

Write your name here	
Surname	Other names
Centre Number	Candidate Number
Edexcel GCE	
Travel and Tourism	
Advanced Subsidiary	
Unit 5: Travelling Safely	
Tuesday 8 June 2010 – Morning 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 4(c) and 6(d)(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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2



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:

- ABTA
- CAA.

(a) State the full names of these organisations.

(2)

ABTA

CAA

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

(4)

1

2

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

(2)

(Total for Question 1 = 8 marks)



Use the following passport/visa advice on Jordan to answer Question 2(a).

Jordan – Passport/Visa Advice

	Passport Required?	Visa Required?	Return Ticket Required?
British	Yes	Yes*	No
Australian	Yes	Yes*	No
Canadian	Yes	Yes*	No
USA	Yes	Yes*	No
Other EU	Yes	Yes*	No

Passports

Passport valid for six months required by all nationals referred to in the chart above.



Visas

Nationals not referred to in the chart above are advised to contact the embassy to check visa requirements.

Visa Note

* (a) Nationals referred to in the chart above can obtain a one month, single-entry visa on arrival at any point of entry in to Jordan except for the King Hussein Bridge at the Jordan/Israel border. Multiple-entry visas can only be obtained at the nearest embassy/consulate. (b) Visas may be extended for three or six months by registering with a police station in Jordan. (c) If visiting Israel and the Palestinian authority it is advisable to obtain a multiple-entry visa before departure. (d) For stays over six months, nationals are required to take an AIDS test at a local government medical authority.

Types of Visa and Cost

Tourist, Transit and Business: £11 (single-entry); £21 (multiple-entry). *Visa on arrival:* JD10 (single-entry).

Validity

Validity varies according to nationality. For Australian, Canadian, UK and US nationals, visas are valid as follows: *Tourist:* Two months for single-entry if obtained from the embassy or two weeks if obtained at the airport, these can be extended at any Jordanian police station; Multiple-entry are valid for six months; *Business:* Three months. After the first two weeks of stay, all visitors holding a visa must report to the nearest police station.

Applications to:

Consulate (or consular section at embassy).



Working Days Required

Five working days. If application requires approval, four to six weeks.

(Source: adapted from www.worldtravelguide.net)



Use the following information on Jordan to answer Question 2(b).

Jordan – Health Advice

Vaccinations

	Special Precautions
Diphtheria	Yes
Hepatitis A	Yes
Malaria	No
Rabies	Sometimes
Tetanus	Yes
Typhoid	Sometimes
Yellow Fever	No*

Inoculation regulations can change at short notice. Please take medical advice in the case of doubt. Where 'Sometimes' appears in the table above, precautions may be required, depending on the season and region visited.

* A yellow fever vaccination certificate is required from travellers over one year of age coming from infected areas.

Food and Drink

It is advisable to stick to bottled water and pasteurised milk. Avoid dairy products made from unboiled milk. Be careful with food and water in rural areas: ensure meat and fish are well cooked and avoid raw vegetables and ready-peeled fruit.

Other Risks

Vaccination against tuberculosis and hepatitis B is sometimes recommended.

Health Care

Health insurance is strongly recommended. There are excellent hospitals in large towns and cities, with clinics in many villages.

Note: Travellers planning to stay as a resident or long-term visitor for over 3 months should check with their nearest Jordanian embassy to find out if they need to take an HIV test as a condition of entry.

(Source: adapted from www.worldtravelguide.net)





(Source: Centres for Disease Control and Prevention)

(b) (i) Nick and Irene are travelling across Egypt, Israel and Jordan. Will they require a yellow fever vaccination? (1)

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(ii) Explain your answer to 2(b)(i). (3)

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Although typhoid inoculation is only advised sometimes for visitors to Jordan, the Blacks are also visiting Egypt where a typhoid vaccination is definitely advised.

(c) (i) Describe the causes of typhoid.

(2)

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(ii) Identify **two** symptoms of typhoid.

(2)

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(d) Explain why it is important for travel agents/tour operators to provide visa and health advice to customers.

(4)

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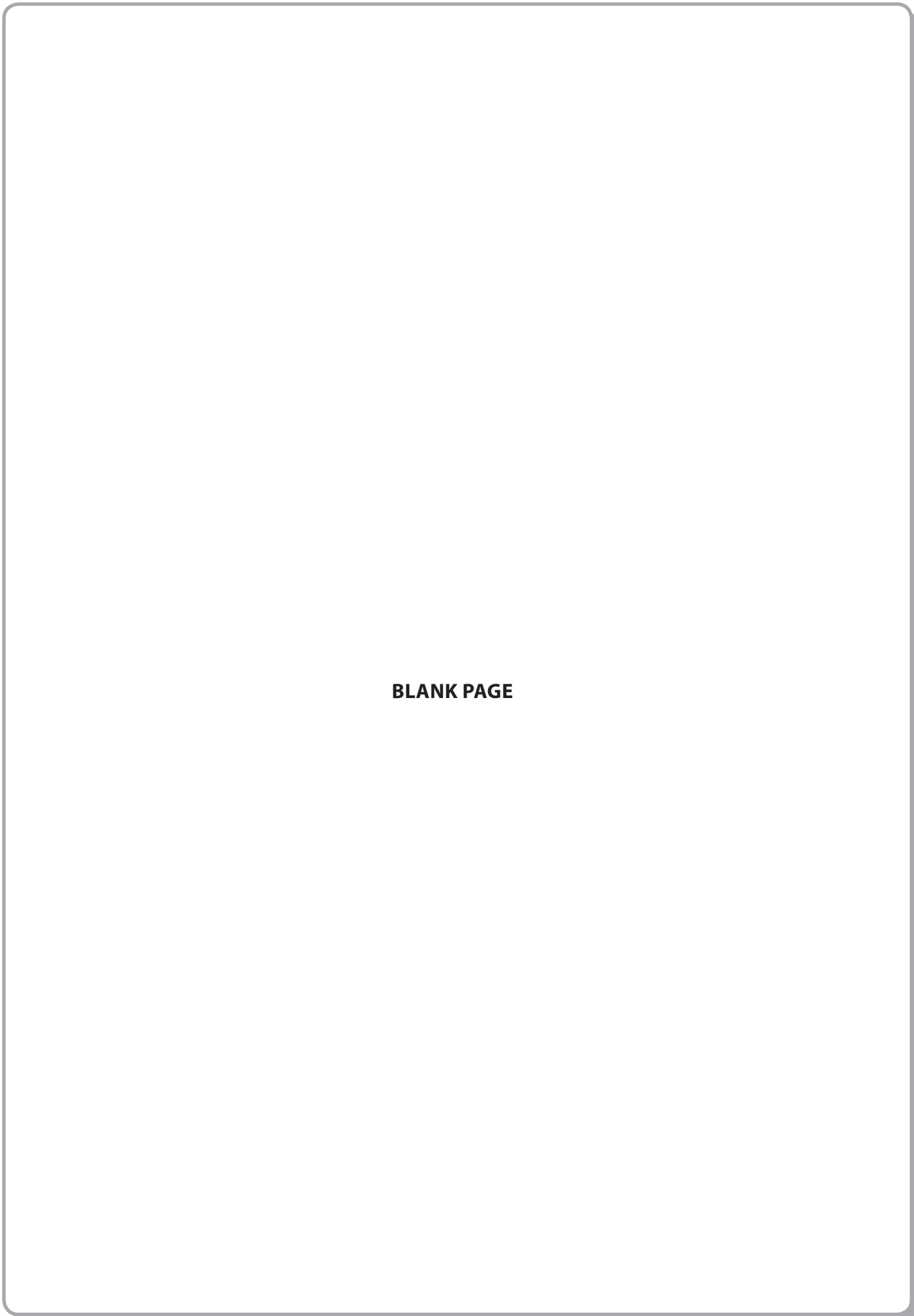
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(Total for Question 2 = 21 marks)





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3 (a) Describe **two** roles of ABTA.

(4)

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Research in 2009 showed that 96% of holidaymakers felt financial protection of their holiday arrangements was important. However, 25% of holidaymakers are confused about when their travel arrangements are financially protected and when they are not.

(b) Describe **two** pieces of advice that could be provided to holidaymakers by the travel and tourism industry so that they can be assured their holiday arrangements are financially protected. Justify your choice of advice.

Description 1

(2)

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Justification

(3)

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Description 2

(2)

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Justification

(3)

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(Total for Question 3 = 14 marks)



'When Veronica and David Roe booked an all-inclusive holiday to the Hotel Aruba with First Choice, they expected windsurfing to be included free as part of the (£2250) package. David loves to windsurf. He said 'Every all-inclusive holiday we've been on has included windsurfing. That's one of the reasons we chose this package – its the main reason for us picking a hotel.'

However, when they arrived windsurfing was not included in the price. Activities that are not included in an all-inclusive price are usually marked by * in the company's brochure. But this was not the case with windsurfing at this hotel.'

(Source: adapted from *Which* magazine, March 2009)

4 (a) Which legislation has First Choice failed to comply with?

(1)

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Another piece of legislation which applies to the travel and tourism industry is the Disability Discrimination Act.

(b) Identify the key requirements of the Disability Discrimination Act.

(4)

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In 2004 a group of 13 blind and partially sighted passengers were travelling from Stansted Airport to Italy for a walking holiday. The airline carrying the passengers had a rule stating that only four passengers with disabilities could be carried on each flight. Nine of this group were therefore removed from the flight just before take-off.

*(c) Analyse whether this action by the airline was reasonable.

You may wish to consider the following:

- DDA legislation
- airline operations.

(8)

(Total for Question 4 = 13 marks)



Use the following information to answer Question 5(a).

Your New Biometric Passport

You have just received a new biometric passport, also known as an ePassport. Biometric passports can be identified by this symbol on the front cover.



The symbol shows there is an electronic chip inside the passport.

We have introduced this new style of passport to help fight fraud and forgery. Your personal details and photo are printed on the personal details page of your passport. The back of that page also holds an electronic chip and an antenna. Please make sure your personal details are correct. It is your responsibility to make sure they are right.

Your passport is a valuable document. Keep it safe at all times and make sure it does not get lost, stolen or damaged.

Passport format

Your passport meets standards set by the International Civil Aviation Organisation. The personal details page has three parts. The upper part of the page is for visual inspection. The lower part has a machine-readable zone – two lines of print, including chevrons (<) that can be read by automated passport readers. All the information in this machine-readable zone can also be read by you. The third part contains an electronic chip and an antenna. The chip stores a copy of your photo and personal details which are printed on the personal details page. There is no extra personal information in the machine-readable zone or on the chip. You can view the details held on your biometric passport chip by using our self-service ePassport reader at any of our regional offices.

The chip and antenna are sensitive electronic devices. Please protect your passport and chip from damage. Your biometric passport must not be bent, torn, damaged in any way, or exposed to very high or very low temperatures, excess moisture, magnetic fields or microwaves.

Inside the passport there are many new security features, including intricate designs, complex watermarks, specialist fibres (which sometimes appear over the photo) and an electronic chip secured against alteration by advanced digital encryption techniques. Your passport photo meets strict standards to facilitate the use of facial biometrics at international borders.

If your passport is damaged

This passport is designed to cope with normal wear and tear. It reached you in good working order. You must protect it from damage. If your passport or the chip in it gets damaged, it may prevent you from travelling and you may need to get a replacement passport.

(Source: adapted from Passport Office information, February 2009)



5 (a) Assess how ePassports help prevent fraud and forgery.

(6)

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(b) These ePassports can be damaged relatively easily. Suggest what advice could be included in a leaflet to help travellers ensure their passports remain undamaged. Justify your suggestions.

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(Total for Question 5 = 12 marks)



'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 that could occur is a natural disaster, such as a volcano erupting.

6 (a) Give **two different** force majeure situations.

(2)

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A force majeure is a large-scale emergency situation.

(b) Explain the difference between large-scale and small-scale emergency situations.

(4)

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(c) Describe the role of medical assistance companies in emergency situations and how they can help travellers.

(4)

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

(d) (i) Describe **one** recent large-scale emergency situation you have researched or studied in class.

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* (ii) Assess how effectively this situation was dealt with by the travel and tourism industry.

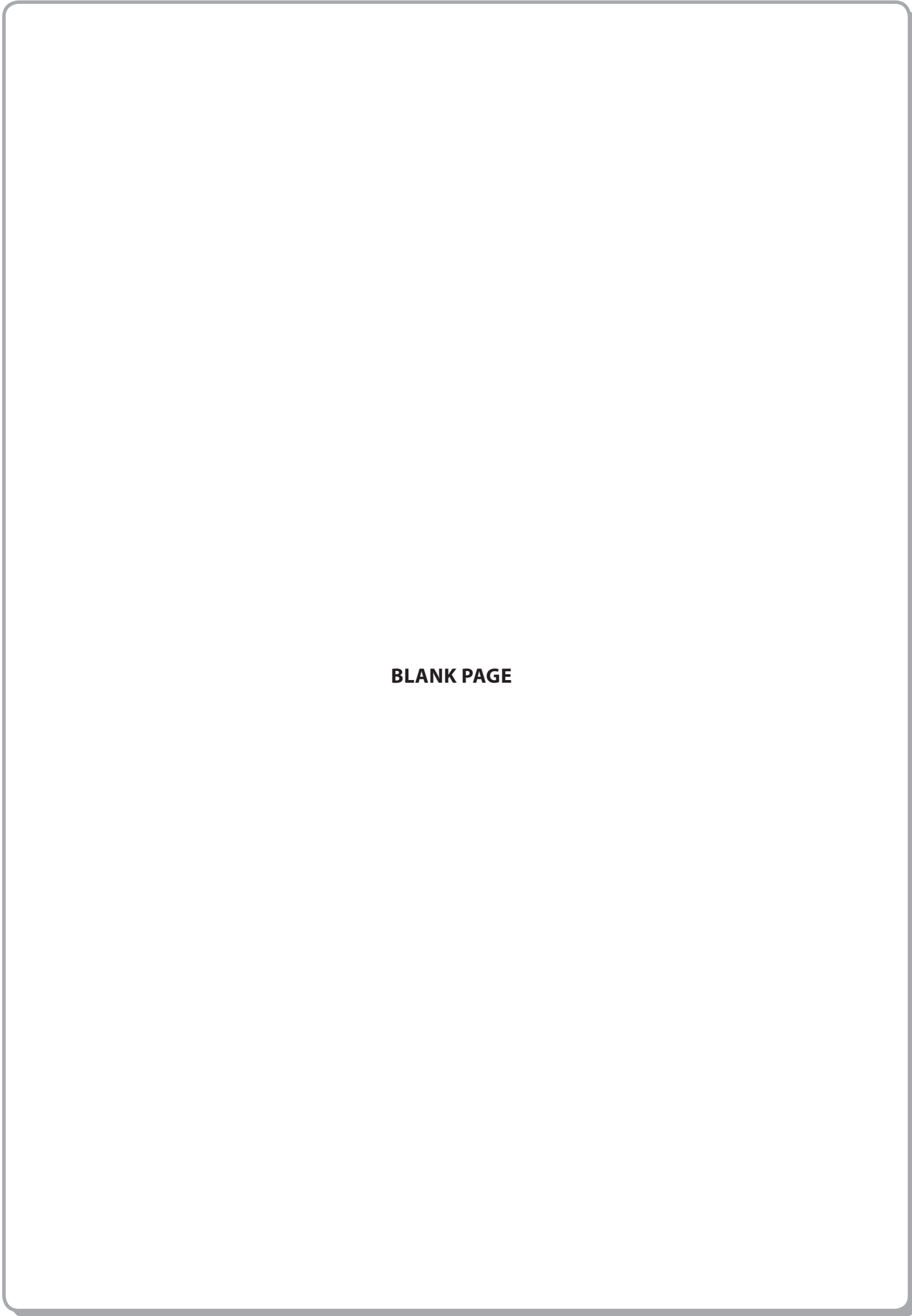
(8)

Dotted lines for writing the answer to the question.

(Total for Question 6 = 22 marks)

TOTAL FOR PAPER = 90 MARKS





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