

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

May 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 and **4** blank pages.



Question 1

DANUBE CRUISE

By train from Paris

Travel by Eurostar to Germany via Brussels and Cologne, through the scenic Rhine Gorge to Passau. On arrival in Passau join the MV Danube Princess for a 7-night cruise down the Danube, which includes a day in Budapest, a visit to Bratislava, Slovakia, a day in Vienna, Austria, and Melk, cruising back to Passau. From Passau, the holiday continues with a train journey to Strasbourg for a 2-night stay. The return journey includes intercity train to Paris.

Departure dates and costs

2 May	€1590	15 Aug	€1690
30 May	€1750	5 Sept	€1750
27 June	€1750	26 Sept	€1690
11 July	€1750	3 Oct	€1590
25 July	€1750		

What's included:

- First class rail travel throughout, including meals and drinks on Eurostar.
- Three nights dinner, bed and breakfast hotel accommodation
- Boat excursion in Strasbourg
- 7-night cruise on MV Danube Princess in twin-bedded cabins with full board
- Services of a Tour Manager throughout.

Call now for brochure 01904 521924

GREAT RAIL JOURNEYS
26 Rue de Rivoli, Paris

Fig.1

(a) Refer to Fig.1

(i) Identify a land route provider.

..... [1]

(ii) Identify the tour operator.

..... [1]

(b) State **two** functions of a 'Tour Manager'.

Function 1:

Function 2: [2]

(c) Describe the benefits to the consumer of a tour package such as this.

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..... [6]

(d) As the tour passes through several countries, what advice would you give regarding currency to anyone booking this holiday?

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[6]

(e) Identify **four** possible features of a river cruise ship.

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[4]

(f) Identify the features of an ocean-going cruise ship that are different from a river cruise ship.

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[5]

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Question 2

	Crested Butte, Colorado USA	Telluride, Colorado USA	Jasper, Canada	Panorama Mountain Village, Banff, Canada
Ski lifts	14	16	8	10
Best for	All standards	All levels	All standards	Families, off-piste skiers and riders
Snow cover	Reliable in mid-winter, early season snow can be thin	Avoid early season, best skiing in March	Guaranteed	Usually reliable
Activities	Sleigh ride, wild west atmosphere, snowmobile, back country skiing	Daily historic town tour, smart sophisticated resort with fine hotels and restaurants. Remote but relaxing	Guided nature tour of national park, waterfalls in Jasper Park, wide choice of restaurants, bars and hotels	Radium hot springs, heli-ski, snowboarding, choice of hotels and condominiums (apartments)
Transfers	Internal flight from Denver, Colorado, then 1-hour transfer	Internal flight from Denver then 2-hour transfer	5-hour transfer from Calgary	2-hour transfer from Banff

Fig. 2

Mr and Mrs Franz Heffer from Germany enjoy skiing holidays with their children, Johann 10 and Gunther 12. They have skied in Austria often and want advice about trips to North America. They are all experienced skiers, but also want a resort which offers other activities.

As the travel consultant, you have investigated possible resorts and identified the information in Fig.2.

- (a) (i) From the information in Fig. 2, identify a suitable location for the Heffer family who want to go in February.

..... [1]

- (ii) Give four reasons for your choice.

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..... [4]

- (b) The family need to consider insurance for this trip. What types of cover would you recommend and give a reason for each choice?

Type of cover:

Reason:

.....

Type of cover:

Reason:

.....

Type of cover:

Reason:

.....

Type of cover:

Reason:

..... [8]

(c) The family wish to find out more about their selected destination. Give **four** sources of information they could use before they travel, suggesting the benefits of each source.

Source 1:

Benefit:

Source 2:

Benefit:

Source 3:

Benefit:

Source 4:

Benefit: [8]

(d) They have a choice of hotel or apartment/condominium accommodation at their chosen resort. Explain why the apartment/condominium option might suit the family better.

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..... [4]

Question 3

Special offer from only GBP245

MARRAKESH

Marrakesh is a wonderfully relaxing place to unwind, because of its warm climate, the exoticism of its palm groves and the scenic splendour of the Atlas Mountains. It is also a fascinating place to explore with its many narrow alleyways, secluded palaces, museums and markets.

Join us for a seven night break in this mystical capital - spend the time relaxing or join one of a variety of pre-bookable optional excursions. Direct flights operate from London Gatwick to Marrakesh every Wednesday and a choice of two popular hotels is offered.

Hotel Ibis - a good tourist class hotel, close to city centre, 98 air-conditioned rooms with TV and telephone. Facilities include a swimming pool, restaurant, lounge, bar and terrace with view over gardens.

Hotel Amine - designed around an attractive swimming pool, surrounded by 100-year old palm trees. 3-star, with rooms and suites all equipped with private facilities, air conditioning, telephone, satellite TV and balcony. There is a restaurant, a pool-side snack bar, boutique and bar.

Departures and Prices (per person in a twin room)

	Hotel Ibis	Hotel Amine
Nov 13	GBP255	GBP295
Nov 20,27	GBP265	GBP295
Dec 4	GBP265	GBP295
Dec 11	GBP245	GBP295

Supplements per person: Single room GBP70. Insurance GBP30.

Price includes: return flights with Global Airways, room and breakfast accommodation, transfers, UK departure tax.

Not included: Travel insurance and gratuities, any government taxes or compulsory charges introduced after publication.

GLOBAL TOURISM UK
264 Whitechapel, London E1C 2AA
Tel: 020 345 6789

Fig.3

Mrs Ann Smith, of 35 High Street, Crouch End, London W21 3EE, has seen the advertisement for a holiday in Marrakesh (Fig. 3) and has contacted Global Tourism to make a booking. She wishes to depart on 27 November, staying in the Amine, and will be travelling alone. Her telephone number is 010 234 5367, and she will be paying by Visa card number 4367 8500 2179 3856 which expires in October 2004.

(a) (i) Identify an accommodation provider.

..... [1]

(ii) Identify a transport provider.

..... [1]

(b) Explain the term 'transfers'.

..... [2]

(c) Complete the Booking Form in Fig.4 for this customer.

[11]

(d) Calculate the cost for this traveller, who wishes to take the optional insurance cover. Show all your workings.

..... [4]

(e) Explain why a variety of travel and tourism principals would co-operate to provide a special interest holiday such as this.

..... [6]

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.....Mrs.....Initial.....A.....Surname.....Smith.....

Address.....

.....Post Code.....

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

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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.

Depositpassengers at GBP.....=.....

Insurancepassengers 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. 4

Question 4

Mr and Mrs Lee Chee Keong, from Singapore, are interested in the holiday to South Africa shown in Fig.5 and wish to travel on 7 February 2005. The Singapore Airlines flight (Flight No. SQ406) departs from Singapore at 0120. Check in is two hours before departure time. There is a time difference of 12 hours between Singapore and Cape Town and the flight arrives at 0915 local time the same day. The return flight by Singapore Airlines (Flight No. SQ405) departs Johannesburg at 1415 and arrives in Singapore at 0615 local time the next day.

(a) Prepare a travel itinerary for this couple using the information from above and from Fig.5.

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..... [12]

(b) (i) Identify the type of ticket which allows passengers to arrive and depart from different airports in the same country.

..... [1]

(ii) Name **two** other types of ticket which could be used on scheduled airlines.

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

(c) (i) Mr Lee is disabled and the couple are considering hiring a car for use during their 5-night stay in Cape Town. Identify the documents they would need.

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

(ii) Explain **two** benefits for them of hiring a car.

Benefit 1:

.....

Benefit 2:

..... [4]

(d) Identify other special needs the couple would have during this holiday.

.....
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.....
.....
..... [4]

A FANTASTIC 17-DAY TOUR TO SOUTH AFRICA

A friendly and experienced tour manager will accompany you throughout your holiday. So you can sit back, relax and enjoy a spectacular holiday visiting Cape Town, the Garden Route, Pretoria, Pilanesberg Game Park and Johannesburg.

The holiday includes:

- *Flights to Cape Town, returning from Johannesburg, by Singapore Airlines.*
- *Five nights in Cape Town with sightseeing, cable car ride up Table Mountain, an excursion along the Atlantic coast of Cape of Good Hope and the maritime port of Simons Town.*
- *Five-day rail cruise on the Union Limited – a historic steam train, which travels along the Garden Route, passing the beaches of the Indian Ocean, mountains and gorges of the Montagu Pass and fertile winelands of the Paarl Valley.*
- *An overnight journey on the Blue Train, to experience one of the greatest rail journeys in the world, as you travel in unashamed luxury to Pretoria.*
- *Stay in Pretoria for two nights with sightseeing.*
- *Two nights in a lodge in the Pilanesberg Game Park with game drive.*
- *Three nights in Johannesburg, with visit to Soweto and Lesedi cultural villages, before the flight home.*

Fig. 5

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Question 3. © Great Rail Journeys.

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