higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

TOURISM OPERATIONS
NQF LEVEL 4

(11011074)

28 November 2023 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 11 pages and a 5-page addendum.

505Q1N2328

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
TOURISM OPERATIONS
NQF LEVEL 4
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 The BSR (Bank Selling Rate) is used to convert foreign currency to ZAR.

1.1.2 Pillow gifts are an example of a special tour component.

1.1.3 The currency used in Hong Kong is the Hong Kong dollar.

1.1.4 It is important to include local oral history in a tour framework.

(4 × 1) (4)

1.2 Mr Khumalo, his wife, 18-year-old daughter and 12-year-old son are planning to travel to the UK and Europe during the December school holidays.

1.2.1 Calculate for Mr Khumalo the travel allowance that the family is allowed to take with them. Show all the calculations. (5)

1.2.2 Give the full name of the currency used in each of the following countries:

(a) United Kingdom

(b) Norway

(c) Denmark

(3 × 1) (3)

1.2.3 Refer to ADDENDUM A (attached) to calculate how much money Mr Khumalo will receive when exchanging his money for the currencies below, do not round off your answers. Show all the calculations.

(a) ZAR120 000 to GBP traveller's cheques

(b) ZAR20 000 to DKK traveller's cheques

(c) ZAR50 000 to EUR cash

(d) ZAR10 000 to NOK traveller's cheques

(4 × 3) (12)

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1.2.4 Mr Khumalo asked you to explain the following terminology relating to travel insurance:

(a) Personal liability

(b) Curtailment

(c) Excess

(3 × 2) (6)

1.2.5 As a senior consultant design a proper evaluation checklist that can be used to collect feedback from a tour guide after taking your tourists on a tour. Your checklist should have THREE criteria.

(10)
[40]

QUESTION 2

Read the scenario and answer the questions.

You have been approached by the local TVET college to arrange a 7-day tour to KZN in April. The tour is for a group of Level 4 Tourism learners. The tour must concentrate on the cultural and natural value of KZN for tourism. The learners are between the ages of 19 and 26 years. One of the learners is in a wheelchair. They would like to include in the tour a day where they can help a local community. The lecturer asked you to compile a tour plan. Their budget is R3 500 per learner.

2.1 Start planning the tour by drawing up a tour framework. (6 × 3) (18)

2.2 Classify the following attractions as either cultural or natural attractions:

2.2.1 Indlondlo cultural village

2.2.2 Greater St. Lucia Wetland park

2.2.3 uKhahlamba Drakensberg park

2.2.4 Juma Masjid mosque

2.2.5 Durban botanical gardens

(5 × 1) (5)

2.3 The fixed costs and variable costs must be considered to calculate the cost of the tour.

2.3.1 Differentiate between *fixed costs* and *variable costs*. (2 × 2) (4)

2.3.2 Classify the following by writing 'Fixed cost' or 'Variable cost':

(a) Advertising

(b) Tour guide salary

(c) Sightseeing tour

(d) Brochures

(e) Accommodation

(5 × 1) (5)

2.3.3 When calculating the cost of the tour, you determined that the price is higher than the budgeted amount.

State FOUR alternatives that can be considered to lower the price.

(4 × 2) (8)

[40]

QUESTION 3

3.1 Give the steps that a client has to follow to encash traveller's cheques (5)

3.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.2.1	The practice of converting one currency to another	A	inclusive tour
		B	30
3.2.2	A tour planned according to the needs of a specific customer	C	tailor-made tour
		D	checklist
3.2.3	Items that can be given as something extra to clients to enhance their holiday.	E	foreign exchange
		F	60
3.2.4	Foreign currency can be purchased up to … days before departure	G	Pillow-gifts
		H	questionnaire
3.2.5	A set of questions used to gather information in a survey		

(5 × 1) (5)

3.3 Use the information below to calculate the cost of the tour per learner for the TVET college student group tour. Show all the calculations.

Accommodation: Hostel (6 nights)	R150 per night
Tour guide	R500
Entrance fees	R800
Bus	R1 000
Meals: 7 days	R250 per day
Mark-up	25%

(10)

3.4 These are possible leading questions that you would ask a client to source the necessary information to plan his/her holiday. Provide examples of possible answers from your client to the questions below.

- Where do you want to travel?
- When do you want to travel?
- What length of trip is planned?
- Is the trip for leisure, business or a combination of both?
- How many people will be travelling?
- What are the ages of the people travelling?
- How much money do you want to spend?
- Do you prefer any specific airline, transport or accommodation?
- What are your interests and expectations?
- What are the names of the passengers?

(10 × 2) (20)

[40]

QUESTION 4

4.1 A new consultant at Standard Bank assisted a client to convert his foreign exchange back to ZAR. He asked you to double-check if the conversion was done correctly as something looks wrong.

USD1 550 cash was converted to ZAR97.36

Refer to the foreign exchange table on ADDENDUM A (attached) to answer the questions.

4.1.1 Do you agree with the new consultant's calculations? State 'Yes' or 'No'. (1)

4.1.2 Give the reason for your answer to QUESTION 4.1.1 support your reason by showing the calculations.

(2 + 3) (5)

4.2 Compare Itinerary A and Itinerary B and answer the questions.

ITINERARY A

Itinerary especially prepared for Ms Murray

30 APR	1300	Check in at OR Tambo International Airport at the British Airways Counter.
	1600	Depart on BA678 to London Heathrow.
01 MAY	0700	Arrival at London Heathrow.
		A hotel representative of the Picadilly Hotel will meet you.
	1000	Check in at Picadilly Hotel.
02 MAY		
03 MAY		
04 MAY		
05 MAY	1800	Check in at London Heathrow Airport at the British Airways counter.
	2100	Depart on BA679 to Johannesburg, OR Tambo International Airport.
06 MAY	0900	Arrival at OR Tambo International Airport.

ITINERARY B

DAY 1	Check in and welcome drinks at Picadilly Hotel.
DAY 2	Half-day orientation. Highlights include: Trafalgar Square, Thames River and Buckingham Palace.
DAY 3	Visit Tower of London. View of London from the famous London Eye.

4.2.1 State whether each itinerary below is a 'General itinerary' or a 'Personal itinerary':

(a) Itinerary A

(b) Itinerary B

(2 × 1) (2)

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4.2.2 Explain the answer given in QUESTION 4.2.1 for:

(a) Itinerary A

(b) Itinerary B

(2 × 2) (4)

4.2.3 State whether the following statement is 'True' or 'False' and explain the answer:

Itinerary A is an example of a one-way itinerary. (1 + 2) (3)

4.3 Read the case study and answer the questions.

PARK GRAND LONDON KENSINGTON

The Park Grand London Kensington, is an exclusive concept with up-to-date facilities. It offers tour groups a unique stay, with elegance, modern style and plush interiors. You get magical views from every corner of the room making it worthwhile. This centrally-located boutique hotel, has well-trained friendly staff. It is situated close to Earls Court exhibition centre, the famous Royal Albert Hall, Kensington Gardens, 5 minutes from the Museum Mile and 3 km from Buckingham Palace. Rates from GBP59, include a full English breakfast.
Book your tour group via our online booking system at:
www.parkgrandkensington.co.uk or phone us on +44 020 737 06831

[Source: Adapted from *www.parkgrandkensington.co.uk*]

4.3.1 Give FIVE reasons from the case study, why the Park Grand London Kensington Hotel can be classified as an ideal hotel to include in a tour. (5)

4.3.2 Name TWO ways and give the detail, in which a reservation can be made for the Park Grand London Kensington Hotel. (2 × 2) (4)

4.3.3 What is the rate of the hotel per night? (2)

4.3.4 What does the rate include? (1)

4.3.5 Name THREE famous attractions situated near the hotel. (3)

4.4 State the following when taking foreign currency on a travel card:

4.4.1 THREE advantages (3)

4.4.2 THREE disadvantages (3)

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4.5 You have suggested to a customer to take his foreign exchange as traveller's cheques.

4.5.1 Name TWO documents that should be provided when buying traveller's cheques. (2)

4.5.2 State TWO advantages of making use of traveller's cheques. (2)

[40]

QUESTION 5

Study the tour, *Kruger in Depth*, on ADDENDUM B (attached) and answer the questions.

5.1 State FOUR items that are normally excluded from the tour price. (4)

5.2 How many meals are included in the tour? Give specific detail, not only the total. (3)

5.3 State THREE activities that are included. (3)

5.4 State if this is an example of an 'Inclusive tour' or a 'Group inclusive tour'. (1)

5.5 Give THREE suggestions to TourRadar on how to deal with currency fluctuations. (3 × 2) (6)

5.6 The tour group was looking forward to the Chimp Eden Tour on the last day, however, on arrival at the Jane Goodall Institute, they were informed that there was no booking made for them and unfortunately the facility was fully booked.

When the tour guide enquired about the problem, the consultant who made the booking established that it was made for the wrong date.

5.6.1 Use the problem-solving process, to find a solution and ensure customer satisfaction. (7 × 2) (14)

5.6.2 These customers have a right to be unhappy as they have entered into a contract with TourRadar. The scenario can be seen as an example of an implied contract.

Explain what is meant with an *implied contract*. (2)

5.7 Name THREE special tour components that Tourradar can include in the tour to make the tour special for the group. (3)

5.8 Study the weather charts and answer the questions.

AVERAGE MONTHLY AND SEASONAL TEMPERATURES (°C) OF THE KRUGER NATIONAL PARK

SEASON	TEMPERATURE	MONTH	PUNDA MARIA	SHINGWEDZI	LETABA	SATARA	SKUKUZA	PRETORIUSKOP	AVERAGE FOR KNP FOR MONTH	AVERAGE FOR KNP FOR SEASON
SPRING	AVERAGE DAILY MAXIMUM	SEP	28.8	30.5	30.3	29.1	29.3	27.9	29.3	30.1
		OCT	29.7	31.2	31.1	29.6	29.8	27.9	29.9	
		NOV	31.5	32.7	32.0	31.0	30.6	28.5	31.1	
	AVERAGE DAILY MINIMUM	SEP	15.7	13.8	14.6	14.1	12.8	13.5	14.1	16.4
		OCT	17.7	17.0	17.3	16.5	16.0	15.0	16.6	
	AVERAGE TEMPERATURE	SEP	22.2	22.2	22.5	21.6	21.0	20.7	21.7	23.2
		OCT	23.9	24.1	24.2	23.1	22.9	21.4	23.3	
		NOV	25.3	26.1	25.7	24.6	24.3	22.6	24.8	
SUMMER	AVERAGE DAILY MAXIMUM	DEC	31.6	33.4	33.3	32.3	31.9	29.7	32.0	32.4
		JAN	32.3	34.1	34.1	33.7	32.6	30.6	32.9	
		FEB	32.0	33.1	33.5	32.7	32.0	30.2	32.3	
	AVERAGE DAILY MINIMUM	DEC	20.2	20.7	21.0	20.0	19.7	18.1	20.0	20.4
		JAN	20.8	21.4	22.0	21.1	20.6	19.0	20.8	
		FEB	20.7	20.7	21.5	20.8	20.4	18.5	20.4	
	AVERAGE TEMPERATURE	DEC	25.9	27.1	27.2	26.1	25.8	23.9	26.0	26.4
		JAN	26.6	27.8	28.0	27.4	26.6	24.8	26.9	
		FEB	26.3	26.9	27.5	26.7	26.2	24.3	26.3	

SEASON	TEMPERATURE	MONTH	PUNDA MARIA	SHINGWEDZI	LETABA	SATARA	SKUKUZA	PRETORIUSKOP	AVERAGE FOR KNP FOR MONTH	AVERAGE FOR KNP FOR SEASON
AUTUMN	AVERAGE DAILY MAXIMUM	MAR	31.5	32.6	32.6	31.5	31.2	29.5	31.5	29.6
		APR	29.6	30.7	30.5	29.9	29.4	27.3	29.6	
		MAY	27.3	28.5	28.5	28.5	27.9	26.0	27.8	
	AVERAGE DAILY MINIMUM	MAR	19.9	19.8	20.5	19.6	19.1	18.0	19.5	16.1
		APR	17.8	16.7	17.1	16.8	15.4	15.3	16.5	
		MAY	14.8	11.4	12.0	12.9	10.0	12.0	12.2	
	AVERAGE TEMPERATURE	MAR	25.7	26.2	26.5	25.5	25.2	23.7	25.5	22.8
		APR	23.7	23.7	23.8	23.4	22.4	21.3	23.1	
		MAY	21.0	20.0	20.3	20.7	19.0	19.0	20.0	
WINTER	AVERAGE DAILY MAXIMUM	JUN	25.2	26.1	26.1	25.9	25.9	23.8	25.5	26.1
		JUL	24.9	26.4	26.4	25.9	25.9	24.0	25.6	
		AUG	26.5	28.1	28.1	27.3	27.3	25.7	27.2	
	AVERAGE DAILY MINIMUM	JUN	12.2	7.4	7.8	9.4	5.6	9.3	8.6	9.5
		JUL	12.3	7.7	8.5	10.0	5.7	9.5	9.0	
		AUG	13.5	10.1	10.8	11.8	8.7	11.0	11.0	
	AVERAGE TEMPERATURE	JUN	18.7	16.8	17.1	17.6	15.7	16.5	17.1	17.8
		JUL	18.6	17.0	17.4	18.0	15.8	16.7	17.3	
		AUG	20.1	19.1	19.5	19.6	18.0	18.4	19.1	

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AVERAGE MONTHLY AND ANNUAL RAINFALL (mm) OF THE KRUGER NATIONAL PARK

MONTH	PUNDA MARIA	SKUKUZA	AVERAGE NUMBER OF DAYS WITH RAIN
JAN	112	96	7
FEB	101	92	7
MAR	59	72	6
APR	33	35	3
MAY	10	14	2
JUN	6	8	1
JUL	5	9	1
AUG	4	7	1
SEP	13	24	2
OCT	29	35	4
NOV	68	75	6
DEC	92	86	7
AVERAGE ANNUAL TOTAL	532	553	47

5.8.1 When is the best time of the year to travel to the Kruger National Park? (2)

5.8.2 Explain the answer to QUESTION 5.8.1 by referring to the charts. (2)

[40]

TOTAL: 200

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ADDENDUM A

Standard Bank

FOREX OPENING INDICATION RATES FOR 09 June 2022 as at 13:00

Rates for amounts up to R 200 000

Closing rate history for date : 2022-06-08 16:00:39.268 Load

Closing rate history for date : 2022-06-08 16:00:39.268 Load

		Bank Buying			Bank Selling	
Country	Cur	T/T	Cheques	Foreign Notes	Cheques and T/T	Foreign Notes
QUOTATIONS ON BASIS RAND PER UNIT FOREIGN CURRENCY						
BRITSH POUND	GBP	18.7892	21.2081	18.7891	19.4619	19.4619
EURO	EUR	16.0538	18.0047	16.0538	16.6595	16.6595
UNITED STATES DOL	USD	15.0754	15.9193	15.0754	15.4403	15.4403
QUOTATIONS ON BASIS FOREIGN CURRENCY PER R1						
UAE DIRHAM	AED	.2471			.2346	
AUSTRALIAN DOLLAR	AUD	.0932	.0924	.0932	.0893	.0893
BRAZILLIAN REAL	BRL	.3251			.3173	
BOTSWANA PULA	BWP	.8194	.7987	.8194	.7472	.7472
CANADIAN DOLLAR	CAD	.0841	.0861	.0841	.0806	.0806
SWISS FRANC	CHF	.0654	.0603	.0654	.0627	.0627
CHINESE YUAN	CNY	.4466		.4466	.4285	.4285
CZECH KRONER	CZK	1.5408	2.2134		1.4788	
DANISH KRONER	DKK	.4640	.4385		.4459	
EGYPTIAN POUND	EGP	1.2723			1.1774	
FIJI DOLLAR	FJD	.1481			.1367	
GHANA CEDI	GHS	.5645			.5227	
HONG KONG DOLLAR	HKD	.5250	.5094	.5250	.5040	.5040
HUNGARIAN FORINT	HUF	25.0149			23.2839	
ISRAELI SHEKEL	ILS	.2244		.2244	.2129	.2129
INDIAN RUPEE	INR	5.3008	4.8434		4.8903	
JAPANESE YEN	JPY	8.9015	7.3319	8.9015	8.5739	8.5739
KENYAN SHILLING	KES	8.1789	7.9641		7.3833	
SRI LANKA RUPEE	LKR	24.3091	12.9607		22.8966	
LESOTHO LOTI	LSL	1.0000		1.0000	1.0000	1.0000
MOROCCAN DIRHAM	MAD	.6044			.5675	
MALAGASY ARIARY	MGA	214.9860			182.4446	
MAURITIAN RUPEE	MUR	3.0248	2.7968	3.0248	2.7752	2.7752

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MALAWI KWACHA	MWK	69.8456	53.5457		65.3679	
MEXICAN PESO	MXN	1.3370			1.2278	
MOZAMBIQUE NETICA	MZN	4.4158			3.9578	3.9578
NAMIBIA DOLLAR	NAD	1.0000		1.0000	1.0000	1.0000
NIGERIAN NAIRA	NGN	67.2528	27.7136		25.6435	
NORWEGIAN KRONOR	NOK	.6348	.5909		.6091	
NEW ZEALAND DOLLA	NZD	.1038	.0992	.1038	.0994	.0994
POLISH ZLOTY	PLN	.2910			.2698	
QATAR RIYAL	QAR	.2486			.2290	
ROMANIAN LEU	RON	.3140			.2910	
RUSSIAN ROUBLE	RUB	4.0579			3.6348	
RAWANDAN FRANC	RWF	75.4872			64.2475	
SAUDI RIYALS	SAR	.2560			.2359	
SWEDISH KRONER	SEK	.6546	.5901		.6292	
SINGAPORE DOLLAR	SGD	.0919	.0918	.0919	.0883	.0883
SOUTH SUDAN POUND	SSP	32.7354			29.5655	
SWAZILAND LILANGE	SZL	1.0000		1.0000	1.0000	1.0000
THAI BAHT	THB	2.3483	2.1818	2.3483	2.1754	2.1754
TUNISIAN DINAR	TND	.1874			.1724	
TURKISH LIRE	TRY	1.1638			1.1036	
TANZANIA SHILLING	TZS	159.3988			146.3054	
UGANDA SHILLING	UGX	253.7246			233.1561	
CFA FRANC	XAF	42.5236			38.8393	
SENEGALESE FRANC	XOF	42.1369			38.8846	
ZAMBIAN KWACHA	ZMW	1.1685			1.0566	

'Cheques' denotes Travellers cheques, Personal cheques, Drafts and Clean items.

Exchange rates supplied by Corporate and Investment Banking Division

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ADDENDUM B

Kruger in Depth https://www.tourradar.com/t/210157

Trip Overview



PRICE STARTING FROM
$1,316

DURATION
8 days

IDEAL AGE
From 12 to 99 year olds

STARTS IN **ENDS IN**
Johannesburg Johannesburg

STYLE
Safari

OPERATES IN
English

OPERATOR
G Adventures

TOUR CODE
#210157

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Itinerary

Introduction

This seven-day adventure does one thing very, very well: Kruger National Park. It starts in Johannesburg and then get a taste of the region with a mouth-watering welcome braai before setting out for the greater Kruger area. Have your camera ready? Good, because your next few days will (hopefully) feature a healthy dose of elephants, lions and giraffes on the savanna, as well as chimpanzees at the Jane Goodall Institute's Chimp Eden. This tour is Kruger National Park done to perfection.

Day 1: Johannesburg (1D)

Arrive at any time. Enjoy an included braai to get our first taste of South African fare. Accommodation: Airport Game Lodge (or similar). Meals included: Dinner included. Activities: Meet your CEO and group - Traditional South African braai (barbecue).

Day 2: Johannesburg/Greater Kruger (1B, 1L, 1D)

An included lunch en route breaks up the drive. A long drive today means wildlife first thing tomorrow. Accommodation: Mtomeni Safari Camp DBB (or similar). Meals included: Breakfast - Lunch – Dinner. Transport: Private vehicle, 09:00-10:00 Hr(s).

Day 3: Greater Kruger (1B, 1L, 1D)

Enjoy a picnic lunch after the walk and an afternoon rest back at the camp. The afternoon includes a Safari Drive, complete with a traditional sundowner. Cheers to a great day in South Africa. Accommodation: Mtomeni Safari Camp DBB (or similar). Meals included: Breakfast - Lunch - Dinner included. Activities: Letaba Ranch Wildlife Safari Drive, Letaba Ranch Nature Walk.

Day 4: Kruger National Park Area (1B, 1D)

Spend the day in Kruger National Park in search of the Big Five. After an exciting day of safari, arrive late afternoon at the lodge and enjoy some local fare at dinner. Accommodation: Umbhaba Eco Lodge (or similar). Meals included: - Breakfast - Dinner Transport: Private vehicle 09:00-10:00 Hr(s)

Day 5: Kruger National Park Area (1B, 1D)

Every day of safari is different and it is the promise of the unknown that keeps every day so exciting. Accommodation: Umbhaba Eco Lodge (or similar). Meals included: Breakfast – Dinner. Included activities: Kruger National Park Open-Vehicle Wildlife Safari Drive, full day - Traditional Dinner and Local Dancing

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Day 6: Kruger National Park Area (1B, 1D)

With lots to see and do, there is something for everyone to choose from. Opt for another full day in Kruger, or a half day perhaps if some relaxing is in order, or visit the iconic Panorama Route during an optional full day tour. Accommodation: Umbhaba Eco Lodge (or similar). Meals included: Breakfast – Dinner. Optional extras to choose from: Kruger National Park Full-Day Wildlife Safari Drive.

Day 7: Kruger/Johannesburg (1B)

Jane Goodall's Chimp Eden tour is the perfect way to capstone an epic safari in South Africa. Enjoy the remainder of the scenic drive back to Jozie and arrive at the lodge early afternoon. Opt to join your CEO for a farewell dinner. Accommodation: Airport Game Lodge (or similar). Meals included: - Breakfast. Transport: Private vehicle 04:00-05:30 Hr(s). Included activities: Chimp Eden Tour

Day 8: Johannesburg (1B)

Depart at any time. Meals included: Breakfast

What’s Included

Accommodation

Hotels (2 nts), Tented Camp (2 nts) Lodges (3 nts)

Guide

CEO (Chief Experience Officer) throughout, local guides

Meals

7 breakfasts, 2 lunches, 6 dinners

Transport

Air-conditioned touring vehicles, walking.

Others

Your Welcome Moment: Meet your CEO and group.
Your Foodie Moment: Traditional South African Braai (barbecue), Johannesburg. Letaba Ranch Nature Walk. Letaba Ranch Wildlife Safari Drive. Traditional Dinner and Local Dancing. Kruger National Park Open-Vehicle Wildlife Safari Drive. Chimp Eden Tour. All transport between destinations and to/from included activities.

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