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**Answer ALL the questions. Write your answers in the spaces provided.**

1. There are a number of organisations involved in the regulation of the travel and tourism industry. Three of these are:

- CAA
- EASA
- ABTA

(a) State the full names of these organisations.

CAA .....

EASA .....

ABTA .....

**(3)**

Another organisation involved in the regulation of the travel and tourism industry is the International Air Transport Association (IATA).

(b) Describe **two** responsibilities of IATA.

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**(4)**

**Q1**

**(Total 7 marks)**



Use the following information to answer Questions 2(a) and 2(b).

**PERU TRAVEL GUIDE – PASSPORT/VISA**

<b>Passport Required?</b>		<b>Visa Required?</b>	
British	Yes	British	No
Australian	Yes	Australian	No
Canadian	Yes	Canadian	No
USA	Yes	USA	No
Other EU	Yes	Other EU	See notes

**Passports**

Valid passport required by all nationals referred to in the chart above.

**Visas**

Not required by all nationals referred to in the chart above, travelling as tourists for stays of up to 90 days, except nationals of Latvia and Romania who do require a visa.

Nationals applying for a tourist visa require a bank statement showing a minimum balance of £1,000 and a mini-statement taken from a cash machine on the date of application.

All nationals are advised to check with the Peruvian Consulate prior to departure to obtain current details of any documentation which might be required. Postal visa applications are not accepted unless submitted through a travel agency.

**Cost and Validity**

£19.20. Costs are subject to change according to exchange rates.

Valid for up to 90 days.

**Applications:**

Applications to Consulate (or consular section at embassy).

At least 24 hours required.

**PERU TRAVEL GUIDE – HEALTH**

<b>Vaccinations</b>	<b>Special Precautions</b>
Diphtheria	Sometimes
Hepatitis A	Yes
Malaria	Sometimes
Rabies	Sometimes
Tetanus	Yes
Typhoid	Yes
Yellow Fever	Sometimes*

Inoculation regulations can change at short notice. Please take medical advice in the case of doubt. Where ‘Sometimes’ appears in the table above, precautions may be required, depending on the season and region visited.

\*Vaccination is recommended for travellers visiting jungle areas below 2,300m (7,546 ft). Travellers who are only visiting Machu Picchu do not require a vaccination.

**Healthcare**

International travellers are strongly advised to take out full health insurance and should be prepared to pay up front for medical services.

(Source: adapted from [www.worldtravelguide.net](http://www.worldtravelguide.net))



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2. Pamela and Maigret have always wanted to holiday in Peru and trek to Machu Picchu. They intend to take a three week holiday there. Pamela holds a British passport and Maigret holds a Latvian (EU) passport.

(a) Describe the passport and visa advice Pamela and Maigret need before travelling.

(i) Passport advice .....  
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(1)

(ii) Visa advice .....  
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(4)

(b) State the vaccinations Pamela and Maigret must get for their holiday.

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(3)



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(c) Describe the causes and symptoms of yellow fever.

(i) Causes .....

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**(2)**

(ii) Symptoms .....

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**(2)**



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**Turn over for Question 2(d)**



Use the following information to answer Question 2(d).

### ALTITUDE SICKNESS

#### Causes

As you go higher the air still contains the normal amount of oxygen (21%), but atmospheric pressure decreases which results in each breath containing fewer molecules of oxygen. For example, at 5,500 m (18,000 ft), each breath will contain roughly half the normal amount of oxygen.

#### Symptoms

Symptoms of mild altitude sickness are:

- headache
- light-headedness
- tiredness
- weakness
- feeling unsteady
- an upset stomach
- feeling sick and vomiting
- racing heartbeat
- laboured breathing
- loss of appetite
- shortness of breath during exertion
- breathing faster or deeper
- difficulty sleeping and irregular breathing during sleep
- urinating frequently.

The following symptoms indicate a medical emergency and anyone experiencing them should descend to a lower altitude as soon as possible:

- worsening of the mild symptoms given above
- persistent irritable cough
- breathlessness (even while resting)
- bubbling sound in the chest
- coughing up pink frothy liquid (sputum) – indicating fluid in the lungs
- difficulty in walking and clumsy movements
- irrational behaviour
- double vision
- convulsions
- drowsiness
- confusion – indicating swelling of the brain, or fluid in the brain.

#### Treatment

The best form of treatment for altitude sickness is to go down to a lower altitude. If your symptoms are mild, you may be able to stay at your current altitude and let your body adjust. However, if you do, you should not exercise, you should drink plenty of fluid (not alcohol) and avoid smoking. Rest until you feel better.

If your symptoms are moderate, descending by 300 m (1,000 ft) will result in an improvement. Spending 24 hours at this lower altitude will bring a significant improvement. You should remain at this altitude until your symptoms have completely disappeared (for up to 3 days).

If your symptoms are severe, you should descend immediately by 600 m (2,000 ft) to a lower altitude. This is a necessary life saving measure because severe cases of altitude sickness can lead to death if not treated quickly. If your symptoms do not improve at the new altitude, you should continue descending until they do.

The signs of altitude sickness should never be ignored. People have died from altitude sickness by not recognising the signs and/or ignoring them. If you have the signs of altitude sickness, it is imperative that you do not go any higher until you feel better and your symptoms have gone away completely.

#### Prevention

The best way to prevent the onset of altitude sickness is to ensure that you ascend slowly as this gives your body more time to adapt to the change in altitude.

Acetazolamide and dexamethasone are two drugs that can help prevent the effects of altitude sickness. See your doctor to find out more before travelling.

(Source: adapted from [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))





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Altitude sickness is very common on treks to Machu Picchu.

- (d) An information leaflet about altitude sickness is to be produced for travellers trekking to Machu Picchu.

Choose the **two** most important pieces of advice you would use from these extracts and explain why you chose them.

Advice 1 .....

Explanation .....

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Advice 2.....

Explanation.....

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(8)

Q2

(Total 20 marks)



3. The following question refers to legislation that affects the operation of travel and tourism organisations.

Paul Smith is a wheelchair user. He regularly travels on business to Madrid. The airline always ensures he is given assistance onto the plane, free of charge.

(a) Which Act is the airline complying with?

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(1)

(b) Describe **two** key requirements of the Supply of Goods and Services Act for the travel and tourism industry.

1 .....

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2 .....

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(4)

Airline fares must now include all non-optional extras.

(c) State the legislation that an airline breaches if it publishes fares that do not include non-optional extras.

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(1)



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(d) Travel agencies must protect customers' data. Explain how a small independent agency could ensure its practices and procedures comply with Data Protection legislation.

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(6)

Q3

(Total 12 marks)

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UK organisations can now be prosecuted under the Corporate Manslaughter Act. The act allows a prosecution if the way an organisation is run is judged to have caused a death.

This will affect how transport organisations operate.

4. (a) Suggest **four** rules a train operator in Britain could implement to improve the safety of passengers and reduce the operator's risk of prosecution should a fatal accident occur.

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(4)



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(b) Identify **two** situations where the Foreign Office, their embassies and consulates can help travellers and tourists. Describe the help these organisations could offer in the situations you have identified.

Situation 1 .....

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(1)

Help offered .....

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(2)

Situation 2 .....

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(1)

Help offered .....

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(2)

(Total 10 marks)

Q4

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Use the following booking conditions to answer Question 5.

**LIBRA HOLIDAYS – BOOKING CONDITIONS**

**FAIR TRADING CONDITIONS**

The following conditions form the basis of the contract between you and LIBRA HOLIDAYS LTD.

**1. Our agreement with you**

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. You will also become directly responsible for the payment of the total holiday price and, if applicable and appropriate, any cancellation charges. A contract will exist as soon as we issue our confirmation invoice.

**2. Your holiday price**

When you make your booking you must pay a deposit of £100 per person. The balance of the price of your travel arrangements must be paid at least eight weeks before your departure date. If the deposit and/or balance are not paid in time, we shall cancel your travel arrangements.

**3. If you change your booking**

For scheduled flights, name changes must be notified to us at least 35 days before the departure date and a fee of £50.00 per name change will be charged. Any amendments to names within 35 days of the departure date (for scheduled flights) will mean that the flight will have to be cancelled and re-booked and appropriate cancellation charges will apply (please refer to condition 4).

For changes within 8 weeks of the departure date, other than a name change, you will be liable to pay cancellation charges (please refer to condition 4).

**4. If you cancel your holiday**

All cancellations must be notified to our office in writing by the person who made the booking or your travel agent and should be marked 'URGENT – CANCELLATION NOTIFICATION'. The effective date of cancellation will be when the notification is received by Libra Holidays.

Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in the table below:

**NOTIFICATION PERIOD CANCELLATION CHARGE**

- More than 56 days loss of deposit
- More than 29 days 40% of holiday cost
- More than 14 days 60% of holiday cost
- More than 7 days 80% of holiday cost
- 6 days or less – no show 100% of holiday cost

PLEASE NOTE: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. Any insurance premium paid to us is non-refundable in the event that you cancel your travel arrangements.

**5. If we change or cancel your holiday**

We reserve the right to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it. However, we will endeavour not to cancel your travel arrangements, except for reasons of force majeure or failure by you to pay the final balance.

Customer's signature ..... Date .....

(Source: adapted from [www.redseadivers.com/bookcond\\_Libra.htm](http://www.redseadivers.com/bookcond_Libra.htm))



When a customer books a holiday with a tour operator they sign a booking agreement.

5. (a) (i) Mr and Mrs Scarf made a holiday booking with Libra Holidays and paid a deposit. When did the booking conditions contract between Libra Holidays and the Scarfs begin?

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(1)

(ii) How many weeks before departure is Mr and Mrs Scarf's balance payment due?

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(1)

(iii) What is the fee charged by Libra Holidays if a name change is required on the tickets more than 35 days before departure?

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(1)

(iv) Twelve days before their departure is due, Mr Scarf develops a serious illness and they have to cancel their holiday.

Identify **four** pieces of information which the Scarfs would need to know about the cancellation procedure outlined in the booking conditions.

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(b) Explain the importance of booking agreements/conditions to both Mr and Mrs Scarf and Libra Holidays.

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Q5

(6)

(Total 13 marks)





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Major earthquakes have occurred in a number of destinations over the last few years.

A company is developing a leaflet which will be available for travellers. The leaflet will contain information which will be useful for any traveller caught up in an earthquake.

6. (a) Suggest **two** pieces of advice that should be included in the leaflet and justify your suggestions.

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**(2)**

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**(2)**

(b) Major earthquakes are an example of a large scale emergency. Describe the differences between a small scale and a large scale emergency.

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**(4)**



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On 17 January 2008 a British Airways plane crashed near the runway at Heathrow Airport.

When the plane was coming in to land, the engines cut out and oxygen masks came down. The co-pilot managed to glide the plane over Heathrow's perimeter fence, just missing cars and lorries on the road nearby. Once the plane landed, air stewards went into emergency mode and passengers were evacuated quickly.

**Read the following information before answering Question 6(c).**

Whilst passengers were full of praise for the captain, crew and cabin staff, it was a different matter concerning treatment in the airport after the crash.

Passengers commented:

- I saw a man light a cigarette about 100 yards away after coming down the emergency chute.
- Fire engines did not arrive until some time after the crash.
- Passengers had to wait for hours to see medical staff and received no counselling after.
- Passengers asked for tea and coffee but received no refreshments and passengers had to be escorted to the toilet. It felt like the staff were more interested in security than the passengers' wellbeing.
- After several hours we got through passport checks and police questioning.
- Once we were in the airport a staff member told me I should count myself lucky I was alive and my luggage was not important. It was not nice. It's not my problem they crashed their plane.

(Source: adapted from website and newspaper reports)



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(c) Analyse how effectively this emergency situation was dealt with by the airport and the airline.

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**(8)**

**Turn over for Question 6(d)**



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(d) (i) Describe **one** recent large scale emergency situation you have researched or studied in class.

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(ii) Assess how effectively this situation was dealt with by the travel and tourism industry.

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(8)

Q6

(Total 28 marks)

**TOTAL FOR PAPER: 90 MARKS**

**END**

