

Mark Scheme (Results) January 2010

GCE

GCE Travel and Tourism (6993/01) Unit 7: Responsible Tourism



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Assessment Objectives

There are four assessment objectives for GCE in Travel and Tourism. They detail the knowledge, skills and understanding that the learner is required to demonstrate.

For this qualification, assessment objective descriptions and the weightings for each assessment objective are given below.

A01	Demonstration of knowledge, understanding and skills Candidates demonstrate knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
AO2	Application of knowledge, understanding and skills Candidates apply knowledge and understanding of the specified content, and of related skills in vocationally-related contexts.
AO3	Research and analysis Candidates use appropriate research techniques to obtain information to analyse vocationally-related issues and problems.
AO4	Evaluations Candidates evaluate information to make judgements, draw conclusions and make recommendations about vocationally-related issues and problems.

Unit	A01	A02	AO3	AO4
1	25-30%	25-30%	20-25%	20-25%
2	30%	25%	25%	20%
3	30%	25%	25%	20%
4	30%	25%	25%	20%
5	25-30%	25-30%	20-25%	20-25%
6	30%	30%	20%	20%
7	20-25%	20-25%	25-30%	25-30%
8	20%	25%	30%	25%
9	20%	25%	25%	30%
10	20-25%	20-25%	25-30%	25-30%
11	20%	25%	25%	30%
12	20%	25%	25%	30%

Question	Example Answer Mark Alloca		
1(a)(i)	1 mark for correct stage: Accept either:		
AO1	 Involvement (1) Exploration. (1) 	(1)	

Question	Example Answer	Mark Allocation
1(a)(ii)	The question is not dependent. 1 mark for each characteristic of stage identified in 1 (a)(i). For maximum marks must not include characteristics of	
AO1	other stages. E.g. Exploration	
	 small number of visitors (1) 	
	 make own travel arrangements (1) 	
	 area is unspoilt (1) 	
	 no facilities for visitors (1) 	
	 locals welcoming. (1) 	
	 E.g. Involvement locals start to provide facilities for visitors (1) area is advertised (1) tourist season emerges (1) organised travel to the area (1) improvements in transport links. (1) 	
	E.g. Development	
	• The number of tourists keeps increasing (1)	
	 Tourists are attracted by natural and cultural attractions (1) 	
	 Improved transport (1) 	
	• Locals involved in promotion and development (1)	
	E.g. Consolidation	
	• tourist numbers still increase but rate drops (1)	
	 local economy relies heavily on tourism (1) 	
	 strain on environment growing (1) bostility from locals (1) 	
	 hostility from locals (1) E.g. Stagnation 	
	 saturation point is reached (1) 	
	 quality of tourist services and amenities falls (1) 	
	 environmental degradation is apparent (1) 	
	 reached its peak number of visitors / maturity (1) 	
	E.g. Rejuvenation	
	 redundant or empty building are refurbished (1) 	
	 destinations rebrand themselves (1) 	
	 destination targets a different market (1) 	
	 new hotels or tourist attractions are built (1) 	
	E.g. Decline	
	 tourist numbers decreasing (1) 	
	 area suffering economic downturn (1) 	
	 poor image (1) 	
	 failing to attract tourists back as repeat visitors (1) 	(3)

Question	Example Answer	Mark Allocation
1(b)(i)	1 mark for each sector identified correctly.	
	 Bournemouth Borough Council - Public (1) 	
AO2	 South West Tourism - Public (1) 	
	 IMAX cinema - Private (1) 	(3)
1(b)(ii)	1 mark for correct role identified.	
	E.g.	
AO2	 help plan long term strategy (1) 	
1102	 develop promotional campaigns (1) 	
	 research and predict new trends (1) 	
	 help identify new markets (1) 	
	 advise small businesses (1) 	
	 market an area's image. (1) 	(1)
	• market an area's image. (1)	
1(b)(iii)	Maximum of 4 marks for explanation.	
	Responses may differ, credit identification of roles to a	
AO2	maximum of 3 marks if no explanation of difference	
	Max 2 marks if no clear link to tourism/developing tourism	
	E.g.	
	BBC will grant planning permission (1)	
	 BBC will be interested in creating as many jobs as possible (1) 	
	• BBC's role will be to develop a plan to develop tourism and work with the private sector (2)	
	• Imax role is to develop attractions for tourists (1)	
	Imax will contribute funding (1)	
	 Imax role will be to advertise their attraction bringing more tourists to Bournemouth (2) 	
	 Imax will contribute to the cost of developing of tourism by creating a cinema (2) 	
	• the difference is that BBC will create a plan and encourage development by granting planning permission whereas the Imax will pay for the	
	construction of tourism resources such as a new cinema (4).	(4)

Question	Example Answer Mark Allocat		
Question 1(c) AO1	 Example Answer Up to a maximum of 4 marks for explanation of the Multiplier Effect. Explanations should relate to ME being an economic benefit in terms of tourism spending/earnings/revenue and not be about stopping leakage. Marks can be for separate points or extended responses (1x4, 2x2, 4x1) Examples and statistics should be credited. For full marks must be explained. e.g. local economy benefits from tourism spending (1) local people earn more money because of tourism (1) this is where money spent by tourists spreads to non tourism businesses in the town (2) multiplier effect is where tourists spend money in shops, hotels, attractions and this creates jobs for local people (2) multiplier effect is where tourists spend money in shops, hotels, attractions (1) and this creates jobs for local people (1) and means they have more disposable income (1) multiplier effect is where tourists spend money in shops, hotels, attractions and this creates jobs for local people. This means that they the locals have more money to spend and this benefits other businesses in the town. For instance locals may have enough money to buy a new car from the local dealer. Because of the multiplier effect money is 	Mark Allocation	
	spread across the town benefiting the whole community (4).	(4)	

Question	Example Answer	Mark Allocation
1(d) AO2	 1 mark for each reasoned point. For full marks must be an explanation, applied to destination and linked to characteristic/s of stage. Max 2 marks for describing/ listing examples only Max 2 marks for describing/listing characteristics. E.g. refurbished the pier (1) redeveloping the Overstrand building (1) targeting new markets (1) built an artificial surf reef - new attraction (1) money is being invested to tidy the area up (1) Boscombe has reached the stage of rejuvenation because at this stage the destination will seek to target new markets. Although surfers already go to Boscombe by creating a new attraction such as the reef this will make it more popular with surfers and attract younger people. Investing in new attractions is a characteristic of this stage (4). 	(4)

Question Number	Indicative Content			
1(e)	Positive Ir	nnacts		
AO3	Positive Impacts Environmental • improved environment - buildings modernised • gardens looked after • improve public spaces so people can meet up • street furniture improved • protected grade II listed pier updated. Economic • increased employment opportunities • more jobs - surf schools, shops, catering outlets • council predicting 90 jobs, already 1 in 6 • also jobs in construction of reef and in building industry • more tourists coming in mainly surfers who spend more money because tend to be younger generation increased disposable income • more earnings from tourism - increased day trips, may stay longer • reef expected to bring in an extra £3m per year on top of £500m already • attracts more investment people buy surf pods			
	 increases in multiplier effect. Negative Impacts Environmental overcrowding, congestion increased litter and pollution sea overcrowded too many surfers don't know impact of reef may disturb sea life in the area. Economic if unsuccessful reef still has to be maintained at a cost of £100,000 a year seasonal jobs created low paid jobs menial jobs such as cleaners and shop assistants not in management house prices gone up by a third already, may prevent locals from buying their own homes. 			
Level	Mark Descriptor			
Level 1	1-4 marks	Basic responses that are mainly theoretical/descr possible limited reasoning and or application.	iptive with	
Level 2	5-7 marks	- franciska strand		
Level 3	8-10 Focused responses with sustained analysis and clearly applied to Boscombe. Responses must focus on both positive and negative environmental and economic impacts.			
Total for C	Question 1		30 marks	

Question	Example Answer		
2(a)(i)	Up to 2 marks available for each principle of responsible tourism described. Understanding of principles must be evident.		
A01	No marks for management strategies or types of tourism i.e. 'green tourism', 'eco-tourism', 'sustainable tourism' etc.		
	For full marks, wording should be appropriate i.e. should be worded as a principle.		
	E.g.		
	 Maximising positive economic, environmental and socio-cultural impacts (0) 		
	 benefit the local economy (1) 		
	• care for the environment (1)		
	 tourism that helps locals (1) 		
	 creates economic benefits for local people and improves their quality of life (2) 		
	 promotes the conservation of natural and cultural heritage (2) 		
	 promotes respect between tourists and local people (2) 		
	 minimises the negative economic, environmental and socio-cultural impacts (2). 	(4)	

Question	Example Answer Ma		
2(a)(ii)	Up to 3 marks available for each explanation of how principle could be achieved.		
AO2	Should be what authorities, planners and tourism developers/agencies can do not what tourists can do.		
	Credit appropriate suggestions with no explanation to a maximum of 2 marks.		
	For full marks must be explained and appropriate.		
	E.g. Creates economic benefits for local people and improves their quality of life		
	• give local people jobs (1)		
	 could be achieved by rules to ensure that any new tourism development has to employ a percentage of local people (2) 		
	 where local people are given jobs and offered training to improve their skills (2) 		
	• dual use facilities (1) are created where locals can use the tourism facility (1) such as a hotel swimming pool and treatment rooms (1).		
	E.g. Promotes the conservation of natural and cultural heritage		
	• by creating a nature reserve (1)		
	using planning controls (1)		
	• planning controls that would make sure new developments use local materials and are in traditional style (2).		
	• by designating an area for conservation such as a nature reserve to protect the wildlife and creating an education centre to make visitors more aware of the natural heritage (3).		
	E.g. Promotes respect between tourists and local people		
	• educate tourists (1)		
	educate tourists about local culture (2)		
	 ensure that there is interaction between locals and tourists such as using locals as guides (3). 		
	E.g. Minimises the negative economic,		
	environmental and socio-cultural impacts		
	 do an impact assessment (1) 		
	 conduct an impact assessment before any 		
	 development occurs to identify likely impacts (2) 		
	 hold a meeting with locals that might be affected by tourism development to agree a plan to avoid negative impacts so local will support tourism (3). 	(6)	

Question	Example Answer			
2(b)(i)	Up to 2 marks for appropriate socio-cultural objective. Second mark for clarity and precision – should be worded as an objective.			
AO2	E.g.			
	 to improve the quality of life for locals (1) 			
	• to respect local culture (1)			
	 to improve the quality of life for local people by providing community amenities (2) 			
	 to promote cultural understanding between the local people and tourists (2) 			
	 to encourage positive host-tourist relations (2). 	(2)		
2(b)(ii)	Up to 2 marks available for each socio-cultural impact described.			
AO1	For each, credit one impact only. Second mark for detail or clarity and precision. Examples can be credited if there is some description.			
	E.g.			
	hostility (1)			
	• crime (1)			
	• prostitution (1)			
	• cultural degradation (2)			
	• trivialisation (2)			
	 where locals attack wealthy tourists and steal their money, cameras or bags (2) 			
	 local people leave their traditional jobs and go to work in hotels to earn money leading to a loss of traditional lifestyle and culture (2). 	(4)		

Question Number	Indicative Content			
2(c)	Negative Impac	ts on Local People		
101	• ·	llife - e.g. rare snow leopard		
AO4	• Disturb rare	e animals - e.g. heli-skiing will disturb animals that live in the high with helicopters flying over this might scare them. Also this could cause		
		tats - e.g. white water rafting. For this to take place, they will need to anks to access rivers causing damage to vegetation and nest sites.		
		f forest will lead to erosion of top soil and loss of nutrients nothing will will look unsightly		
	 grow and it will look unsightly important habitats could be destroyed to make way for the new road e.g. the Terai lowlands are home to the Royal Bengal Tiger and elephants, these animals could die out if a road is built through the lowlands. It will prevent hem moving across their territories. If they build the road on the floodplain this could cause problems with flooding. This is a beautiful, remote mountainous region, people come to enjoy the scenery and peace and quiet. A road full of traffic will look unsightly and be noisy. There's no way you can make a road blend into this environment. strain on resources. All the building and development plus an influx of tourists will put a strain on the water supply and the sewage systems won't be able to cope. At the moment backpackers visit, they tend to be young and willing to rough it; if a spa resort was built to attract high spenders they will want swimming pools, saunas and Jacuzzis meaning that water may become in short supply. Golf courses use up lots or water. Negative Socio-cultural impacts 			
	 loss of traditions and way of life loss of earnings through providing guides 			
	 forced out of their homes to make way for new developments 			
		vill close and tourists will lose the opportunity to learn about the		
	 will be exposed to western cultures and will dilute their culture and traditions 			
	May also consider positive impacts in their evaluation -			
	 attracting h 			
	 create an id 			
		n golf resorts, spa, theme parks etc		
	5	nfrastructure will make life easier for locals.		
Level	Mark	Descriptor		
	0	No rewardable material.		
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive possibly limited reasoning /application. May be generalised with little attempt to link to Nepal/Annapurna. Little or no justification for views given.		
Level 2	4-6 marks	Responses with some assessment and some application to Annapurna/Nepal. May be clear application and limited assessment, or clear assessment with little application. Some justification and reasoning given.		
Level 3	37-8 marksFocused responses with sustained assessment applied to Annapurna/Nepal throughout. Justification and reasoned conclusions given. Considers both environment and local people.			

Question	Example Answer	Mark Allocation
2(d) AO4	Up to a maximum of 6 marks for description of a tourism development proposal. Marks increase for detail in the description – e.g. identify the development proposal, what is there, what will tourists experience, where is it, how is it responsible . Marks to be credited for description of one proposal and not for explaining the principles. If give more than one proposal, positive mark and credit proposal offering highest marks. If no clear proposal max 2 marks for simple ideas/explanations of how meets the principles. If proposal made exists already must be different and clearly responsible tourism For full marks development proposal must be relevant and appropriate to mountainous area in LEDC where tourism is growing – expect links to case study details. Appropriateness in terms of PRT may be implied. Likely suggestions may include: eco lodges and accommodation low volume high spend developments nature or conservation holidays – helping in research wildlife tourism - leopard spotting treks low impact adrenalin sports – zip wires through the trees 'trendy' accommodation - yurts/teepees family adventure holidays elephant trekking E.g. they could build a small scale resort (1) of tree houses (1) in the forests (1). This would be aimed at high spenders and be low volume (1). They could use local materials to build these and could employ guides to take tourists to build these and could employ guides to take tourists on nature walks (2). They could use locally made rope bridges to link the houses together (Max 6).	(6)
	Total for Question 2	30 marks

Question	Example Answer	Mark Allocation
3(a)(i) AO1	Up to 2 marks available for description of negative environmental impact. Second mark for detail or precision of wording. E.g. • litter (1) • erosion (1) • loss of wildlife (1) • footpath erosion by lots of walkers on the	
	 same path (2) noise and air pollution from too many cars (2) habitat destruction (2). 	(2)
3(a)(ii) AO1	 Up to 2 marks available for description of positive socio-cultural impact. Second mark for detail or precision of wording. E.g. cultural awareness (1) improved quality of life (1) revival of festivals and ceremonies (2) preservation of customs and traditions (2) infrastructure will be improved for tourism and locals benefit (2) 	(2)

Question Number		Indicative Content
3(b) AO3		Likely examples/destinations may include: Peru - Inca trail Caribbean islands Kenya Negative impacts Answers are likely to relate to the following • staged authenticity - hill tribes of Thailand • westernisation • imitation and loss of identity. Positive impacts Answers are likely to relate to the following • projects such as educational schemes • community involvement in decision making • training of locals • locals sharing profits.
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive with little evidence of research. Possibly limited focus on a specific area. Responses may relate to a specific area but not necessarily to socio-cultural impacts of tourism.
Level 2	4-6 marks	Responses with some explanation showing some evidence of research. Responses may relate to a specific area and will relate to socio-cultural impacts.
Level 3	7-8 marks	Focused responses with sustained explanation showing clear evidence of research. Responses will demonstrate a sustained focus on a specific area and socio-cultural impacts.

Question	Example Answer	Mark Allocation
3(c)(i)	Up to 4 marks for explanation of staff training and development. (1x4, 2x2, 4x1)	
AO2	1 mark for each point explained	
AO4	2 marks for each point explained in detail	
-	4 marks for sustained response fully explained.	
	Maximum 2 marks if description only	
	Responses should relate to how staff training and development can maximise positive socio-cultural impacts.	
	Credit valid examples -of destinations, projects, training course to a maximum of 2 marks	
	 E.g. locals can get better jobs (1) the destination does not need to rely on specialists from overseas (1) locals will be able to earn more money (1) if locals are trained in tourism they will be able to progress to higher paid jobs and earn more money (2) training is needed because locals do not have the skills to work in tourism and without training would end up in low paid, menial jobs such as cleaning (2) if as part of tourism development, staff training in tourism is provided for locals (1) it will increase their career prospects (1) meaning they will be able to earn more money (1). It will also mean that they could set up businesses to be run by locals (1) and this would improve their quality of life. 	(4)

Question	Example Answer	Mark Allocation
3(c)(ii)	Up to 4 marks for explanation of planning control. (1x4, 2x2, 4x1)	
AO2	1 mark for each point explained	
AO4	2 marks for each point explained in detail	
	4 marks for sustained response fully explained.	
	Maximum 2 marks if description only	
	Responses should relate to how planning control can minimise negative environmental impacts.	
	Credit valid examples of destinations, projects, laws etc to a maximum of 2 marks	
	 E.g. stops unsympathetic development (1) used to control how much is built and where (1) can be used to regenerate run down areas by zoning areas for development (2) used to stop high rise buildings being built along beautiful coastlines (1) by restricting the height to the height of palm trees (1) is often used in areas of special beauty such as National Parks (1) to prevent the landscape and scenery being spoilt (1). It can control the materials used to build a house in a National Park (1) so that it fits in with traditional buildings and doesn't look out of place (1). 	(4)

Question Number	Indicat	ive Content
3(d) AO3	 Responses will vary and likely to generate a wide range of destinations from within the UK or worldwide. Likely destinations and strategies: MEDC country/national parks - honeypot areas, zoning, footpath construction, guided walks, visitor centres, no bin policies seaside resorts - planning controls, traffic management, training and education tourist towns and cities - visitor and traffic management e.g. park and ride, encouraging overnight stays e.g. festivals/events/top quality accommodation. LEDC investing in community projects, training and education, planning controls. 	
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1-3 marks	Basic responses that are mainly theoretical/descriptive with little evidence of research. Possibly limited focus on a specific area. Responses may relate to a specific area but not necessarily to managing the impacts of tourism.
Level 2	4-6 marks	Responses with explanation showing evidence of research. Responses will relate to a specific area and will relate to managing the impacts of tourism.

3(e) Up to 4 marks for suggestions related to the role played by tour operators. Credit for understanding of the principles this may be implied. A04 For full marks, must be more than one 'way'/suggestion. 1 mark for each appropriate suggestion (1x4) Up to 3 marks for one detailed suggestion Maximum 3 marks for list of suggestions with no link to achieving the principles. The link may be implied but should be evident. E.g. • issue a code of conduct (1) • tell tourists how to behave (1) • donation scheme to support community projects (1) • give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) • give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). (4)	Question	Example Answer	Mark Allocation
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Up to 3 marks for one detailed suggestionMaximum 3 marks for list of suggestions with no link to achieving the principles. The link may be implied but should be evident.E.g.• issue a code of conduct (1)• tell tourists how to behave (1)• donation scheme to support community projects (1)• green tax to raise money for environmental 			
Maximum 3 marks for list of suggestions with no link to achieving the principles. The link may be implied but should be evident.E.g.• issue a code of conduct (1) • tell tourists how to behave (1) • donation scheme to support community projects (1) • green tax to raise money for environmental protection (1)• give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) • give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1).• Total for Question 330 marks		1 mark for each appropriate suggestion (1x4)	
link to achieving the principles. The link may be implied but should be evident.E.g.• issue a code of conduct (1)• tell tourists how to behave (1)• donation scheme to support community projects (1)• green tax to raise money for environmental protection (1)• give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1)• give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1).(4)Total for Question 3		Up to 3 marks for one detailed suggestion	
 issue a code of conduct (1) tell tourists how to behave (1) donation scheme to support community projects (1) green tax to raise money for environmental protection (1) give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). Total for Question 3 30 marks 		link to achieving the principles. The link may be	
 tell tourists how to behave (1) donation scheme to support community projects (1) green tax to raise money for environmental protection (1) give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). Total for Question 3 30 marks 		E.g.	
 donation scheme to support community projects (1) green tax to raise money for environmental protection (1) give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). 		• issue a code of conduct (1)	
 projects (1) green tax to raise money for environmental protection (1) give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). (4) 		 tell tourists how to behave (1) 	
 protection (1) give information about local customs (1) in their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). (4) 			
their brochure (1) so they know what to expect and how to behave so they do not offend local people (1) • give advice to the holidaymakers (1) at the welcome meeting (1) on the environment such as not using too much water in their showers (1). (4) Total for Question 3 30 marks			
welcome meeting (1) on the environment such as not using too much water in their showers (1). (4) Total for Question 3 30 marks		their brochure (1) so they know what to expect and how to behave so they do not	
		welcome meeting (1) on the environment such as not using too much water in their showers	(4)
		Total for Question 3	30 marks
TOTAL FOR PAPER: 90 MARKS		TOTAL FOR P	APER: 90 MARKS

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