

Write your name here

Surname

Other names

**Pearson**  
**Edexcel GCE**

Centre Number

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Candidate Number

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# Travel and Tourism

## Advanced Subsidiary

### Unit 5: Travelling Safely

Tuesday 20 May 2014 – 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 2(c)(i) and 3(c). 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 questions. Write your answers in the spaces provided.**

Crystal Holidays is a tour operator and an ABTA member.

- 1** (a) Explain **one** advantage and **one** disadvantage of being an ABTA member for Crystal Holidays.

(4)

Advantage

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Disadvantage

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- (b) State the full name of ABTA.

(1)

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(c) The International Air Transport Association (IATA) is an international organisation associated with the airline industry.

Explain the benefits of an **airline** being a member of IATA.

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(Total for Question 1 = 11 marks)



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2 (a) (i) Name **one** country in Africa where there is a risk of yellow fever transmission. (1)

(ii) Name **one** country in South America where there is a risk of yellow fever transmission. (1)

(iii) Describe the causes of yellow fever. (3)



Read the following information before answering Questions 2(b) and (c).

### Visa requirements for the Russian Federation

All British passport holders require a visa and valid passport to enter the Russian Federation. Passports must be valid for a minimum period of three months after the expiry date of the visa that is being used to enter Russia.

A visa cannot be obtained at the border, therefore Russian visas should be applied for before travelling. All British passport holders can apply for a single, double or multiple entry visa.

- A single entry visa allows the traveller to enter the Russian Federation once during the validity of the visa.
- Double entry visa means that travellers can leave the Russian Federation and enter it once again during the validity of the visa issued.
- A multiple entry visa allows travellers to enter/leave the Russian Federation several times during the validity of the visa.

Required documents for all visa categories

- Valid international passport with at least two blank pages for visas.
- Fully completed application form, photograph and supporting documents.

Along with the visa fees, there is a service charge applicable per visa application

Normal applications (can take up to 7 calendar days): £26.40

Urgent applications (next working day service): £33.60

All foreign nationals entering the Russian Federation must sign a migration card which is produced electronically at passport control at Russian airports.

The migration card is in two identical parts. One part will be retained by the Immigration Officer on arrival. Travellers should keep the other part with their passport. Travellers will need it when departing from the Russian Federation and if stopped by the police for an ID check during their stay. Hotels and hostels will not check in guests if they do not have the stamped white immigration card with them. If travellers lose the second part of the card they will be fined and their departure from the country could be delayed.



Isabelle and Anton are planning a weekend break in Moscow flying from London Heathrow. This is their only planned trip to the Russian Federation. They both hold British passports.

(b) Outline the visa advice these travellers should be given.

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Isabelle and Anton booked their travel through an ABTA accredited travel agency; they flew with a British airline and stayed in a hotel in Moscow.

\*(c) (i) Analyse the implications for the travel agency if it fails to provide the necessary passport and visa information.

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(ii) Explain the implications if the airline fails to check the visa and migration cards of Isabelle and Anton at check-in.

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**(Total for Question 2 = 19 marks)**

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

**Excursion disappointment – complaint to a major tour operator**

During our holiday my husband, myself and our three teenage children booked a day trip to a local theme park with the tour operator representative. We were promised a wide variety of activities and plenty to keep us entertained. On arrival we found the facilities to be very poor and half the rides closed. Lunch was a dry sandwich and an apple – not the promised barbecue!

(Source: *Which? Travel*, March 2012)

- (b) The tour operator wants to ensure that complaints about excursions operated by a third party do not occur again. Suggest **one** way that the tour operator could do this. Justify your suggestion.

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(d) Outline how hotels comply with the main requirements of the Data Protection Act.

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**(Total for Question 3 = 21 marks)**

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Agnes and Bob travelled to St Kitts in the Caribbean for a holiday. They booked their package holiday through a tour operator and took out travel insurance.

Whilst in St Kitts, the island was hit by a major hurricane which caused widespread devastation, with buildings suffering damage and destruction and roads being blocked by fallen trees.

4 (a) (i) Outline the type of support the Foreign Office could offer in this situation.

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The next day, as the wind died down, Bob went into the nearby resort to see what damage had occurred. The sign from a damaged shop fell down as he was passing and he suffered a badly broken pelvis which needed immediate treatment in St Kitts then follow on treatment in the UK.

(ii) Describe how the tour operator can support Agnes in the resort.

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(c) Explain why a passport is an important travel document.

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**(Total for Question 4 = 19 marks)**

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## Costa Concordia

On 13 January 2012 a cruise ship called the Costa Concordia ran into rocks near the Italian island of Giglio. The ship was damaged on the left-hand side and began to tilt as it started to take on water.

The coastguard received phone calls from worried passengers on the ship but when the coastguard contacted the crew, 30 minutes after the crash, he was told the ship had 'a blackout and they were checking the conditions on board.' Some crew members told passengers to return to their cabins. The 'abandon ship' order was given an hour later. Passengers complained that once this order was given, the crew failed to give instructions on how to evacuate.

Once the emergency became clear, the crew delayed lowering some of the lifeboats until the ship was leaning too far for them to be launched. Some passengers jumped into the sea and tried to swim to shore.

One passenger said: 'no-one counted us, either in the lifeboats or on land. There had been no evacuation drill since I boarded the ship on 8 January.'

To help with the rescue effort the Deputy Mayor of Giglio boarded the ship when passengers started to be evacuated. When he arrived on the ship he looked for an officer but could find no-one. The passengers wanted to help but no-one was guiding them. There was little panic until the ship started to take water on-board. Once passengers were scrambling through water they became scared. Finally, the Deputy Mayor found a young officer who put a stepladder down the side of the ship so that passengers could reach the waiting rescue boats. The Deputy Mayor and the young officer worked together through the night to rescue passengers. The officer had not been given any orders, he just followed his own instinct.



(Source: Reuters, [www.dailymail.co.uk/news/article-2086527/Costa-Concordia-accident](http://www.dailymail.co.uk/news/article-2086527/Costa-Concordia-accident)  
[www.dailymail.co.uk/new/article-2086527/Costa-Concordia](http://www.dailymail.co.uk/new/article-2086527/Costa-Concordia))







(b) (i) Make recommendations that could improve evacuation procedures on cruise ships.

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(ii) Explain why the recommendations you have made in 5(b)(i) would improve evacuation procedures in future emergency situations.

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(c) Other than the sinking of the Costa Concordia, describe **one** recent large-scale emergency situation you have researched or studied in class.

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**(Total for Question 5 = 20 marks)**

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**TOTAL FOR PAPER = 90 MARKS**



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*Travel Weekly*, 2nd Aug 2012

*Which? Travel*, March 2012

[www.dailymail.co.uk/news](http://www.dailymail.co.uk/news)

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