

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCE

Travel and Tourism

**Advanced Subsidiary
Unit 5: Travelling Safely**

Tuesday 22 May 2012 – 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 5(a) and 5(d)(ii). These questions are indicated with an **asterisk** (*)
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

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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PEARSON

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

1 (a) Describe **two** roles of the Association of British Travel Agents (ABTA).

(4)

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(b) Give the full name of the CAA.

(2)

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(c) The International Air Transport Association (IATA) is a regulatory organisation that represents the airline industry. One of its roles is to operate the IATA Clearing House (ICH). The ICH allows all airlines to pay and invoice other airlines who use different currencies across the world.

For example, a business woman may ring up British Airways to book flights from London to Paris and then on to New York before returning to London.

Journey details	Airline used
London – Paris	British Airways
Paris – New York	Air France
New York – London	American Airlines

However, she will only make one payment to British Airways for the whole journey. The other airlines will then invoice British Airways through the ICH to claim their share of the flight cost.

Explain the advantages of the ICH to airlines and their customers.

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(Total for Question 1 = 12 marks)



Venezuela Entry Requirements for British Passport Holders

Entry Requirements – Visas

If you are arriving by air, you can enter for up to 90 days on a tourist card issued on arrival. If you are arriving overland, or by sea, you need to obtain a visa in advance from your nearest Venezuelan Embassy or Consulate. You should have a valid return air ticket to Britain. You must not overstay the 90 days or you may be arrested and fined when departing. Extensions of up to 60 days may be arranged at government offices, on payment of a fee plus presentation of passport, tourist card, photograph and return ticket.



Entry Requirements – Passport Validity

Your passport should have at least six months validity on arrival.

(Source: adapted from: © CROWN/HMSO COPYRIGHT HOLDER)

Spencer and Jordan are two students who are travelling around South America. Both hold British passports. They will be flying into Brazil and then will travel overland to Venezuela. They intend to spend a month in Venezuela.

(a) Describe the passport and visa advice Spencer and Jordan should be given.

(i) Passport

(2)

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(ii) Visa

(4)

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There have been cases of yellow fever in Venezuela.

(b) (i) Describe the causes of yellow fever.

(3)

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(ii) Identify **three** symptoms of yellow fever infection.

(3)

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(Total for Question 2 = 12 marks)



3

British Airways and partner American Airlines are to combine their timetables to create an hourly transatlantic service.

This new scheduling between American Airlines and British Airways will anger rivals like Virgin Atlantic and may lead to accusations of the partnership running a monopoly.

(Source: adapted from text courtesy of *Travel Weekly*)

- (a) Identify the legislation being breached when a monopoly situation threatens fair competition.

(2)

Read the following information before answering Question 3(b).

Which? is an organisation that tries to ensure that organisations treat their customers fairly and comply with legislation.

Which? Travel carried out an investigation into the service disabled airline passengers were receiving at UK airports. It concluded that the provision of service was sometimes unsatisfactory.

- Richard is blind and has a guide dog. He was met at Glasgow Airport and an assistant helped him to check in and took him to the departure area. Richard told his assistant he needed the toilet. The assistant asked him to wait a minute, went off, and never returned.
- Alex and Angela are both wheelchair users. They found it difficult to locate the special assistance check-in areas. Both required lifting on to the plane but were lifted inappropriately as they were not asked what the most comfortable lifting position was for them.

(Source: based on a report by *Which? Travel*)



(b) Recommend **two** measures that airports and airlines could introduce to improve the service provided for passengers such as Richard, Alex and Angela. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

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Justification

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The following article appeared in a lifestyle magazine.

Unfair fares

No-frills airlines are well known for unexpected fees and charges. *Which?* research has found that airlines such as Ryanair currently don't show fares that include compulsory government taxes.

The Office of Fair Trading (OFT) warned 13 airlines they were advertising unobtainable prices in 2007, breaching legislation. However, airlines say that the high levels of British government taxes on airline tickets mean they want to show these as a separate charge so customers are aware how much the tax is.

Pricing strategies such as adding on extras (i.e. price dripping) is common practice. It is not unusual to start with a fare of £40, then insurance of £10 is added, then £20 for baggage and then £10 in taxes – a total of £80. If the customer paid for this by credit card, they could be charged an extra £10 per person.

An OFT study shows that price dripping reduces the customers' ability to make informed purchasing decisions. A fare showing £40 plus £10 in taxes, for example, can seem more attractive to a customer.

(Source: This article appeared in *Candis* magazine, © June 2011)



(c) Evaluate the pricing strategies of no-frills airlines.

In your response you could consider:

- failure to comply with legislation
- the UK government Air Passenger Duty tax (APD)
- competition
- customer choice
- any other relevant information.

(8)

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Exit Aisle Seat Drama



Exit aisle seats in aircraft are very popular due to the extra legroom. Many airlines charge passengers extra for these seats. However, regulations require passengers in exit aisle seats to be fit enough to help open the aircraft door in an emergency.

Mr Brown paid for extra legroom seats for himself, his wife and their 18-year-old son for both their outward and return flights. Upon arrival at the airport these seats were unavailable and the family was split up. The exit aisle seats which Mr Brown had booked and paid for had been reallocated to three elderly passengers, two of whom were over 80 and had difficulty walking.

(Source: article adapted from *Travel Weekly*, 20th Nov 2009, Image: © ChimpanzApe's Photostream)

- (d) In this case the airline was clearly breaking important safety regulations. Make **two** recommendations that an airline could adopt to ensure that safety regulations are not breached in the future. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

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Justification

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(Total for Question 3 = 26 marks)

4 All customers booking a package holiday agree to a set of conditions imposed by the tour operator. These are known as 'booking conditions'.

(a) Explain why tour operators insist customers sign these booking conditions before confirming their holiday arrangements.

(4)

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Read the following information before answering Questions 4(b), (c) and (d).

Booking conditions

Travel Insurance

You must take out adequate travel insurance suitable for your needs before you travel. We cannot be responsible for any costs you incur as a result of you failing to do so.

Late Holiday Bookings

Certain holidays booked within 14 weeks of departure will be regarded as 'Late Holiday' bookings. You will be told whether your booking is a 'Late Holiday' booking.

Deposits required when booking

When you book a holiday you agree to pay us either:

- a deposit of £50 per person (both adult and child) at the time of booking followed by the remaining balance 10 weeks before your departure date
- the full cost of the holiday at the time of booking if you book a 'Late Holiday' or if it is 10 weeks or less before you go.

Cancellation by you

The lead name on the booking must give notice to cancel in writing either to their travel agent or to the address on the invoice. The charges shown below apply from the date we receive the notice at our office or the travel agent activates the cancellation.

Time we receive your notice to cancel before departure	Cancellation charge (excluding 'Late Holiday' bookings)	Cancellation charge for 'Late Holiday' bookings
More than 70 days	Loss of deposit	Loss of deposit
70–57 days	30% cost of holiday	100% cost of holiday
58–29 days	50% cost of holiday	100% cost of holiday
28–22 days	70% cost of holiday	100% cost of holiday
21–8 days	90% cost of holiday	100% cost of holiday
7 days or fewer	100% cost of holiday	100% cost of holiday

(Source: This extract is reproduced with the permission of *Thomas Cook Tour Operations Limited*)



Mr and Mrs Shah plus their two children, Amit and Nikki, booked a holiday to Corfu departing from Manchester Airport on 16th August for one week.

They booked their holiday in January with their local travel agent.

(b) How much will the Shahs have to pay as a deposit? (1)

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(c) Explain whether their booking is classed as a normal holiday booking or a 'Late Holiday' booking. (3)

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(d) (i) Mrs Shah finds out 28 days before their departure date that she will have to have a hospital operation and the family must cancel their holiday.
Describe what the Shahs must do to cancel the holiday. (2)

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(ii) Give the percentage of the holiday cost the Shahs will be charged when cancelling their holiday. (1)

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(iii) Explain why customers like the Shahs should take out travel insurance.

(3)

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(Total for Question 4 = 14 marks)

5 Read the following information before answering Question 5(a).

At the end of February 2011 there was an uprising against the Gadaffi regime in Libya. Open warfare broke out in several Libyan cities, including the capital Tripoli.

The British Foreign Office started arranging emergency flights to evacuate an estimated 3500 British citizens from Libya. They intended these emergency flights to be in addition to the two daily flights into Tripoli operated by British Airways and BMI. Both these airlines cancelled these daily flights. The reason they gave was safety concerns for staff and passengers.

However, aviation experts said the airlines did not want to pay the high war-zone insurance premiums that would be imposed on them if they did fly to Libya.

This left many British families stranded in a very dangerous situation in Libya as they had expected to leave on the flights which were cancelled.

(Source: adapted from © *The Times* <02 2011>)



*(a) Analyse whether the action taken by British Airways and BMI was justified.

You should consider the view of :

- the government
- the airline industry
- the passengers.

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(b) Identify **two** small-scale emergency situations.

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(c) A 'force majeure' is a large-scale emergency situation.

Explain the difference between large-scale and small-scale emergency situations.

(4)

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(d) (i) Other than the uprising in Libya, describe **one** recent large-scale emergency situation you have researched or studied in class.

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*(ii) Choose one of the following types of large-scale emergency situations:

- Strikes
- Severe weather conditions
- Major outbreaks of disease

Type of large-scale emergency situation chosen

Using examples of this type of emergency situation, explain how the travel and tourism industry could improve their response to similar situations in the future.

You may use examples you have researched or studied in class.

(8)

(Total for Question 5 = 26 marks)

TOTAL FOR PAPER = 90 MARKS



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