



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
International General Certificate of Secondary Education



TRAVEL AND TOURISM

0471/01

Core Module

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INSERT

2 hours

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 **7** printed pages and **1** blank page.



Fig. 1 for Question 1(a)

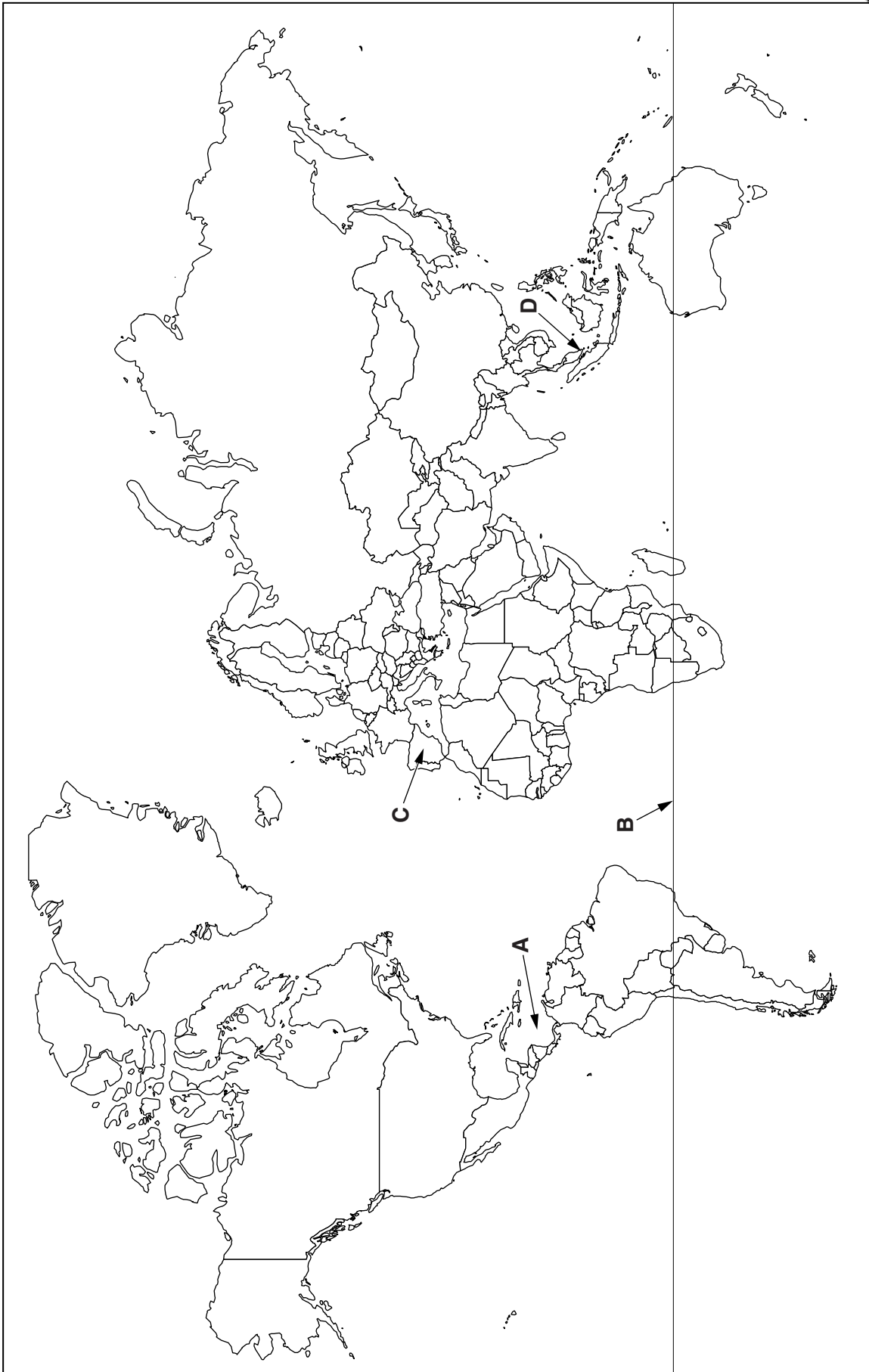


Fig. 1

Fig. 2 for Question 1(c)



Fig. 2

Fig. 3 for Question 2



This hotel in Mürren has 29 rooms and 3 apartments and accommodates up to 60 people. The hotel is non-smoking and pets are welcome. There is a restaurant, a hotel bar and a large sun deck where entertainments (après-ski) are offered in winter. Hotel guests are offered a breakfast buffet and a set evening meal in the restaurant.

The hotel offers the following free services to guests:

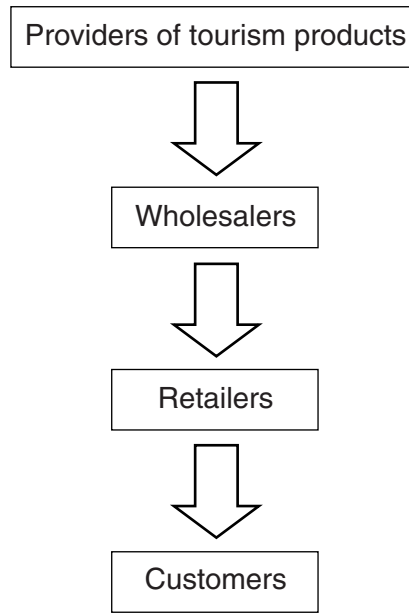
- free luggage collection
- brochures with information on Mürren and the Jungfrau mountain area
- guest passes which include free entrance to the ice skating rink in winter, the indoor swimming pool and price reductions for other facilities in the local area
- ski storage room with a heated rack for ski boots in winter
- bike storage room where you can leave your bike securely in summer.

Fig. 3

Fig. 4 for Question 3(a)



Fig. 4

Fig. 5 for Question 3(b)**Fig. 5****Fig. 6 for Question 3(c)**

A feature of Port Castries is the new inter-island ferry terminal where fast ferries provide daily services between St. Lucia and Martinique. The terminal was designed to offer passengers the same level of comfort as an airport.

The spacious arrival lounge has areas for Immigration, Customs and Excise, baggage collection and screening. The departure area is air-conditioned with a restaurant and bar. There are other services including banking, taxi services and designated parking for pick-up and drop-off.

Ferry Terminal Facts

Area of terminal: 1 783 metres² with seating for 280 passengers.

Fig. 6

Fig. 7 for Question 4

Jumeirah Group, the Dubai-based luxury hotel company, has announced the opening of its first 5* luxury hotel in China at the Himalayas Centre in Pudong, Shanghai. The new Jumeirah Himalayas Hotel Shanghai features 401 Chinese-style guestrooms, including 62 suites and residences, four restaurants and lounges, a 24-hour fitness centre and indoor swimming pool. The hotel also offers meeting, conference and event facilities, including two ballrooms and a large rooftop garden. These are perfect for hosting weddings and other events.

The Grand Ballroom, with the highest ballroom ceiling in Shanghai, will be able to host Shanghai's premier banquets, cocktail parties and conferences for up to 800 guests. A second ballroom and seven meeting rooms can cater for up to 350 guests and are equipped with the latest audio-visual equipment and high-speed Internet.

The hotel is part of the Himalayas Centre, a spacious new arts and cultural development that includes:

- the 1 100-seat DaGuan Theatre
- the Himalayas Art Museum
- a luxury brand shopping mall
- outdoor event venues, such as the Wuji Plaza.

Located in central Pudong, the hotel is directly opposite the Shanghai New International Expo Centre (SNIEC) and close to Century Park. The nearby train station offers rapid transfers to Pudong International Airport.

Fig. 7

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