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**TRAVEL AND TOURISM**

**9395/11**

Paper 1 Core

**May/June 2015**

INSERT

**2 hours 30 minutes**

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**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.



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This document consists of **7** printed pages and **1** blank page.

Fig. 1 for Question 1

## Requirements for minors who travel without an adult

We know that letting your child fly alone can be worrying, for parents and travellers. That is why we have developed our Unaccompanied Minors service for children travelling with Emirates. We will do our best to ensure your child enjoys a smooth and stress-free journey from start to finish with our friendly, helpful staff.

Unaccompanied Minors are children above 5 and under 12 years of age travelling alone, and are entitled to Unaccompanied Minors service, as long as they are travelling on a full adult fare ticket. Please note that children under 5 are not accepted for the Unaccompanied Minors service. Please contact your local Emirates office to arrange these bookings.

Young Passengers are children from 12 years of age up to, but not including, their 16<sup>th</sup> birthday. Young Passengers may also be entitled to Unaccompanied Minors service if specifically requested by the parent or guardian.

### Be aware that:

- To avoid any inconvenience to your child, if there is another airline included in the itinerary, we recommend that the connecting time at transfer points not be more than four hours.
- If Dubai is the transfer point, the maximum permitted connecting time is eight hours. This is because we have a dedicated Emirates' Special Handling Unit that can take care of minors.
- We cannot accept Unaccompanied Minors and Young Passengers for journeys with transfer connections involving either an overnight stay at a transfer point or a transfer between two airports.
- Please note: the Emirates Unaccompanied Minors service is not available in conjunction with a 'child' discounted ticket; a full adult fare must be purchased.

Fig. 1

Photograph A for Question 1



Photograph A

Fig. 2 for Question 2

## Taiwan earns US\$11.76 billion in tourism revenue

A recent survey carried out by the Taiwan Tourism Bureau showed that the nation's foreign exchange revenues from tourism reached a record high of US\$11.76 billion in 2012, up by 6.36% compared with 2011. The results of the annual survey also showed that 7.3 million international tourists visited Taiwan in 2012, a 20.1% increase from 2011. However, the survey also revealed that each international tourist in 2012 spent an average of US\$234 per day, a drop of 9.12%.

While the satisfaction rate for quality of travel among international tourists was up 2% to 95% in 2012, the percentage of travellers revisiting Taiwan was down 4% at 31%.

On average, each traveller stayed 6.8 nights in Taiwan, down by 0.18% compared with 2011. In calculating the buying power of tourists, the Tourism Bureau took into account money spent on accommodation, dining, transportation, shopping, entertainment and other items. Chinese tourists were in first place in terms of the amount spent daily on shopping, averaging US\$157 a day. They were followed by Japanese tourists and those from Hong Kong or Macau, with daily purchases topping US\$71 and US\$54 per person respectively.

Fig. 2

Fig. 3 for Question 3

**The following are highlights of what is offered by each cruise company. An asterisk (\*) indicates that a complete programme is available for all young passengers, from toddlers to teenagers.**

**Carnival Cruises:** Camp Carnival designs its children's activities for three age groups: 2–5 years, 6–8 years and 9–11 years. Their counsellors, each with education or childcare experience, make sure everyone has fun. At mealtimes, children get their own menus. Camp Carnival Night Owls (fees apply) enable children to stay up late having fun while their parents also enjoy themselves well into the night. (\*)

**Celebrity Cruises:** The Fun Factory, available 09.00 to 22.00 every day, has the latest gaming technology and children can participate in various sports, crafts, music, karaoke, treasure hunts, theme parties and watch movies. (\*)

**Crystal Cruises:** Space dedicated to children is rare on luxury lines, yet Crystal has designed its ships to accommodate all generations. They offer spacious staterooms in a range of categories as well as suites, third berths and connecting staterooms, child-friendly cuisine, activity programmes on select sailings for ages 3–17, a Fantasia playroom and a video arcade for teenagers.

**Cunard:** Cunard offers something for all ages and the programme is broken down into 3 categories: the Play Zone (ages 1–7), the Kids Zone (ages 8–12) and the Teen Zone (ages 13–17). The line also features a Night Nursery, which is available to children aged 12–23 months and is open from 18.00 to 23.00. (\*)

**Holland America Line:** Children aged 8–12 can take part in Club HAL's video game tournaments, scavenger hunts and karaoke disco parties. They also have the option of taking part in Holland's National Park Junior Ranger Programme on Alaska cruises. (\*)

**MSC Cruises:** MSC offers two clubs for younger children (Mini Club 3 to 6 years and Junior's Club 7 to 11 years) and focuses on offering age-appropriate activities such as arts and crafts, swimming, sports tournaments, parties, talent contests and onboard adventures. Teenagers aged 13 to 17 can meet up at the teen club and participate in planned activities and parties. The line also has dedicated areas for teenagers like the Graffiti Teen Disco, where events include competitions, the Teens Hit List and a variety of other themed evenings.

**Princess Cruises:** Passengers aged 13–17 can enjoy all of the coolest amenities in a Princess Teen Lounge. The Teen Lounges feature all of the latest movies and music. Teenagers can also participate in activities such as games consoles competitions, hip hop dance lessons, sports tournaments, makeovers and more. (\*)

Fig. 3

Photograph B for Question 4



Photograph B

**Photograph C for Question 4**



**Photograph C**

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