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# Travel and Tourism

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

Thursday 24 May 2018 – 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) Describe how the Civil Aviation Authority (CAA) can affect the operation of each of the following types of travel and tourism organisation in the UK:

**(4)**

(i) airlines

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(ii) tour operators.

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The European Aviation Safety Agency (EASA) is the organisation that has taken over the main regulatory responsibilities of the Joint Aviation Authority (JAA).

- (b) Outline **four** roles of EASA (formerly JAA).

**(4)**

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Many tour operators and travel agencies are members of ABTA, the Travel Association. As members, they agree to abide by the ABTA Code of Conduct when dealing with customers.

- (c) Describe **two** aspects of this Code of Conduct that ABTA members are expected to follow.

(4)

1 .....

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2 .....

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(Total for Question 1 = 12 marks)



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

A disabled reader of Which? wrote to the publication to complain that he was placed in a hotel in Corfu where the pool and beach were inaccessible for those with walking difficulties. This was not advised in the hotel description in the Thomson Holidays brochure. He had informed his tour operator, Thomson Holidays, that he struggled to walk and required wheelchair access around his chosen hotel, including the pool area.

(Source: adapted from Which? Travel September 2012)

- 2 (a) In the example described, which legislation did Thomson Holidays fail to comply with?

(1)

Accommodation star rating requirements differ from country to country.

- (b) Explain why this can cause problems for UK tour operators.

(3)



- (c) Recommend **two** ways tour operators can improve customer understanding of how accommodation ratings differ overseas. 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 Data Protection Act is in force to ensure that all organisations keep their data on customers secure.

- \*(d) Analyse the implications for **travel and tourism organisations** of complying with the Data Protection Act.

(6)

(Total for Question 2 = 18 marks)



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

### Passport, visa and health advice for Bhutan



#### Entry Requirements – Passport Validity

A standard 10-year British passport is required, which must be valid for a minimum period of six months from the date of entry into Bhutan. If planning to stay in Bhutan for an extended period of time, it is advised to make contact with the British Honorary Consul to Bhutan.

#### Entry Requirements – Visas

- UK citizens may only enter or depart the country through certain towns such as Phuntsoling, Samdrup Jongkhar and Gelephu (by road) or Paro (by air).
- A visa is required to enter and exit Bhutan. Photocopies of passport visa pages and flight tickets should be kept separate from the originals when travelling.
- All visas are approved from Thimphu and are only issued to tourists booked with a local licensed tour operator, either directly or through a foreign travel agent. Applications for tourist visas are submitted by the travel agent.
- When travelling for business or other non-tourist reasons visas must be arranged through the organisation being visited in Bhutan.
- All UK tourists must obtain visa clearance from Thimphu before travelling to Bhutan.
- The Bhutanese Department of Tourism sets a non-negotiable minimum daily tariff that must be spent by all tourists travelling in Bhutan.

(Source: <https://www.gov.uk/foreign-travel-advice/bhutan/local-laws-and-customs>)



Like many other national governments, Bhutan places restrictions on tourist movements.

- 3 (a) Explain **three** ways that the Bhutanese government has placed restrictions on tourist movements into and within the country.

(9)

Restriction 1

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Restriction 2

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Restriction 3

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Cases of cholera have been reported in countries close to Bhutan over the last few years.

(b) (i) Describe the causes of cholera.

(2)

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(ii) Outline **four** precautions that should be taken to avoid infection with cholera.

(4)

1 .....

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3 .....

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4 .....

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(c) (i) State **four** symptoms of HIV and AIDS.

(4)

1 .....

2 .....

3 .....

4 .....

(ii) Describe **two** precautions that should be taken to avoid infection with HIV.

(4)

1 .....

2 .....

(Total for Question 3 = 23 marks)



Read the following information before answering Question 4.

### Insurance and Booking Conditions – CTS Horizons Tour Operator

#### How to Book

After checking availability with our Reservations Department, complete and sign the booking form confirming on behalf of all members of your party, that you understand and accept the terms of the booking conditions. When you make your booking you must pay a deposit plus any insurance premium. If you are booking within 8 weeks of departure we will require the full payment of the holiday cost plus any insurance premium at the time of booking.

Balance of payment is due 8 weeks before departure.

#### If you cancel your holiday

You or any member of your party may cancel your booking at any time. Written notification must be given by the person who signed the booking form. You will incur the costs outlined in the table below that are calculated according to the number of days prior to departure that written notice of cancellation is received by us.

| Days before scheduled departure | Cancellation charges (amounts listed below or full deposit whichever is the greater) |
|---------------------------------|--------------------------------------------------------------------------------------|
| More than 56 days               | Full deposit                                                                         |
| 36–56 days                      | 40% of the total tour cost                                                           |
| 15–35 days                      | 60% of the total tour cost                                                           |
| 6–14 days                       | 80% of the total tour cost                                                           |
| 5 days or less                  | 100% of the total tour cost                                                          |
|                                 |                                                                                      |



### If we cancel your holiday

Alterations such as change of airline or aircraft type, alteration of your outward/return by less than 12 hours and change of accommodation to another of the same standard are considered normal and minor for these tours.

If a major change becomes necessary you will be offered the choice of:

- a) Accepting the change
- b) Cancelling your holiday with a full refund of monies paid.

If a major change is made to your booking except where the major change arises due to reasons of 'force majeure' and you accept the change, we will also pay compensation as follows:

| Notification before departure | Compensation per person |
|-------------------------------|-------------------------|
| More than 56 days             | Nil                     |
| 36–56 days                    | £20                     |
| 15–35 days                    | £30                     |
| 6–14 days                     | £40                     |
| 5 days or less                | £50                     |

(Source: adapted from [http://www.ctshorizons.com/booking\\_conditions\\_chine.php](http://www.ctshorizons.com/booking_conditions_chine.php))



Mr and Mrs Aziz wish to travel on an Australian tour with CTS Horizons departing on 12th July. They agree to take the insurance provided by the company. They book on 7th June.

- 4 (a) State the payment Mr and Mrs Aziz must make to CTS Horizons when booking their tour.

(2)

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Mr Green is booked on a CTS Horizons tour with five of his friends. Mr Brown is the lead name on the booking. Mr Green learns 20 days before departure that an urgent business problem has arisen and he will need to cancel his place on the tour.

- (b) (i) Explain what Mr Green and Mr Brown must do to cancel Mr Green's place.

(3)

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- (ii) Identify the cancellation charge for Mr Green.

(1)

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CTS Horizons discovers that on one of its tours, a hotel being used is overbooked. It needs to advise its customers travelling in 7 days' time that instead of being in 5 star accommodation they will now be staying in 3 star accommodation.

(c) (i) Explain why this is a major change.

(3)

(ii) Identify the compensation that CTS Horizons will pay to each of its customers who accept this change

(1)

(iii) Outline what customers can do if they do not want to accept a major change CTS Horizons makes to their booking

(1)

(d) Define the term **curtailment**.

(2)



Insurance policies often refer to small-scale and large-scale emergency situations separately.

- \*(e) Compare the differences between a small-scale and a large-scale emergency situation, using examples you have researched to illustrate your answer.

(8)

(Total for Question 4 = 21 marks)



Eleanor was skiing in Switzerland. She was involved in a skiing accident and was taken to hospital with spinal injuries and a broken leg.

- 5 (a) Explain how her insurance cover and a medical assistance company could help her in this situation.

(6)

Insurance cover

Medical assistance company

- (b) Describe **one** way the Foreign Office can help UK tourists when they are travelling abroad.

(2)



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

Airlines across the world have an enviable record of excellent passenger safety. They are also constantly updating their planes or purchasing new models.

For example, the Boeing 787 and the Airbus A350 planes can travel greater distances without the need to refuel; this has opened up new routes for the airlines.

There is also the Airbus A380, a new 'double-decker' plane, which can carry up to 850 passengers; this is significantly more than any other plane.

With these constant changes, airlines need to ensure their safety record is maintained.

- (c) Make **two** recommendations airlines could use when developing and introducing new planes in order to ensure continued safety in emergency situations. Justify your recommendations.

(8)

Recommendation 1

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Justification

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Recommendation 2

Justification

(Total for Question 5 = 16 marks)

**TOTAL FOR PAPER = 90 MARKS**



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