

**Thursday 24 May 2018 – Afternoon**

**AS GCE APPLIED TRAVEL AND TOURISM**

**G723/01** International Travel

Candidates answer on the Question Paper.

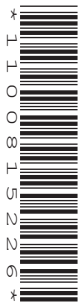
**OCR supplied materials:**

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 barcodes.

### 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.

1 **Fig. 1** shows information about the UK and Ireland ocean cruise market between 2011 and 2015.

In 2015, the UK and Ireland ocean cruise market had its highest growth rate for 8 years, recording an increase of 9% or 140,000 more passengers in 2015 compared with 2014.

**UK and Ireland – Breakdown by destination (Passenger 000s), 2011–2015**

Area	2011	2012	2013	2014	2015	% diff 14–15
UK-Port Cruises						
– Mediterranean	288	262	203	172	190	9
– Norway	133	163	218	130	110	–15
– UK – Western Europe	104	153	183	209	252	21
– Atlantic Islands	72	82	100	84	141	68
– Baltic	53	61	68	70	54	–23
– Round Britain	23	20	27	21	21	0
– Line Voyages	28	20	15	15	20	33
– Caribbean	17	27	16	15	15	0
– Other areas (Greenland, USA, etc.)	10	16	14	18	28	55
Total UK-Port Cruises	728	804	844	734	831	13
Fly Cruises						
– Mediterranean	479	436	440	441	482	9
– Caribbean/Bahamas/Bermuda	222	162	167	191	220	15
– Atlantic Islands	45	63	61	67	48	–28
– Indian Ocean, Red Sea, Persian Gulf	46	45	41	8	13	62
– Norway	20	32	24	25	18	–28
– Round the World and sectors	25	29	25	28	21	–25
– Far East/Australia	21	24	26	34	43	26
– Alaska	23	21	19	19	21	10
– Baltic	9	13	11	12	11	–8
– West Coast/Mexico/Hawaii	12	14	13	18	11	–39
– Trans Panama Canal	17	9	4	7	6	–14
– Transatlantic – repositioning	24	20	25	36	33	–8
– South America	10	8	11	8	9	12
– East Coast	10	6	6	7	5	–29
– Other areas (Arctic, Pacific, etc.)	8	11	9	5	8	60
Total Fly Cruises	971	893	882	906	949	5
Total	1,699	1,697	1,726	1,640	1,780	9

**Fig. 1**

- (a) With reference to **Fig. 1**, identify **four** cruise circuits which showed a decline of **more than 10%** in UK and Ireland fly-cruise passengers between 2014 and 2015.

1 .....

2 .....

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[4]

- (b)** With reference to **Fig. 1**, compare and contrast the trends in UK Port Cruise passenger numbers to Norway with those to the Baltic during the period 2011 to 2015.

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[6]

**[6]**

- (c) The statistics quoted in **Fig. 1** were published by the Cruise Lines International Association (CLIA) UK and Ireland. In May 2013 CLIA replaced the Passenger Shipping Association (PSA).

State **two** services now provided by CLIA instead of the PSA for the benefit of UK cruise passengers and explain why each service is provided.

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(a) Describe **two ways** in which the Underground station shown in **Fig. 2** has been made visitor friendly.

[4]

- (b) Explain **three** advantages to international travellers of using the Heathrow Express for the journey to central London from the airport.

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[6]

- (c) Some international travellers arrive at London Heathrow airport to find that their return flight has been overbooked and they are unable to board their flight.

In the table below, tick (✓) the **six** conditions that the Civil Aviation Authority (CAA) point out have to be met for passengers to receive compensation for 'denied boarding'.

	Tick (✓)
You have less than 20 kg of luggage	
You have a valid ticket	
You have no duty free purchases	
You are a frequent flyer	
You have a confirmed reservation	
You are a citizen of an EU Member State	
You have valid travel documents	
You have not volunteered to give up your reservation	
You are travelling alone	
You are flying to an EU airport	
You have checked-in on time	
You are a business traveller	

[6]



[9]

**3 Fig. 3** is an extract from a VisitBritain press release about the UK's Top Ten City Destinations.

Britain's largest industrial cities have firmly positioned themselves as the UK's most popular tourist destinations for international visitors according to a recent survey. These industrial cities will now be looking to capitalise on the renewed interest which they have on the global stage.

While London and Edinburgh continue to maintain their traditional supremacy as the two most popular urban destinations in the UK, Manchester, Birmingham, Liverpool and now Bristol are emerging as rival attractions. The rise of the cities is highlighted in the recent analysis of overseas visitors to UK cities by VisitBritain.

#### **UK Top Ten City Destinations**

<b>Rank</b>	<b>City</b>	<b>Visits (000s)</b>
1	London	15216
2	Edinburgh	1340
3	Manchester	936
4	Birmingham	732
5	Liverpool	545
6	Glasgow	474
7	Oxford	462
8	Bristol	429
9	Cambridge	386
10	Brighton/Hove	303

Manchester, with its two competing global football teams, its ultra-modern landmark buildings such as the Lowry Centre, a new state of the art BBC media centre (open to tourists) and world-class shopping is firmly in third place with 936 000 visits.

Outside the Top Ten, destinations such as Leeds, Cardiff, Aberdeen, Windsor, Carlisle, Stratford-upon-Avon, Newquay, Harrogate and Cheltenham saw international visits higher than in previous years.

Patricia Yates, Strategy and Communications Director for VisitBritain said, "These results confirm that international visitors who might come here because of the global appeal of London are starting to appreciate our vibrant cities outside the capital, and the very different offerings of Edinburgh, Birmingham, Liverpool and Manchester".

**Fig. 3**

(a) With reference to **Fig. 3**, identify the following:

- Birmingham's number of overseas visits

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- The number of UK Top Ten City Destinations in Scotland

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- The **two** built attractions in Manchester which are popular with visitors.

1 .....

2 .....

[4]

**Fig. 4** shows an attraction in Manchester city centre which was popular with both international and domestic visitors.



**Fig. 4**

[6]

- (c) Many visitors arrive in central Manchester by coach.

Explain **three** advantages of private hire coach travel to groups of international leisure tourists.

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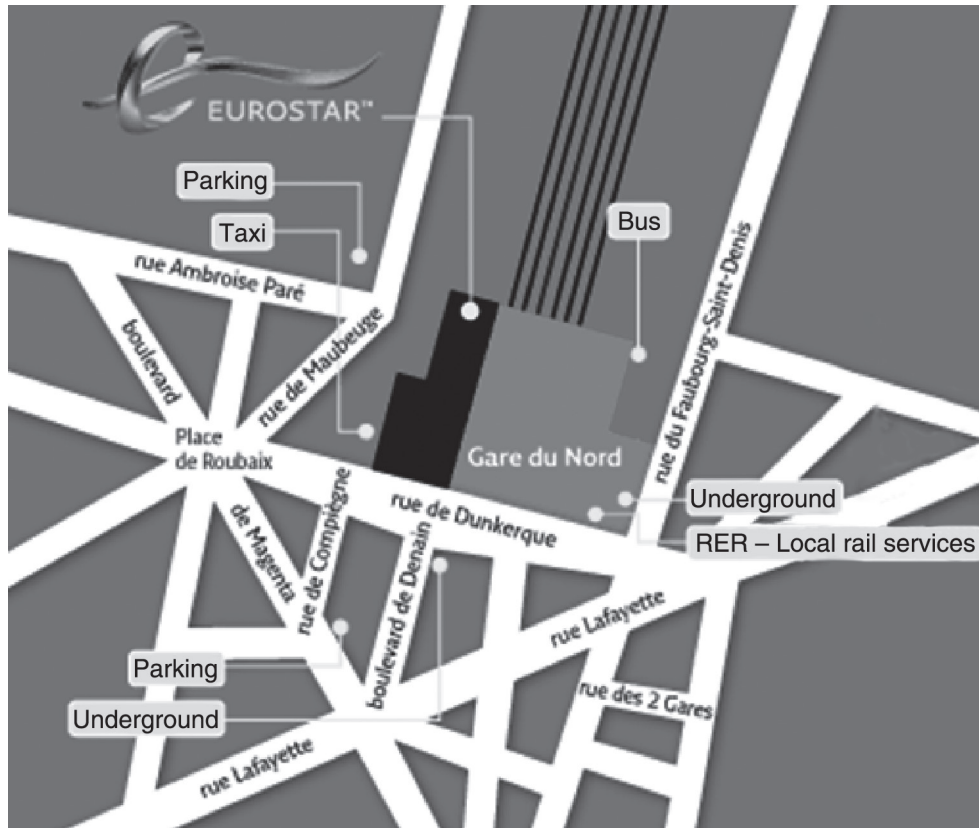
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[6]

This image shows a full page of a handwriting practice worksheet. It consists of approximately 20 horizontal rows. Each row is defined by two parallel dotted lines, creating a series of uniform gaps for writing. The lines are evenly spaced across the entire page, providing a guide for letter height and placement. There is no text or other markings on the page.

4 **Fig. 5** shows information about the Gare du Nord in Paris.

The Gare du Nord railway station in France is the busiest station in Europe and is the third largest and busiest in the world. The railway station handles around 180 million passengers per year and is the second biggest station in terms of passenger capacity.



The Gare du Nord occupies an accessible location within Paris, and from here international travellers can board services to destinations such as Lille, London, Brussels, Amsterdam and Cologne. The station provides a variety of services to passengers including cafés, a bureau de change, newsagents, a gift shop, left luggage amenities and cash machines.

Departure lounge facilities are open to all travellers and there is a dedicated departure lounge for Eurostar's Business Premier travellers and its Carte Blanche holders.

The Eurostar ticket office is open Mondays to Thursdays from 06:00 to 20:35, on Fridays from 06:00 to 21:35, Saturdays from 06:00 to 20:35 and Sundays from 07:20 to 21:35. There are also quick and easy to use e-ticket collection machines available.

Other facilities include wireless Internet access, a registered baggage service and toilets with baby-changing facilities.

**Fig. 5**



- (a) With reference to **Fig. 5**, identify **four** methods of public transport used by passengers travelling from Gare du Nord.

- 1 .....
- 2 .....
- 3 .....
- 4 .....

[4]

- (b) With reference to **Fig. 5**, identify **three** services provided at Gare du Nord for the convenience of international travellers and explain why each service is provided.

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- (c) Other than terminal facilities, explain **three** ways in which the Eurostar **rail** service is likely to appeal to business travellers.

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