



Oxford Cambridge and RSA

Monday 23 May 2016 – Afternoon

AS GCE APPLIED TRAVEL AND TOURISM

G723/01 International Travel

Candidates answer on the Question Paper.

OCR supplied materials:

None

Other materials required:

None

Duration: 2 hours



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. If additional space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- The quality of your written communication will be taken into account when marking your answer to the question marked with an asterisk (*).
- The following stimulus material has been adapted from published sources. It is correct at the time of publication and all statistics are taken directly from the published material.
- This document consists of **20** pages. Any blank pages are indicated.

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1 Refer to **Fig. 1**, a news item posted on the Civil Aviation Authority’s (CAA) website.

The rights of air passengers who either have a disability or reduced mobility are at the heart of two new sets of CAA legal powers.

Under EU regulations passengers with a disability and people with reduced mobility (PRM) are legally entitled to special assistance when travelling by air. This may include help when travelling through an airport, boarding or disembarking an aircraft and help during a flight.

Since August 2014, the CAA has been using its information duties, introduced as part of the Civil Aviation Act 2012, to work with major airlines and airports to improve the quality of ‘special assistance’ information available on their websites.

Following an industry-wide consultation, the CAA asked 50 airlines and all UK airports to ensure this information was more comprehensive, clearer to understand and displayed just one click away from their website’s homepage. They also asked that websites include a helpline number, so passengers can pre-arrange special assistance and have information on how to complain.

On 1 December 2014, the Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2014 came into effect.

These changes mean the CAA now has full legal authority to ensure airlines or airports comply with European regulations, which entitle air passengers with a disability and people with reduced mobility (PRM) to special assistance when travelling.

The CAA has issued a notice to all UK airports, to provide ten pieces of information on their websites, for disabled persons and person with reduced mobility.

Fig. 1

(a) With reference to **Fig. 1**, describe **two** ways in which the CAA has made providers who supply services to the international travel market, comply with EU regulations.

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(b) **Fig. 2** shows changes in passenger numbers at the UK's main international airports between 2008 and 2013.

Airport	Passengers handled in 2008 (000s)	Percentage share of all UK passengers 2008	Passengers handled in 2013 (000s)	Percentage share of all UK passengers 2013
London Heathrow	66,907	28.4	72,332	31.7
London Gatwick	34,162	14.5	35,429	15.5
Manchester	21,063	8.9	20,680	9.1
London Stansted	22,340	9.5	17,849	7.8
Edinburgh	8,992	3.8	9,775	4.3
Luton	10,174	4.3	9,693	4.2
Birmingham	9,577	4.1	9,114	4.0
Glasgow	8,135	3.5	7,358	3.2
Bristol	6,229	2.6	6,125	2.7
Newcastle	5,017	2.1	4,415	1.9
East Midlands	5,616	2.4	4,328	1.9
Liverpool	5,330	2.3	4,186	1.8
Belfast Internat'l	5,223	2.2	4,022	1.8
Aberdeen	3,290	1.4	3,440	1.5
London City	3,260	1.4	3,380	1.5
Leeds Bradford	2,860	1.2	3,314	1.5
Belfast City	2,571	1.1	2,542	1.1
Southampton	1,946	0.8	1,722	0.8
Prestwick	2,414	1.0	1,145	0.5
Cardiff	1,979	0.8	1,057	0.5

Fig. 2

* Percentages have been rounded to one decimal place

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2 Refer to **Fig. 3**, a recent ABTA news item.

Over 1.5 million UK international travellers will attend a wedding overseas this year



ABTA has revealed that over 1.5 million people are planning to travel overseas to a wedding this year, either as a guest or as part of a wedding party. The vast majority of these are under-35 year olds and over 850,000 younger people are expected to travel overseas to celebrate a wedding this year.

Weddings overseas have increased in popularity in recent years with couples keen to combine their wedding and honeymoon, looking for something a bit different and seeking more reliable weather. Cost is also a major factor in the increase in weddings overseas which tend to be much cheaper than in the UK. The average cost of a wedding overseas is reported to be £7,000–£8,000 compared to over £20,000 in the UK.

According to ABTA members specialising in weddings overseas, favourite destinations include Mauritius, Sri Lanka, Thailand and the Caribbean. The USA is also popular, with New York, Hawaii and Las Vegas amongst the top destinations. In Europe, Italy – where George Clooney’s wedding took place – is one of the top destinations for weddings overseas as are Greece and Cyprus. Croatia, Mexico and the UAE are also growing in popularity.

Perhaps unsurprisingly, many couples choosing to get married overseas will opt to save money by combining their wedding and honeymoon, with the top weddings destinations also very popular with honeymooners. Twin-centre holidays are also popular, with for example, couples tying the knot on Indian Ocean Islands such as Mauritius or the Maldives, and then heading to Dubai or Abu Dhabi in the UAE to enjoy romantic and secluded desert camps or glittering high-rise resorts as part of their honeymoon.

ABTA’s “Where to Go When” online destination picker has more destination information and honeymoon inspiration: abta.com/wheretogowhen.

Fig. 3

(c) Explain **three** advantages to UK international travellers of making their travel bookings through an ABTA member organisation.

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- 3 Refer to Photographs A and B, taken by a UK international leisure traveller going on a city break and travelling by Eurostar.



Photograph A

- (a) Using **only** information from Photograph A, describe **two** advantages to passengers going on a city break of using St Pancras International railway station.

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Photograph B

(b) Using Photograph B, and your own knowledge, state **three** characteristics of the Eurostar service and explain how **each** is likely to appeal to international **business** travellers.

Characteristic 1

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Explanation

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Characteristic 2

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Explanation

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Characteristic 3

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Explanation

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(c) Many Eurostar passengers make their own travel arrangements. Explain **three** methods used by such travellers to book their accommodation.

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- 4 Refer to **Fig. 4**, a press release about the UK ferry industry in 2014.

UK FERRY INDUSTRY ADDS ANOTHER MILLION PASSENGERS IN 2014

– annual 2014 figures show continued growth in the number of passengers, cars and coaches



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Britain's ferry industry continued its revival in 2014 on over 75 routes, posting increases across the board for the number of passengers, cars and coaches carried during the year. Passenger numbers were up 2.6% or a million in 2014, to 39.01 million (compared with 38.01 million in 2013). Passenger cars carried by ferry were up 1.6% at 8.5 million, and over 163,300 coaches were carried by ferry in 2014, an increase of 3.1%.

Continental ferry passenger numbers lead the way

Continental ferry routes had the strongest passenger growth in 2014, up 3.7% to 18.32 million. The main Dover-Calais/Dunkirk short Channel routes operated by DFDS, P&O Ferries and MyFerryLink were up 4.4% to 13.29 million. North Sea routes to The Netherlands by DFDS, P&O Ferries and Stena Line were up 2.9% to 1.75 million passengers, with the western Channel sector, operated by Brittany Ferries and DFDS, up 1.5% to 2.85 million.

Ferry passengers travelling to Ireland by operators including Irish Ferries, P&O Ferries and Stena Line, were up 1.4% overall in 2014 to 4.87 million, with the Holyhead and Liverpool routes to Dublin the best-performing sub-sector, showing 2.9% growth to 2.13 million passengers.

"It has been another strong year for the UK ferry industry, adding more than a million passengers for the second year in succession, with us now in striking distance of 40 million passengers for 2015" said Discover Ferries Director Bill Gibbons. "In the all-important France market, with 15.9 million passenger journeys in 2014, ferries are the market leaders with 33%, compared to approximately 23% by air, 23% by Eurotunnel and 21% by Eurostar. Other ferry markets like The Netherlands, Northern Ireland, and Scotland are all showing strong passenger growth."

Fig. 4

(c) A coach holiday is an example of an intangible travel and tourism product which cannot be easily evaluated or demonstrated in advance of its purchase. Explain **two** ways in which coach tour operators might attempt to overcome this problem.

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ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

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