



Oxford Cambridge and RSA

Monday 18 May 2015 – Afternoon

AS GCE APPLIED TRAVEL AND TOURISM

G723/01 International Travel

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 2 hours



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- The following stimulus material has been adapted from published sources. It is correct at the time of publication and all statistics are taken directly from the published material.
- This document consists of **20** pages. Any blank pages are indicated.

- 1 Refer to **Photograph A**, taken by an international traveller waiting to board an Emirates flight from Manchester to Dubai.



Photograph A

- (a) Describe **two** security checks the international traveller is likely to have passed through **before** their arrival at Gate 12.

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(c) Explain **three** ways in which international airlines, such as Emirates, meet the needs of families travelling with a child under two years of age.

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2 Refer to **Fig. 1**, an advertisement for Youth Staff placed by a UK cruise company.

Carnival UK Youth Staff

Carnival UK is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all employees, volunteers and contractors to share this commitment. This post is subject to the disclosure of criminal records and vetting checks.

Carnival UK is the UK operating company for P&O Cruises and Cunard Line. We are passionate about providing world class customer experiences and operate a winning culture to achieve unrivalled business success and deliver our vision of being the most spectacularly successful cruise company in Britain.

Every year we are responsible for the safeguarding and entertainment of children and young people in our youth facilities, delivering memorable holiday experiences in secure environments. We cater for all ages from 6 months up to 17 years, throughout every aspect of their days onboard from breakfast clubs to babysitting services in the evenings.

Our talented youth teams deliver an exciting range of onboard activities tailored for all age ranges including:

- Noddy and Mr Bump themed activities
- face painting
- game shows
- arts & crafts
- youth DJs
- football coaching
- teen rock band
- cookery classes.

You will work 10 hours a day, 7 days a week, for the length of your contract onboard, with safety responsibilities for emergency situations.

Carnival UK prides itself in having worked with the NSPCC on the safeguarding aspects of our recruitment process in order to promote the safety and wellbeing of child passengers using the youth facilities onboard. To be considered for this highly desirable opportunity, you must have a minimum of 3 years' experience in childcare and 6 GCSEs or equivalent. A qualification relevant to working with children at Level 3 or above is desirable.

Fig. 1

(c) Cruise passengers can take part in a variety of shore excursions and sightseeing trips.



The Must-Do Dubai activity

**DUBAI JEBEL ALI SILVER
FEATURES**

Landmarks: The Palm Jumeirah, The Burj Khalifa, The World Islands, Burj Al Arab and more.

DEPARTURE/ARRIVAL

From Jebel Ali Marina
Duration: 40 minutes, dock to dock
Price Per Person: US\$379

DETAILS

Dubai is a land of spectacular wonders, a city of superlatives, where everything is built to excite. Dubai Jebel Ali Silver is a unique sightseeing trip around this fascinating emirate.

The journey begins at the idyllic seafront at Jebel Ali as you are whisked off on a unique aerial excursion across Dubai's ever-changing coastline. Witness present day wonders including the Palm Jumeirah, Burj Khalifa, World Islands, Burj Ali Arab as well as the historic Dubai Creek, the bustling Port Rashid and more. It's a view that will be remembered for a lifetime!

Fig. 2

Explain **three** ways in which the specialised sightseeing tour shown in Fig. 2 is likely to appeal to visiting cruise ship passengers.

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(d) Some travellers to the UK arrive by ferry. Assess the reasons why these international travellers choose to arrive in the UK by sea.

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3 Refer to **Fig. 3**, a news item about bus and coach travel in Europe.

New EU regulations on bus and coach passenger rights

A new European Union regulation on bus and coach passenger rights came into effect on March 1, 2013, providing bus and coach travellers throughout the EU with new rights. The regulations lay down travellers' basic rights and impose a number of obligations on bus and coach companies and terminal managers concerning their responsibility towards the passengers. Every year, some 70 million passengers travel by buses and coaches in the EU.

The bus and coach regulations lay down passenger rights similar to those for air, train and boat transport. These new rights include:

- non-discriminatory treatment for disabled people and people with reduced mobility. Specifically, free-of-charge assistance both at designated bus terminals and on board buses and coaches, as well as financial compensation for loss of or damage to their mobility equipment
- reimbursement of the full ticket price or rerouting in case of overbooking, cancellation, or delay of more than two hours from the estimated time of departure (only applicable for journeys of more than 250 km)
- compensation of 50% of the ticket price in addition to the reimbursement of the full price in case of overbooking, cancellation or a delay of more than two hours from the estimated time of departure, when the bus and coach company fails to offer the passenger the right to choose between reimbursement and rerouting (only applicable for journeys of more than 250 km distance)
- adequate assistance (snacks, meals, refreshments, as well as, if necessary, accommodation) in case of cancellation or delay of more than 90 minutes for journeys longer than three hours (only applicable for journeys of more than 250 km distance).

Fig. 3

(a) Identify the following:

- The annual number of passengers travelling by buses and coaches in the EU.
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- The amount of compensation to be provided, in addition to a full refund, when overbooking or cancellation takes place when the company fails to offer the passenger the right to choose between reimbursement and rerouting.
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- **Two** ways in which passengers with mobility problems receive special protection.
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(b) Explain **three** likely advantages to young UK travellers of using a Eurolines Pass for international leisure travel.

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(c) Explain **three** ways in which many tourist attractions in the UK manage the arrival of groups of visitors travelling by coach.

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- 4 Refer to **Fig. 4**, a news item about the 2012 London Olympic Games.

Visitor spending down during London Olympics

A survey of over 250 tour operators, hoteliers and visitor attractions revealed that tourist traffic fell during the summer of 2012 and that the Olympics brought less tourist money to recession-hit Britain than businesses had hoped for. The survey found that 88% of businesses reported some losses during the games compared to the same period in the previous year and that visitor numbers were down between 10% and 30% compared to 2011.



Tourism officials say that international Olympics visitors to London, including athletes, officials and tourists, totalled about 300,000. Domestic spectators from Britain made up the majority of people visiting games venues. Restaurants and shops have complained that these games visitors did not spend as much money on food and shopping as typical summer tourists.

“The people who came to the games really didn’t do very much sightseeing, shopping, or eating out,” said a spokesman for the British Hospitality Association. London’s hotels have experienced 80% occupancy, which is not higher than typical August rates. Rita Beckwith, Chief Executive of City Cruises, an operator of sightseeing tours on the River Thames, said the Olympics period had been “deeply disappointing”.

Fig. 4

(c) Many UK nationals travel overseas to attend sporting events.

Explain why the Foreign and Commonwealth Office (FCO) advised each of the following to fans travelling to Moscow for Chelsea’s UEFA Europa League Quarter-Final match with Rubin Kazan on 11 April 2013.

- Your European Health Insurance Card (EHIC) is not valid in Russia, so travel/health insurance is essential, even if you’re only going for one night.

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- Russia operates a zero tolerance policy on the possession and use of drugs, whether hard or soft.

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- Luzhniki Stadium – nearest Metro is SPORTIVNAYA/СПОРТИВНАЯ (Red Line).

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