

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

Advanced Subsidiary Unit 5: Travelling Safely

Monday 17 January 2011 – Afternoon
Time: 1 hour 30 minutes

Paper Reference

6991/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Quality of written communication will be taken into account in the marking of your responses to questions 4(b) and 6(e)(ii). These questions are indicated with an **asterisk** (*)
– *you should take particular care with your spelling, punctuation and grammar, as well as the clarity of expression, on these questions.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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

1 (a) Name **one** organisation that helps to regulate the airline industry in the UK. (1)

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(b) Describe **two** roles of regulatory organisations in the airline industry. (4)

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ABTA has a code of practice with rules that it expects its members to follow. One of these rules is that tour operators and principals should not make alterations to customers' holiday arrangements less than 14 days before their departure date unless it is necessary to do so as a result of a force majeure.

(c) Explain **two** ways in which tour operators and transport and accommodation principals should operate to make sure they do not break this rule.

(6)

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(Total for Question 1 = 11 marks)



Read the extracts provided before answering Question 2.

Passport/Visa

Chile

	Passport Required?	Visa Required?
<i>British</i>	<i>British</i>	No
<i>Australian</i>	<i>Australian</i>	See Visa note
<i>Canadian</i>	<i>Canadian</i>	See Visa note
<i>USA</i>	<i>USA</i>	See Visa note
<i>Other EU</i>	<i>Other EU</i>	No

Passports

Passport valid for at least six months required by nationals referred to in the chart above.

Passport Note

Passports issued to children must contain a photo and state the nationality.

Visas

Not required by all nationals referred to in the chart above for stays of up to 90 days except the following:

- (a) nationals of Greece for up to 60 days and nationals of Romania for up to 30 days.
- (b) transit passengers continuing their journey on the same or first connecting aircraft provided holding required travel documents for onward destination and not leaving the airport transit lounge.

Note: Nationals not referred to in the chart above are advised to contact the embassy to check visa requirements (see *Contact Addresses*).

Visa Note

Nationals of Australia, Canada and the USA entering Chile for touristic purposes will be charged a processing fee payable on arrival and in cash only. For nationals of Australia, the fee is US\$56; for nationals of Canada, the fee is US\$132; and for nationals of the USA, the fee is US\$100.

(Source: adapted from www.worldtravelguide.net, © Columbus Travel Media)



Health

Chile

Vaccinations Required

	Special Precautions
Diphtheria	Sometimes
Hepatitis A	Yes
Malaria	No
Rabies	Sometimes
Tetanus	Yes
Typhoid	Sometimes
Yellow Fever	No

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.

Food and Drink

Standards of hygiene are generally reasonable in Chile and should not cause visitors any undue concern.

Other Risks

Vaccinations against tuberculosis and hepatitis B are sometimes recommended. When travelling to rural parts of Chile, care should be taken to avoid the Hanta virus, a potentially fatal condition that is spread by rodents. In particular, make sure rustic cabins are well aired out and free from any sign of rodents.

Health Care

Health insurance is essential. Emergency services can be dialled free (tel: (2) 131 for an ambulance), but for medical emergencies, private services may deliver more modern equipment and a faster response. *Clínicas* (private hospitals) can be contacted directly in the case of a medical emergency.

(Source: adapted from www.worldtravelguide.net, © Columbus Travel Media)



2 Margita and her 18 month old son, who both hold French passports, are travelling from the UK to Chile to see Margita's grandparents who live there. Margita is also taking her son's nanny who holds a Canadian passport. They will all be staying in the country for 21 days.

(a) Describe the passport and visa advice these travellers should be given.

(i) Passport advice

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(ii) Visa advice

(3)

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(b) Identify **four** pieces of health advice that should be provided for Margita, her son and his nanny. Only two of these should relate to vaccinations.

(4)

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(c) Describe the causes and symptoms of typhoid.

(i) Causes

(2)

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(ii) Symptoms

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(Total for Question 2 = 14 marks)



3 Mr and Mrs Axelby booked a package to a fully inclusive hotel in Sharm el Sheikh on the Red Sea. They were assured by their travel agent that all food and drinks would be included free in the holiday package they had paid for. However when they arrived at the hotel, only food, local beer and wine were included in the price. All other drinks they ordered had to be paid for.

(a) What legislation has been breached in this situation?

(1)

(b) Make **two** recommendations that a travel agency could adopt to ensure that this legislation is not breached in future. Justify your recommendations.

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Another piece of legislation that applies to the travel and tourism industry is the Disability Discrimination Act (DDA).

(c) Summarise the key requirements of the DDA.

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(Total for Question 3 = 13 marks)



4 In recent years there has been a growth in e-ticketing. Increasingly, budget airlines are introducing charges for passengers wanting to check in at the airport, so more and more people are checking in through the internet from home or the office.

(a) Explain the advantages and disadvantages of checking in through the internet as opposed to the airport for:

- passengers
- airlines.

(8)

A series of horizontal dotted lines for writing an answer.



Read the following before answering Question 5.

In August 2009 an 18 month old British child died after falling ten feet from a balcony at the Chia Laguna Resort in Sardinia. The child was on the balcony alone while the parents were getting changed a few feet away.

The Managing Director of Classic Holidays, the tour operator that sold the holiday, said, 'We don't think there is a problem with the balcony. We believe it is a tragic accident from what we've heard..'

(Source: adapted from *Travel Weekly*, 21st August 2009 Edward Robertson © Twgroup Ltd)

5 Suggest **four** actions Classic Holidays and the Chia Laguna Resort could take to prevent such accidents occurring again. Justify your suggested actions.

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(Total for Question 5 = 8 marks)



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Read the following extract from Endsleigh Backpacker Basic insurance policy before answering Question 6.

section 2 – emergency medical and other expenses

What is covered

We will pay **You** up to £2,000,000 for the following expenses which are necessarily incurred within 12 months of the incident as a result of **Your** suffering unforeseen **Bodily Injury** or illness and/or compulsory quarantine:

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred:
 - a) outside the **United Kingdom** or
 - b) within the Channel Islands.
2. In the event of **Your** death:
 - a) outside the **United Kingdom** the reasonable additional cost of funeral expenses abroad up to a maximum of £2,000 plus the reasonable cost of conveying **Your** ashes to **Your Home**, or the additional costs of returning **Your** body to **Your Home**.
 - b) within the **United Kingdom** the reasonable additional cost of returning **Your** ashes or body to **Your Home** up to a maximum of £750.
3. Reasonable additional transport (economy class) or accommodation expenses incurred, up to the standard of **Your** original booking, if it is medically necessary for **You** to stay beyond **Your** scheduled return date.
This includes, with the prior authorisation of the Emergency Assistance Service, reasonable additional transport or accommodation expenses for a friend or **Close Relative** to remain with **You** or travel to **You** from the United Kingdom or escort **You** and additional travel expenses to return **You** to **Your Home** if **You** are unable to use the return ticket.
4. With the prior authorisation of the Emergency Assistance Service, the additional costs incurred in the use of air transport and/or other suitable means, including qualified attendants, to repatriate **You** to **Your Home** if it is medically necessary. Repatriation expenses will be in respect only of the identical class of travel utilised on the outward journey unless the Emergency Assistance Service agree otherwise.

What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
2. Any claims arising directly or indirectly in respect of:
 - a) Costs of telephone calls, other than calls to the Emergency Assistance Service notifying them of the problem for which **You** are able to provide a receipt or other evidence to show the cost of the call and the number telephoned.
 - b) The cost of treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated **Your** admittance into hospital.
 - c) Any expenses which are not usual, reasonable or customary to treat **Your Bodily Injury** or illness.
 - d) Any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and the Emergency Assistance Service can be delayed reasonably until **Your** return to the **United Kingdom**.
 - e) Expenses incurred in obtaining or replacing medication or obtaining treatment or ongoing regular therapy, which at the time of departure is known to be required or to be continued outside the **United Kingdom**
 - f) Additional costs arising from single or private room accommodation.
 - g) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the Emergency Assistance Service.
 - h) Any expenses incurred after **You** have returned to the **United Kingdom**.
 - i) Expenses incurred as a result of a tropical disease where **You** have not had the recommended inoculations and/or taken the recommended medication.
 - j) **Your** decision not to be repatriated after the date when in the opinion of the Emergency Assistance Service it is safe to do so.

(Source: taken from Endsleigh Backpacker Basic insurance policy © Endsleigh Insurance)



6 Bill Jacobs completed his A Levels and then went backpacking in Asia and Australia. He bought the Backpacker Basic travel insurance from Endsleigh Insurance Company at a cost of £200. This insurance covered him for medical expenses up to £2 million. Six weeks into his backpacking tour, Bill was swimming in the sea off Thailand and was hit by a jet ski. He suffered leg and head injuries and was rushed to hospital by ambulance.

(a) List **four** things that Endsleigh Insurance would have covered Bill for immediately after the accident.

(4)

- 1
- 2
- 3
- 4

(b) Bill's mother flew to Thailand to be with her son while he was in hospital. Describe what she needed to do to ensure Endsleigh Insurance paid for her travel and accommodation costs.

(2)

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(c) Other than medical emergencies, identify **two** other situations that would be covered by travel insurance.

(2)

- 1
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- 2
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Emergency situations similar to Bill's happen all too frequently. Endsleigh Insurance is producing a booklet of advice to help backpackers, and their relatives at home, understand what they can do to be prepared for possible emergency situations.

(d) Recommend **two** pieces of advice to be included in this booklet. Justify your recommendations.

(i) Recommendation 1

(4)

Justification

(ii) Recommendation 2

(4)

Justification



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

(4)

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* (ii) Analyse how effectively the situation described in part (e)(i) was dealt with by the travel and tourism industry.

(8)

Dotted lines for writing.

(Total for Question 6 = 28 marks)

TOTAL FOR PAPER = 90 MARKS



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