

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

Advanced Subsidiary Unit 5: Travelling Safely

Tuesday 24 May 2011 – Afternoon
Time: 1 hour 30 minutes

Paper Reference

6991/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 5 and 6(b)(ii). These questions are indicated with an **asterisk** (*)
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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

1 European Aviation Safety Agency (EASA) is the organisation that has taken over the main regulatory responsibilities of the Joint Aviation Authority (JAA).

(a) Describe **two** roles of EASA (formerly JAA).

(4)

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2

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Read the following information before answering Question 2(a).

Zambia

Entry requirements – Passport validity

Your passport should be valid for a minimum of six months on arrival and have at least two blank pages. Zambia does not recognise dual nationality and it is important to be able to produce a passport bearing the exit stamp from the country from which you have travelled.

Entry requirements – Visas

British passport holders require a visa to enter Zambia. Visas can be obtained from the Zambian High Commission in London. Visa fees for British nationals are US\$50 for a single entry visa and US\$80 for a multi-entry visa. Single entry visit visas are available at all ports of entry, but multi-entry visas are not and must be applied for before travelling. It is possible to obtain a double entry visa at ports of entry for US\$80. For further information on Zambian visa requirements, you should contact the Zambian High Commission in London. On leaving Zambia, non-residents pay a departure tax of US\$25.

(Source: adapted from © C2009000819 HSMO Crown Copyright)

2 Emily and Tom are two graduates who are travelling around Africa. They hold British passports. They are starting their journey by flying into Zambia where they intend to visit the tourist attractions and do some charity work in a remote country village. Emily and Tom will be staying in Africa for three months. They also intend to travel to Zimbabwe and Mozambique. They will be coming back to Zambia for their return flight to the UK.

(a) Describe the passport, visa and departure tax advice that Emily and Tom should be given by their travel agent.

(i) Passport

(4)

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(ii) Visa and departure tax

(6)

Handwriting practice area consisting of 15 horizontal dotted lines.



Read the following information before answering Questions 2(b) and (c).

Health advice for travellers to Zambia

Medical facilities and communications in Zambia are poor, especially in rural areas. Even basic drugs and clean needles may not be available. Emergency services are limited. You should know your blood group and carry a sterile medical kit including needles, dressings, etc.

On arrival in Zambia, customs officials may ask to see prescriptions for any medication brought into the country.

Malaria, Rabies and Tuberculosis (TB) are common to Zambia. Cholera and Dysentery are also common to Zambia, especially during the rainy season (November–April). You should drink or use only boiled or bottled water and avoid ice in drinks. You should only eat food which has been thoroughly cooked and for which basic hygiene precautions have been taken. Food purchased from local street vendors may not meet adequate hygiene standards. If you suffer from diarrhoea during a visit to Zambia you should seek immediate medical attention.

In the 2008 Report on the Global AIDS Epidemic it was estimated that around 980,000 adults aged 15 or over in Zambia were living with HIV, around 15.2% of the adult population. This compares to 0.2% in adults in the UK. You should exercise normal precautions to avoid exposure to HIV/AIDS.

(Source: adapted from © C2009000819 HSMO Crown Copyright)

(b) Identify **four** pieces of advice you would provide to travellers to Zambia to protect them against contracting the HIV virus.

(4)

1

2

3

4



Read the following information before answering Question 3(a).

Icelandic ash cloud

In April 2010 a volcanic ash cloud originating from Iceland drifted across the air space of Northern Europe. The result was the closure of all airports in the UK and neighbouring countries for up to seven days.

Thousands of airline passengers were stranded abroad, unable to return home. Most European airlines paid the costs involved and provided their passengers with accommodation and food.

However, Ryanair boss Michael O'Leary said his airline would consider 'all requests for reimbursement of reasonable receipted expenses' but 'any reimbursement would be limited to a maximum of the original air fare paid'. Ryanair therefore would not be reimbursing passenger costs in full.

(Source: adapted from © travelweekly.co.uk)

3 (a) Identify the legislation that Ryanair is breaking by making this statement.

(1)

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Read the following information before answering Question 3(b).

The volcanic ash cloud and the closure of UK airspace caused confusion for many different organisations involved with the UK travel and tourism industry. For example, some insurance companies said they would provide cover and pay out on any claims for accommodation and transport from their customers stranded abroad. Others said that they would not, as they insisted that the eruption of the volcano was an 'Act of God'.

(Source: adapted from © travelweekly.co.uk)

(b) Explain why closing UK air space caused problems for **travel insurance companies**.

(4)

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UK airspace had never been closed for such a long period of time. Travel organisations and their customers were left with little knowledge of what was going to happen, which caused confusion and uncertainty.

(c) Make **two** recommendations that the government and/or airlines could take to reduce this confusion and uncertainty if UK air space was to be closed again in the future. Justify your recommendations.

(8)

Recommendation 1

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Justification 1

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Recommendation 2

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Justification 2

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(Total for Question 3 = 13 marks)



4 (a) Explain why travel organisations advise passengers to take out travel insurance when booking travel and holiday arrangements.

(4)

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(b) Explain the difference between a holiday cancellation and a holiday curtailment.

(3)

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Read the following information before answering Question 4(c).

**THE INFORMATION HAS BEEN REMOVED
FOR COPYRIGHT PURPOSES**

(Source: adapted from © Tesco 2009)



Theft of personal possessions and money happens all too frequently to holidaymakers. The insurance industry is producing a booklet of advice to help travellers protect themselves from this type of incident.

(d) Recommend **two** pieces of advice that you would add to this booklet that would help travellers protect their possessions. Justify your recommendations.

(8)

Recommendation 1

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Justification 1

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Recommendation 2

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Justification 2

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(Total for Question 4 = 21 marks)



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Read the following information before answering Question 5.

VERDICT – FEBRUARY 2010

'High court defeat leaves Inghams facing substantial damages'



A high court judge has found the tour operator Inghams partly responsible in a skidoo accident which left a woman wheelchair bound for life.

The customer had been on an excursion booked by the Inghams tour representative in the ski resort. She lost control of the skidoo as the trip came to an end, crashing into a car park and severing her spinal cord. She had not been told about the emergency cut off button which stops the skidoo. The skidoo would have stopped in time if she had used the button.

Delivering his verdict, the judge ruled against the ski operator after finding that Inghams was providing the excursion and not simply acting as an agent for the skidoo centre. The Inghams tour representative had handed out indemnity forms during the excursion (before the accident) that she insisted customers signed. The group on the excursion were referred to as 'Inghams customers' on an 'Inghams trip.'

UK tour operators now need to consider whether or not to continue to allow tour reps to offer excursions as they could find themselves being held responsible for any mishaps.

Inghams said: 'This may result in tour operators reducing or withdrawing from local excursions due to the potential risk of liability involved. We are concerned that this could force customers to make their own in-resort arrangements thereby increasing the risk of choosing a supplier that has not been subjected to the checks that tour operators would normally carry out!'

(Source: adapted from © travelweekly.co.uk, Image Source: www.nytimes.com)



6 Mr and Mrs Drummond were travelling on a cruise ship to celebrate their diamond wedding anniversary. Sadly, while they were on the cruise, Mr Drummond was taken ill and died.

(a) (i) Is this incident an example of a small scale or a large scale emergency situation?

(1)

(ii) Give reasons to support your answer to 6(a)(i).

(3)

Read both parts of Question 6(b) before answering the question.

(b) (i) Describe **one** recent large scale emergency situation, other than the Icelandic volcanic ash cloud, you have researched or studied in class.

(4)



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