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**TRAVEL AND TOURISM**

**9395/32**

Paper 3 International Business & Leisure Travel Services

**October/November 2016**

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



Fig. 1 for Question 1

### Cruise News for 2015

As well as looking for exciting new places to take passengers, premium-priced cruise lines are reinventing their itineraries to include two or three days in favourite ports so that passengers can see more of the places they visit and also take in the local nightlife and restaurants. Mid-voyage land tours for 2015 include a four-night visit to Jaipur and the Taj Mahal during a 17-day cruise from Singapore to Mombasa, Kenya.

Regent Seven Seas Cruises aims to go further than its competitors and includes flights, transfers and shore excursions in its cruise prices. From January 2015, passengers in its top suites will gain unlimited free WiFi.

Premium-priced cruise lines regularly use small or exclusive excursions to help their products stand out from the mass-market companies. Customers of one cruise line are offered complimentary crew-led excursions in the Caribbean, to escape the usual group tours. Trips range from a walk through Old San Juan to a bike ride around Nevis or a hike on an uninhabited island.

Another cruise line is offering an exclusive visit to St Petersburg's Fabergé Museum. The tour, guided by the museum's curator, takes passengers into palace rooms that are usually off-limits to visitors.

### 18-night Rio de Janeiro to Barcelona cruise

#### Seven Seas Mariner

Regent Seven Seas Cruises



4.4 based on 27 ratings

**Starts:** Rio de Janeiro, Brazil

**Ends:** Barcelona, Spain

**Ports of Call:** Arrecife, Barcelona, Malaga, Natal, Porto Grande, Salvador de Bahia, Tangier

FREE transfers between airport and ship

FREE unlimited shore excursions

FREE speciality restaurants plus casual indoor and outdoor dining

FREE unlimited beverages

FREE Wi-Fi throughout the ship

FREE 24-Hour room service

Your choice of spacious suite accommodation, 97% with private balcony.

Staff-to-guest ratio of 1 to 1.5, resulting in premium quality service, no queues and no waiting.

Onboard enrichment, spectacular Broadway-style shows, performances, demonstrations and lectures.

Fig. 1

Fig. 2 for Question 2

## Havelock Island and the Eco Villa Palm Beach Resort

The Andaman Islands are a group of islands located in the Bay of Bengal between India to the west and Myanmar (Burma) to the north and east. Of the 572 islands of the Andaman and Nicobar chain, only 36 are inhabited. Havelock Island is the largest and the most popular holiday destination in the Andaman Islands.

Known for its pristine white-sand beaches, azure waters and abundant coral, Havelock Island makes for a tranquil holiday spot. Eco Villa Palm Beach Resort has a beachside position in Govindnager village. The cottages and huts are one to five metres from the beach, offering a breathtaking view of the Andaman Sea, lush landscapes, coconut palms, and unspoiled beaches. With its exotic tropical beauty and relaxing hospitality, this getaway is the perfect place to enjoy relaxation and rejuvenation of the mind, body and soul.

The resort offers a distinctive dining experience, one that features the finest Indian and international cuisines, serving Indian, continental and seafood dishes, using only fresh and local ingredients.

Eco Villa Palm Beach Resort has 100% direct, online bookings. This means that the only way to book accommodation is through its website.

Currently there are no direct international flights to Havelock Island or even to Port Blair, the capital of the Andaman Islands. All travellers must fly to Chennai or Kolkata in mainland India first from where direct, daily domestic flights fly to Port Blair. Once in Port Blair, Havelock Island is easy to get to. There are three regular ferries between Port Blair and Havelock Island on a daily basis. It is important to mention, however, that during peak season demand for the ferry often exceeds the number of seats available. All ferry transfers are subject to weather conditions, sea conditions, sailing permits and Department of Shipping schedules.

Ferry timings from Havelock Island to Port Blair do not coincide with flight timings to mainland India. All tourists, therefore, must spend the last night in Port Blair.

All foreign nationals must have a valid Indian visa to enter Port Blair. On arrival, all foreign nationals are issued a Restricted Area Permit free of cost at the airport or port. The procedure is simple and takes about 20 minutes. The permit will allow you to stay for a period of 30 days.

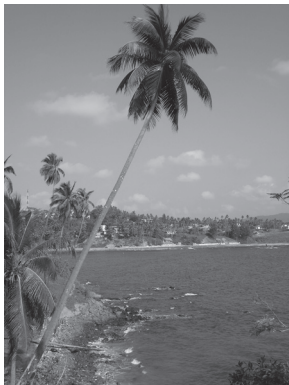


Fig. 2

Fig. 3 for Question 3

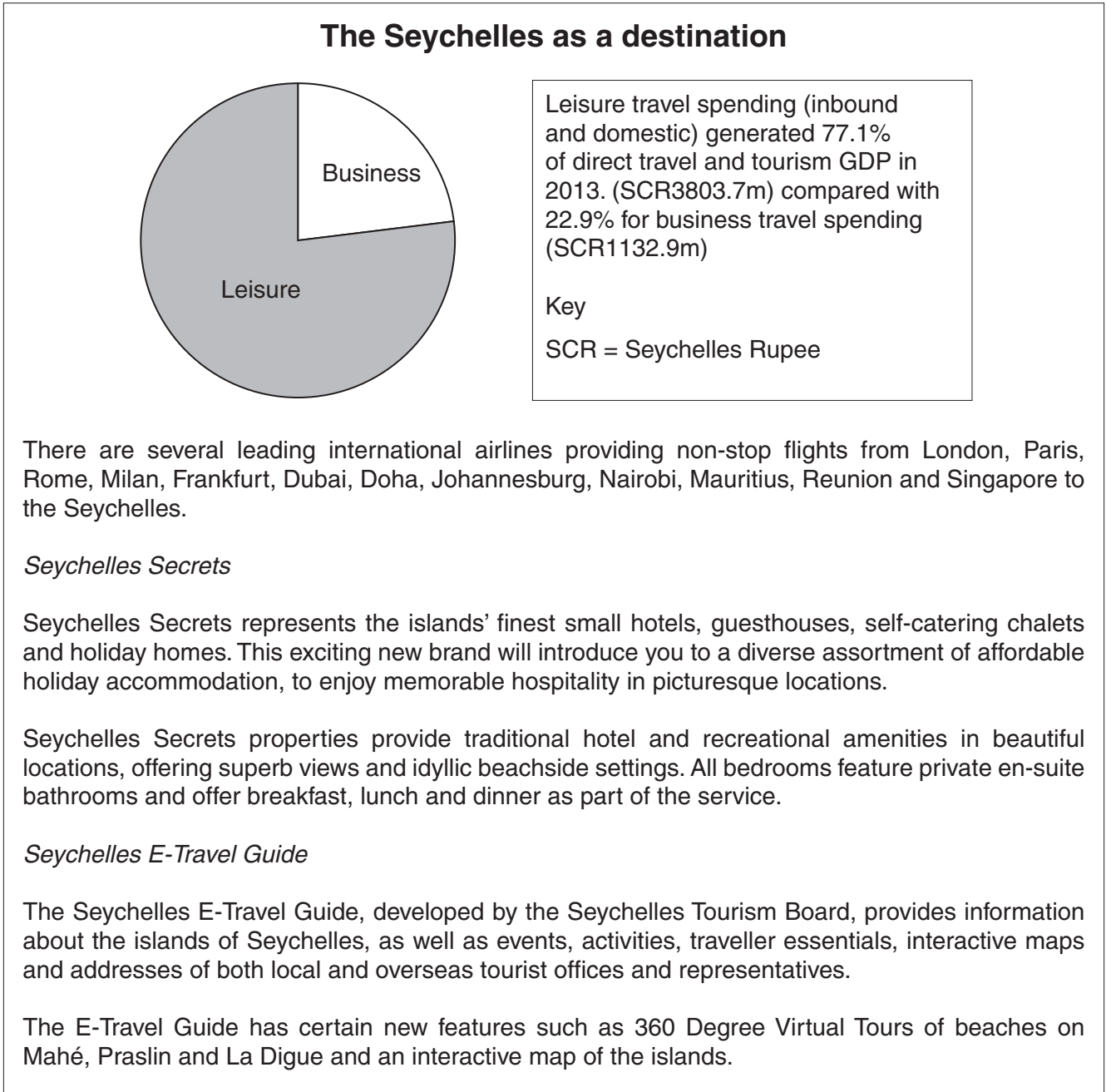


Fig. 3

**Fig. 4 for Question 4****Israel business tourism**

Israel is a westernised country which excels in every type of business and industry.

Most Israelis in industry speak fluent English and business services are sophisticated, accessible and completely comfortable for the business traveller. Many large exhibitions are held in Israel featuring local and international businesses. With so many foreign business visitors, the tourism industry in Israel is proficient at meeting international visitor needs.

Business services include hotels tailored for business visitors, event halls, elaborate convention centres of all sizes, exhibition halls, advanced multimedia and communication equipment and advanced transportation.

The Israel Trade Fairs and Convention Centre (ITFCC) is the largest and most sophisticated complex in Israel for organising conferences, exhibitions, trade fairs, performances and events on an international scale. Hundreds of events and exhibitions are held in the complex each year which attract more than 2.5 million visitors annually.

- Business events – the ITFCC hosts events of Israel's leading commercial companies, as well as events of public organisations, conferences and lectures, launches of new products and services, marketing and sales promotion events, filming of television shows and commercials, fashion shows and performances.
- Private events – the Centre also hosts many private events.
- Musical performances – the ITFCC is also considered the perfect venue for entertainment and recreation. Each year the complex hosts many musical performances, including international music events.

**Maximum accessibility:** by choosing to hold your event at the ITFCC, you ensure your guests a choice of transportation options due to our central location and proximity to the Trade Fairs Centre and University train stations, to the Ayalon Highway and to the public transportation network with nearby bus stops.

**Plenty of parking:** in addition to offering your guests easy access, the ITFCC offers 3500 parking spaces.

In the centre of Tel Aviv and within easy reach of the ITFCC, there are many excellent five star hotels, including the Sheraton Tel Aviv Hotel. This superior property has a great location on the beachfront and offers superb sea views. The Cielo Spa area at the hotel features a large Turkish bath and two Dead Sea treatment rooms which offer mud wraps and salt peels. Guests can also choose from a variety of massages and facial treatments.

Private transfers are available at any time and require an advanced booking with the concierge. Guests are met at the arrival gate at the airport by a Sheraton Tel Aviv Hotel driver displaying a name card. There is an additional charge for this service.

**Fig. 4**



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