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# Travel and Tourism

**Advanced Subsidiary**  
**Unit 5: Travelling Safely**

Monday 18 May 2015 – 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.*
- Questions labelled with an **asterisk** (\*) are ones where the quality of your written communication will be assessed  
– *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.
- 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.**

**1** (a) State the full name of the CAA. (1)

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(b) Describe how the CAA can affect the operation of each of the following types of travel and tourism organisation in the UK:

(i) airlines (2)

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(ii) tour operators (2)

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(c) ABTA the Travel Foundation is a national organisation.

Explain **two** reasons why ABTA is beneficial to British travel agencies.

(6)

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2 .....

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**(Total for Question 1 = 11 marks)**



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Tom is travelling to the Indian city of Bangalore. Travellers to India may be at risk of contracting malaria.

2 (a) Describe the causes of malaria.

(2)

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(b) Describe the necessary precautions a travel agent should advise Tom to take to avoid contracting malaria in Bangalore.

(4)

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Read the following information before answering Question 2(c).

### **Tourist visa requirements for India**

A tourist visa can only be granted to a foreigner who does not have a residence or occupation in India and whose sole objective of visiting India is recreation, sightseeing, casual visit to meet friends and relatives etc. No other activity is permissible on a tourist visa. A tourist visa may be issued normally for three months to six months with single, double or multiple entries and is non-extendable and non-convertible. All visa fees once paid are non-refundable irrespective of the outcome of the visa application and duration granted. Please note the validity of the visa is effective from the date of issue.

#### **Single Entry Tourist Visa**

Applicant(s) on a Single Entry Tourist Visa can enter into India only once and are required to apply for a new visa if he/she intends to travel again. The applicant(s) can apply for a new visa only after two months from the last exit from India.

#### **Double Entry Tourist Visa**

Applicant(s) on a Double Entry Tourist Visa can travel to a third country from India during their holidays and can re-enter into India without a gap of two months to continue with their holidays. Re-entry on a Double Entry Tourist Visa is allowed only from the following countries – Nepal, Sri Lanka, Bangladesh, Pakistan and Thailand.

#### **Multiple Entry Tourist Visa**

Applicant(s) on a Multiple Entry Tourist Visa can travel to India multiple times within the visa duration permitted, but the applicant can re-enter into India only after a gap of two months from the last exit date.

(Source: adapted from <http://in.vfsglobal.co.uk>)



- (c) (i) Amit is travelling to India on holiday from the UK. He will land in Mumbai and then travel to Delhi. From there he will fly to Thailand to meet a friend. Two weeks later he will fly back into India to continue his holiday.

Advise Amit of the type of tourist visa that would best meet his needs and justify your recommendation.

Type of tourist visa

(1)

Justification

(2)

- (ii) Nicky is going to be a bridesmaid at her friend's wedding in Delhi. She will be travelling to India several times over the next 12 months from the UK to help her friend with the wedding arrangements. She will visit in September, January and then in May for the actual wedding.

Advise Nicky of the type of tourist visa that would best meet her needs and justify your recommendation.

Type of tourist visa

(1)

Justification

(2)









**Read the following information before answering Question 3(c).**

In October 2012 legislation to reform ATOL was introduced.

Before this reform ATOL protection covered tourists booking a package holiday through an ATOL protected travel business. In October 2012 Flight-Plus ATOL protection was introduced. Flight-Plus is a type of sale where a customer asks to book a flight, plus either accommodation or car hire, or both, on the same day or within one day. Since October 2012, customers booking this type of holiday through an ATOL protected travel business, whether on the high street, on the telephone or via the internet, have had their booking ATOL protected.

- (c) Explain whether the following customers are covered by the Flight-Plus protection.
- (i) Mr Randall buys a Eurostar train ticket to Paris and an inbound flight to the UK, with accommodation in Paris. He booked this over the telephone with an ATOL travel agency. Later that day he emailed the travel agency to add car hire to his booking.

(4)

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(ii) Mr Wilson bought flights to Orlando from an ATOL online travel agency.  
A week later he went back online and booked a villa with the same agency.

(4)

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(d) Summarise the main requirements of the Fair Trading Act/Enterprise Act.

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**(Total for Question 3 = 19 marks)**



**Read the following information before answering Question 4(a).**

Urvi and Patricia travelled to Greece for a holiday. They booked their package holiday through a tour operator and took out travel insurance.

They placed all their valuables including their passports in the safe in their bedroom. However, whilst they were out on an excursion, someone broke into the safe in their bedroom and stole both passports, items of jewellery and their holiday money.

**4** (a) Explain how the following key organisations could help Urvi and Patricia at this time:

(i) The Foreign Office and its embassies

**(3)**

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(ii) The tour operator

**(3)**

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(iii) The insurance company.

(3)

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Read the following information before answering Question 4(b).

### Travel Insurance Policy Summary

| <b>Details</b>                  |   |                       |
|---------------------------------|---|-----------------------|
| Policy number:                  | 124768  |                       |
| Persons insured:                | Abena Childs  | Perpetoua Saltaferidi |
| Policy Start Date:              | 15/04/2015  |                       |
| Policy End Date:                | 14/04/2016  |                       |
| Policy Type:                    | Worldwide Annual Multi-Trip<br>(Max 28 days per trip) |                       |
|                                 |   |                       |
| <b>Cover per person</b>         | <b>Limit</b>  | <b>Excess</b>         |
| Cancellation                    | £3,000  | £100                  |
| Emergency medical               | £1,000  | £100                  |
| Lost baggage/equipment per item | £250  | £50                   |
| Missed departure                | £750  | £100                  |
| Delays per 12 hours             | £100  |                       |
| Legal                           | £50,000   | £175                  |





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

### Man fights disease

A man is fighting for his life in a British hospital after being struck down by a virus similar to SARS. The 49 year old is believed to have caught the illness in Saudi Arabia in 2012. The Health Protection Agency confirmed it was also looking at another case of a patient they believe died in Britain from the same illness after contracting it in the Middle East.

In both cases the victims suffered from a fever, a cough and breathing difficulties.

In 2003 a SARS epidemic killed 900 people worldwide.

(Source: adapted from the *Daily Mail*)





**5** (a) Make **two** recommendations that the airline industry could take to reduce the likelihood of spreading infections like SARS. Justify your recommendations.

(i) Recommendation 1

(2)

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(ii) Justification 1

(3)

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(iii) Recommendation 2

(2)

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(iv) Justification 2

(3)

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(b) (i) Other than a major outbreak of disease, describe **one** recent large-scale emergency situation you have researched or studied in class.

(4)

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