Travel and Tourism Organisations

1

Tour Operators work with different organisations such as hotels and ground transport. They contract large numbers of hotel rooms and flights at discount prices and sell them to customers through travel agents.
E.g. TUI, Jet2holidays, Virgin Holidays.

Travel Agents have specific roles including:

- Booking flights
- Booking package holidays
- Arranging trips and excursions
- Booking car hire and travel insurance
- Providing foreign exchange

2

Business Travel Agents
Provide the same service as Retail Travel Agents but for the business market.
This might involve booking for employees to attend meetings, conferences and events. They manage all of the travel booking services for a large business, including flights, rail bookings. Hotels, transfers, meeting venues and spaces. They may also arrange chauffeur driven cars and airport parking.

Retail Travel Agents
Offer products and services to customers looking for holidays. They are found on the main high street in a town or city or in supermarkets.
They can be accessed via telephone through call centres or as web based agents online.

3

Accommodation
Tourists need somewhere to stay, whether taking a trip for leisure or business, to visit a conference or event. Each accommodation type offers different options, services and facilities.

- Hotels
- Hostels
- B&B's
- Self-catering apartment
- Caravan/campsite

3 and 4

Hotel Facilities and services

- Restaurants and bars
- Conference and meeting rooms
- Concierge service
- Business centre
- 24-hour reception
- Fitness and leisure facilities
- Parking
- Entertainment

4

Conference and Events Management Companies
These organisations book, or provide venues and locations for conferences and different types of events. They can also arrange equipment hire, audio-visual facilities and catering options.

Tourist Attractions

5

Built Attractions

Not natural, built by man.
Most tourists visit these to have fun and be entertained.
Most have been purpose built e.g. theme park
Others built for different reasons but now attract visitors such as stately homes and castles.

- Art galleries
- Museums
- Zoo's

- Fun
- Entertainment
- Spend time with family and friends
- Educational facilities
- Wheelchair hire
- Cafes and shops

- Much busier during school holidays and summer months
- Provides seasonal work for local people

Natural Attractions

6

These are natural features of the landscape and environment.
Not been built by man.
Many tourists visit these to relax, get exercise, escape from the city and to connect with nature.

- Beaches
- Caves
- Forests
- Lakes
- Mountains

Free to visit
May need to pay for car parking