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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:

- JAA
- CAA

(a) State the full name of these organisations.

JAA

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CAA

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(2)

(b) Describe **two** main responsibilities of the JAA.

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(4)

Q1

(Total 6 marks)



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2. There are a number of contagious diseases that exist around the world. Malaria and typhoid are two examples.

(a) Name **two** other contagious diseases.

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(2)

(b) Describe the **causes** and **symptoms** of typhoid.

Causes

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(2)

Symptoms

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(2)



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(c) Ebba Smit and her friend Ana Gregory have just finished university and are planning a two-month backpacking holiday travelling around India. They are concerned about contracting malaria or typhoid. Describe the precautions they should take in preparation for and during their trip.

(i) In preparation for the trip

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(ii) During the trip

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(d) Name **two** information sources available to advise travellers of potential risks of disease such as malaria or typhoid.

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(2)

Q2

(Total 16 marks)

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The information below refers to passport and visa requirements for entry to Ecuador, South America. Use this information to answer Question 3.

Ecuador

Passport/Visa:

	Passport Required?	Return Ticket Required?
British	Yes	Yes
Australian	Yes	Yes
Canadian	Yes	Yes
USA	Yes	Yes
Other EU	Yes	Yes
Japanese	Yes	Yes

PASSPORTS: Passport valid for at least six months required by all, except nationals of Colombia with an identity card.

Note: Passports must be carried at all times.

VISAS: Required *only* by:

(a) nationals of Afghanistan, Algeria, Bangladesh, China (PR), Costa Rica, Cuba, Guatemala, Honduras, India, Iran, Iraq, Jordan, Korea (Dem Rep), Korea (Rep), Lebanon, Libya, Nigeria, Pakistan, Palestinian Authority Area, Sri Lanka, Sudan, Syrian Arab Republic, Tunisia, Vietnam and Yemen;

(b) all nationals wishing to remain in Ecuador for more than three months.

Note: (a) Nationals listed above also require a visa even when in transit, unless continuing their journey to a third country by the same or first connecting flight or within 48 hours, provided they are holding confirmed onward tickets and not leaving the airport. As this list may change at short notice, visitors to Ecuador are advised to check with the nearest Consulate *before* travelling. (b) Those with visas must register with the Ministry of Government and the Director General of Migration in Ecuador within 30 days of their entry.

Types of visa and cost: *Tourist:* £40. *Business:* £153.

Validity: *Tourist* visas are valid for up to six months. *Business* visas are valid as long as necessary.

(Source: adapted from www.columbusguides.co.uk/data/ecu/ecu040.asp)

3. (a) Passports and visas are used to restrict tourist movements. Give **two** other measures used by airlines to restrict tourist movements.

1

2

(2)



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(b) Laure and Steve decide to book a three-week holiday to Ecuador. Laure has a French passport and her husband Steve has a British passport. Using the information opposite, state the advice the couple should be given on passport and visa requirements.

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(4)

(c) Explain how security checks at airports add to the safety of passengers and other airport users.

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(6)

(Total 12 marks)

Q3

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7

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A family booked a holiday to Tenerife through an ABTA tour operator. In the brochure it stated that the hotel had a children's club, entertainment on site and a restaurant. When the family arrived at the hotel they found out that there was no children's club or entertainment on site. To make matters worse, the restaurant was closed due to refurbishment and they only had the use of a snack bar. The family were booked on half board.

(b) (i) State the legislation the tour operator has breached.

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(1)

(ii) Explain why the tour operator is in breach of the legislation given in (b) (i).

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(4)

(iii) The family complained to the tour operator but the family was not happy with the response. Describe the support ABTA could give the family in this situation.

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(4)

(Total 19 marks)

Q4

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5. (a) Insurance companies provide support to customers in emergency situations such as medical problems on holiday. Identify **two** other situations when an insurance company can be of assistance to customers abroad.

1

2

(2)

(b) Insurance companies are one key organisation that can provide support to deal with emergency situations. Identify and describe **one** other support organisation available to assist travellers who experience medical problems overseas.

Support organisation

Description

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(3)

(c) Suggest **one** 'travel tip' an insurance company could highlight on a policy. Explain how this could reduce the risk of a small-scale emergency situation.

Travel tip

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Explanation

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(4)

Q5

(Total 9 marks)



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