SECTION A

QUESTION 1

1.1 D ✓
1.2 C ✓
1.3 B ✓
1.4 B ✓
1.5 A ✓
1.6 C ✓
1.7 D ✓
1.8 D ✓
1.9 A ✓
1.10 B ✓ [10]

QUESTION 2

2.1.1 D ✓
2.1.2 E ✓
2.1.3 B ✓
2.1.4 A ✓
2.1.5 C ✓ [5]

2.2.1 B ✓
2.2.2 C ✓
2.2.3 D ✓
2.2.4 A ✓
2.2.5 E ✓ [5]

QUESTION 3

3.1 Adventure. ✓
3.2 Gateway. ✓
3.3 Package tour. ✓
3.4 Itinerary. ✓
3.5 Documentation. ✓
3.6 Tour guide. ✓
3.7 Public. ✓
3.8 Budget. ✓
3.9 Tourist profile. ✓
3.10 Seasonality. ✓

QUESTION 4

4.1 Basic Conditions of Employment Act, Act no 73 of 1997 ✓
4.2 Free State. ✓
4.3 Ethic. ✓
4.4 Passport. ✓
4.5 Niche. ✓
4.6 Bank Selling Rate. ✓
4.8 Greater St Lucia Wetland Park. ✓
4.9 CATHSSETA. ✓
4.10 WHO. ✓

TOTAL SECTION A: 40

SECTION B

QUESTION 5
Tour plans and route planning

5.1 Any five of the following:
   - Age of the tourists. ✓✓
   - Destination they want to visit. ✓✓
   - Activities they want to participate in. ✓✓
   - Attractions they want to visit. ✓✓
   - Budget they have for the tour. ✓✓
   - Type of accommodation they require. ✓✓
   - Type of meals required. ✓✓
   - Type of transport required/requested. ✓✓
   - Length of stay. ✓✓

5.2 Any two of the following:
   - Date of the tour. ✓
   - Available transport. ✓
   - Seasons (skiing holidays). ✓
   - Schedule (cruises). ✓
QUESTION 6
Tour budgets

Any three of the following:

- What is included in the price? ✓
- What is excluded and need to be budgeted for additionally on the quoted price. ✓
- There are also fixed (service payable whether tourists use it or not) and variable costs (payable only if a tourist makes use of the service). ✓
- Costs for getting to the starting point of the tour is excluded. ✓
- Spending money available. ✓
- Money put aside for souvenirs, gifts, laundry and other purchases. ✓
- The exchange rate for foreign tourists. ✓
- Travel insurance, airport tax, and visas. ✓ [3]

QUESTION 7
Health/safety/travel documentation

7.1.1 Compulsory vaccination is mandatory. ✓ A tourist cannot enter a country without a certificate that proves vaccination has been given. ✓ The Muslim tourist needs a vaccination for meningitis ✓ before visiting Mecca.

7.1.2 Recommended vaccination is not compulsory/tourist can choose ✓ to receive the vaccination, but it is advisable. ✓ It includes vaccinations for illnesses like rabies, typhoid, cholera, hepatitis A etc. ✓ [6]

7.2.1 Malaria. ✓ [1]

7.2.2 Any five of the following:

- Flulike symptoms. ✓
- Headache. ✓
- Muscle aches/joint pains. ✓
- Nausea. ✓
- Vomiting. ✓
- Fever/sweating. ✓
- Diarrhoea. ✓
- Fatigue. ✓ [5]

7.2.3 Take malaria tablets two weeks before entering a malaria area. ✓

- Wear light long-sleeved clothing/T-shirts. ✓
- Sleep under a mosquito net. ✓
- Apply mosquito repellent. ✓ [4]

7.3.1 Any five of the following:

- It spreads a negative “WOM” to foreign countries. ✓
- There will be no repeat visits. ✓
- Fewer tourists will visit South Africa and less foreign exchange will be generated. ✓
- Fewer jobs will be generated. ✓
• It will lead to job losses.
• Less entrepreneurial opportunities will be created.
• Investors will be reluctant to invest in South Africa.

7.3.2 Any six of the following:
• Do not wear flashy jewellery or carry cameras over your shoulder.
• Keep cellphones and wallets tucked away where no one can see them.
• Don’t carry large sums of cash with you.
• Never ask a stranger for help at an ATM.
• Always walk in groups.
• Don’t go to remote places where there are few people.
• Don’t use outside pockets of handbags for valuables.
• Report stolen/lost/withheld credit or bank cards immediately to a bank employee in person.
• Keep your pin number secure.
• When using a credit card in restaurants, ask waiters to bring the portable credit card machine to your table.
• Do not accept or carry packages for strangers.
• Try to prevent any contact with people trying to sell items at a discounted rate in the street.
• Do not accept rides from strangers.

7.4
• Passport.
• Visa.
• Health certificate.
• International driver’s permit.

7.5
• In the green channel.
• He is not in possession of any prohibited goods.
• He only has duty-free goods in the allowed quantities in his possession.

7.6.1 Schengen visa.

7.6.2 There are 26 European countries (European Union and several adjacent countries) that operate under one visa. The traveller only needs to get a visa from the embassy of the country where the most time will be spent, and he/she will be able to travel to any of the member countries with the same visa.

7.7
• Proof of citizenship/ID document/birth certificate if you are younger than 16.
• A full set of fingerprints/left thumbprint if a full set is available on the population register.
• Two recent passport-size photos (35 mm x 45 mm).
• BI73 application form – completed and signed.
• The correct amount payable.

7.8.1 • Ivory-handled hunting knife.
• Rat poison.
7.8.2
- 1 bottle of wine. ✓
- 1 bottle of whiskey. ✓
- 1 bottle of perfume. ✓
- 2 bottles of *eau de cologne*. ✓
- iPad worth R6 000. ✓
- R2 000 worth of gifts. ✓

**QUESTION 8**
World time zones

8.1

- Depart Johannesburg 11 July at 12:00
- 12:00 hour flight
- ? Arrive in Paris

| W | E |
| + 1 DST = +2 ✓ | +2 |

No time difference as they both fall on the +2 line if DST is applied. ✓
12:00 + 12:00 flight time = 24:00 = 00:00 ✓ on 11 July. ✓

8.2

- Los Angeles -8
- London 0
- 07:00

London is 8 hours ahead of Los Angeles.
07:00 + 8 ✓ hours = 15:00 ✓ ✓ in London when you make the call.

**QUESTION 9**
Foreign exchange

9.1
- R10 000
- 10 000 ÷ 13 1805 ✓
- = £758,6965
- = £758,70 ✓ OR 758,70 GBP ✓

9.2
- £25,00
- 25,00 x 12,4512 ✓
- = R311,28 ✓ OR = 311,28 ZAR ✓ ✓

**TOTAL SECTION B: 80**
SECTION C

QUESTION 10
Tourist attractions (Icons)

<table>
<thead>
<tr>
<th>Name of icon</th>
<th>Country</th>
<th>Why an icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.1.1 Pyramids of Giza</td>
<td>Egypt</td>
<td>Oldest remaining wonder of the initial Seven Wonders of the Ancient World.</td>
</tr>
<tr>
<td>10.1.2 Great Wall of China</td>
<td>China</td>
<td>Biggest graveyard in the world.</td>
</tr>
<tr>
<td>10.1.3 Statue of Liberty</td>
<td>USA</td>
<td>Symbol to newfound freedom of immigrants.</td>
</tr>
<tr>
<td>10.1.4 Buckingham Palace</td>
<td>England</td>
<td>Residence of the British monarchy when in London.</td>
</tr>
<tr>
<td>10.1.5 Tower Bridge</td>
<td>England</td>
<td>The central span of the bridge can be raised to let boats through.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The oldest bridge over the River Thames. It is the inspiration of the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>children's song &quot;London Bridge is falling down&quot;.</td>
</tr>
<tr>
<td>10.1.6 Auschwitz</td>
<td>Poland</td>
<td>Nazi Germany’s biggest concentration camp, and the symbol of the Holocaust.</td>
</tr>
</tbody>
</table>

(Any correct possible reason for being an icon can be accepted.) (18)

10.2 Any 11 facts:
The Kremlin and the Red Square are both located in Moscow. The Kremlin is Russia’s most important cultural site. The word Kremlin means fort. It was once the seat of the Russian Orthodox Church and later became the formal seat of the once powerful Soviet government. It was here where many secret missions were planned. The building includes the famous Bell Tower of Ivan III. The buildings were opened in 1953 after the death of Joseph Stalin (Soviet leader). It is an outstanding example of architecture and a World Heritage Site. Cultural tourists, educational tourists, backpackers and gap year tourists often visit this icon. The building is made up of four palaces, four cathedrals and the Kremlin Wall with the Kremlin Towers. It is the official residence of the president. It overlooks the Red Square and has been linked to historical and political events since the 13th century.

Any 11 facts:
The Red Square got its name from a Russian word meaning red, which many years ago also meant beautiful. The square is surrounded by famous tourist attractions like St. Basil’s Cathedral, the Spasskaya Tower and Lenin’s mausoleum. It used to be the meeting place for the Russian people, where announcements were made and executions took place. Today it is a popular
photographic site ✓ and place of interest for people interested in history. ✓ It is also a World Heritage Site and is associated with important world events. The same type of tourist as for the Kremlin will visit this icon. ✓ It has a bronze statue of Kuzma Minin and Dmitry Pozharsky, who helped Moscow during the Polish invasion. Many of the main streets of Moscow lead from the square in all directions across the city. ✓ (22)

QUESTION 11
Factors contributing to the success of a tourist attraction

All the role players need to see to the excellent marketing ✓ of these icons (tourism products) to domestic ✓ as well as international tourists ✓ to ensure it remains a sustainable icon ✓ and that responsible tourism practices occur to preserve these icons. ✓ These icons must serve as drawing cards ✓ to Moscow to ensure the generation of foreign currency. ✓

Well-executed management plans, ✓ efficiency and ethical behaviour ✓ of staff and management must be in place ✓ in Moscow and surroundings. The people of Moscow need to ensure the visitors have a positive experience, ✓ that Moscow is safe and crime free ✓ and that the general appearance and the upkeep of the icons is always managed. ✓

The management staff ✓ needs to consider the needs of people with disabilities and ensure they have access to the icon. ✓ The icon must have universal access. ✓

The characteristics of a successful tourist attraction mean that the actual number of visitors exceeds the target number of visitors. ✓ Repeat visits must be ensured ✓ and the income generated must exceed the target figures. ✓

The local community also needs to benefit from this icon to ensure they keep maintaining it for future generations ✓ and the conservation of the environment. ✓ (Any possible correct facts.)

TOTAL SECTION C: 60
SECTION D

QUESTION 12
Global events of international significance:

<table>
<thead>
<tr>
<th>Country</th>
<th>Sport</th>
<th>Political</th>
<th>Unforeseen</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.1 USA</td>
<td></td>
<td>September 11, 2001 World Trade Centre attacks.</td>
<td></td>
</tr>
<tr>
<td>12.2 England</td>
<td>Wimbledon.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.3 New Zealand</td>
<td></td>
<td></td>
<td>2011 Earthquake in Christchurch.</td>
</tr>
<tr>
<td>12.4 Off the coast of Italy</td>
<td></td>
<td></td>
<td>Costa Concordia January 2012.</td>
</tr>
<tr>
<td>12.5 Egypt</td>
<td></td>
<td>Violence led to the pyramid trips being suspended.</td>
<td></td>
</tr>
<tr>
<td>12.6 Portugal/Spain</td>
<td></td>
<td></td>
<td>Global recession.</td>
</tr>
</tbody>
</table>

QUESTION 13
Methods of payment

13.1 Electronic fund transfers (EFTs). ✓
   Credit card. ✓

13.2 Electronic fund transfers (EFTs)
   You don't have to draw money ✓ or have access to other payment mechanisms like ATMs and credit card facilities. ✓ It is usually immediately processed, ✓ on the same day if it is between the same bank, ✓ or within 48 hours if transfers are between accounts at different banks. ✓
   EFTs can be channelled from an ATM, cellphone and Internet banking. ✓
   OR
   Credit card
   It can be paid at the retailer or online, ✓ wherever credit cards are accepted. ✓
   Tourists can also withdraw local ✓ currency ✓ at almost all ATMs around the world ✓ and it is a relatively safe form of payment. ✓

QUESTION 14
Foreign market share – statistics regarding inbound international tourism

14.1 UK. ✓

14.2 Zimbabwe. ✓
14.3 Any two of the following:
Lesotho is surrounded by South Africa and people need to pass through South Africa if they would like to go to any other SADC member country or use OR Tambo International Airport as a gateway airport. ✓
Many people from Lesotho have family in South Africa (VFR). ✓
Many people from Lesotho do business in South Africa. ✓
Many people from Lesotho make use of medical services in South Africa. ✓ (2)

14.4 Any two of the following:
Shopping. ✓
VFR. ✓
Business. ✓
Holidays. ✓
Medical visits/hospitals. ✓ (2)

TOTAL SECTION D: 20

GRAND TOTAL: 200