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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:

- CAA
- ABTA

(a) State the full name of these organisations.

CAA .....

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ABTA .....

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**(2)**

Another organisation involved in the regulation of the travel and tourism industry is the International Air Transport Association (IATA).

(b) Describe **two** responsibilities of IATA.

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**(4)**

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

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**(2)**

**(Total 8 marks)**

**Q1**



**Use the information provided below to answer Question 2.**

**Tropical Tips**

**VISAS**

Visa information where known at time of going to press, as indicated on individual resort pages, is shown for British Citizens holding Passports issued in Great Britain. All clients must ensure that their own travel documents are valid for the countries they intend to visit. Cosmos cannot be held responsible for extra expenses incurred if passports/visas are not in order. Please check well in advance of travel.

**China:** British Citizens require a visa to enter China. A single entry tourist visa costs £30, and a double entry visa (required for passengers booking the Hong Kong two centre) costs £45. A visa can be obtained by applying in person at the Embassy of China in London, or the Consulate-General's offices in Manchester or Edinburgh, or by using the services of a visa agency. Postal applications are not accepted. Visa application forms and details of a recommended visa agency will be sent to you with your confirmation invoice. If using the visa agency, a single entry visa will cost £58.50, double entry £73.50.

**Cuba:** A tourist card and a full 10 year British Passport valid for at least 6 months beyond your return to the UK, are required for travel to Cuba. Tourist cards cost £15 per person (correct at time of publication) and may be purchased from the Cosmos representative at your UK departure airport.

**Dominican Republic:** Visitors to the Dominican Republic need a tourist card which can be purchased for £8 from

the Dominican Embassy in London (Tel: 020 7727 6232) or on arrival in resort for \$10.

**Egypt:** Single entry tourist visas costing £20 are required. Visas may be applied for via the Egyptian Consulate in London or can be purchased on arrival in Luxor or Sharm El Sheikh (however this may mean queuing at the airport). Tourists visiting Sharm El Sheikh do not strictly need a visa, but without one your movement will be restricted to within Sharm itself. Anyone wishing to travel outside Sharm (including divers) will need a visa which can be obtained as detailed above.

**Goa:** All visitors require a visa for entry to India. Tourist visas cost £30 and are valid from the date of issue. Visa applications can be made via the Indian Embassy in London, prior to departure.

**Kenya:** British Citizens are now required to have a visa for each entry into Kenya, regardless of the length of stay. Tourist visas cost £30 and should be applied for via the Kenya High Commission in London prior to departure. You may be able to apply on arrival in Kenya, but the cost will increase.

**Sri Lanka:** British Citizens, and most other nationalities, will be required to fill out a visitor/landing card, in order to be issued with a tourist visa free of charge on arrival at Colombo airport immigration.

**Note:** The cost of the above visas/tourist cards are not included in the holiday price.

**VACCINATIONS**

Vaccinations are required or recommended for certain destinations. Requirements can change without notice and some inoculations or precautions, although not compulsory, may be advisable. Local conditions are subject to change and we suggest that you consult your GP or one of the specialist vaccination centres for more information. The Department of Health "Traveller's Guide to Health" which is available at main post offices or by telephoning 0800 555777 also provides very useful information.

No special immunisations are required for those countries not listed.

This list is correct at the time of going to print (December 2005).

**China:** Vaccinations for Hepatitis A, Typhoid and Tetanus are recommended. It may be advisable to take Malaria tablets.

**Cuba:** Vaccinations for Hepatitis A and Typhoid are recommended.

**Dominican Republic:** Vaccinations for Hepatitis A and Typhoid are recommended.

**Dubai:** Vaccinations for Hepatitis A and Typhoid are recommended.

**Egypt:** Vaccinations for Typhoid, Cholera and Polio are recommended. It may also be advisable to take Malaria tablets.

**Hong Kong:** Vaccinations for Typhoid and Polio are recommended.

**Goa:** Vaccinations for Hepatitis A, Typhoid and Polio are recommended. It may be advisable to take Malaria tablets.

**Kenya:** Vaccinations for Hepatitis A, Typhoid, Tetanus, Polio, Yellow Fever and Cholera are recommended. Malaria tablets are also strongly advisable.

**Maldives:** Vaccinations for Hepatitis A, Typhoid, Polio and Tetanus are recommended. It may also be advisable to take Malaria tablets.

(Source: *Cosmos Distant Dream March 2006, April 2007 Edition 2*)

Passport Required	
British	Yes
Australian	Yes
Canadian	Yes
USA	Yes
Other EU	Yes
Japanese	Yes

**Passports:** Passport valid for at least six months required by all.

(Source: [www.worldtravelguide.net/country/passport\\_visas.html](http://www.worldtravelguide.net/country/passport_visas.html))



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2. A couple book a seven-night diving holiday to Sharm El Sheikh in Egypt. The couple hold British passports.

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

(i) Passport advice

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**(2)**

(ii) Visa advice

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(iii) Explain why a tour operator must give correct passport and visa advice to customers.

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**(4)**

Visitors from all countries except those in the European Union and from the United States of America must register with the police within one week of arrival in Egypt. Hotels in Egypt register tourists when they check in to stay in the hotel.

(b) Explain the implications of hotels in Egypt not implementing this restriction on tourist movements.

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**(6)**



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(c) State **three** vaccinations recommended for tourists visiting Egypt.

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3 .....

(3)

A course of malaria tablets is also recommended for tourists visiting Egypt.

(d) Describe the **causes** and **symptoms** of malaria.

(i) Causes .....

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(2)

(ii) Symptoms .....

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(2)

Q2

(Total 23 marks)



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

One piece of legislation affecting the travel and tourism industry is the Fair Trading Act.

(a) Summarise the key requirements of the Fair Trading Act.

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**(4)**





A theme park leaflet includes the following statement:

**OPENING APRIL 2007: THE WORLD’S LARGEST ROLLER COASTER!**

After reading the leaflet a family book tickets to visit the theme park in June 2007. When the family arrive the roller coaster is not finished.

(b) (i) State the law that has been breached.

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**(1)**

(ii) Recommend how a breach of this law could be avoided when producing promotional materials.

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**(6)**





The Sun Hotel in Blackpool asks customers to complete a registration document when they check in. This records the customer's name, address, special requests, telephone number and passport details. The information is stored on the hotel's computer reservation system.

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(c) (i) State the legislation relating to the holding of customer information.

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**(1)**

(ii) Explain how the Sun Hotel can organise its practices and procedures to comply with this legislation.

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**(6)**

**(Total 18 marks)**

**Q3**

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4. (a) Describe what is meant by the term 'small-scale' emergency situation.

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(2)

Tour operators are one type of organisation that can offer support to tourists in emergency situations.

(b) Identify and describe **one** other support organisation available to assist travellers in overseas emergency situations.

Support organisation .....

Description .....

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(3)



Useful first day holiday hints.

## Useful first day holiday hints

Here's everything you need to know about those important holiday basics. If you want any extra help or advice please talk to your Holiday Rep or the 24 hour Holiday Line.

### Doctors and Medical Centres

For information in the event of an illness or a medical emergency during your holiday, please refer to your Holiday Rep or phone the 24 hour Holiday Line. Our staff cannot give medical advice or make any recommendations as we do not audit or inspect medical facilities, but we are able to give information on English speaking medical services.

### Money Exchange

Probably one of the first things you'll want to do. Banks will charge a small commission to change sterling notes or travellers cheques and will require you to present your passport. The reception in your hotel may also be able to change money for you. If you hold a debit or credit card that has the Visa or MasterCard signs you can draw money from a UK account using cash point machines. A small commission is charged.

### Lost or Stolen Credit Cards or Travellers Cheques

If your credit cards have been lost or stolen, please call the UK immediately to cancel the cards. Dial 00 44 followed by:

Abbey National	1908 344 900
HSBC	1442 422 929
Barclays	1604 230 230
Natwest	1423 700 545
Lloyds/TSB	1702 278 270
National Irish	8705 168 654
Bank of Scotland	845 3000 344
Halifax	8457 203 099

### For lost or stolen Travellers' Cheques call collect on:

Citicorp	001 813 623 1709
Visa	0044 1733 318 949
Thomas Cook	
Mastercard	0044 1733 318 950
American Express	0044 1273 571 600

### Drinking Water

We advise that you don't drink the tap water (but it is safe to brush your teeth with it). You can buy bottled water from the hotel bar or local food store, but make sure the seal is intact.

### Safety Deposit Box

We would suggest that you keep your valuables in a safety deposit box. These are available in most hotels.

### Passport

The Foreign Office suggest that you keep a note of your passport number/s separately in case yours is lost or stolen. Remember to keep your passports in a safety deposit box. Make a note of your passport numbers in the space below.

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### Tipping

In most restaurants and bars, a service charge isn't usually included. Tipping is customary and an average tip would be 10% of the bill. Although tipping is customary, it is by no means obligatory.

TH000013A

World of  TUI

(Source: World of TUI Thomson Welcome Pack)



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(c) Assess the effectiveness of the *useful first day holiday hints*, on the opposite page, to support holiday makers with small-scale emergency situations such as lost money.

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(8)

(Total 13 marks)

Q4

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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. One situation or event that could occur is major outbreaks of disease.

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

1 .....

2 .....

**(2)**

A cruise ship leaves Singapore en route to Bali in the Far East. Shortly after leaving the port one passenger shows all the symptoms associated with bird flu. The voyage to Bali will take several days.

(b) Explain how the crew of the cruise ship should deal with this emergency situation.

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(c) Suggest what advice airlines could include in a leaflet at airports to minimise the risk of spreading diseases such as bird flu. Justify your suggestions.

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**(6)**

(d) (i) Other than bird flu, describe **one** emergency situation you have researched.

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

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**(8)**

**(Total 28 marks)**

**Q5**

**TOTAL FOR PAPER: 90 MARKS**

**END**

