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TRAVEL & TOURISM **0471/11**

Paper 1 Key Terms and Concepts **May/June 2026**

INSERT **1 hour 30 minutes**

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INFORMATION

- This insert contains all the figures referred to in the questions.
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Figure 1.1 for Question 1

Mountain Peaks

Mountain Peaks is a tour operator specialising in mountain tourism. Mountain Peaks sells a variety of different types of mountain tourism package holidays, for example:

- ski holidays
- climbing holidays
- trekking holidays.

Mountain Peaks' customers can choose between an all-inclusive or a bed and breakfast package.

Mountain Peaks has a responsible tourism policy. The policy states:

'Travel and tourism have a significant impact on the environment and as tour operators we share a responsibility for developing products and services that minimise any negative impacts on culture or natural habitats, whilst benefiting and empowering local communities.'

Figure 2.1 for Question 2

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Figure 3.1 for Question 3

Inclusive and accessible sightseeing

The 'Journey of the Fjords' is a sightseeing boat designed to welcome all types of tourists, including tourists with specific needs. Tourists travelling on the 'Journey of the Fjords' can experience half-day cruises on the Norwegian Fjords, which are protected inland waterways.

The boat has no stairs and has large viewing windows around the whole boat to allow all tourists to view the surrounding landscape. Other accessible features of this boat include:

- handrails throughout
- wide and smooth walkways
- service dogs are welcome on the boat.

The boat has a silent engine that is fully powered by sustainably sourced electricity. The café on board the boat offers locally sourced food and drink. Tourists travelling on the boat are encouraged to reduce, reuse and recycle.

Figure 4.1 for Question 4

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