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Edexcel GCE

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Candidate Number

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Travel and Tourism

Advanced Subsidiary
Unit 5: Travelling Safely

Monday 23 May 2016 – 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.*
- Questions labelled with an **asterisk** (*) are ones where the quality of your written communication will be assessed
– *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.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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

EASA/JAA and IATA are both regulatory organisations for the airline sector with a number of different roles.

1 (a) State the full name of IATA. (1)

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(b) (i) Describe **one** similarity between the roles of EASA/JAA and IATA, other than being involved with the regulation of the airline sector. (2)

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(ii) Describe **one** difference between the roles of EASA/JAA and IATA. (2)

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(c) Explain the relationship that the Civil Aviation Authority (CAA) has with most UK tour operators. (4)

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(Total for Question 1 = 9 marks)

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2 (a) (i) Describe **one** impact the Disability Discrimination Act (DDA) has on the practice or procedures of theme parks. (2)

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(ii) Describe **one** other impact the Disability Discrimination Act (DDA) has on the practice and procedures of airlines. (2)

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(b) Outline **two** main requirements of the Trade Descriptions Act. (2)

1

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The Carlson Hotel has appointed a new manager. She is reviewing procedures at the hotel to ensure it is meeting the requirements of the Data Protection Act (DPA). One procedure the manager is reviewing is the security of passwords used for hotel systems such as reservations, reception and administration.

- (c) Analyse the importance of having secure passwords on hotel systems to comply with the Data Protection Act (DPA). You should consider both the hotel staff and its customers.

(8)

Area with horizontal dotted lines for writing the answer to question (c).



(d) Explain how the Fair Trading Act protects customers in the travel and tourism industry.

(4)

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(Total for Question 2 = 18 marks)

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Hepatitis C is a disease that travellers need to protect themselves against.

3 (a) (i) Describe how hepatitis C is contracted.

(3)

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(ii) Give **two** symptoms of having contracted hepatitis C.

(2)

1

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2

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Adril and Nikki are part of a group going on safari in Kenya. As their travel agent you need to provide them with health information.

(b) Other than information on hepatitis C, provide Adril and Nikki with **one** piece of preventative information for **two** other diseases prevalent in Kenya.

First disease

(2)

Preventative information

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Second disease

(2)

Preventative information

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Many national governments place restrictions on tourist movements between countries. This is mainly through the use of passports and visas.

*(c) Assess the implications for the travel and tourism industry of failing to comply with national government passport and visa regulations.

(8)

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(d) When passengers are unable to check-in online and print their boarding cards, low cost airlines often charge large amounts of money to do this for the passenger at the airport.

Outline **three** reasons why low cost airlines can justify these charges.

(3)

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(Total for Question 3 = 20 marks)



4 (a) Describe the role of a medical assistance company.

(3)

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Eleanor and Oscar travelled to Bali on a package holiday. One evening when they were walking back to their accommodation from the nearby village, they were attacked by thieves. Eleanor had her bag stolen, which contained their money and both passports. Oscar was punched, resulting in a cut above his eye that required medical attention.

(b) Explain how each of the following key organisations could help Eleanor and Oscar.

(i) Insurance company

(3)

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(ii) Tour operator/representative

(3)

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(iii) Foreign Office

(3)

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(c) Describe **one other** way each of these key organisations can help British tourists.

(i) Insurance company

(2)

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(ii) Tour operator/representative

(2)

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(iii) Foreign Office

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Read the following article before answering 4(d) and 4(e).

British Airways lost and damaged baggage.

Every day we take great pride in carrying thousands of bags safely and speedily to your final destination, where the vast majority arrive on time and in tip top condition. We aim for perfection but when something goes wrong we'll pull out all the stops to resolve the situation as quickly and painlessly as possible.

The sooner you report a problem to us the quicker we can resolve it. That's why if your bags haven't arrived on time, it's really important that you tell us about it while you are still at the airport.

When you report a problem we'll give you a baggage file reference number (different to the baggage receipt you are given when you check in your bags). You need to keep a record of this number. As soon as we find your bag we will return it to any address you choose free of charge.

A personal travel insurance policy can provide a greater level of cover than we offer. We therefore recommend you contact your insurer before making a claim directly with us. We will provide you with a written report, on request, to send to your insurer as proof of loss, damage or delay to your baggage to support your claim.

If you do not have travel insurance that covers you for any relevant loss, you may claim from us for the purchase of essential items so long as receipts are provided

All loss or delay to baggage claims must be made within 21 days of the flight.

All damage to baggage or missing/damaged contents claims must be made within seven days of the flight.

(Source: adapted from <http://www.britishairways.com/en-gb/information/baggage-essentials/lost-and-damaged-baggage>)



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(d) (i) If you have travelled with British Airways, how long do you have to make a claim for a missing bag? (1)

(ii) How long do you have to make a claim to British Airways for missing baggage contents? (1)

(iii) Outline **two** other measures British Airways suggests you take to protect your rights regarding compensation for lost baggage items. (2)

1

2



Read the following information in addition to the previous British Airways article on page 12 before answering 4(e).

Delayed airport luggage: Your rights

Airlines are more likely to accept responsibility for lost baggage if the issue is reported straightaway. This means filling out a Property Irregularity Report (PIR) available from airline desks in the luggage hall. Without this PIR the process will take much longer.

As well as personal and flight details, you will need to give as accurate a description of your bag as possible.

After 21 days a missing bag will officially be declared lost. If you are abroad without your bag airlines are obliged to cover costs of 'essential items'.

Depending on the attitude of the airline it may argue that 'essential items' are classified as toiletries, underwear and laundry costs, rather than new clothes. Keep receipts for anything you buy.

You are a tour operator organising holidays for customers, making use of British Airways flights. You need to advise your customers on how to ensure they can be properly compensated if their baggage goes missing.

***(e)** Discuss how useful the British Airways lost and damaged baggage information is for customers.

(8)

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(Total for Question 4 = 30 marks)



Use the following information to answer 5(a).

Typhoon Haiyan

In November 2013 Typhoon Haiyan hit the Philippines, in particular the province of Leyte. This was the strongest typhoon ever recorded to hit land.

Although a typhoon had been predicted, the country sees dozens of typhoons every year and people were not unduly worried. They took shelter in their homes and tourists (mainly business) were allocated bedrooms on higher floors of hotels. The Philippine authorities had urged people to move towards the centre of the island, miles from the sea, and to take adequate provisions with them. All tourists were advised to leave the province and surrounding islands before the typhoon hit.

When the typhoon struck, the airport building, runway and parked planes were badly damaged and all essential services such as electricity were cut off.

The sea surge from the typhoon reached the upper floors of the main hotel leaving business tourists clinging to roof rafters to escape the torrent of water.

The aftermath left many injured and dead. The airport runway was unusable by commercial aircraft. It took a week to get a generator working to provide some lighting for the capital city, Tacloban. This was provided by a major business operating on the island.



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5 (a) Evaluate the effectiveness of the preparations made by the travel and tourism organisations involved in this emergency situation.

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(b) Describe **one** other large-scale emergency you have researched.

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(Total for Question 5 = 13 marks)

TOTAL FOR PAPER = 90 MARKS

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