

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 2005

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 **17** printed pages and **3** blank pages.



**Question 1**

A group of students at an Australian University have decided to spend a year travelling after graduation before they start their chosen careers. They have bought open tickets with Global Airlines.

As part of the trip they plan to visit South Africa, Dubai and Europe.

They are keen divers and decide to do some diving in the Red Sea when they visit Egypt.

They will have the opportunity to stay in different types of accommodation while on this world tour which could include hotels, hostels and guest houses.

With reference to air travel:

**(a) (i)** State what is meant by the term 'open ticket'.

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

**(ii)** Suggest **two** different places where the students might purchase their travel tickets.

Suggestion 1  
.....  
Suggestion 2  
..... [2]



(ii) Give **four** reasons why the students might visit a Tourist Information Centre at their destination.

Reason 1

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Reason 2

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Reason 3

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Reason 4

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.....

[4]



Question 2



Fig. 1

The students will complete their tour in Europe before returning on their long haul flight to Australia.

They would like to visit a number of European cities, including Paris, Rome, Madrid, London and Dublin. They plan to use a range of travel methods when visiting the various countries within Europe.

They will leave from London Heathrow airport for their journey back home to Australia.

- (a) Suggest information the tour operator would give to the students about currency services when travelling within Europe.

.....

.....

.....

..... [4]

(b) (i) Identify **three** advantages of flying between the European cities.

Advantage 1

.....

Advantage 2

.....

Advantage 3

..... [2]

(ii) Suggest **two** other methods of travel the students could use between European cities.

Method 1

.....

Method 2

..... [2]

(c) The students are independent travellers, that is, they make their own arrangements for travel and do not book a 'package holiday'.

(i) Suggest **two** advantages of making independent travel arrangements.

Advantage 1

.....

.....

Advantage 2

.....

..... [2]

On their return journey the students would like to include a stopover in Singapore.

(ii) Explain the term 'stopover'.

.....

..... [2]





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## Question 3

## Cairo and Alexandria

8 days unravelling Egyptian Delights

From **€499** pp

A seven-night tour beginning in one of the most vibrant cities in the world - Cairo. Here you will have the opportunity to see the world famous Pyramids.

Having spent 2 days in Cairo you will take the train to Alexandria, the attractive sandstone city founded by Alexander the Great and chosen by Cleopatra as her capital.

You will be introduced to many Egyptian delights, ancient and modern, with this fantastic offer.

The price includes:

- SCHEDULED FLIGHTS
- 7 NIGHTS ACCOMMODATION
- 7 BREAKFASTS, 1 DINNER
- RETURN FIRST CLASS TRAIN CAIRO/ALEXANDRIA
- TRANSFERS
- SIGHTSEEING/EXCURSIONS
- EXPERIENCED LOCAL GUIDE FOR DURATION
- PRICE PER PERSON SHARING TWIN/DOUBLE
- 2-DAY CRUISE ON THE RIVER NILE

**Not included:**

- **Local departure tax**
- **Optional insurance**

Global Tourism 0870 241 0007
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### Day 1

#### London/Cairo

Transfer to hotel, situated on the banks of the River Nile, for two nights. Two day river cruise on the River Nile.

### Day 4

#### Cairo/Alexandria

Train to Alexandria, stay 1 night

### Day 5

#### Alexandria/Cairo

Discover the streets of the Catacombs and visit the Kait Bay Fortress. 3 nights accommodation.

### Day 8

#### Cairo/London

Departure Date	Price
18 Nov 2005	499 Euro
25 Nov 2005	539 Euro
12 Dec 2005	539 Euro

Fig. 2

Look at Fig. 2 an advertisement for a holiday.

Mr and Mrs M. Notermans of Holland have seen an advert for a seven-night package holiday to Cairo and Alexandria. They will be able to experience the wonders of modern and ancient Egypt, including a two-day cruise on the River Nile. The Notermans are available for travel on 25th November. Their address is 16, Rue Madir, Masstricht, Holland, S 555421. Their home telephone number is 0021 573 118.

The holiday company, Global Tours, uses both scheduled and chartered flights.

(a) The Notermans will be travelling by air to begin their holiday.

(i) Explain the difference between scheduled flights and chartered flights.

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

(ii) The advertisement includes the word 'transfers'.

Explain what this term means.

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

(iii) Describe the services that Mr and Mrs Notermans would expect to find on board a ship taking them on a two-day cruise.

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

(b) Calculate the total cost of the holiday for the couple if they travel on 25th November 2005.

.....  
..... [1]

(c) Suggest **two** benefits of cruising as opposed to flying from Cairo to Luxor.

Benefit 1

.....  
.....

Benefit 2

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

(d) The Notermans decide to book the holiday and Mrs Notermans wants to use her Visa Card to pay the deposit. The card number is 4626 559 8673. The expiry date is June 2009.

Complete the booking form Fig. 3. [12]

**GLOBAL TOURISM BOOKING FORM**

Please complete fully and return with remittance to Global Tourism, (Germany), 3651 Mildtenplatz, 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			Accommodation Category
				Single	Twin	Dble	

**SPECIAL REQUESTS/OTHER REQUIREMENTS**

.....  
 .....

**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 @ € ..... = .....

Insurance..... Passengers @ € ..... = .....

Full Payment ..... Passengers @ € ..... = .....

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. 3**

**Question 4**

The Dahl family of four from Norway has visited the Global Tourism office to enquire about a holiday in Spain. Their children, aged 3 and 5, do not yet go to school. They want to travel short-haul, during the daytime and in the middle of January. They would prefer to stay somewhere quiet that has facilities to meet the needs of young children. All family members have their own passports. The family will be travelling to the airport by car.

The family has a choice of two hotels.

**(a)** Suggest **two** advantages of travelling during the daytime for the family.

Advantage 1

.....

Advantage 2

..... [2]

**(b)** You are the travel agent dealing with the family.

**(i)** Complete the customer Requirements & Travel details form (**Fig. 4**) in order to gather more information about the family and their needs.

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

The family has the choice of accommodation below:

<p>Pueblo Laguna Beach Club ****</p> <p>Location: 10 kms outside Malaga, regular bus runs to town centre, close to beach. Residential area, quiet and very relaxing.</p> <p>1 outdoor pool, sun terraces, café/bar</p> <p>Half-board arrangements</p> <p>1 excursion included</p>	<p>Bena Vista ****</p> <p>Location: situated near the picturesque town of Mijas, 120 kms from Malaga airport.</p> <p>Self-catering apartment complex, two pool, 1 children's pool, fun club. Babysitting services available.</p> <p>Entertainment nightly</p> <p>Self-catering arrangements</p> <p>2 excursions included</p>
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(ii) Choose **one** of the types of accommodation described and discuss its merits for the family.

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..... [5]

(iii) As the travel agent, state the health and safety advice you would give a family travelling with young children.

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..... [5]

(c) The family finally decides upon a self-catering package holiday.  
Suggest **three** reasons why this type of holiday might be the most suitable.

Reason 1

.....  
..... [1]

Reason 2

.....  
..... [1]

Reason 3

.....  
..... [1]



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