

Centre Number	Candidate Number	Name
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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Travel and Tourism
Standard Level

TRAVEL AND TOURISM

5253/01

Travel Organisation

October 2004

Candidates answer on the Question Paper.
No Additional Materials are required.

2 hours and 30 minutes

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, music or rough working.
Do not use staples, paper clips, highlighters, glue or correction fluid.

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 **12** printed pages.



Question 1

Mr John and Mrs Jane Jones of 36 Glebe Terrace, Ealing, London (tel. 020 123 4567) have seen the advertisement in Fig. 1. They are interested in the departure on 20 January 2005 and wish to stay in first class hotels. You are the travel consultant dealing with their enquiry.

(a) (i) Identify an accommodation provider in Fig 1.

..... [1]

(ii) Identify **one** transport provider.

..... [1]

(iii) Identify the tour operator.

..... [1]

(b) Calculate the cost of the holiday for this couple, with optional insurance, and show all your workings.

.....
.....
.....
..... [5]

(c) Mr and Mrs Jones have completed part of the booking form on Fig.2, but want you as consultant to complete the remaining details. Mr Jones is paying the deposits and insurance on his Visa card number 546890224311 which expires in October 2006. [10]

(d) Explain how the accommodation providers would benefit from co-operating and contributing to a package such as this.

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..... [7]

The Andes of Peru

From GBP999

A 9-night tour visiting Machu Picchu, the Sacred Valley of the Incas and the capital Lima. Once in the heart of the mighty Inca Empire, Cusco was colonised by the Spanish and is one of the most beautiful cities in South America. Our trip includes a visit to Machu Picchu, by train, through the mountains of the Andes.

Day 1 **London/Lima**, and transfer to your hotel for 3 nights. During your stay you will have a full-day sightseeing tour of modern Lima.

Day 4 **Fly to Cusco** and overnight in Yucay. Included is a visit to a local village and in the evening you will watch a Peruvian band perform on traditional musical instruments.

Day 5 **Machu Picchu/Cusco** by train to Machu Picchu, then return to Cusco for 3 nights.

Day 6 **Cusco** included is an excursion to the market, a city tour and 2 nights in Cusco.

Day 8 **Cusco/Lima** morning return flight to Lima and transfer to El Pueblo Resort in the countryside outside Lima for 2 nights.

Day 10 **Lima/London**.

The Price includes: scheduled flights on Global Airways, 9 nights accommodation, 9 breakfasts, 2 lunches and excursions as described. Experienced local guides. UK government departure tax and prices are per person sharing twin room. Not included: local departure tax, guide gratuities, optional insurance of GBP 40.

Departure Date	Price
9 Nov 2004	GBP1049
16, 30 Nov, 7 Dec 2004	GBP999
20 Jan 2005	GBP1049
27 Jan 2005	GBP1099
3 Feb 2005	GBP1149

NB Prices shown are for medium class hotels (in Lima, Yucay, Cusco). Supplement for first class hotels is GBP100.

GLOBAL TOURISM UK
364 Cheapside, London EC2 4AA

Tel/fax: 020 435 7899

Fig. 1

GLOBAL AIRWAYS BOOKING FORM
For reservations telephone 0870 241 0007

Please complete fully and return with remittance to Global Tourism (UK), 264 Whitechapel, London, EC1 2AA.

NAME AND ADDRESS FOR CORRESPONDENCE

Mr/Mrs/Miss Mr Initial J Surname Jones
 Address 36 Glebe Terrace, Ealing, London
 Post Code SE4 6GG
 Home Tel No 010 234 5367 Daytime Tel No

ALL OTHER PASSENGER NAMES AND DETAILS

Title	Initial	Surname	Insurance Delete as req'd	Date of Birth If under 18 or over 65 yrs
			YES/NO	
			YES/NO	
			YES/NO	
			YES/NO	

TOUR/OPTIONAL EXTENSIONS (Escorted Coach Tours, Rail Packages etc)

Tour Code	Name of Tour	Date	No of nights	No of rooms			Accommodation Category
				Single	Twin	Dble	

SPECIAL REQUESTS/OTHER REQUIREMENTS

.....

DEPOSIT AND HOLIDAY INSURANCE PAYMENT

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

Deposit passengers at GBP =

Insurance passengers at GBP =

Full Payment passengers at GBP =

Total amount included GBP =

DECLARATION

Please reserve the holiday shown for the person/s listed above. I enclose a deposit of GBP 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, understood and 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 Name (please print)

Card Number Expiry Date

Signature of Card holder Date

Fig. 2

Question 2

Emilio and Maria Rossi, who live at Villa Il Sole, via Torino 3, Genoa, Italy, wish to travel to Sardinia in the Mediterranean for a holiday. They have a disabled daughter, Michaela, who is 14 and uses a wheelchair. After searching possible routes, they have obtained the following information.

Flights Outbound: (Alitalia) dep Genoa 0820, arrive Cagliari 0940
Return: (Alitalia) dep Cagliari 1900, arrive Genoa 2020
€75 per person single

7 days' car hire in Sardinia, with car large enough to accommodate wheelchair, would be €100 including insurance.

Ferry – depart Genoa 1800, arrive Olbia 0715, €30 per passenger, plus cabin with shower €50 and cost for vehicle €70. Return journey departs Olbia 2030 arriving in Genoa 10.00.

(a) Give **two** advantages of using air transport for this family.

Advantage 1:
.....
Advantage 2:
..... [2]

(b) Give **two** advantages for this family of taking their own vehicle and using the ferry.

Advantage 1:
.....
Advantage 2:
..... [2]

(c) Identify **four** features of ferry services.

Feature 1:
Feature 2:
Feature 3:
Feature 4: [4]

(d) The family decide to use the ferry service and take their own vehicle. Identify the **three** legal requirements they would need to consider when taking their vehicle to Sardinia.

Requirement 1:

Requirement 2:

Requirement 3: [3]

(e) Identify **four** printed resources they could use to help them plan their holiday, suggesting the benefit of each resource.

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.....
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..... [8]

(f) Explain the special facilities tourism principals (ferry, accommodation, attractions) could provide to help wheelchair bound customers.

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.....
.....
..... [6]

Question 3

Celebrate the 300th Anniversary of ST PETERSBERG

A wonderful opportunity to visit one of Russia's great cities, and learn about its fascinating history. The itinerary includes visits to the Fortress and Cathedral of Peter and Paul, the Church of the Spilled Blood and a guided visit to the collection of Russian art in Mikhaylovsky Palace, a guided visit to the world-famous Hermitage Museum in the Summer Palace, a classical concert and a guided visit to the Pushkin Palace and Pavlovsk Imperial Palace.

You can extend your stay in Russia with a 2-night Moscow extension after an overnight rail journey to Moscow. Twin room €295, single room €445.

Departures and Prices:

Nov 9, 23	€645	Dec 7	€595
Dec 21, 28	€745	Jan 11, 25	€595
Feb 8, 22	€625	Mar 8, 22	€645
Apr 12, 19	€795	May 3, June 7, 14	€795

Supplements: Single €145

Price includes: Air travel and taxes, transfers; all transportation, breakfast daily, services of local guides, guidebook. Not included: travel insurance, optional excursions, visa procurement fee, any government taxes.

GLOBAL TOURISM
Kurfenstendamm, München 400
Tel: 053 6700 5389

Fig. 3

Mrs Schmidt, an independent traveller from 47 Hanoverstrasse, Munich 620, Germany, wishes to go to Russia on the package advertised in Fig. 3. She visits the Munich office of Global Tourism. Also she wishes to take the Moscow extension and requires a single room. She would prefer the departure on March 22, but if necessary could take the departure on April 12. You are the consultant dealing with the enquiry.

(a) Explain the term 'transfers' as used in Fig. 3.

.....
.....
..... [2]

(b) Explain the term 'optional excursion' as used in Fig. 3.

.....
..... [2]

(c) Complete the Customer Requirements Form, Fig.4, in relation to this enquiry. [10]

(d) Services of local guides are included in this holiday. Explain the role of a local guide.

.....
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..... [5]

(e) The currency in Germany is the euro. In Russia it is the rouble, but travellers cannot obtain roubles outside Russia. Identify the various forms of payment available and explain how each could benefit Mrs Schmidt.

.....
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.....
.....
..... [6]

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	Kids' Clubs	
	Excursions	Nightlife	Activities	Special Occasion:	
TYPE OF HOLIDAY REQUIRED SPECIAL REQUESTS FLIGHT DETAILS					
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. 4

Question 4

A businessman from Singapore has to travel to various destinations in Australia in January 2005. He will use Singapore Airlines Flight No. SQ223, departing 0835 on 6 January, which arrives in Perth at 1430. He will spend 2 nights in Perth, then fly to Cairns on Qantas Flight No. QA6704. This is a 5-hour flight departing at 1050. There is a +2 hour time difference between Perth and Cairns.

After spending 3 nights in Cairns, he will then fly to Sydney, leaving Cairns at 1630 on the Qantas 3-hour Flight No. QA497. He will spend 2 nights in Sydney then return to Singapore on Singapore Airlines Flight No. SQ232, departing at 1145, arriving at 1750 local time.

- (a) All the flights given above are on scheduled airlines. Give **three** features of scheduled airlines.

Feature 1:

Feature 2:

Feature 3: [3]

- (b) (i) Explain the term 'international flights'.

.....
..... [2]

- (ii) Explain the term 'domestic flights'.

.....
..... [2]

(c) Prepare the travel itinerary for this businessman using the following table.

Date	Details	Departure	Arrival

[10]

(d) The businessman will need transport from the various airports to his meetings and accommodation. Identify **two** possible forms of transport a business person may use.

.....

..... [2]

(e) He also needs suitable accommodation in each destination. Explain the features of accommodation which would appeal to this type of traveller.

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..... [6]

5253 October 2004

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