

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

**Advanced Subsidiary
Unit 5: Travelling Safely**

Friday 25 January 2013 – 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 3(d) and 5(b)(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.

1 (a) Describe **two** roles of the Civil Aviation Authority (CAA).

(4)

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(b) State the full name of ABTA.

(2)

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(c) ABTA is a regulatory body that represents many tour operators and travel agents.

The Greene family booked and paid for a holiday with an ABTA tour operator to depart on 20 December 2012. The tour operator ceased trading in November 2012.

Explain why ABTA was able to help the Greene family when the tour operator ceased trading.

(6)

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(Total for Question 1 = 12 marks)



Read the following information before answering Question 2.

Passport and visa advice for Nepal

Entry Requirements – Passport Validity

A standard 10-year British passport is required, which must be valid for at least six months beyond your planned date of return travel.



Entry Requirements – Visas

Visas are required for travel to Nepal.

To apply for a visa for Nepal you should contact the Embassy of Nepal in the UK. Tourist visas are normally processed within 48 hours of submission of the visa application forms to the Embassy.

Type of Visa	Visa valid for	Fee
Multiple entry	15 days	£20
Multiple entry	30 days	£35
Multiple entry	90 days	£75

To obtain the visa you will need to submit your valid passport, a completed visa application form, a passport-sized photograph of yourself and the visa fee.

Children under the age of ten are issued with a visa free of charge.

Personal cheques and credit cards are not accepted for visa fees. Fees must be paid in cash, by Postal Order or Bank Draft made payable to the Embassy of Nepal. If paying by cash the applicant must be present at the Embassy of Nepal.

Visas can be issued upon arrival in Nepal. The requirements are the same as those for obtaining the visa in the UK. However, you will need two passport-sized photographs.

Please note that you could be refused a visa at the point of entry if you do not meet all of the requirements.

Departure Tax

There is a departure tax from Nepal's Kathmandu airport of £15 per person every time you leave the airport.

(Sources: adapted from Crown Copyright 2011, Go Travelling Ltd 2012 and the Nepal Embassy)



2 Jill and Brian Saunders who live in Guildford, 30 miles from London, are travelling to Kathmandu in Nepal to visit friends and to spend a six-week holiday there. They are taking their son Toby aged nine years. They are planning to visit Bhutan and Tibet as well as Nepal.

(a) Describe the passport and visa and departure tax advice the Saunders should be given.

(i) Passport

(2)

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(ii) Visa and departure tax

(6)

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(b) Explain the advantages and disadvantages for the Saunders of waiting to obtain their visas when they arrive at Nepal's Kathmandu airport.

(4)

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Health advice for tourists to Nepal

Cases of cholera have been reported in Kathmandu and outbreaks across the country are common during the monsoon* season from June to September. If you are travelling to Nepal you should familiarise yourself with the precautions needed to avoid cholera.

* monsoon = heavy rains

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

(2)

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

(4)

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(Total for Question 2 = 18 marks)



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

Know your legal rights

'I booked a two week holiday to Rome, Italy, and paid £1900 to stay in a 4 Star Plus hotel, as per the holiday company's advertisement. However, on arrival we found the accommodation very unsatisfactory so contacted the representative. She promised to move us but didn't, admitting that the part of the hotel we were staying in was older and only had a 3 Star rating' said Mr Pepper.

(Source: *Which? Travel*, April 2011)

3 (a) Identify the legislation that is being breached by the holiday company. (1)

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(b) Accommodation star rating requirements differ from country to country. Explain why this can cause problems for UK tour operators. (3)

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(c) Make **two** recommendations that UK tour operators could implement to help guide customers with accommodation star ratings. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

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Justification

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

Better protection but millions of holidays are still at risk

The government is reforming the Air Travel Organisers' Licence (ATOL) scheme, which currently protects package holiday tourists if the company they booked with ceases trading. The introduction of the new 'Flight Plus' programme means that holiday components – such as flights and car hire – purchased from the same operator or agent and bought together within a short period will be protected.

Up until the introduction of the 'Flight Plus' programme, in order for tourists to be protected, all parts of the holiday (flight, accommodation and car hire) had to be purchased at the same time.

This represents the biggest overhaul of the ATOL scheme for more than a decade.

However, the new scheme will still leave around 14 million overseas holidays unprotected. For example, 'click through' sales where a customer buys a flight from a website and then clicks a link to another site for accommodation, will not be covered by the proposed changes as these will not be regarded as having been sold as 'package holidays'.

(Source: *Which? Travel*, April 2011)



* (d) Analyse the impact the 'Flight Plus' programme protection may have on customers.

(8)

A series of horizontal dotted lines for writing the answer.

(Total for Question 3 = 20 marks)



Read the following information before answering Question 4.

Post Office Travel Insurance

Table of Benefits		
Cover	Limit of Cover	Excess
Cancellation and Curtailment	£500	£100 (£10 deposit lost)
Delayed Departure – £15 for first 8 hours – £15 for each 12 hour period thereafter – Abandonment after 12 hours	£200	No Excess
Missed Departure	£500	No Excess
Medical, Emergency and Associated Expenses	£5,000,000	£100
Hospital Benefit	£500	No Excess
Personal Accident – Death – Loss of sight/limbs – Permanent total disablement	£10,000 £5,000 £10,000 £10,000	No Excess
Personal Liability	£2,000,000	No Excess
Legal Expenses	£15,000	No Excess

Missed Departure – What is covered?

If one of the following takes place during the period of insurance you will be covered by up to £500 for the cost of extra accommodation and travel expenses:

1. Labour dispute (strike) or bad weather that interrupts your booked transport. You will only be covered if the dispute is announced and begins during the period of insurance.
2. An accident or breakdown involving the vehicle in which you are travelling which causes you to arrive at the airport, port or station you are leaving from too late to start the journey you have booked. You must send us a repairer's report or police accident report.
3. A road traffic accident involving another vehicle en route to the airport, port or station you are leaving from on your onward or return journey which causes you to miss the journey booked. You must send us confirmation of the accident from the police or motoring authorities (eg AA, RAC) to confirm the delay.

(Source: adapted from Post Office Travel Insurance, 2011)



4 (a) Explain what is meant by the term 'insurance excess'.

(2)

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(b) Mr Patel bought Post Office travel insurance on 8 January for himself and his wife for a weekend break in Prague. On 7 January the airline Mr Patel had booked his flights with announced strike action. This strike action was due to take place during the weekend he planned to be away.

(i) What is the amount of money Mr and Mrs Patel would be entitled to if they make a claim on their policy?

(1)

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(ii) Explain your answer to part (i).

(3)

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(c) Miss Kosov is travelling to Poland from Luton Airport and she has taken out Post Office travel insurance. Her car breaks down on the M1 motorway on the way to the airport and she misses her flight.

Describe what she must do to make a claim on her travel insurance policy.

(2)

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(d) Explain the difference between holiday cancellation and holiday curtailment.

(4)

(e) Describe the role of medical assistance companies.

(4)



(f) Tourists are often unsure how to claim on their travel insurance when emergency situations occur.

Recommend **two** pieces of advice that the Post Office could give to tourists to help them understand how to make a claim. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

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Justification

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(Total for Question 4 = 24 marks)



5 (a) Selina and Latif Kattan hold British passports and are planning to travel to China.

(i) Describe **one** way that Selina and Latif could make use of the Foreign Office and its website in planning their journey.

(2)

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(ii) Describe **one** way that the British Embassy could help Selina and Latif whilst they are in China.

(2)

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

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* (ii) Choose **one** from the following types of large scale emergency situations:

- Wars/civil unrest
- Major outbreaks of disease
- Natural disasters

Type of situation chosen

Using examples you have researched or studied in class, analyse how the travel and tourism industry could learn from these examples to improve their response to similar situations in the future.

(8)

(Total for Question 5 = 16 marks)

TOTAL FOR PAPER = 90 MARKS



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