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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. Two of these are:

- CAA
- EASA

(a) State the full names of these organisations.

CAA

EASA

(2)

(b) Describe **two** roles of ABTA.

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(4)

(c) Name in full **one other** key organisation involved in regulating the travel and tourism industry.

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(2)

(Total 8 marks)

Q1



Use the following information to answer Question 2.

Passports

For entry into Vietnam, most people require a passport, with a validity exceeding six months from the date of entry.

Day trippers from the bordering countries of Cambodia, China and Laos bearing identity cards may enter Vietnam for specified purposes, such as agriculture or business.

Visas

Foreigners usually require a valid visa to enter Vietnam; citizens of member countries that have agreements with Vietnam do not require a visa for entry for a period not exceeding 30 days.

Passport	Passport?	Visa?	Return ticket?
British	Yes	Yes	No
Australian	Yes	Yes	No
Canadian	Yes	Yes	No
USA	Yes	Yes	No
EU-Other	Yes	Yes	No
Japanese	Yes	Yes	No

Visas are required by all except:

- nationals of **Bulgaria, Cuba, Korea (Dem Rep) and Romania**
- nationals of **Malaysia and Thailand** for 30 days
- nationals of the **Philippines** for 21 days
- transit passengers continuing their journey within 72 hours, provided holding valid return or onward tickets. At present visas can be issued for either groups or individuals.

For security, it is advisable to carry photocopies of documents rather than originals when travelling in Vietnam.

Visa classes

Types of visa:

- tourist: single-entry or multiple-entry
- single-entry business: 1 month
- multiple-entry business: 1 month, 3 months, 6 months or more.

Tourist visas are valid for 1 month from proposed date of entry. Visas can usually be extended for another month, at extra cost, in the larger towns.

All regulations including those concerning which countries require visas, cost of visas and validity of visas are very complex and subject to frequent change. It is advisable to contact the consular section at the embassy before travelling to Vietnam.

(Source: adapted from www.wompom.ca)



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2. Olivia and Jess are two gap year students planning to travel around the Far East for a month. Olivia holds a British passport and Jess holds a Canadian passport. They plan to fly into Vietnam then leave to travel around Cambodia and Thailand before returning to Vietnam to fly home.

(a) Describe the passport and visa advice the two girls should be given.

(i) Passport advice

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(2)

(ii) Visa advice

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(4)



EMBASSY OF THE SOCIALIST REPUBLIC OF VIETNAM

12 Victoria Road, London W8 5RD

Fax: 020 7565 3853 or 020 7937 6108

Tel: 020 7937 1912

Website: <http://www.vietnambassay.org.uk/consular.html>

Email: consular@vietnambassay.org.uk

FORM F

VISA APPLICATION FORM FOR FOREIGNERS

1. Full name (in BLOCK letters and underline surname)

.....

2. Male Female

3. Date of birth / /
(dd) (mm) (yyyy)

4. Place of birth

5. Nationality

6. Passport number

• Issuing authority

• Issuing date / /
(dd) (mm) (yy)

• Expiry date / /
(dd) (mm) (yy)

7. Home address (please tick if this is your correspondence)

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Postcode

• Home telephone

• Mobile telephone

• Email

8. Occupation

• Work address (please tick if this is your correspondence)

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Postcode

• Work telephone

9. Children accompanying (full name, DOB, relation)

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Applicant's checklist

- 1. Valid passport
- 2. Completed application form with photo
- 3. Visa fee
- 4. Postage fee and self-addressed envelope (if returned by post)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

PASSPORT-SIZE
(4cm x 6cm) PHOTO
MUST BE GLUED OR
STAPLED HERE

10. Purpose of visit

Tourism Business

If others, please specify

• Name & address of contact in Vietnam (if applicable)

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11. Proposed dates of entry and exit

(maximum duration of stay for tourists is 30 days)

From / / To / /
(dd) (mm) (yy) (dd) (mm) (yy)

12. Number of entries

Single Multiple

I declare the above information is true and for which I take full responsibility.

Date / /
(dd) (mm) (yy)

Signature

FOR OFFICIAL USE ONLY			
Note:	1T1L	Exp	EGT
	1TNL	Exp	EGT
	3T1L	Exp	EGT
	3TNL	Exp	EGT
	6T1L	Exp	EGT
	6TNL	Exp	EGT

(Source: www.vietnambassay.org.uk)



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On the visa application form opposite there are 12 sections that need to be completed. The girls will need to ensure that they fill their forms in accurately to obtain the correct visa.

- (b) (i) Identify **one** section the girls will need to be especially careful with to ensure their visa is valid for their needs. Explain why you have identified this section.

Section identified

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(1)

Explanation

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(3)

- (ii) State **four** items that need to be submitted when making a visa application for Vietnam.

1

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2

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3

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4

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(4)





<p>(c) Vietnam is one of many countries that require tourists to obtain visas to enter the country. Explain why countries require visitors to obtain visas.</p> <p>.....</p> <p>(4)</p> <p>(Total 18 marks)</p>	Leave blank
	Q2



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Read the following extract before answering Question 3.

Travel agents told to give out malaria advice.

A leading professor has called on travel agents to take responsibility for educating travellers about the risk of contracting malaria abroad. He found after reviewing 27 travel brochures from British tour companies to Africa, only 12 contained any information on malaria.

(Source: adapted from Travel Weekly, 8 August 2008)

3. (a) Describe the causes and symptoms of malaria.

(i) Causes

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(2)

(ii) Symptoms

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(2)

(b) Identify **three** pieces of advice that could be included in brochures and given to potential travellers to help them avoid contracting malaria.

1

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2

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3

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(3)

(Total 7 marks)

Q3



4. Legislation affects the operation of travel and tourism organisations.

‘Package organisers and retailers must accept responsibility for the performance of the services offered. Any brochure made available to customers must clearly and accurately show the price, destination, itinerary, means of transport used, type of accommodation, meal plan, passport and visa requirements, health formalities, timetable for payment and the deadline for informing customers in the event of cancellation.’

(a) What legislation is being described?

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(1)

(b) Another piece of legislation that applies to the travel and tourism industry is the Data Protection Act.

Summarise the key requirements of the Data Protection Act.

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(4)



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(c) Explain **two different** ways that the Data Protection Act affects the operation of travel agencies and hotels.

Travel agencies

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(3)

Hotels

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(3)

Q4

(Total 11 marks)

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5. A new scheme to help locate holiday makers in case of emergencies in foreign countries has been launched by the Foreign and Commonwealth Office (FCO). 'Locate' is an online service where travellers can place details of their trip. This information will only be accessed by approved Government employees.

The 'Locate' programme will help the Foreign Office locate Britons in the event of a crisis. The FCO has named the Chinese earthquake in 2008 and the 2007 fires in Greece as examples of when Britons abroad were eager to let family and friends know they were safe and well.

More details on 'Locate' can be found on www.fco.gov.uk.

(Source: adapted from www.fco.gov.uk)

- (a) Suggest **four** items of useful information that travellers could place on the 'Locate' website. Justify your suggestions.

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(8)



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(b) Identify **two** emergency situations where tour operators, their representatives and their head offices can help their customers. 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 14 marks)

Q5

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Read the following information before answering Question 6(a).

On 12 September 2008, the third largest travel company in Britain, XL Leisure Group, collapsed. 85,000 passengers were stranded abroad as XL's planes were grounded.

Thousands of travellers returned to UK airports on specially chartered and scheduled flights with spare seats. One week later the CAA said 12,000 people had been brought home to the UK on 52 relief flights but it was estimated 450 additional flights were still needed.

British Airways, Monarch and Astraeus operated these relief flights from destinations including the Canary Islands, Florida and Egypt. The CAA also chartered planes from British operators including easyJet and Thomson. Many staff gave up their time off to crew these flights.

'Thousands of passengers were left stranded while 21 of the collapsed airline XL's empty planes were flown back home. A spokesman said 'the aircraft could have brought home around 4000 people.'

Virgin head Sir Richard Branson has called for a review of the rules governing airlines. He said planes grounded by the failure of their parent companies should be allowed to fly under the control of the aviation regulator. He claimed this would reduce disruption.'

(Source: adapted from www.telegraph.co.uk, 20 September 2008)



The collapse of XL has shown that people are confused about when their travel arrangements are covered by ABTA and ATOL bonding schemes and when they are not.

(b) (i) Describe how an ATOL bond protects customers.

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(2)

(ii) Describe how holidaymakers can be affected if they are not protected by an ATOL bond.

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(2)



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(c) Make **two** recommendations to help solve this confusing situation.

In your answer, you should consider actions that could be taken by the Government or the travel and tourism industry. Justify your recommendations.

Recommendation 1

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(4)

Recommendation 2

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(4)





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

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(4)

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