

TRAVEL AND TOURISM

9395/12

Paper 1 Core

May/June 2015

INSERT

2 hours 30 minutes



READ THESE INSTRUCTIONS FIRST

This Insert contains all the Figures referred to in the questions.

Anything the candidate writes on this Insert will not be marked.

This document consists of **8** printed pages.

Fig. 1 for Question 1**The owner and management undertake:**

1. To provide an accurate description of the amenities, facilities and services of the attraction in promotional materials.
2. To indicate on all such promotional materials any requirements for pre-booking and any significant restrictions on entry.
3. To welcome all visitors courteously and without discrimination and to make 'reasonable adjustments' to improve service for disabled people.
4. To describe accurately and display clearly all charges for entry and hours of operation.
5. To provide in promotional materials an address from which all information can be obtained.
6. To comply with all statutory requirements and regulations.
7. To provide signage and orientation information as appropriate to the attraction, to assist visitors in understanding and enjoying the attraction.
8. To consider the needs of visitors for whom English is not their first language and to make arrangements that enable them to be adequately informed so as to enjoy their visit.
9. To manage the attraction in such a way as to ensure visitor safety, comfort and service, by sustaining a high standard of maintenance, customer care, courtesy and cleanliness.
10. To ensure that all staff who meet visitors can provide information and guidance about the attraction and can be easily identified as staff, whether employees or volunteers.
11. To manage and operate the attraction in a sustainable way.
12. To provide parking, adequate toilets and catering facilities.
13. To deal promptly and courteously with all enquiries, requests, reservations, correspondence and comments from visitors and try to resolve any complaints on site at the time of the visit.
14. To provide a facility on site for comments to be recorded and to advise clearly the name and contact details (address, telephone and e-mail) of the person to whom comments by visitors should be addressed.

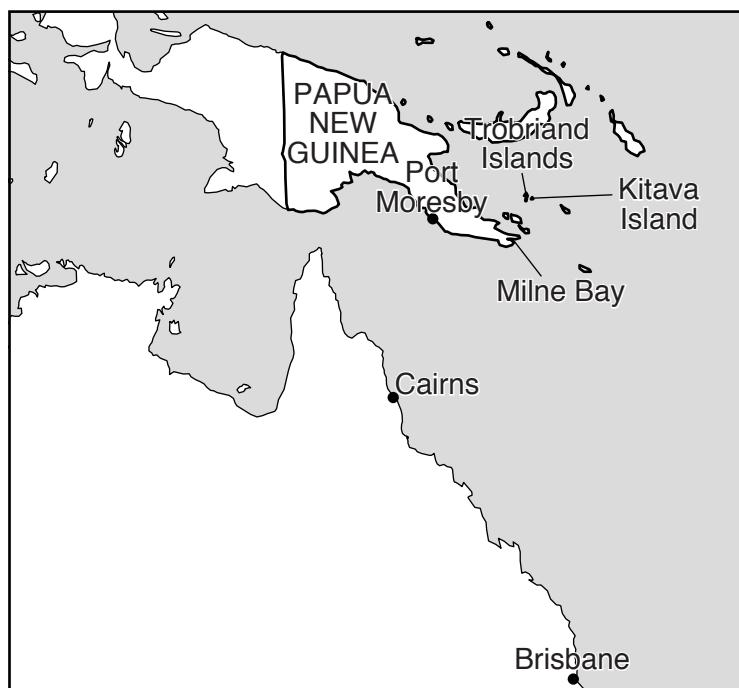
Fig. 1

Photograph A for Question 1**Photograph A****Photograph B for Question 1****Photograph B**

Photograph C for Question 1**Photograph C****Photograph D for Question 1****Photograph D**

Fig. 2 for Question 2**Papua New Guinea welcomes additional cruise ship programmes**

Papua New Guinea is seeing a steady increase in the number of cruise operators offering expeditions to its magnificent shores. Papua New Guinea is rich in cultural, ethnic and biological diversity. Cruise enthusiasts will be rewarded with unforgettable sights and sounds both on-board and when enjoying the various excursions and watersports on offer.



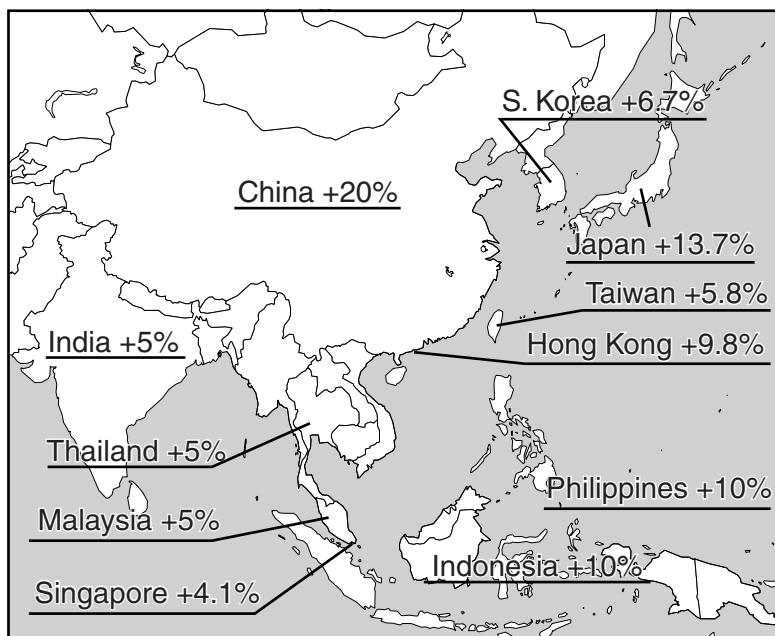
In a first for P&O Cruises, Papua New Guinea will feature in two itineraries of 'Pacific Dawn', the fabulous cruise ship designed by the renowned Italian architect Renzo Piano. The Papua New Guinea Discovery 10-night cruise departs from Brisbane in Australia and visits the beautiful beaches of Kitava Island, the amazing Canoe and Kundu Festival before continuing on to Milne Bay and the culturally rich Trobriand Islands. The Papua New Guinea Explorer cruise is a similar 14-night experience with emphasis on watersports, marine wonders and cultural experiences, visiting Madang, Kavieng and Rabaul, amongst other scenic destinations.

Coral Princess Cruises operate several programmes on-board a purpose built small ship, Oceanic Discoverer. Cruises depart either from Cairns in northern Australia or Papua New Guinea. A fully comprehensive 25-night New Guinea Circle encompasses the scenic coastline of West Papua, The Sepik River and Trobriand Islands.

Noble Caledonia offer an expedition cruise from Port Moresby, the capital of Papua New Guinea, to Guam on MS Caledonian Sky. The boat carries purpose built Zodiacs (small boats), which can land on otherwise inaccessible beaches and lagoons.

The 'Orion' is a purpose-built expedition ship carrying a maximum of 102 passengers with 75 crew including a specialist expedition team and guest lecturers. The Orion also carries scuba diving equipment, an underwater remote-operated camera and Zodiacs. The Orion has been cruising the waters of Papua New Guinea for the past few years but is now extending the length of the cruises for the 2014 programmes.

Fig. 2

Fig. 3 for Question 3**Changes in the volume of outbound Asian international travel 2011–2012****Fig. 3****Photograph E for Question 4****Photograph E**

Photograph F for Question 4**Photograph F****Photograph G for Question 4****Photograph G**

Photograph H for Question 4**Photograph H**

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