

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

**Advanced Subsidiary
Unit 5: Travelling Safely**

Tuesday 21 May 2013 – 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 3(b) and 5(c)(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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PEARSON

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

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

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

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

(4)

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(b) State the full name of the CAA.

(1)

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(c) The CAA is a regulatory body for the airline industry.

In May 2011 the CAA grounded more than 1600 flights as a cloud of dense ash from an Icelandic volcano settled over much of Scotland.

Airlines were concerned that there could be widespread disruption. Many airlines, after speaking with plane and engine manufacturers, put a safety case to the CAA to persuade them to allow flights to take place.

One airline went further. It ran a test flight from Prestwick Airport to Inverness and reported that no engine damage had been sustained. It continued to board passengers at Scottish airports before being forced to cancel services on the instructions of the CAA. The Transport Minister backed the CAA decision and stated that he did not want the CAA 'bullied' by an airline operator.

(Source: based on an article from The Telegraph)

Explain why the role of the CAA can lead to this type of conflict with airline operators.

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(Total Question 1 = 11 marks)



Read the following information before answering Question 2.

Travel to the USA

Entry Requirements – Passport Validity

A standard ten year British passport is required. All travellers must have a machine-readable passport.

Entry Requirements – Visas

Visas are required by all travellers to the USA unless they are eligible for the Visa Waiver Programme (VWP). The VWP allows eligible people to travel to the USA for tourism or business reasons for stays of up to 90 days. Travel under the VWP is restricted to travellers possessing passports with specific security features.

Most British citizen passport holders can visit the USA under the VWP. All those travelling under the VWP must provide details online at least 72 hours before travelling to obtain an Electronic System for Travel Authorisation (ESTA). This is mandatory. If you do not have an ESTA you will be refused travel to the USA. An ESTA is valid for a period of two years or the validity of the traveller's passport (whichever is shorter). Each VWP traveller must have an approved ESTA for the passport he or she plans to use for travel to the USA. If travellers acquire a new passport, they must submit a new ESTA application for their new passport. The US Customs and Border Protection department applies a \$14 charge for an ESTA. All payments must be made by credit card.

While in the USA under the VWP, you may go to Canada, Mexico and the Caribbean and re-enter the USA using the ESTA and admission stamp you were issued when you first arrived in the USA, although the time you spend there is included in the 90 days allotted for your visit.

(Source: adapted from © Crown Copyright and CBP)



2 Anne and Colin are planning a trip around the USA. They are flying into New York to travel for 2 months across the USA to California. They will then fly from Los Angeles to Vancouver (Canada) to visit relations for a few days before flying back to New York then on to Britain. They both hold full British passports.

(a) Describe the passport and VWP/ESTA advice these travellers should be given.

Passport

(2)

VWP/ESTA

(6)



(b) Explain why governments use systems like visas and ESTA.

(6)



(c) On 4 January 2010 the restriction on people who are HIV-positive travelling to the USA was lifted.

(i) Describe the causes of HIV and AIDs.

(2)

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(ii) Identify **four** precautions that should be taken to avoid infection with HIV/AIDS.

(4)

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(Total for Question 2 = 20 marks)



3 (a) Here is a quote from a passenger complaint.

'A technical fault meant our 09.00 flight to Rome from Heathrow was delayed. We were still at the airport at 17.30 so were given food and drink vouchers. We then boarded the plane but were told a further unresolvable fault had been found. The EU airline arranged accommodation but no additional food or drink. We were not told that after a delay of more than five hours we could choose not to travel and would be entitled to a refund of our ticket cost.'

(Source: adapted from Which? Travel October 2011)

Identify the legislation that is being breached by the airline.

(1)

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

Too old to tour at 81?

In April 2012 age discrimination became illegal.

An escorted tours company is taking legal advice in the light of these age discrimination laws. Tours4U Travel currently has a policy of excluding anyone aged over 80 from its tours.

The company accepts that this is 'harsh and arbitrary' but maintains that it is necessary because past experience shows that people of this age are likely to slow down the rest of the group. The restriction was introduced in 1999 as an estimated 5–10% of the company's tours were being 'adversely affected' because elderly members of the group were unable to cope with the physical demands of the tours. Itineraries had needed to be changed which meant the company was not providing what it had advertised to the rest of the customers on the tour.

This caused problems under the Trade Descriptions Act as customers did not receive the products and services they had booked. For example, a hike to a well-known glacier attraction that involved a steep climb had to be abandoned.

Age UK said the Tours4U Travel policy appeared to be against the new law on age discrimination because the policy was based on a stereotype and an assumption, rather than treating people as individuals.

There are exceptions to this legislation where 'the main purpose of the holiday is to bring together persons of a particular age group' such as 18–30 Holidays or Saga Holidays for the over 50s.

(Source: adapted from Which? Travel October 2011)



*(b) Analyse the implications that legislation may have on travellers and travel and tourism organisations.

In your answer you should refer to:

- age discrimination laws
- the Trade Descriptions Act.

(8)

Dotted lines for writing the answer.



(c) Tours4U Travel wants to ensure potential customers are aware that they need to have a minimum level of fitness and stamina to go on its tours.

Suggest **two** ways that Tours4U Travel could do this. Justify your suggestions.

(8)

Suggestion 1

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Justification

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Suggestion 2

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Justification

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(d) Explain why tour operators advise passengers to take out travel insurance at the time of booking their travel and holiday arrangements.

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(Total for Question 3 = 21 marks)



Read the following information before answering Question 4.

Booking Conditions of CTS Horizons Tour Operator

ABTA and your financial protection

We are a member of ABTA. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. Your monies paid to us are also protected by way of a bond held by ABTA.

How to book

After checking availability with our Reservations Department, complete and sign the booking form confirming on behalf of all members of your party that you understand and accept the terms of these booking conditions. When you make your booking you must pay a deposit plus any insurance premium. If you are booking within eight weeks of departure we will require the full payment of the holiday cost plus any insurance premium, at the time of booking.

Balance of payment is due eight weeks before departure.

If you cancel your holiday

You or any member of your party may cancel your booking at any time. Written notification must be given by the person who signed the booking form. You will incur the costs outlined in the table below that are calculated according to the number of days prior to departure that written notice of cancellation is received by us.

Days before scheduled departure	Cancellation charges (amounts listed below or full deposit, whichever is the greater)
More than 56 days	Full deposit
36–56 days	40% of the total tour cost
15–35 days	60% of the total tour cost
6–14 days	80% of the total tour cost
5 days or less	100% of the total tour cost

If we change your holiday

Alterations such as these are considered normal and minor:

- change of airline or aircraft type
- alteration of your outward/return by less than 12 hours
- change of accommodation to another of the same standard.



If a major change becomes necessary you will be offered the choice of:

- accepting the changes

or

- cancelling your holiday with a full refund of monies paid.

If a major change is made to your booking, except where the major change arises due to reasons of 'force majeure' and you accept the change, we will also pay compensation as follows:

Notification before departure	Compensation per person
More than 56 days	Nil
36–56 days	£20
15–35 days	£30
6–14 days	£40
5 days or less	£50

(Source: CTS Horizons)

4 (a) (i) State the full name of ABTA.

(1)

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(ii) Explain how the ABTA bonding scheme protects any monies paid to CTS Horizons by customers.

(4)

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(b) Mr and Mrs Aziz wish to travel on a tour to China with CTS Horizons departing 12 July. They book on 7 June.

State what they need to pay CTS Horizons when booking their tour.

(2)

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(c) (i) Mr Jones is booked on a CTS Horizons tour with five of his friends. Mr Brown is the lead name on the booking.

Mr Jones learns 20 days before departure that an urgent business problem has arisen. He now needs to cancel his place on the tour.

Describe what Mr Jones and Mr Brown should do to cancel Mr Jones's place.

(3)

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(ii) State the cancellation charge for Mr Jones.

(1)

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(d) (i) CTS Horizons discovers that one of the hotels being used on the tour is overbooked. It needs to advise its customers travelling in seven days time that instead of being in 5 star accommodation they will now be staying in 3 star accommodation.

Explain what type of change this is according to the booking conditions.

(3)

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(ii) State the compensation that CTS Horizons will pay to each customer who accepts this change.

(1)

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(e) State what customers can do if they do not want to accept a major change that CTS Horizons makes to their booking.

(1)

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(f) Define the term 'force majeure'.

(2)

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(Total for Question 4 = 18 marks)



Stranded in Vienna

More than 180 passengers were stranded when cabin crew announced during refuelling at Vienna that the Austrian carrier Comtel Air had 'run out of money.' Passengers were told that the flight could only continue to Birmingham once £20,000 was handed over. Otherwise passengers and their luggage would be removed from the aircraft.

The passengers, travelling on the flight from India to Birmingham, were forced to organise a collection to raise the £20,000 cash needed.

Comtel Air said they would not pay these passengers back as they were owed the money by travel agents who booked the flights.

Both the CAA and ABTA said that passengers who booked Comtel Air flights as part of a package would be protected by the Air Travel Organisers' Licensing (ATOL) scheme run by the CAA.

However, they stressed that some of those who booked 'flight only' deals may not be financially protected and may not get a refund.

(Source: adapted from an article by Tim Moynihan & Ben Glaze, The Independent, 2011)

- (a) Make **one** recommendation for passengers booking flights to minimise their financial risk. Justify your recommendation.

(4)

Recommendation

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Justification

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(b) Latif was skiing in Austria when he had a bad fall and was taken to hospital with spinal injuries and a broken leg.

Describe how a medical assistance company could help him in this situation.

(4)

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(c) (i) Choose **one** named example of a large-scale emergency situation that you have studied or researched in class, from the following:

- natural disasters
- transport crash disasters.

Named example

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Explain what makes your chosen example a large-scale emergency situation.

(4)

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*(ii) Choose **one** from the following types of large-scale emergency situations. Put a cross in the box.

- Wars/Civil Unrest
- Strikes
- Severe weather conditions

Recommend how the travel and tourism industry could improve its response to similar situations in the future. Use examples you have researched or studied in class to support your answer.

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(Total for Question 5 = 20 marks)

TOTAL FOR PAPER = 90 MARKS



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