

SECTION A (32 marks)

Answer ALL questions in this section.

1. A traveller missed a flight due to misrepresentation of the departure time in his ticket by the airline. If he were to sue the carrier for missing the flight, outline **two** justifications that will guarantee success for this case. (2 marks)
2. Name **four** components that may be included in an all-inclusive rate of a car rental. (4 marks)
3. State the **three** types of travel agencies based on the type of clients that they handle. (3 marks)
4. Name **three** categories of travel tickets based on the mode of transport used by the traveller. (3 marks)
5. List **two** areas that are addressed by the law of tort in travel and tourism laws. (2 marks)
6. Mention **four** point-of-sale items that are used by travel agents to display their products to potential travellers. (4 marks)
7. Differentiate between the vertical and horizontal integration concepts of the travel product chain of distribution. (4 marks)
8. List **three** requirements that are to be considered when checking an international traveller's documents. (3 marks)
9. Mention **four** back office procedures in a travel agency. (4 marks)
10. Name the **three** classes of service typical of scheduled air transportation. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Identify **four** factors that are considered when handling invalid or infirm passengers during air travel. (8 marks)
- (b) Outline **six** regulatory and administrative agencies that affect the growth and development of travel firms in a destination. (9 marks)

12. (a) Identify **six** types of information contained in a booking confirmation form in travel firms. (9 marks)
- (b) Explain **four** groups of supplies of the travel products in a destination. (8 marks)
- 13.* (a) Outline **six** legal duties that you are required to undertake while acting as a director of a travel company. (9 marks)
- * (b) Explain **four** primary features that may attract a traveller to a particular destination. (8 marks)
14. (a) Explain **four** items that are likely to be found in a booking checklist used by travel agencies. (8 marks)
- (b) Outline **six** guidelines that are used to complete a car rental transaction. (9 marks)
15. * (a) Identify **six** factors that are considered when organizing an itinerary by air. (9 marks)
- (b) Explain **four** challenges that can be associated with tourist road transportation in wilderness areas. (8 marks)

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