

Centre Number	Candidate Number	Name
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CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Travel and Tourism
Standard Level

TRAVEL AND TOURISM

5253/01

Travel Organisation

October 2003

Candidates answer on the Question Paper.

2 hours and 30 minutes

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.
Write in dark blue or black pen in the spaces provided on the Question Paper.
You may use a soft pencil for any diagrams, graphs or rough working
Do not use staples, paper clips, highlighters, glue or correction fluid.
Calculators are allowed.

Answer **all** questions.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [] at the end of each question or part question.

If you have been given a label, look at the details. If any details are incorrect or missing, please fill in your correct details in the space given at the top of this page.

Stick your personal label here, if provided.

For Examiner's Use

To use as needed

This document consists of **10** printed pages and **2** blank pages.



Question 1

Two cinema enthusiasts want to travel from London, UK, to Cannes, on the south coast of France, for the Cannes Film Festival in 2004. They have investigated three different methods of travel and obtained the following information.

METHOD	COST	JOURNEY TIME
Eurostar/TGV fast rail City centre to city centre	Cost GBP (£)170 per person	Single journey time 8 hours
Scheduled airline	Cost GBP (£)157 per person Ticket includes UK tax but not travel to airport in UK or travel from Nice Airport to Cannes	Single journey time (incl check in) 4 hrs Does not include travel time to/from airports
Car 1360 km	Cost GBP (£)195 ferry, GBP (£)45 motorway tolls Petrol costs to be added	Single journey time 13 hours

(a) (i) Give **two** advantages of air travel for this journey.

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..... [2]

(ii) Give **two** disadvantages of air travel for this journey.

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..... [2]

(b) (i) Give **two** advantages of rail travel for this journey.

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..... [2]

(ii) Give **two** disadvantages of rail travel for this journey.

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..... [2]

(c) Identify **three** features of scheduled airlines.

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..... [3]

(d) To make the most of their stay in Cannes, the travellers want as much information about the area as possible. Identify any sources of information they may use before they leave the UK.

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..... [4]

(e) They decide to travel by car. What are the requirements for taking their car to another country?

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..... [4]

(f) Discuss the advantages and disadvantages of making independent travel arrangements.

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Question 2

TUNISIA

5 nights from EUR €363 per person

The Gulf of Hammamet shelters miles of sandy beaches, sparkling seas and tasteful modern hotels. Enjoy sunbathing and eating dinner whilst overlooking the sapphire ocean.

Your holiday includes:

- Five, seven or ten nights' accommodation on a half-board basis
- Scheduled return flights with Lufthansa from Bonn to Tunis
- Tax and VAT
- Return airport transfers

Mediterranée *** facilities include a Moorish café, outdoor pools, sauna, tennis courts, bar, disco and direct access to the beach with free wind-surfing, pedalos and sun-loungers.

Aziza**** offers an à la carte restaurant, indoor/outdoor pools, fitness and sports centre, free sailing boats, pedalos, bar, disco and direct access to the beach.

Hotel	MEDITERRANEE			AZIZA		
No of nights	5	7	10	5	7	10
Until 15 July	373	416	482	421	483	564
16 July – 31 August	458	525	591	539	638	770
1 September – 31 October	373	416	482	421	483	564

Prices are per person based on two adults sharing a twin/double room. There is no special rate for children. Offer subject to availability. Insurance €50 extra per person.

BOOK NOW, QUOTING REF: QQ

GLOBAL TOURISM
658 Wilhelmstrasse, Bonn

Tel: 0870 765 4321
Fax: 0892 765 4322

Fig.1

Johann and Mitzi Mueller of 367 Friedrichstrasse, Bonn, Germany, have seen the advertisement in Fig. 1 and call in to the Bonn office of Global Tourism to make an enquiry. You are the travel consultant dealing with the enquiry.

(a) (i) Identify the airline for this holiday.

..... [1]

(ii) Identify the tour operator.

..... [1]

(iii) Name the accommodation provider.

..... [1]

(b) Give **two** features of half-board accommodation.

..... [2]
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GLOBAL TOURISM BOOKING FORM

Please complete fully and return with remittance to Global Tourism, (Germany), 3651 Mildenplatz, Bonn, Germany..

NAME AND ADDRESS FOR CORRESPONDENCE

Mr/Mrs/Miss/Ms..... Initial Surname
 Address
 Zip Code
 Home Tel No Daytime Tel No

ALL OTHER PASSENGER NAMES AND DETAILS

Title	Initial	Surname	Insurance Delete as req'd	Age if under 18 or over 65 yrs			
			YES/NO				
			YES/NO				
			YES/NO				
RESORT	HOTEL NAME	Date	No of nights	No of rooms			Accomm Category
				Single	Twin	Dble	

SPECIAL REQUESTS/OTHER REQUIREMENTS

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DEPOSIT AND HOLIDAY INSURANCE PAYMENT

A deposit is payable at the time of booking (\$100 per person) or the full amount if within 8 weeks of departure.

Deposit Passengers at =

Insurance Passengers at =

Full Payment Passengers at =

Total amount included =

DECLARATION

Please reserve the holiday shown for the person/s listed above. I enclose a deposit of \$100 per person or full payment (where travel is within 8 weeks). I also enclose the relevant insurance premium for each person travelling unless I have deleted the word 'Yes' from insurance panel on the booking form. I have read and understood, and I accept the Conditions of Booking and Insurance. I also accept that all persons listed are themselves responsible for seeing that immigration and health requirements are fulfilled.

Signed Date

METHOD OF PAYMENT

You may pay by cash, cheque (payable to Global Tourism), credit or debit card. If you wish to pay by credit or debit card, complete the rest of this section.

I wish to pay by (circle card to be used): Mastercard Visa Delta Switch

Cardholder (IN CAPITALS)

Card Number Expiry Date

Signature of Card holder Date

Fig.2

(c) Complete the Booking Form (Fig. 2) for this couple who wish to depart on 16 July 2004 and stay for 10 nights in the Hotel Aziza. They will take their two children, Hans (aged 7) and Lotte (aged 8). They need insurance and Mr Mueller will pay by Mastercard Number 8902 4104 3157 0020, expiry date December 2004. [10]

(d) What advice would you give the couple on any health issues they should consider, particularly as they are taking their children?

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(e) Explain the benefits to the tour operator of working together with several principals to provide a holiday package.

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3 A team of athletes from the British Virgin Islands, (BVI), in the Caribbean, accompanied by their coaches and supporters, wish to travel to the Olympic Games in Athens, Greece, on 9 August 2004. They will charter a BWIA flight from Tortola, BVI, to Atlanta USA, which takes 4 hours.

The scheduled American Airlines flight from Atlanta to Athens – flight time 12 hours – departs at 0800 hours. They decide to have a stopover in Atlanta at an airport hotel. The return flight departs Athens at 1715 hours on 30 August 2004. The charter flight from Atlanta departs at 1045 hours on 31 August 2004.

(a) (i) Give **two** features of charter airlines.

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..... [2]

(ii) Describe a 'stopover'.

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..... [2]

(b) The team will also be taking specialist sports equipment with them. What advice would you give regarding insurance?

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(c) The official currency in the BVI is the USD (\$). In Greece the currency is the EUR (€). Explain what advice you would give regarding currency to be used by team members and their supporters.

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[6]

(d) Prepare the travel itinerary using the information given at the beginning of Question 3.

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[11]

Question 4

TRAVEL DETAILS		ALTERNATIVE(S) e.g. if first choice not available			
Destination					
Departure Date					
Duration/Return date					
Departure Point					
Total of Party size	No. of Children Age(s): on return		No. of Infants Age(s): on return		No. of Adults
Accommodation					
Room Type/Meal basis					
Budget Range			Form of Payment	Booking today	Y/N
SPECIFIC NEEDS OF CUSTOMER? (*64# Short Haul *65# Long Haul)	Quiet	Lively	Beach	Kid's Clubs	
	Excursions	Nightlife	Activities	Special Occasion:	
TYPE OF HOLIDAY REQUIRED & SPECIAL REQUESTS & FLIGHT DETAILS e.g. Class ÉÉÉ					
CONFIRMATION OF ESSENTIAL & IMPORTANT DETAILS					
Nationality of all Party Members		Passport(s) Held		Visa(s) Required	
Vaccinations/Health		Insurance Cover		Holiday Money	
Overnight Hotel		Car Parking		Car hire	
Call back %	(Y/N)	Reasons/Notes			
1. Date					
Time	(am/pm)				
2. Date					
Time	(am/pm)	Value: £			
Confirmed <input type="checkbox"/> Provisional <input type="checkbox"/> Enquiry <input type="checkbox"/>					

Fig.3

Jim and Anne Macauley, of 46 Harbour Bridge Road, Sydney, Australia, are celebrating their silver wedding anniversary and decide to take a 6-day cruise round the Great Barrier Reef. They wish to depart from Sydney to join the ship on 5 January 2004 and want a twin-share stateroom.

They have chosen a cruise on the Coral Princess which will cost them AUD (\$)1598 per person. The Qantas flight from Sydney to Brisbane to join the ship will be AUD (\$)532 return.

(a) Calculate the cost for the holiday for this couple. Show your calculations.

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..... [2]

(b) Complete the Customer Enquiry Form Fig. 3 for this holiday. [10]

(c) The couple need to arrange transfers from the airport to the dockside to join the ship. Recommend one method of transfer, giving reasons for your choice.

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..... [3]

(d) Explain the term 'baggage allowance'.

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..... [2]

(e) Describe the features of a cruise-ship and discuss why these might appeal to a couple who are celebrating an anniversary.

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