
TRAVEL AND TOURISM

9395/31

Paper 3 International Business & Leisure Travel Services

May/June 2016

INSERT

1 hour 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 **5** printed pages and **3** blank pages.

Fig. 1 for Question 1

Surfcamp at the Green Rooms in Sri Lanka

The Green Rooms are part of a beautiful, sustainably built surf lodge at the edge of the beach in Weligama, Sri Lanka, which encourage visitors to live more sensitively by supporting community regeneration.

We believe in making your stay as memorable as possible. Being a small independent accommodation provider means we can tailor-make your visit.

Our accommodation is exclusive, offering five cabins in three buildings, to give you a completely different kind of holiday experience. Groups can book out the whole place and have a real holiday, home from home.

Our beautiful cabins are handcrafted by local carpenters, made from sustainable mango wood and each has something special about it.

Rooms are en-suite and three of the five have open air bathrooms for showers under the stars. Traditional hot water hand showers can also be arranged. All have a private balcony or seating area. Each cabin has a four-poster king sized bed, however single beds can be added to make a triple/family room.

Two surfing holiday options

We offer two different holiday packages, 'Learn to Surf' and our very popular 'Surfcamp' package. If you are a complete beginner or have only just started surfing then these are the best options for you. Both have small classes (maximum eight learners). 'Learn to Surf' packages include two hours of tuition per day and surfboard use. 'Surfcamp' offers excellent value with three hours of tuition per day and also includes lunch. Tailor-made trips can include snorkelling, fishing, wakeboarding, dolphin spotting and whale watching.

Surfcamp

The best value and the quickest way to learn. Book your accommodation and surfing lessons together. Prices are based on two people sharing, but single packages to suit various budgets can be arranged. The price includes one week's accommodation, three hours tuition for six days, surfboard hire, post-surf analysis, breakfast and lunch.

Airport transfers and van hire for onward travel and excursions can be arranged at competitive rates. At least 10% of profits go directly back into community projects started after 2004.



Fig. 1

Fig. 2 for Question 2**Edinburgh as a conference destination**

With world-class hotels and venues, such as the award-winning Edinburgh International Conference Centre, an international airport a short distance from the city, good road and rail links and a compact city centre with almost everything within walking distance, Edinburgh is the UK's most popular conference city after London.

In their free time delegates are spoilt for choice. The city enjoys a lively arts and festivals programme, has famous galleries and museums, royal castles, palaces and is home to the Scottish Parliament. The city also has spacious parks and a beautiful botanical garden and is close to hills and the coast. Edinburgh offers many possibilities for taking up new activities or simply relaxing and unwinding.

Edinburgh is a mature destination and its successful track record at hosting international conferences gives meeting planners the confidence that suppliers in all the conference sectors will deliver quality products and services.

As well as hosting some of the largest events in the world, the city is also suitable for hosting successful conferences of all sizes and to suit every budget. The city has a wide range of unusual and historic venues in which to hold conferences or social events, including The Royal Yacht Britannia, Edinburgh Castle and the Royal Museum.

With over sixty galleries, five theatres and many visitor attractions, there is something for everyone in this city. Visitors can take advantage of the Edinburgh Pass, a European style discount card offering a choice of one, two or three day's entry to over 30 of the city's attractions. The Pass also provides exclusive offers from some of Edinburgh's top retail and leisure operators, as well as free bus travel in the city.

Edinburgh has more restaurants than anywhere else in Britain, with everything including African and Mongolian and, of course, traditional Scottish food.

Shopping in Edinburgh is a wonderful experience, with the internationally renowned department stores, as well as designer boutiques.

With such a unique blend of traditional and modern, it is not surprising that recent research found that over 60% of delegates who visit the city on business return as a leisure visitor within two or three years. Not only is there always a lot to explore and experience in Edinburgh, it also acts as the gateway to the rest of Scotland's beautiful countryside.

Fig. 2

Fig. 3 for Question 3



JetBlue is dedicated to making every part of your experience as simple and pleasant as possible. Unfortunately, there are times when things do not go as planned. If you are inconvenienced as a result, we think it is important that you know exactly what you can expect from us. That's why we created our Customer Bill of Rights. These Rights will always be subject to the highest level of safety and security for our customers and crew members.

General Information

JetBlue will notify customers of delays, cancellations and diversions. Notification may be given in any of the following forms: via jetblue.com, telephone, flight information display systems, airport announcements, onboard announcements, email or text message.

Cancellations

All customers whose flight is cancelled by JetBlue will, at the customer's option:

- Receive a full refund

OR

- Receive re-accommodation on the next available JetBlue flight at no additional charge or fare.

Accommodation during onboard ground delays

JetBlue will provide customers experiencing an onboard ground delay with 36 channels of DIRECTV®, food and drink, access to clean restrooms and, as necessary, medical treatment. JetBlue will not permit the aircraft to remain on the tarmac for more than three hours unless the pilot-in-command determines there is a safety or security-related reason for remaining there, or Air Traffic Control advises the pilot-in-command that returning to the gate would significantly disrupt airport operations.

Inflight entertainment

JetBlue offers 36 channels of DIRECTV® service on its flights in the U.S. If our LiveTV™ system is inoperable on flights in the U.S., customers are entitled to a US\$15 credit, for use on future travel with JetBlue.

Overbooking


Customers who are involuntarily denied boarding ('bumped' from a flight) shall receive US\$1300.

These Rights are subject to JetBlue's Contract of Carriage and, as applicable, the operational control of the flight crew, and apply only to JetBlue operated flights.

Fig. 3

Fig. 4 for Question 4

Bangkok-Singapore by Luxury Train onboard the Eastern and Oriental Express (E&O)



The map shows the route of the Eastern and Oriental Express (E&O) from Bangkok, Thailand, to Singapore. The route is marked with a dashed line and includes stops at RIVER KWAI, BANGKOK, HUA HIN, PENANG, BUTTERWORTH, KUALA LUMPUR, and SINGAPORE. The map also shows the Andaman Sea, Gulf of Thailand, and various countries including Thailand, Vietnam, Cambodia, Malaysia, and Singapore.

The Highlights

- Two or three nights on the luxurious Eastern and Oriental Express, in private compartments with en-suite facilities
- Cruise with a local historian to the bridge over River Kwai and the Thailand-Burma Railway Centre
- Tour of colonial Georgetown on Penang Island: Georgetown has been designated a UNESCO World Heritage site
- Meals on the Eastern and Oriental Express: the train's food service has received international awards
- Drinks on the train's outdoor observation area
- New itineraries on the Eastern and Oriental Express include Vientiane, Laos and Chiang Mai. Please enquire.

Click [here](#) for owner Eleanor Hardy's blog about her journey aboard the Eastern and Oriental Express.

Fig. 4

BLANK PAGE

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced online in the Cambridge International Examinations Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download at www.cie.org.uk after the live examination series.

Cambridge International Examinations is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.