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TRAVEL & TOURISM

0471/12

Paper 1 Key Terms and Concepts

May/June 2026

1 hour 30 minutes

You must answer on the question paper.

You will need: Insert (enclosed)

INSTRUCTIONS

- Answer **all** questions.
- Use a black or dark blue pen.
- Write your name, centre number and candidate number in the boxes at the top of the page.
- Write your answer to each question in the space provided.
- Do **not** use an erasable pen. Do **not** use correction fluid or tape.
- Do **not** write on any bar codes.

INFORMATION

- The total mark for this paper is 80.
- The number of marks for each question or part question is shown in brackets [].
- The insert contains all the figures referred to in the questions.

This document has **12** pages. Any blank pages are indicated.

1 Refer to Figure 1.1 (Insert), information about tourism in Bavaria.

(a) Identify the following:

(i) whether Bavaria has more international or domestic tourists

..... [1]

(ii) the number of tourists that stay at least one night in Bavaria.

..... [1]

(b) State **three** characteristics of tourism.

1

2

3

[3]

(c) Identify **three** types of camping accommodation.

1

2

3

[3]





(d) Explain **three** negative sociocultural impacts of tourism.

1

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2

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3

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[6]

(e) Evaluate the importance of overnight tourism to a destination's economy.

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..... [5]

[6]



2 Refer to Figure 2.1 (Insert), an image of a transport interchange at an airport.

(a) Using Figure 2.1, identify **two** methods of public transport.

- 1
- 2 [2]

(b) State **two** differences between app-based rides and taxis.

- 1
.....
- 2
..... [2]

(c) Explain **two** ways buses are more sustainable than taxis.

- 1
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- 2
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..... [4]





(d) Explain **three** ways destinations benefit from having good transport infrastructure.

1

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2

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3

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[6]

(e) Evaluate the benefits of hub airports for destinations.

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[6]





3 Refer to Figure 3.1 (Insert), information about Koutavos Lagoon.

(a) Identify the type of destination Koutavos Lagoon is.

..... [1]

(b) Define the term 'responsible tourism'.

.....
..... [1]

(c) Explain **three** ways Koutavos Lagoon is minimising its negative environmental impacts.

1
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2
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3
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..... [6]





(d) Explain **three** features of Koutavos Lagoon that would appeal to leisure tourists.

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2

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3

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[6]

(e) Discuss how an increased awareness and concern for the environment would impact demand for tourism at Koutavos Lagoon.

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[9]



4 Refer to Figure 4.1 (Insert), an image of a tourist information centre.

(a) State **two** services provided at a tourist information centre.

- 1
- 2 [2]

(b) Using Figure 4.1, identify **two** ways the tourist information centre is supporting the local culture.

- 1
.....
- 2
..... [2]

(c) State **four** ways tourist information centres can provide for tourists who speak a different language.

- 1
2
3
4 [4]





(d) Evaluate **two** reasons why destinations provide tourist information centres.

1

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2

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[6]

(e) Discuss the importance of tourist information centres having good customer service standards.

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[Total: 20]









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