

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 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.

For Examiner's Use	
1	
2	
3	
4	
<b>Total</b>	

This document consists of **14** printed pages and **2** blank pages.



## Question 1

**SPECIAL OFFER!**

The best of

Mauritius *from* £1039**GLOBAL TOURISM****PHONE/FAX**  
**0870 325 467**

10 nights Half-Board Hotel La Croix Du Sud.

Price includes: return flights with British Airways from London Heathrow, half-board accommodation, transfers and all pre-payable taxes.

**Flight Schedule. All times local and subject to change:****Monday/Saturday** London - Mauritius Depart 20.00 Arrive 11.55 + 1**Friday/Sunday** London - Mauritius Depart 16.00 Arrive 07.55 + 1**Monday/Saturday** Mauritius - London Depart 10.00 Arrive 18.25**Friday/Sunday** Mauritius - London Depart 22.15 Arrive 06.15**Travel information**

Time GMT + 4hrs

Currency - £1= 46.09 Rupee (as at 1/10/02)

Airport departure tax: - nil

**Requirements**

Passport - you must have 6 months validity beyond return day

**Insurance £49 pp****Couple £69****Family £89****Prices**

Departure	Adult	Child sharing with 2 Adults	Single supplement
05/1/06	£1039	£679	£200
08/4/06	£1159	£799	£200
21/4/06	£1039	£679	£200
01/5/06	£989	£499	£315
15/7/06	£1289	£719	£315
26/8/06	£1129	£709	£315
17/9/06	£1089	£699	£315

Fig. 1

Fig. 1 is an advertisement for a holiday to Mauritius.

Mr and Mrs Williams from the UK have seen the advert for a holiday in Mauritius. They decide to visit their local travel agency to book the holiday for themselves and their 9-year-old daughter.

They are able to take the holiday sometime in July or August as their daughter will be having her school summer holiday.

Their budget is a maximum of £3500 for flights and accommodation. They would like to fly from London Heathrow and take a daytime flight. They would prefer to travel home overnight to avoid jet lag. They will need family insurance.

Check-in is normally three hours before departure.

(a) The advertisement (Fig. 1) states that the price includes *transfers*. Explain what this means.

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

(b) Identify the tour operator.

..... [1]

(c) Identify **one** accommodation provider in Fig 1.

..... [1]

(d) Calculate the total cost for the family if they take the holiday in August.

..... [2]

(e) (i) Identify **two** legal requirements in relation to passports for the Williams family.

Requirement 1

.....  
.....

Requirement 2

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

(ii) Suggest **two** advantages of taking out a single travel insurance policy for the whole family.

Advantage 1

.....

Advantage 2

..... [2]

(f) Give **two** payment details the travel consultant would need if the booking was made by telephone.

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..... [2]

(g) Identify **three** sources of information that the Williams family could use to find out more about Mauritius.

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..... [3]



**Question 2**

Mr Raj Khosa will be celebrating his 40th birthday in January 2006. He has always wanted to take a holiday aboard a cruise liner. As a surprise birthday present, his wife Mrs Sunita Khosa has organised a two-week Cruise Holiday to the Caribbean. Mrs Khosa has selected a cruise liner carrying less than 2000 passengers.

They will fly to Barbados and experience this island paradise for three days before joining the cruise ship to visit some of the most beautiful islands in the Caribbean, which include Curacoa, Jamaica, and Antigua.

(a) Suggest **three** reasons why cruise holidays are popular.

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..... [3]

(b) Suggest **three** disadvantages of cruising on very large ships.

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..... [3]

(c) Give **two** specific features of travel insurance relevant to a cruise holiday.

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

(d) Explain **three** differences between a ferry and a cruise ship.

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..... [6]

(e) When the cruise ship arrives at the ports of different islands, passengers have the opportunity to disembark and enjoy the islands as tourists. This experience is referred to as an 'optional excursion'.

(i) Explain the term *optional excursion*.

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..... [2]

(ii) Suggest **one** benefit of joining an optional excursion.

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..... [1]

(f) Discuss the ways the travel agent could help the couple prepare for their holiday.

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**Question 3**

The World Travel Market takes place in London every year. Businessmen and women from all over the world, especially marketing executives, represent and promote their countries at the Travel Market.

Most of the participants book scheduled flights into London's major hub airport, Heathrow. There is excellent rail, coach and taxi transport available from the airport into the city.

Many of the participants book hotel accommodation in the city. They try to book as close to the exhibition hall as possible and this sometimes proves difficult. Hotels get booked up quickly during World Travel Market week.

**(a) (i)** Explain the term *hub airport*.

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

**(ii)** Recommend a method of transport from the airport to the city. Give **two** reasons to support your recommendation.

Method of transport  
..... [1]

Reason 1  
.....  
.....

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



(b) The participants will need transport to and from the World Travel Market.

Explain the advantages and disadvantages of using:

- (i) Taxis
- (ii) Underground rail system

**Taxi**

Advantages

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Disadvantages

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.....

**Underground rail system**

Advantages

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Disadvantages

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[8]

(c) Many of the participants have booked half-board hotel accommodation.

(i) Describe what is meant by the term *half-board accommodation*.

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

(ii) Give **two** advantages of this type of accommodation for participants attending the World Travel Market.

Advantage 1

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.....

Advantage 2

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

(d) During the evenings, participants may want to do some sightseeing or go to a show at one of the West End theatres.

(i) Identify **one** way they could book a tour or theatre tickets before arriving in London.

..... [1]

(ii) Suggest **three** advantages of pre-booking tours and tickets.

Advantage 1

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.....

Advantage 2

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Advantage 3

.....  
..... [3]

(e) At the end of the World Travel Market, a group of four participants stay in the UK for an extra week as tourists. They decide to tour England and Wales. They visit a Tourist Information Centre (TIC) where they are able to access information via a touch-screen facility.

(i) Explain what is a touch-screen facility.

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..... [2]

The participants can choose between a hire car and a train for their tour of England and Wales.

(ii) Choose the most appropriate method of transport in order for them to see as much of England and Wales as possible. Give reasons to support your answer.

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**Question 4**

A family of five from Switzerland wants to take a fly-drive self-catering holiday to Orlando, Florida.

They have three children aged 6, 9 and 12. Their 9-year-old son is physically disabled and dependant upon the use of a wheelchair. Their 12-year-old daughter is vegetarian.

They visit the Global Tourism office in Geneva where they are given help and information from the travel agent.

**(a) (i)** Explain the term *fly-drive* as used within the travel industry.

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..... [2]

**(ii)** Identify **four** motoring requirements the family need to consider when driving abroad.

1.  
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2.  
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3.  
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**(iii)** Give **three** advantages of taking a fly-drive holiday for this particular family.

Advantage 1  
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Advantage 2  
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Advantage 3  
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..... [3]

(b) The family has particular needs to be met; they have a disabled son and a vegetarian daughter.

As the travel agent's representative, suggest any special arrangements the travel agent would need to make to meet the needs of the family.

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..... [4]

(c) The Global Tourism office in Geneva uses up-to-date technology.

(i) Identify **two** electronic sources of information available to all travel agents that allow them to make bookings.

1.

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2.

..... [2]

(ii) Suggest **two** advantages of using electronic sources of information.

Advantage 1

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Advantage 2

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..... [2]

**(d)** Travel and Tourism providers such as Global Tourism offer a wide range of travel services.

Discuss the benefits to the customer and the organisation of offering an integrated range of travel services.

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