

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

Monday 22 May 2017 – 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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Answer ALL questions. Write your answers in the spaces provided.

1 (a) State the full name of IATA.

(1)

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(b) One regulation of ABTA is its bonding scheme. Explain how the ABTA bonding scheme protects customers.

(4)

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(c) Describe **two** other regulatory responsibilities of ABTA.

(4)

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(d) Describe **two** roles of the CAA.

(4)

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2 Typhoid is one of a number of diseases that tourists need to protect themselves against.

(a) (i) Describe how typhoid can be contracted by tourists.

(3)

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(ii) Give **three** symptoms of typhoid.

(3)

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One other disease that tourists need to protect themselves against is yellow fever.

(b) (i) Identify **two** countries where there is a risk of tourists contracting yellow fever. (2)

1

2

(ii) Describe how yellow fever can be contracted by tourists. (2)

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(iii) Suggest **two** ways tourists can reduce the risk of contracting yellow fever. (4)

1

2

(Total for Question 2 = 14 marks)



Read the following information before answering Question 3.

Chinese visitors to the UK need to apply for a visa before entry is granted by the UK government.

There are a number of different types of visa available. Two of these include:

1. Standard Visitor Visa

- Leisure, e.g. holiday or to see friends and family
- Business or to take part in events
- Other reasons, e.g. to receive private medical treatment

The Standard Visitor Visa is applicable if visiting the UK for the following business related activities:

- conferences, meetings or training
- specific sports-related events
- artists, entertainers or musicians performing in the UK
- academics undertaking research or accompanying students on a study abroad programme.

This visa should be applied for up to 3 months before the date of travel to the UK. Decisions on granting visas are made within 3 weeks of application. This visa allows visitors to stay in the UK for up to 6 months.

A Standard Visitor Visa costs £85.

2. Approved Destination Status Agreement Visa (ADS)

If travelling to the UK for up to 30 days as part of a tour group from China this visa is available.

To qualify, Chinese visitors need to enter the UK as part of a tour group (minimum 5 people) and stay with the group for the whole visit. The tour must be organised by a licensed Chinese tour operator.

The tour operator will arrange an appointment for the whole tour group at a visa approval centre in China. This will normally happen at least 3 weeks before departure.

Before the appointment the tour operator must receive the following from each potential visitor:

- travel document or passport
- 1 passport-sized colour photograph
- previous passports or travel documents held by visitors
- evidence of current employment or studies in China
- a blank page must be available in the passport for the visa
- fingerprints and photograph of each visitor will be taken
- an additional administration fee for arranging the visa is paid directly to the tour operator.

(Source: adapted from <https://www.gov.uk/standard-visitor-visa>)



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3 Mr Choi applied for a standard visitor visa that was rejected. He was due to travel in April 2017 for business purposes and applied for the visa in February 2017. His company wanted him to undertake research in the UK for a year.

(a) Explain **two** reasons why Mr Choi's visa application was rejected.

(4)

1

2

The Wei family live in China. They are planning a 21 day tour around England and Scotland in 2018. There are three generations travelling together, totalling eight people.

(b) (i) Select the type of visa that best meets the needs of the Wei family.

(1)

(ii) Explain **two** reasons why the Wei family require this type of visa.

(4)

1

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Read the following information before answering Question 4.

Come to the Christmas markets in Krakow, Poland

'Come to the Christmas markets in Krakow' was the heading in a Thomas Cook Holidays brochure.

The only reason Arthur McGuinness, a *Which? Travel* reader, booked a trip to Poland was to visit the Christmas markets. When he arrived the markets were not open. They opened the day after he returned home.

When Arthur complained he was offered £50 in Thomas Cook vouchers in compensation.

(Source: adapted from *Which? Travel* September 2015)

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4 (a) Identify the legislation that Thomas Cook Holidays has breached in this brochure.

(1)

Travel organisations often offer travel vouchers as compensation. *Which? Travel* has recommended that offering monetary compensation instead would enable organisations to improve their ability to comply with legislation.

*(b) Analyse the implications to both the customer and Thomas Cook Holidays of offering monetary compensation rather than travel vouchers.

(8)

(Total for Question 4 = 9 marks)



P 4 8 7 6 5 A 0 1 3 2 0

Read the following information before answering Question 5.

Caribbean Island hit by hurricane!

The Harrison family travelled to a Caribbean island for a holiday.

They booked their flights by telephoning British Airways; and booked their hotel directly with the hotel via the internet. The family organised their own insurance cover.

Whilst on holiday the island was hit by a hurricane causing devastation. Their hotel was seriously damaged by a number of trees that fell. The electricity supply was cut off and roads to the airport were blocked due to floods.

5 (a) Name **two** key organisations that could support the Harrison family in this emergency travel and tourism situation. (2)

1

2

(b) Explain how each organisation you have identified in 5 (a) could support the Harrison family. (3)

Explanation for Organisation 1

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Explanation for Organisation 2 (3)

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(Total for Question 5 = 8 marks)



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Use the following information to answer Question 6.

Travel Insurance Policy Summary		
Details		
Policy number:	124768	
Persons insured:	Selma Watts	Johan Croft
Policy start date:	15/06/2017	
Policy end date:	14/06/2018	
Policy type:	Worldwide Annual Multi-Trip (Max 28 days per trip)	
Cover per person	Limit	Excess
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	Nil
Legal	£50,000	£175

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(b) Describe **one** other large-scale emergency situation you have researched that has affected the travel and tourism industry within the last five years.

(4)

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(Total for Question 7 = 12 marks)

TOTAL FOR PAPER = 90 MARKS

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