



IGCSE Cambridge Travel & Tourism

Unit 4: Travel & tourism products & services

Name: _____

Form: _____ Teacher: _____



IGCSE

Unit 4: Travel and tourism products and services

4.1 Identify and describe tourism products

- a. Inter-relationship** between travel and transport, catering and accommodation, attractions, leisure and recreation and business facilities
- b. Components** included in different tourism products (e.g. package, independent, all-inclusive holidays)
- c. Ancillary services** – guiding, currency, marketing services

4.2 Explore the roles of tour operators and travel agents in the chain of distribution

a. International tour operators (wholesalers):

- . tour operator's product (transport plus accommodation) . types of tour operator (e.g. incoming tour operators)
- . nature of tour operations (how to put together a tour) . operating characteristics of tour operators (economics, scale of operations, seasonality, integration, importance of price, consumer protection)

b. Retail travel agents:

- . role of travel agents . different services offered
- . understanding of travel agency appointments (e.g. ticket licensing) and conditions . operating characteristics

4.3 Describe support facilities for travel and tourism

- . **a. Concept of infrastructure** – features of the built environment (utilities, roads, telecommunications, airports, ports), details of how they are funded, link with level of economic development
- . **b. Type and range of accommodation** available (serviced/self-catering, hotels, guest houses, hostels, camping, luxury, budget, etc.):
 - . economies of operation and scale of investment . measures of efficient operation, e.g. occupancy rates
 - . classification and grading . facilities provided for business/leisure tourists
- . **c. Local public transport** provision and relationship with improved accessibility – express links to airport (coach, rail, shuttle services), integrated rapid transit system or other forms of transportation

4.4 Explore the features of worldwide transport in relation to major international routes

a. Air Transport:

- . main intercontinental routes and airports identified
- . types of air transport operation (charter and scheduled, domestic and international)
- . operating economics of air transport, full fare versus budget ('no frills')
- . government regulation/deregulation of air transport
- . the advantages and disadvantages of regulation
- . air transport and tourism development – the role of governments and international bodies (e.g. IATA)

b. Sea transport:

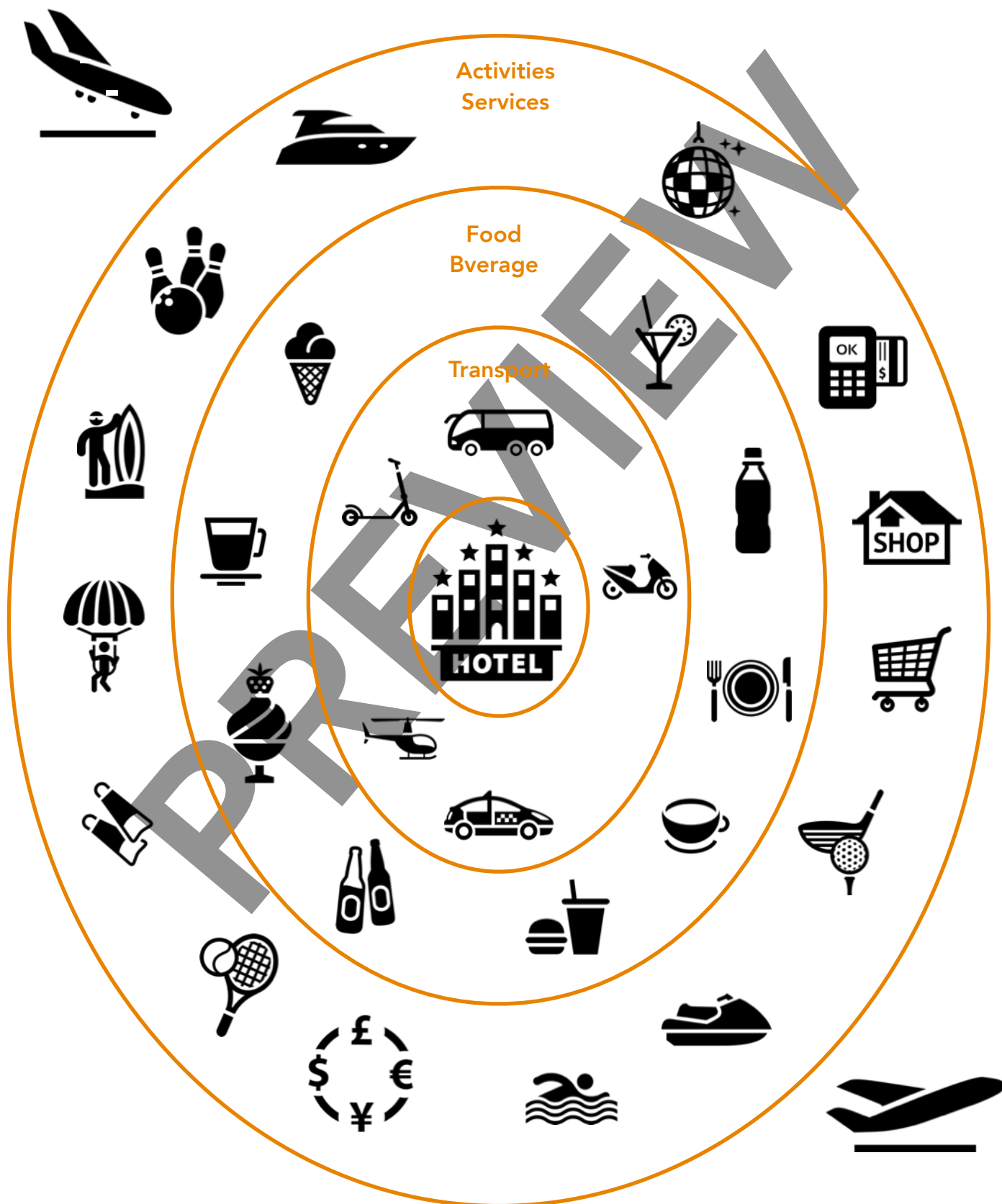
- . main ports and international passenger ferry routes identified . operating economics of sea transport
- . major types of sea transport for tourism – passenger ferries (and major crossing areas), cruise ships (and major cruise circuits)

c. Rail and road transport:

- . major international tourist networks . nature and operating economics of rail and road transport
- . importance of motor transport in tourism

4.1 Identify and describe tourism products

Inter-relationship between travel and transport, catering and accommodation, attractions, leisure and recreation and business facilities



4.1 Identify and describe tourism products

Inter-relationship between travel and transport, catering and accommodation, attractions, leisure and recreation and business facilities

Components included in different tourism products
(e.g. package, independent, all-inclusive holidays)

Package Product

Comprise of at least two:

- . **Transport**
- . **Accommodation**
- . **Tourist services**
transfers, tours, activities etc
- . **Tour Operator** puts the package together (bundle)
- . **Travel agent / online** sells the package



Independent Product

- . **Transport**
- . **Accommodation**
- . **Tourist services**
transfers, tours, activities etc
- . **Supplier** buy directly from the supplier - airline, hotel etc
- . **Online** find products and services



'All-inclusive Package'

- . **Transport**
- . **Accommodation**
- . **Transfers**
- . **Meals**
- . **Some activities**
Some restrictions and limits
- . **Tour Operator** differences between operators
e.g. Cruises - excursions extra



4.1 Identify and describe tourism products

Inter-relationship between travel and transport, catering and accommodation, attractions, leisure and recreation and business facilities

Example of a short package holiday



5 DAYS 4 NIGHTS DUBAI AND ABU DHABI TOUR

AS LOW AS PHP 49,990 PER PERSON

2019 TRAVEL DATES: DEC. 4-8
2020 TRAVEL DATES: JAN. 16-20

ITINERARY:

DAY 1: ARRIVAL (X/X/X)
Upon arrival in Dubai, meet and greet then transfer to the hotel for check-in.

DAY 2: MORNING MIRACLE GARDEN AND ABU DHABI CITY TOUR (B/X/X)
After breakfast, proceed with your tour. Go to the Miracle Garden then Abu Dhabi Grand Mosque, pass by the Emirates Palace, Abu Dhabi Corniche then drive to al Bateen District, Heritage village, photo-stop at Marina Café and Ferrari World Theme Park. Return to Dubai and transfer to Dubai Mall. Enjoy the fountain show and have a photo-stop at Burj Khalifa. (Proper dress code for the Mosque: Ladies - long sleeves (non-transparent and no 3/4 sleeves), long pants (skinny and tight jeans are not allowed, a scarf for the head. Men - T-shirt and long pants)
Note: Guest who failed to follow the dress code will not be allowed to enter the mosque.

DAY 3: DUBAI HALF-DAY CITY TOUR (B/X/D)
After breakfast, start your tour. Photo-stop at Zabeel Pala, Dubai Museum, Abra Ride, pass by Dubai Creek and Bastakiya, Spice and Gold Souk, Photo-stop at Jumeirah Public Beach for a photoshoot of Burj Al Arab then Dubai Frame. Transfer back to the hotel and freshen up. Get ready for Desert Safari with BBQ dinner and belly dancers. Drive over the golden dunes to the desert camp. Experience camel ride, sand boarding and henna painting or simply enjoy the aromatic Sheesha. Enjoy buffet dinner and the performance of exotic belly dancers, Tanoura dancers under the star-lit sky. Transfer back to the hotel.

DAY 4: FREE DAY (B/X/X)
After breakfast, enjoy your free day on your own.

DAY 5: DEPARTURE (B/X/X)
After breakfast, check-out then transfer to the airport for your flight.

**** END OF TOUR ****

INCLUSIONS:

- Roundtrip airfare and airline taxes
- Roundtrip airport transfers
- 4 nights accommodation with daily breakfast
- Half-day Dubai City Tour
- Abu Dhabi City tour with Grand Mosque visit
- Desert Safari Tour with BBQ dinner and Belly Dance
- Miracle Garden Tour and Dubai Frame
- 1 bottled water during excursion
- All transfers during tours
- 1 Dubai souvenirs
- Free travel insurance (up to 60 years old)

EXCLUSIONS:

- Philippine Travel Tax—PHP 1620
- Check-in baggage allowance
- Dubai Visa—PHP 6,500 per person (non-refundable)
- Courier fee
- Optional tours, tipping for guides and drivers
- Exhibition and event surcharges
- Tourism Dirham Fee
- Meals not indicated in the itinerary
- Personal and incidental expenses
- Others not mentioned

BOOKING CONDITIONS:

- A non-refundable deposit is required upon booking
- First come First Serve. Payment is Cash Basis only
- Minimum of 2 persons to book
- Minimum of 15 persons to run the tour
- Please note that no refund will be given for any unused services
- Itinerary and rates are subject to change without prior notice
- The package is non-refundable, non-rebookable and non-transferable
- Passport must be at least 6 months valid beyond intended stay. Passenger must check the validity of his/her own travel documents
- Passenger shall be held responsible for any charges/damages caused by invalid/expired travel document
- The company may cancel or postpone the tour if total number of passengers is not met or a supplement may apply
- Our company reserved all rights for any changes without prior notice
- Other terms and conditions apply



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ConstellationTravelsInc

4.1 Identify and describe tourism products



Answer the following exam style questions

i. Define the following terms: (3 x 2 marks)

a. Package product

.....

b. Independent product

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c. 'All-inclusive' package

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ii. List two advantages of an 'all-inclusive' package (4 marks)

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iii. List two advantages of an independent package (4 marks)

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4.1 Identify and describe tourism products

- iv. Explain the benefits of a package like the Dubai and Abu Dhabi tour (6 marks)

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- v. Discuss the different types of packages available for tourists (6 marks)

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4.1 Identify and describe tourism products

Ancillary services: guiding, currency, marketing services

Ancillary services - additional services offered by travel and tourism providers

Opportunity for travel and tourism companies to differentiate

Examples:

- . travel insurance
- . foreign currency exchange
- . sightseeing tours
- . car hire
- . airport transfers
- . passport and visa information
- . coach and rail tickets
- . hotel bookings
- . ticketing - activities and events
- . guiding services



Guiding services

Tourist guides

- . training
- . experience
- . local knowledge
- . expert knowledge
- . language skills

Guides

Online, brochures/books



4.1 Identify and describe tourism products

Ancillary services: guiding, currency, marketing services

Currency services

Exchange

- . from one currency to another
- . banks
- . travel agent
- . Post Office
- . Tourist Information Office
- . Cash or Travellers' Cheque

ATMs - debit or credit cards
from anywhere in the world



Car hire services

Car hire

- . airports
- . hotels
- . locations in cities

Pre-book
via online, travel agents



International Tour Operators

Arrange: transport, accommodation, activities

Work with: airlines, hotel companies, attractions

Buy: large quantities of airline seats, hotel rooms and tickets - wholesale

Example: 50 seats on Emirates
25 double rooms at the Hilton hotel
coach for transport
buys at a discount from Emirates and Hilton hotel

Tour Operator, markets and sells the package holiday: flights, hotel and transfer



4.2 Role of tour operators and travel agents



Exam style questions

- i. Identify three different types of guiding services (6 marks)

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- ii. Explain how tour operators put together a package holiday (6 marks)

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- iii. Identify which ancillary services a family may use in a 5 star hotel (6 marks)

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4.2 Role of tour operators and travel agents

Types of Tour Operators

Mass market tour operators

Offer traditional 'sun, sand & sea' package holiday.



Tui Group world largest tour operator
in 180 countries,
30 million customers, 200 brands

Inbound tour operators

brings tourists into a country
- individuals and groups - locally based



Outbound tour operators

arrange package holidays to other
countries



Domestic tour operators

arrange packages for the home country



Specialist tour operators

Examples

Destination
specialises in
travel to
Australia



Theme
eco tourism



Age
aimed specific
age groups



over 55s

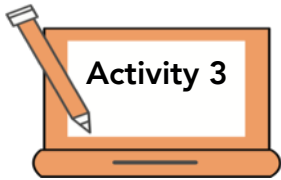
Activity
ski holidays



Transport
railway
holidays



4.2 Role of tour operators and travel agents



Exam style questions

i. Define the following terms: (4 x 2 marks)

a. Outbound

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b. Inbound

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c. Mass market

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c. Domestic

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ii. Explain the role of specialist tour operators (4 marks)

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4.2 Role of tour operators and travel agents

iii. Which type of tour operator are the following: (circle the correct answers) (4 marks)



Outbound

Inbound

Domestic

Mass market



Outbound

Inbound

Domestic

Mass market



Outbound

Inbound

Domestic

Mass market



Outbound

Inbound

Domestic

Mass market

iv. Research examples of specialist tour operators (8 marks)

Name of company

Specialism

a.

b.

c.

d.

4.2 Role of tour operators and travel agents

Characteristics of tour operators

Large number small-scale tour operators (often specialist)

Small number of large-scale tour operators

. Economies of scale . Horizontal integration . Vertical integration .

Horizontal integration

Companies join together at the same level
= tour operator + tour operator

Advantage = removes competition

Vertical integration

Take-over businesses at different levels
= tour operator + hotels or travel agents

Advantage = control at all levels
(quality, availability, price etc)

Economies of scale

Larger companies can buy in bulk and save
Stronger negotiating position



- i. Give two advantages of horizontal and vertical integration
(4 marks)

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4.2 Role of tour operators and travel agents

Nature of tour operators

Package & tours = **planning, organising and selling**

Planning



- . **Market research** to find out requirements of potential market (use previous seasons data)
- . **Selection** of resorts, accommodation, airports, transfers, tours etc
- . **Estimate** number of customer for the package
- . **Negotiate** with suppliers - quantity, quality and price
- . **Planning** 12 - 18 month before offered on sale

Contracts



- . **Commitment/guarantee** guarantee to pay for a certain amount of seats, rooms etc
- . **Allocation/release back** beds booked but can be returned if not sold by a certain date
- . **Adhoc** agree a discounted rate and book when needed

- . **Pricing** pricing strategy based on many things eg. competition / differ
- . **Brochures** produced - inc online - sometimes help from travel agents
- . **Sales** tour operators and travel agents sell packages.



Tour Operator Pricing

- . **Profits** Tour Operators make on average 2-3% e.g. a holiday AED.2000 make AED.40
- . **Pricing risks** prices set 12 months before - exchange rates can change, fuel costs rise etc
- . **Disasters** natural disasters, terrorism, exchange rates etc can make a destination unpopular

4.2 Role of tour operators and travel agents

Tour operators and holiday pricing

- . **Peak and Off-peak** Packages sold as summer holidays (May to October) and winter holidays (November - April)

In Europe the summer season is the busiest (best weather + school holidays)

- . Pricing: higher demand = higher prices - lower demand = lower prices

- . **Flight times** more efficient if aircraft are used more frequently - day and night
daytime = higher demand = higher prices (weekends more popular)
nighttime = lower demand = lower prices (daytime less popular)



Accommodation supplements (extras)

Tour operators pay hotels per room - charge customers per person

Most rooms double rooms - single occupancy have to pay for two people (per room)

Tour operators and exchange rates

- . **Exchange rates** many products and services are bought in foreign currencies inc. fuel
Difference when bought and sold can see change in exchange rate - difference between profit and loss for tour operators



- . **Surcharges** tour operators can charge customers extra after they have paid
(UK law says first 2% of cost increase not passed to the customer)

Tour operators and consumer protection

- . **Tour operators** can quickly go from profitable to bankrupt and customers can lose a lot of money

- . **Customer protection scheme** many countries have schemes to protect customers.

So if a tour operator goes bankrupt customers get compensated - their money back.

ABTA (UK) has tour operators as members - if a member goes bankrupt their customers will get compensation (their money back). If they are on holiday they will get flown home.



22nd September 2019, Thomas Cook went bankrupt after 178 years with 19 travellers a year.

The company owed £1.6 billion, with 600,00 tourists on holiday when it collapsed.

4.2 Role of tour operators and travel agents



Retail travel agents

. **Sellers for principals (main business:** airlines, hotels, car hire companies etc

. **Role of travel agents:**

**domestic and overseas - business and leisure
book on behalf of the customer**

Products and services:

- | | |
|-------------------------|----------------------------------|
| . package holidays | . foreign currency |
| . short breaks | . travel insurance |
| . cruise holidays | . passport & visa applications |
| . accommodation booking | . airport parking |
| . activity bookings | . destination information |
| . car hire | . health requirement information |

Travel agencies - terms and conditions

Travel agent sells tour operators' products for a commission (a fee of 10-15%)

More for ancillary services - travel insurance & exchange (15-27%)

Agreements

- . Travel agent follow policies and procedures:
- | | |
|---|-----------------------------|
| . issuing tickets, vouchers and other documents | . cancellations and refunds |
| . displaying tour operators' brochures | . taken customer payments |

Characteristics

- . Profit making - office/shop and online, **large chain companies (multiples)**
+ **small independents (miniples)**
- . Very competitive between agents and direct selling from operators

Consumer protection

Travel agents have scheme same as tour operators to protect customers

American Society Travel Agents (ASTA) professional body - reassure customers

International Air Transport Association (IATA) linked with travel agents and helps them with booking, payments, etc.



4.2 Role of tour operators and travel agents



i. You have the answer, but what is the question? (8 x 2 marks)

- a. Market research
- b. Off-peak
- c. Multiples
- d. Ancillary services
- e. Surcharges
- f. Surcharges
- g. Consumer protection
- h. Guarantee

4.2 Role of tour operators and travel agents

ii. Describe the main differences between a tour operator and a travel agent (4 marks)

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iii. Discuss how exchange rates can affect tour operators (6 marks)

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iv. List two advantages of consumer protection (4 marks)

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4.3 Role of support facilities for travel and tourism



Infrastructure

. **Facilities include:** utilities (water/electricity/sewage), telecommunications, education, health facilities, transport: roads, airports, seaports, metro/tram, railway etc

. **Government** (public) funds (pays for) most infrastructure
with good infrastructure paid for by the govt. more likely to attract private companies to build tourism infrastructure

. **Tourism infrastructure** more private money to build hotels, attractions etc.
MEDCs better infrastructure than many LEDCs

Business infrastructure

. **Conference facilities:** conferences, trade shows, meetings and events

+

Range of accommodation suitable for business travellers

Transportation infrastructure

. **Transportation:** airports with good domestic and international connections.

Railways connections - cities and other countries.



Activity 6

- i. Explain the importance of good infrastructure for tourist destinations (4 marks)

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4.3 Role of support facilities for travel and tourism

Type and range of accommodation

Serviced

Range of services available:

- . restaurants . room service
- . laundry . shops
- . gym . pool
- . fully staffed

Chain

National or International companies with many units :

- . Jumeirah . Hilton
- . Sheraton . Premier Inn
- . Marriot . Atlantis

or



or

Non-serviced

Provide accommodation only
Including houses, cottages,
apartments, caravans
tents etc

Independent

Only a one or few units:
. Asiana Hotel, Dubai
. Telal Resort, Dubai
. XVA Hotel, Dubai
. Hotel Zabeel House

Accommodation ratings - different countries use their own ratings for different types of accommodation

. International hotels have a star rating: 5 to 1 (7 star for the Burj, Emirates Palace)



Other types of accommodation have a similar rating for each country, but not all countries ratings mean the same

4.3 Role of support facilities for travel and tourism

Types of accommodation available in most destinations



Hotel

- . 10 rooms +
- . food
- . services: food, gym, shops etc

Example of a room in a hostel



Hostel

- . basic accommodation
- . low prices



Bed & Breakfast Guesthouse

- . 5 rooms +
- . breakfast only
- . large private houses



Hotel apartment

- . larger accommodation
- . bed + lounge + kitchen
- . services



Holiday camp in the UK



Holiday camp

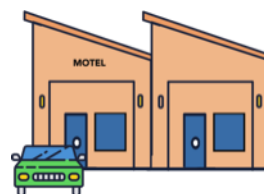
- . cabins, caravans or tents
- . some services (activities)

Motel in the USA



Holiday home Air bnb

- . one room or apartment or house

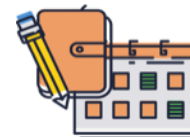


Motel

- . 10 rooms +
- . by a road

4.3 Role of support facilities for travel and tourism

Economies of operation and scale of investment



- . **Range:** huge range of accommodation, many small independent hotels
+ large international chain hotels = multiples
- . **Multiples:** same/similar type of accommodation, same quality standards
Multiples have purchasing power = economies of scale eg mattresses & pillows
Refurbishment of hotels = 5 - 7 years to meet customer expectations
Around the world there is different ownership models there are variations

How to measure an efficient operation



- . **Occupancy rate** measures the number of rooms being occupied over a year.
Dubai average 2017: 75%
- . **Average daily (room) rate** measures the average income per room over a year.
Dubai average 2019: AED.498 per night

Classification and grading



- . **Classification** no international standard - countries have their own - tourist boards or governments inspect and award classifications
- . **Hotel star rating** similar world standards from 1 to 5 stars (and 7)
strict criteria for each star - quality + facilities at the hotels
Bed & Breakfast accommodation also rated

Facilities provided for business/leisure tourists



- . **Product and services** provided by accommodation for:
business travellers: meeting/conference rooms, technology, printing etc
leisure tourists: pools, spa, TVs, gyms etc

4.3 Role of support facilities for travel and tourism



Activity 7

i. Define the following terms (6 x 2 marks)

a. Chain hotels

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b. Serviced accommodation

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c. Independent accommodation

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d. Bed & Breakfast

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e. Motel accommodation

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f. Hostel accommodation

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ii. List two advantages of hostel accommodation for young people (4 marks)

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4.3 Role of support facilities for travel and tourism

iii. Explain three services 5 start hotels provide for business travellers (6 marks)

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iv. Explain three services hotels need to provide for families with young children (6 marks)

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v. Explain why the hotel star rating system is useful for tourists (6 marks)

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4.3 Role of support facilities for travel and tourism

Local public transport provision

Public transport for tourism



- . **Accessibility** cheap transport to local destinations and attractions
- . **Local transport** includes: buses, trams, metros, taxis, airport shuttle buses etc
- . **Rapid transport systems** like the metro, are designed to be fast, efficient and transport lots of people - locals and as well as tourists.



i. Define the following terms (3 x 2 marks)

a. Occupancy rates

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b. Multiples

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c. Average daily rate

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ii. List two advantages for tourism of good public transport (4 marks)

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4.4 Features of worldwide transport in relation to major international routes

Types of transport: air, sea and overland

Air transport

. Types of air transport operation

- . **domestic** - within the country **international** - country to country
cheap transport to local destinations and attractions

International flights

Airlines and the number of countries they fly to (serve)

Rank	Airline	Country	Number of countries served
1	Turkish Airlines	Turkey	121
2	Air France	France	91
3	British Airways	UK	82
4	Ethiopian Airlines	Ethiopia	81
5	Emirates	UAE	78
6	Qatar Airways	Qatar	78
7	Lufthansa	Germany	75
8	KLM	Netherlands	67
9	American Airlines	USA	62
10	United Airlines	USA	62



i. Why is Turkey an international hub?

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ii. Why do you think Ethiopia serves so many countries?

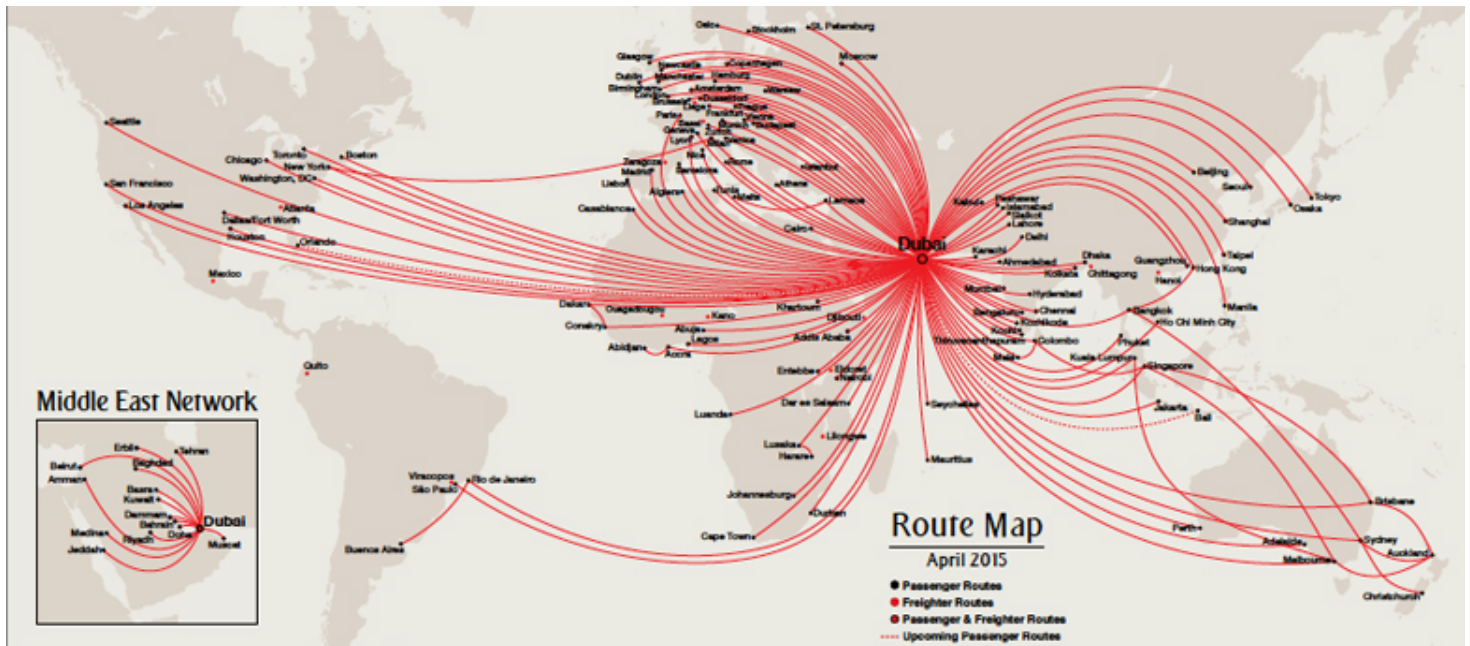
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4.4 Features of worldwide transport in relation to major international routes



Route map for Emirates Airlines

Scheduled flights

(a regular timetabled service)

Full service = include entertainment, refreshments, check-in baggage etc (Emirates, British Airways)

Low cost service = limited or no entertainment, charge for baggage, refreshments etc. (Air Arabia, FlyDubai, Ryanair)

International and domestic flights

Airlines in most countries fly domestic routes and international routes
e.g. United Airlines, American Airlines, Lufthansa, British Airways, China Southern Airlines

Many of these airlines have more than one base eg British Airways = Heathrow and Gatwick

Chartered flights

For package tour holidaymakers to holiday destinations.
Tour operators pre-book seats on the flights.

Private hire - individuals or businesses 'charter' a flight for a specific destinations

4.4 Features of worldwide transport in relation to major international routes

Hub

Airports act as a hub.
Passengers fly into an airport, and transfer to another flight - usually with the same airline.



Gateway

Name given to a main destination in a country

Top ten busiest airports (by number of passengers)

Rank	Airport (hub)	Total passengers (2019)
1	Atlanta USA	110,531,300
2	Beijing, China	100,011,000
3	Los Angeles, USA	88,068,013
4	Tokyo, Japan	87,131,687
5	Dubai, UAE	86,396,757
6	Chicago, USA	84,397,776
7	London, Heathrow, UK	80,844,310
8	Shanghai, China	76,153,500
9	Paris, France	76,150,007
10	Dallas, USA	75,066,956

4.4 Features of worldwide transport in relation to major international routes

Operating economies of air transport

Airline passengers

- . transports over 2 billion passengers a year
- . employs 29 million people
- . 40% of travellers fly

Air Transport Action Group (ATGA)

- . estimates \$3,000 billion (8% of world GDP)

Airline industry

- . 900 airlines
- . 22,000 aircraft
- . 1670 airports

Airline costs

2008 costs: workers (labour) 25%, fuel 25%

US\$1 rise in fuel = US\$1.6 billion for the airline industry

Other costs:

- . aircraft . aircraft insurance . maintenance . landing fees . advertising and promotion .
- . air navigation service charges . food and beverage supplier costs .
- . travel agency commissions and ticketing costs .

Example:

Boeing 737 = \$50 million

Reducing costs:

- . low cost airlines do not use travel agents (save on commission)



4.4 Features of worldwide transport in relation to major international routes

Regulation and deregulation of air transport

Regulation: rules and controls over the air industry

Deregulation: less control + self-regulation- industry controls itself

International + National regulation

International: International Civil Aviation Organisation - air safety

Government regulation: security, ticketing, aircraft manufacturing, customer service - refunds in Europe

Airlines: routes, ticketing, fares, baggage, seat space, customer service

US Airline Deregulation Act 1978 - reduced regulation

International Air Transport Association - represents airline industry
- set standards across the world , pressure group for industry to fight against government regulation
















Airline Alliances

Airlines join together to co-operate on:

customer: flights, routes (more destinations), airmiles, ticketing (code sharing)
airlines: maintenance, operations, purchasing etc



Oneworld Alliance Members

4.4 Features of worldwide transport in relation to major international routes

Air transport and tourism development

Future spending

Most airlines and countries looking to increase spending over the next decade (though COVID 19 may slow this spending)

Airports

Investment: UAE invested AED.1 trillion in airport infrastructure

Airport passengers rising 4%

Governments and private companies own and operate airports

Development

IATA represents 230 airlines from 118 countries

Raise standards in the airline industry - safety and security, training, environmental



i. Define the following terms (5 x 2 marks)

a. Domestic travel

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b. Scheduled flights

.....

c. Chartered flights

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4.4 Features of worldwide transport in relation to major international routes

d. Regulation

.....

e. Multiples

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f. Airline alliances

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ii. Explain why is Dubai airport an international hub (3 marks)

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iii. Give two advantages of Airline Alliances for the traveller (4 marks)

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iv. Give two reasons why governments invest in airport infrastructure (4 marks)

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4.4 Features of worldwide transport in relation to major international routes

Sea transport



Main ports and international passenger ferry ports

Ferry terminal

Zon Johor Bahru, Malaysia

Ferry terminal and leisure destination - the Berjaya Waterfront.

International entry into southern Malaysia

Facilities and Services:

- 26 ferry departures and 26 arrival per days 7 days a week.
- Sea-traffic control tower.
- Customs and Immigration facilities.
- In compliance with the International Ships and Port Facility Security Code or ISPS code.
- Fully computerised ticketing systems.
- Fully air-conditioned ferry terminal with large seating capacity.
- Various services such as money changer, F&B outlets, Telco shop and entertainment areas.
- Potential for additional routes in near future.



From: <https://berjayawaterfront.com.my/ferry-terminal/>

4.4 Features of worldwide transport in relation to major international routes

Sea transport



Main ports and international passenger ferry ports

Ferry & Port terminal

Dover, UK

Dover is a ferry and cruise terminal and cargo port.

2019	Passengers	Cars	Coaches	Lorries
	10,863,262	2,000,966	73,856	2,397,270

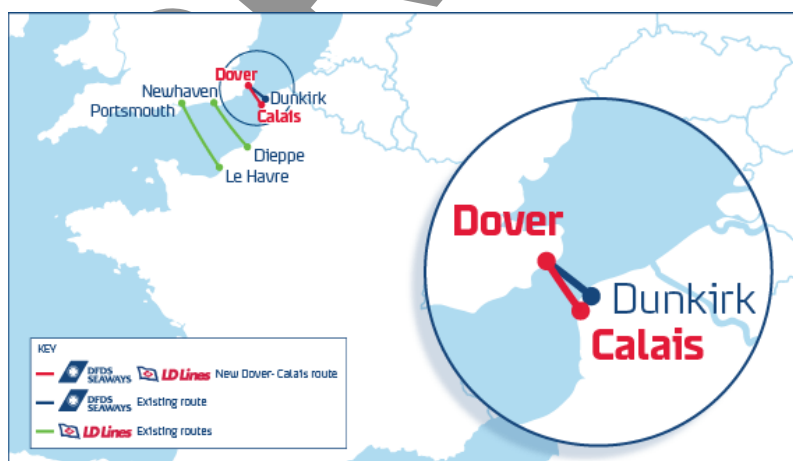
A port since 1606, Dover sees £122 billion worth of trade a year.

Routes from Dover to Calais, Dunkirk in France

Ferry companies = DFDS Seaways, P&O Ferries and Sea France



Range of terminal facilities: refreshments, shopping, money exchanges

From: www.doverport.co.uk

Port of Dover

Port of Dover
promotional film 2016
<https://www.youtube.com/watch?v=1W7zhWHzAsM>

4.4 Features of worldwide transport in relation to major international routes

Water transport



Major types of sea transport for tourism

Ferries:

many people use ferries every day to get to work & for tourists to view the cities - an attraction in themselves

Example: Star Ferry, Hong Kong



Water taxis:

airports & sea ports to destination

Example: Maldives



YouTube

Star Ferries Hong Kong

Star Ferry Hong Kong - China Guide

<https://www.youtube.com/watch?v=jTUQW0rfEJY>

YouTube

Water taxis

Water taxi: What to expect - Group on

https://www.youtube.com/watch?v=ONr-AM_0mHU

4.4 Features of worldwide transport in relation to major international routes

Water transport



Cruises

Sea, rivers and lakes

Facts:

Passengers: 26.7 million . Jobs: 109,000 . Revenue: \$134 billion
 Growing 4% pa with 19 new ships due to launch in 2020



River cruise

Ultimate Viking River Cruise Long Ship Tour and Review (2020)

<https://www.youtube.com/watch?v=JjizwcCKq7k>

Where sea cruise passengers are from:

United States 11.9
 China 2.4
 Germany 2.19
 United Kingdom 1.93
 Australia 1.34
 Canada 0.92
 Passengers in Millions

Main sea cruise liner companies

Carnival Cruise Lines



Celebrity Cruise Lines



Costa Cruises

Royal Caribbean

Celebrity X Cruises

Holland America

Norwegian Cruise Line



Star Cruises

P&O Princess



Sea cruise

The World's Largest Cruise Ship Has Made Its Way To The United States

<https://www.youtube.com/watch?v=JcPIUpJPac8>

4.4 Features of worldwide transport in relation to major international routes

Operating economies of sea transport

Ferry and cruise companies

- . most are private companies
- . governments may support/subsidise passenger (ferry) transport

Cruise terminals

To attract cruise liners government may build terminals as cruise passenger spend on average \$US100 per visit per port in the Caribbean.

Cruise profits

Profit margins for cruise liner companies average 17%

- . Carnival: \$3.2B net profit (17% margin)
- . Royal Caribbean: \$1.8B net profit (19% margin)
- . Norwegian: \$955m net profit (16% margin)

These three companies control 75% of the market

Income = 68% ticket prices 32% onboard purchases

4.4 Features of worldwide transport in relation to major international routes



Exam style questions

i. Define the following terms (3 x 2 marks)

a. Ferry

.....

.....

b. Ferry terminal

.....

.....

c. Port terminal

.....

.....

ii. List two reasons why the Star Ferries in Hong Kong have become a tourist attraction (4)

.....

.....

.....

iii. Explain why the cruise industry is an important part of the tourist industry (6)

.....

.....

.....

.....

.....

4.4 Features of worldwide transport in relation to major international routes

Rail and road transport

Major international tourist networks

- . rail and road networks link airports, sea ports etc with tourist destinations
- . these routes are very important

Car travel

- . car travel is the main transport method for domestic tourism
- . cars are used for day trips, weekends and longer days



Fly-drive packages

Flights and car hire is a popular package for holidaymakers

Fly in, collect at the airport - go to destination, drive around - return to airport, fly off

Also known as: self drive holidays, road trip holidays or multi-centre holidays

Coach travel

Coach travel can be part of a package or as separate holiday

Coach travel is often a multi-centre holiday, where people visit a number of places

Coach day trips are popular to attractions and events

Coach trips can cheap travel option (or for those who do not like to fly)
and are popular grey market



4.4 Features of worldwide transport in relation to major international routes

Rail travel

National and international networks

- . rail networks link airports, sea ports etc with major towns and cities and include international routes (EuroStar runs from London to Paris via tunnel)

Standards

- . vary from country to country - often need government subsidy or are totally owned by governments
- . French TGV are high speed trains designed for tourists
- . Different classes of seat . Fast travel and cheap if booked in advanced

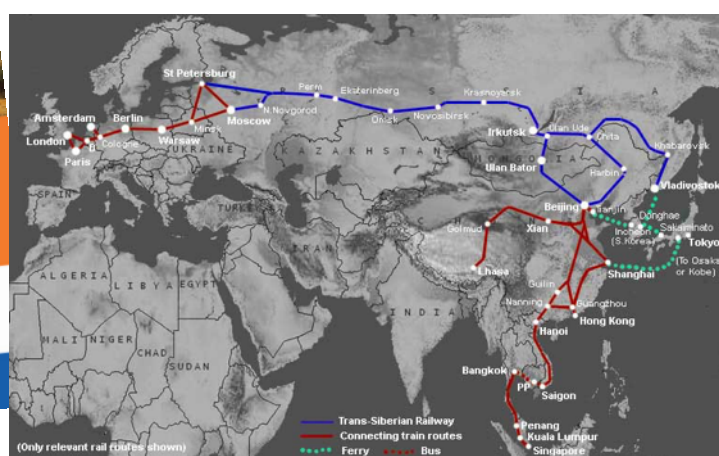
Rail holidays

Specific rail holidays

- . Orient Express in Europe . Blue Train in South Africa . Trans-Siberian Express .
- . Hudson Bay in Canada . Abela in Egypt .

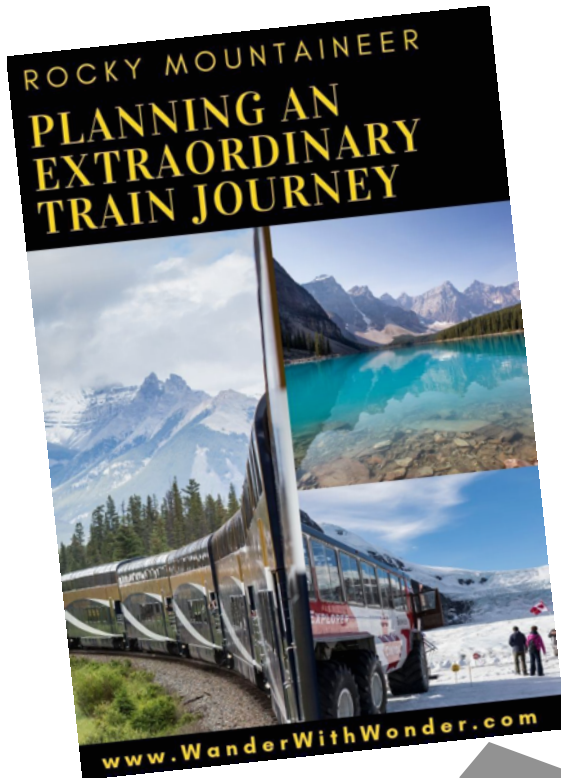


Luxury abroad the Orient Express



Trans Siberian Express (blue route)

4.4 Features of worldwide transport in relation to major international routes



YouTube

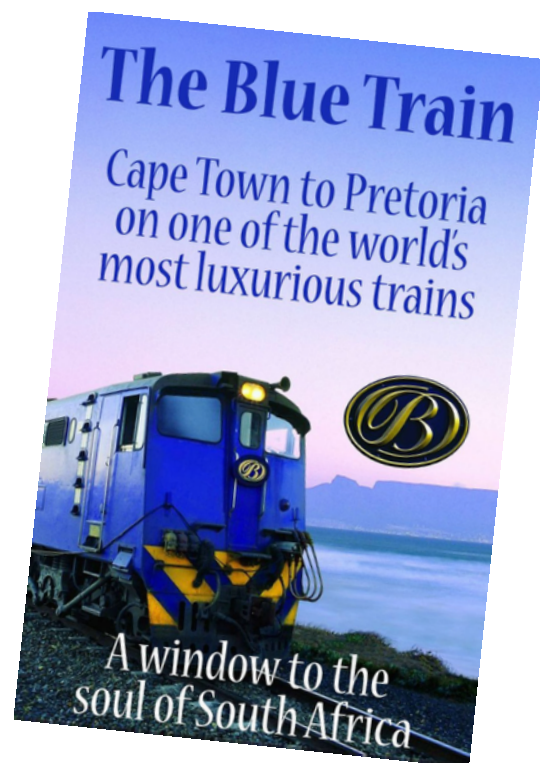
Rocky Mountaineer
Train Trip -
Canada Travel Diary

[https://
www.youtube.com/
watch?
v=XjrsOTy6RSs](https://www.youtube.com/watch?v=XjrsOTy6RSs)

YouTube

Blue Train (South
Africa)
Bench Africa

[https://
www.youtube.com/
watch?
v=kKn_ADqc4cg](https://www.youtube.com/watch?v=kKn_ADqc4cg)



4.4 Features of worldwide transport in relation to major international routes



Exam style questions

i. Define the following terms (3 x 2 marks)

a. Fly-drive package

.....

b. International rail networks

.....

c. Day trip

.....

ii. Give two reasons why people may choose multi-centre holidays (4)

.....

.....

.....

.....

iii. Explain why coach travel is a popular especially amongst the 'grey market' (6)

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.....

4.4 Features of worldwide transport in relation to major international routes

iv. Give two reasons why families may choose a fly-drive package holiday (4)

.....

.....

.....

.....

v. What type of tour operator would offer a rail holiday?' (2)

.....

.....

vi. Explain three services provided by rail holidays like the Blue Train (6)

.....

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.....

PREVIEW