat or re-live the smoke and fire of the gundeck aboard a man o' war at Trafalgar. Our professional costumed actors bring to life these and many other gripping experiences from the past.

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