KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

TOURISM

JUNE 2026

MARKS: 200

TIME: 3 Hours

This question paper consists of 26 pages

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INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FOUR sections.
2. ALL the questions are compulsory.
3. Start the answer to EACH question on a NEW page.
4. In QUESTION 2 and 3, show ALL calculations.
5. In QUESTION 3 round off your answers to TWO decimal places where necessary.
6. You may use a non-programmable calculator.
7. Use the mark allocation at the end of each question as a guide to determine the length of your answer.
8. Write neatly and legibly.
9. Use the table below as a guide to help you allocate your time according to each section.

SECTION	QUESTION	TOPICS	MARKS	TIME (minutes)
A	1	Short Questions	40	20
B	2	Map Work & Tour Planning	35	50
	3	Foreign exchange	15	
C	4	Tourist attractions	40	50
	5	Marketing	20	20
D	6	Tourism sectors	30	40
	7	Domestic, regional and international tourism	20	
		TOTAL	**200**	**180**

SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers 1.1.1 to 1.1.20 in the ANSWER BOOK. EXAMPLE 1.1.21 D

1.1.1 A tourist travelling from South Africa to Japan will most likely need:

A. Local currency
B. Health Certificate
C. A visa
D. A valid passport and valid visa

1.1.2 Health precautions are crucial for each tourist undertaking a tour outside the boarders of their country and they include:

A. Ignoring medical advice
B. Vaccination
C. Avoiding insurance
D. Ignoring safety

1.1.3 Tour planning ensures:

A. Disorganisation and unexpected problems.
B. Delays and inconveniences.
C. Confusion and disorientation.
D. A smooth and well organised travel experience.

1.1.4 The following is an example of an unforeseen occurrence that can disrupt travel plans:

A. Tsunami
B. Civil war
C. Terrorism
D. Protest

1.1.5 One of the following items must be included in a tour budget to ensue financial planning is accurate:

A. Weather conditions
B. Tourist emotions
C. Transport cost
D. Travel time

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1.1.6 Route planning helps tourists to:

A. Choose travel clothing
B. Find the best travel path
C. Choose travel documents
D. Select foreign currency

1.1.7 A political protest in a country may affect tourism by:

A. Increasing tourist safety
B. Improving infrastructure
C. Causing travel cancellations
D. Increasing exchange rates

1.1.8 Travel insurance is useful and it protects tourists against…such as medical emergencies and trip cancellations, thereby providing peace of mind.

A. Crime in a destination
B. Financial loss due to unforeseen events
C. Losing clothing
D. Poor accommodation

1.1.9 If it is 12:00 in South Africa (GMT+2), what is the time in London (GMT+0)?

A. 10:00
B. 11:00
C. 12:00
D. 14:00

1.1.10 Time zones are based on…established to create a standardised system for measuring time across the rotating earth.

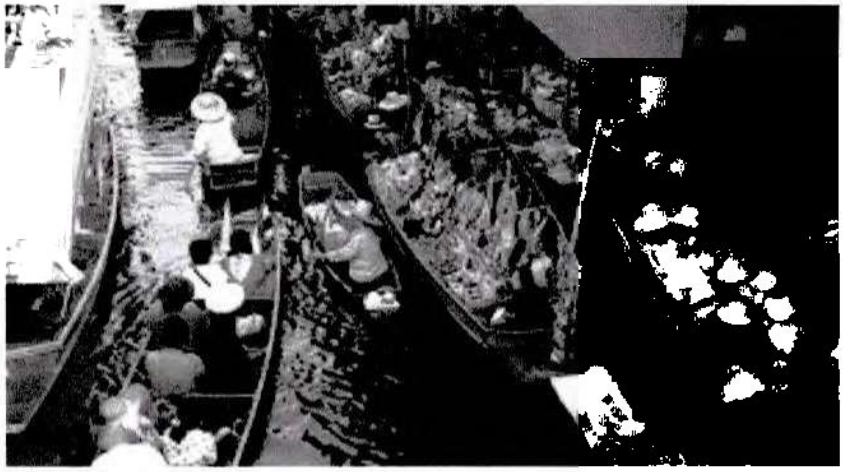
A. Latitudinal lines
B. Longitudinal divisions
C. Altitude
D. Climate

1.1.11 The Statue of Liberty is located in:

A. Italy
B. France
C. USA
D. Greece

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1.1.12 Type of products that are commonly sold here include:



A. Electronics and clothing
B. Home décor and furniture
C. Luxury items and souvenirs
D. Fresh produce, street food and local craft.

1.1.13 One factor contributing to the success of a tourist attraction is:

A. Accessibility
B. Poor marketing
C. High crime
D. Lack of facilities

1.1.14 Currency exchange is necessary when:

A. Travelling domestically
B. Using public transport locally
C. Booking accommodation locally
D. Travelling internationally

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1.1.15 Exchange rates are primarily influenced by:

A. Economic conditions including inflation and interest rates
B. Health conditions such as pandemics and outbreaks
C. Tourist emotions and perceptions of a destination
D. Tourist occupation and income levels

1.1.16 If the exchange rate is 1 USD = R18, how much is $10 equivalent to in South African rand?

A. R80
B. R100
C. R180
D. R200

1.1.17 The most likely outcome of successful marketing efforts for a tourist destination:

A. An increase in tourist arrivals and revenue
B. A decrease in tourist arrivals and revenue
C. No significant impact on tourist arrivals
D. A decline in local employment opportunities

1.1.18 In a corporate environment, a code of conduct is designed to guide employees on appropriate workplace etiquette and responsibilities, thereby helping employees to:

A. Behave unprofessionally
B. Maintain professional behaviour
C. Ignore tourists
D. Break company rules

1.1.19 During the analysis of tourism statistics for strategic planning foreign market share specifically refers to:

A. Local tourists travelling internationally
B. Hotel prices
C. Transport costs
D. Percentage of international tourists from a specific country

1.1.20 In the hospitality industry, cultivating a professional image involves presenting oneself in a manner that reflects workplace standards and professional image includes:

A. Untidy uniform
B. Poor hygiene
C. Good grooming
D. Being late

(20 x 1) (20)

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1.2 Give ONE word/phrase for each of the following descriptions by choosing a word/term from the list below. Write only the word/phrase next to the question numbers (1.2.1-1.2.5) in the ANSWER BOOK, e.g 1.2.6 Health Certificate

Malaria; Marketing; above- the- line promotional techniques; Branding; emergency visa; Allowances; Fringe benefits; Asylum seeker visa; below- the- line promotional technique; yellow fever

1.2.1 A temporary document issued to individuals who have applied at a designated office after entering the country.

1.2.2 Perks or extras supplementing an employee's money wage or salary.

1.2.3 Mass- marketing strategies aimed at building broad brand awareness and reaching a massive, non-targeted audience.

1.2.4 The promotion of a particular product or company by means of advertising and distinctive design.

1.2.5 A severe parasitic disease transmitted to humans through the bites of infected female Anopheles mosquito.

(5 x 1) (5)

1.3 Choose the correct word (s) from those given in brackets. Write only the word (s) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 emergency passport

1.3.1 Duty- free refers to retail outlets in international terminals and airports that sell goods (with/without) VAT when items purchased are taken out of the country.

1.3.2 Passengers entering the customs area at an international airport have to (hide/declare) restricted goods in their possessions.

1.3.3 The Algarve is most popular tourist region and one of Europe's favourite holiday destinations situated in (Poland/Portugal)

1.3.4 South Africans travelling to Spain in December should pack (summer/winter) clothes.

1.3.5 The Meetings Africa event that was held from 23-25 February 2026 in Sandton Convention Centre is an example of a (summit/ trade show)

(5 x 1) (5)

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1.4 Choose the definition from COLUMN B that matches the concept in COLUMN A. Write only the letter (A-F) next to the question numbers (1.4.1-1.4.5) in the ANSWER BOOK, e.g. 1.4.6 G

	COLUMN A	COLUMN B	
1.4.1	Code of conduct	A.	Principles to manage, protect and improve environment.
1.4.2	Incentives	B.	The required standards of personal hygiene, appearance and attire that employees must maintain.
1.4.3	Employment contract	C.	Designed to boost morale, enhance performance, increase retention and recognize exceptional effort.
1.4.4	Professional image	D.	A formal document outlining an organisation rules, values, and ethical standards that employees must follow.
1.4.5	Environmental policy	E.	Environmental and social principles
		F.	A legally binding agreement between an employer and an employee.

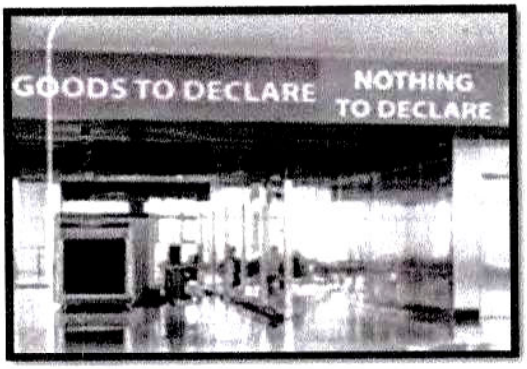
(5 x 1) (5)

1.5 Rearrange the steps in the correct sequence that a tourist should follow upon arrival in South Africa. Write only the letter (A-E) in the correct order next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. 1.5.6 B

A.



B.



C.



D.



E.



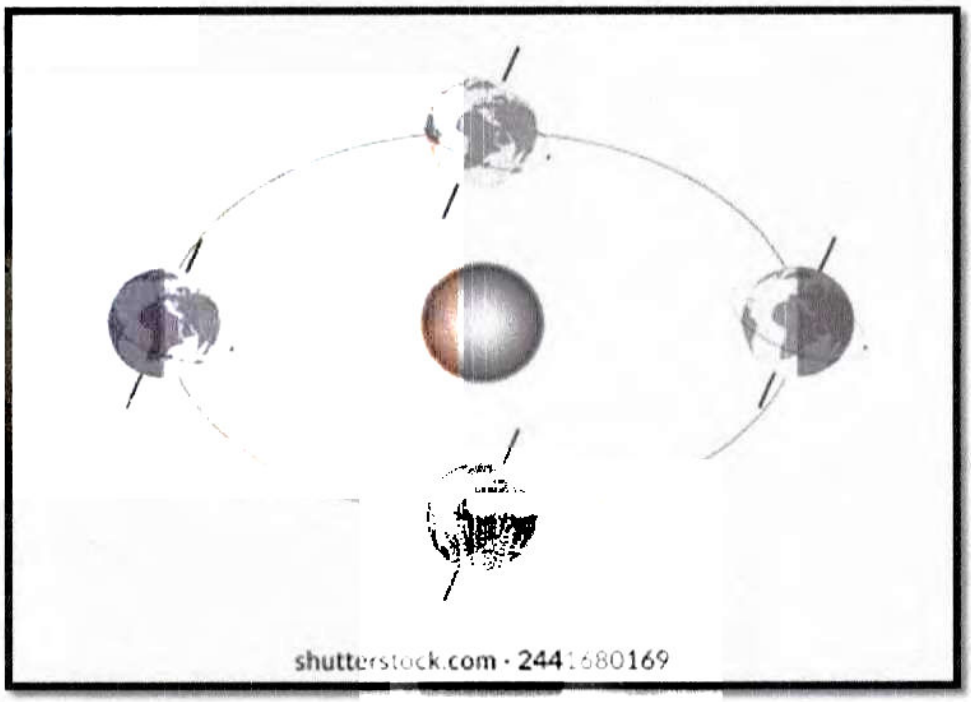
5 x 1 (5)

TOTAL SECTION A [40]

SECTION B: MAPWORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

2.1 Study the image below and give one word/phrase of each of the following descriptions.



2.1.1 The earth rotates on its axis from ____(a) _____ to _____(b)_____ (2)

2.1.2 The movement of the Earth divides it into a lit up half and a dark half, which gives rise to day and night. (2)

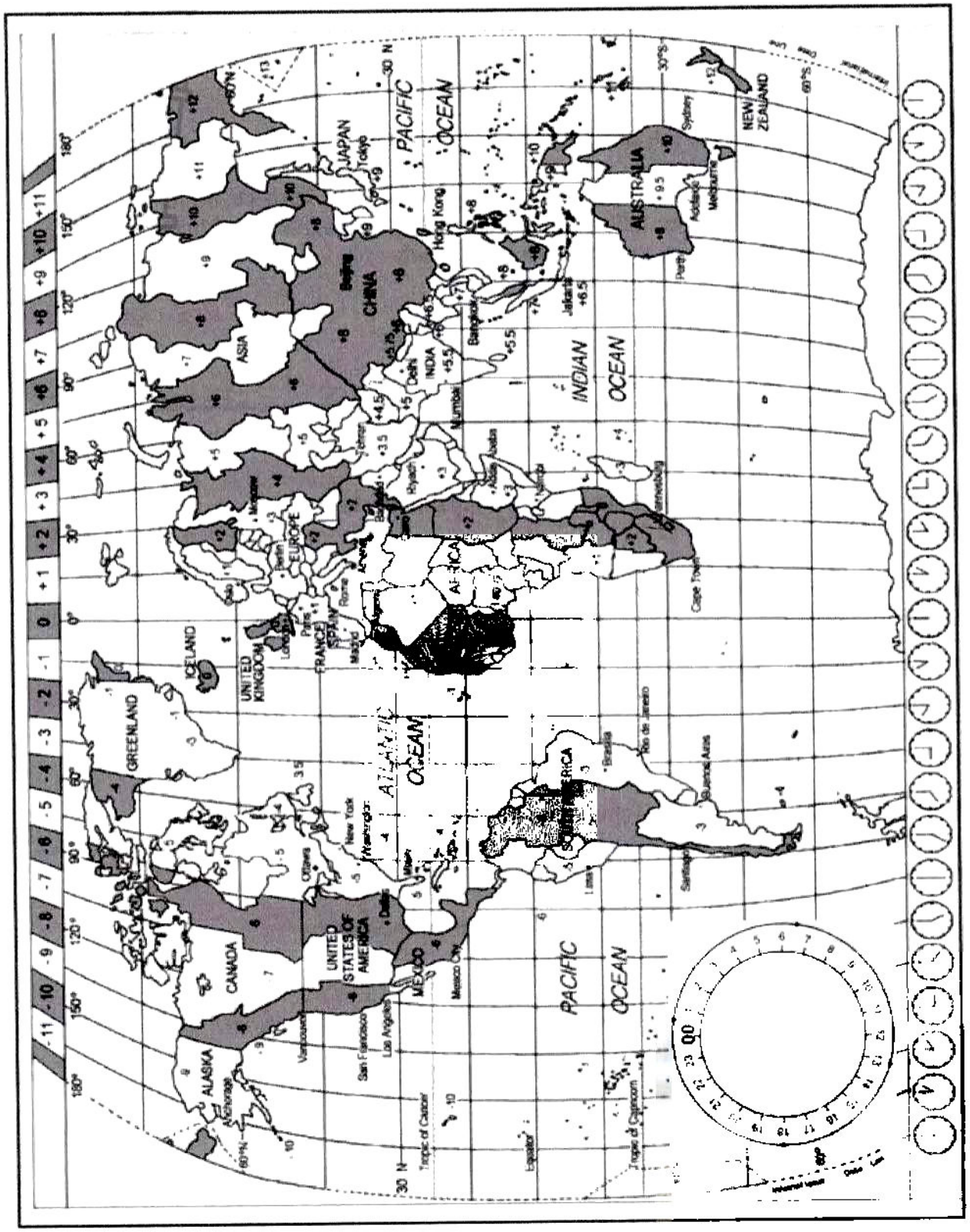
(a) The movement of the Earth causing day and night.

(b) The movement of the Earth causing different seasons.

2.1.3 Advancing the clock by 1 hour to extend the day during summer. (1)

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2.2 Study the map and information below and then answer the questions that follow.



DAKAR 2026

YOUTH OLYMPIC GAMES

The 2026 Summer Youth Olympic Games will take place in Dakar, Senegal. It will be the first Olympic sporting event hosted on the African continent.

The Games will bring thousands of young athletes, officials and spectators from around the world. Travellers visiting Senegal must ensure that they have the correct travel documentation, follow health and safety guidelines, and take precautions against infectious diseases.

Source: https://www.olympics.com

2.2.1 State ONE key travel document that athletes must possess when applying for a visa. (1)

2.2.2 Senegal is considered a high risk area for yellow fever. (1)

Name ONE health-related travel document mentioned that travellers to the Youth Olympic Games will have to produce.

2.2.3 Travellers visiting West Africa are expected to take precautions against diseases such as Yellow Fever and Malaria. (1)

Give the name of the organisation responsible for directing international health, setting global standards and responding to emergencies.

2.2.4 Explain ONE way travellers can protect themselves from mosquito-borne diseases. (2)

2.2.5 Senegal is known for a hot tropical climate. (2 x 2) (4)

Advise travellers on TWO health precautions they should follow when visiting Senegal.

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2.3 Study the news extract and the scenario below and then answer the questions that follow.

MAJOR COUNTRIES ISSUE TRAVEL WARNINGS ABOUT SOUTH AFRICA AHEAD OF EASTER HOLIDAY



Canada, the United Kingdom, and the United States are warning citizens to exercise a high degree of caution when travelling to South Africa ahead of the busy Easter holiday travel period.

These countries maintained elevated travel advisories for South Africa in March 2026, highlighting concerns such as violent crime, kidnapping, scams, unrest, and, in some cases, the threat of terrorism.

The United States has placed South Africa on Level 2 advisory, urging travellers to "exercise increased caution due to crime, terrorism, unrest, and kidnapping."

Source:

http://businesstech.co.za

The Tremblay couple from Canada has been planning a trip to South Africa to celebrate their 20th wedding anniversary during the Easter holidays. However, after reading the article above, they are now unsure whether they should continue with their travel plans.

2.3.1 Identify ONE safety concern highlighted in the news article above. (1)

2.3.2 Explain why safety is important for the Tremblay couple when visiting South Africa. (2)

2.3.3 Discuss ONE possible effect of the travel advisory on the Tremblay couple's decision to travel. (2)

2.3.4 Advise the tourists coming to South Africa on TWO safety precautions they should follow to ensure a safe and successful trip. (2 x 1) (2)

2.4

A South African swimmer Pieter Coetzé has been invited to represent South Africa (30°E) at the 2026 Summer Youth Olympic Games in Dakar (GMT 0), Senegal.

Pieter begins his journey at O. R. Tambo International Airport in Johannesburg. He will travel to Dakar via Hamad International Airport in Doha (45°E). His final destination is Blaise Diagne International Airport in Dakar.

- Pieter's flight departs from O. R. Tambo International Airport at 10:00 on 23 October.
- The flight from Johannesburg to Hamad International Airport in Doha takes 8 hours.
- Pieter spends 2 hours in transit at the airport before boarding his connecting flight to Dakar.
- The second flight from Doha to Dakar takes 9 hours.

2.4.1 Pieter has a 2-hour layover at Hamad Airport, during which he will wait for the second leg of his trip to Dakar. (2)

Explain the concept ***Transit time*** in the context of air travel.

2.4.2 Upon arrival in Doha, Pieter posted a video vlog on TikTok at 20:00 (Doha time). Calculate the time at which his fans in South Africa viewed the vlog at the same moment it was posted. (3)

2.4.3 Calculate Pieter's arrival time in Doha. (4)

2.4.4 Pieter arrived in Dakar at 16:00 (Dakar time) to attend the official team briefing. (4)

Calculate the time Pieter departed from Doha.

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QUESTION 3

3.1 Refer to the information below and answer the questions that follow.

A BIRTHDAY WISH TURNING INTO A REALITY

Carol Smith, a South African tourist from Johannesburg, is travelling to **Paris**, **France** to celebrate her birthday for seven days in June 2026.

She has saved **R75 000** for her trip.

Carol also plans to visit one of the major tourists' attractions in Paris, the **Eiffel Tower**.



[Source:https://www.gettyimages.com/]

Below are her travel costs:

Item	Cost
Return flight ticket (JHB – Paris – JHB)	R18 500
Schengen Visa	R1 800
Travel Insurance	R1 200
Accommodation: €120 per night (6 nights)	?
Daily meals & activities: €55 per day (7 days)	?
Airport transfers in Paris	€80
Shopping money	€500
Eiffel Tower entrance fee	**€29**

FOREIGN EXCHANGE RATES

Rand per currency unit

COUNTRY/ REGION	CURRENCY CODE	BANK BUYING RATE (BBR)	BANK SELLING RATE (BSR)
Europe	EUR	R19.20	R20.40

3.1.1 Give the currency Carol will need for her trip to France. (1)

3.1.2 Calculate the total cost of Carol's entrance fees to the Eiffel Tower in South African Rands. (3)

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3.1.3 Convert her total accommodation cost into South African Rand. (3)

3.1.4 Determine whether Carol's budget of R75 000 is sufficient. Provide a reason for your answer. (2)

3.2 Study the information below and answer the questions that follow.

SOUTH AFRICAN RAND SINKS AS MIDDLE EAST CONFLICT ADDS TO GLOBAL ECONOMIC UNCERTAINTY



The South African rand fell on Monday as the ongoing conflict in the Middle East rattled investors and added to global economic uncertainty.

At 0703 GMT the rand traded at 16.16 against the dollar about 1,4% down from its Friday close.

Over the weekend, the United States and Israel carried out major strikes on Iran that killed Supreme Leader Ayatollah Ali Khamenei. Iran has retaliated with missile and drone attacks across parts of the Middle East.

The dollar gained 0.3% against a basket of currencies, with gold - a major South African export - hitting its highest in more than four weeks.

"Although the U.S. is involved, and the Trump administration's stance on tariffs continues to undermine the USD's value, it remains a haven for investors seeking to shield themselves from the volatility that might follow this weekend's events," said ETM Analytics in a research note.

"Supporting the rand in this instance is the gold price, which has surged back towards its recent record highs," the note added.

Like other risk-sensitive currencies the rand often takes cues from global drivers such as U.S. policies in addition to domestic economic data.

Source: By Reuters- JOHANNESBURG, (March 2, 2026)

3.2.1 Identify ONE event in the case study that has influenced the South African rand. (1)

3.2.2 In a paragraph, discuss how a weak rand can impact the tourism industry in South Africa in relation to:

- Currency fluctuation (2)
- Multiplier effect (2)
- GDP (Gross Domestic Product) (2)

NOTE: Use full sentences in paragraph format.

[16]

TOTAL SECTION B: 50

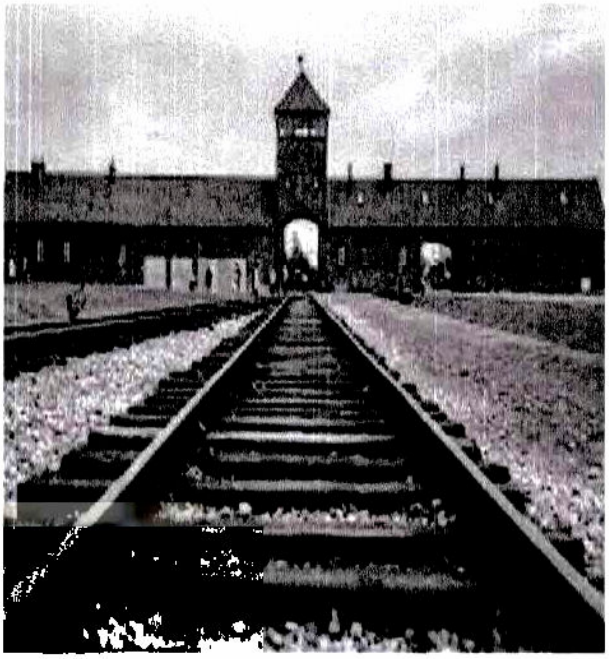
SECTION C: TOURISM ATTRACTIONS AND MARKETING

QUESTION 4

4.1 Refer to the picture and comment below before answering the questions that follow.

TOURIST'S ONLINE REVIEW:

"It felt like my soul was being drained from my body. Witnessing the piles of hair, the shoes, the clothes, the baggage...walking through the hall with pictures of internees' faces - kept thinking I've seen them before. I felt nothing but sadness. Walking through the gas chamber was horrible - I couldn't wait to get out of there. Walking through Birkenau just thinking about the horrors taking place during WWII. During our drive back to Krakow, everyone was different than when we were driving to Auschwitz. No talking at all back to Krakow."

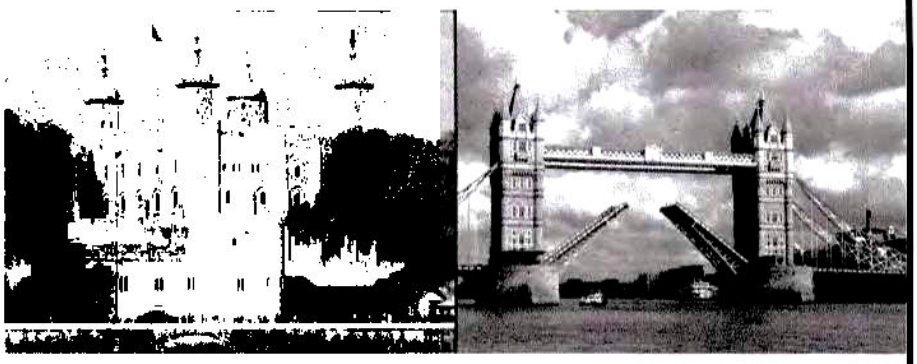


[Source: https://www.reddit.com/r/travel/comments/]

4.1.1	Give the location (continent and country) for this World Famous Icon.		(2)
4.1.2	Identify the type of tourism experience described in the extract.		(2)
4.1.3	Explain TWO reasons why this icon is considered a World Heritage Site.	(2 x 2)	(4)
4.1.4	Explain how the tourist's emotional response affects their perception of the destination.		(2)
4.1.5	Suggest ONE way tourism management can balance visitor experience with memorial preservation at the site above.		(2)

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4.2 Study the information below and answer the questions that follow.



Source:
https://www.ebay.com/itm/

"The **Tower of London** and **Tower Bridge** attract millions of tourists annually due to their rich history and unique architecture."

4.2.1 Today the Tower of London is a museum and house the collection of crown jewels whilst the Tower Bridge has a permanent exhibition inside called The Tower Bridge Experience. (2)

Identify TWO types of tourists who will be attracted to the attractions above.

4.2.2 Identify TWO architectural features that attract tourists to these sites. (2 x 2) (4)

4.2.3 Explain how these attractions enhance the image of London as a global tourism destination. (2 x 2) (4)

4.3 A South African tour operator is designing a European heritage tour including the Alcazar of Segovia and bullfighting in Spain.

4.3.1 Name ONE key factor that makes Alcazar of Segovia a successful tourist attraction. (2)

4.3.2 Explain what a "heritage tour" typically involves for tourists. (2)

4.3.3 Recommend THREE considerations the tour operator must take into account when including cultural attractions in a package. (2 x 3) (6)

4.3.4 A travel blogger stated that: (2 x 2) (4)

"A bull jumped toward the crowd, breaking the barrier during the first bullfight of the 2026."

Discuss why bullfighting in Spain might be a controversial inclusion in a heritage tour.

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4.4 A decline in international arrivals due to political tensions has reduced visitors to Red Square and the Kremlin

4.4.1 Explain ONE reason why political instability affects tourism demand in Moscow. (2)

4.4.2 Discuss ONE way a decline in tourist arrivals could negatively affect Moscow's economy. (2)

[40]

QUESTION 5

Read the information below and answer the questions that follow.

International tourism buyers attended tourism marketing events organised by South African Tourism. They stayed at Mandy's Hotel during their visit.

MANDY'S HOTEL INVOICE INCLUDED:

Description	Amount
Accommodation	R1 850.00
Tourism Levy	R18.50
Subtotal	R1 868.50
15% VAT	R280.28
Total Due	**R2 148.78**
Amount Paid	R2 148.78

Tourism Marketing South Africa

The tourism levy contributes to the **Tourism Marketing South Africa (TOMSA)** initiative managed by the Tourism Business Council of South Africa.

5.1 Identify the organisation responsible for marketing South Africa internationally. (1)

5.2 State the percentage the tourism levy charged on the accommodation amount. (1)

5.3 Name the organisation responsible for managing the Tourism Marketing South Africa initiative (TOMSA). (2)

5.4 Explain TWO reasons why tourism businesses contribute to the TOMSA levy. (2 x 2) (4)

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5.5 Identify the tourism marketing event shown in the images above and state the organisation that owns this tourism marketing event. (2)

5.6 Explain ONE way tourism exhibitions of this nature benefit tourism businesses. (2)

5.7 Analyse how this tourism trade show help improve South Africa's tourism brand image. (2)

5.8 South Africa markets itself at various international tourism trade shows. These platforms allow South Africa to market its tourism products to international buyers and investors.

5.8.1 Provide TWO international tourism platforms where South Africa is marketed as a tourism destination of choice. (2)

5.8.2 Explain ONE reason why it is important for South Africa to participate in these international tourism exhibitions. (2)

5.8.3 Discuss the role of South African Tourism in ensuring that South Africa remains a competitive tourism destination globally. (2)

[20]

TOTAL SECTION C: 60

SECTION D: TOURISM SECTORS, DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM

QUESTION 6

6.1 Study the image below and answer the questions that follow.



Source (images only) www.shuterstock.com

6.1.1	Identify the unprofessional behaviour displayed by the employee in the image above.		(2)
6.1.2	Mention TWO professional qualities that tourism employees should demonstrate when working at a reception desk.	(2 x 2)	(4)
6.1.3	Explain TWO reasons why the behaviour in 6.1.1 creates a negative professional image for the tourism company.	(2 x 2)	(4)
6.1.4	Suggest TWO strategies the manager could use to improve professional image among staff.	(2 x 2)	(4)

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6.2 Study the info graphic below and answer the questions that follow.



TOURISM EMPLOYMENT CONDITIONS

A comprehensive guide to working hours, benefits, leave, and contracts.

CORE ASPECTS

Tourism offers diverse employment conditions tailored to seasonal and permanent staff across various sectors

WORKING HOURS: 40 HOURS PER WEEK

PAID LEAVE: 21 DAYS

HEALTH CARE: INCLUDED

CONTRACTS FIXED TERM

STAFF PERKS DISCOUNTS











COMMON BENEFITS

EMPLOYEE PERKS

Standard benefits often include travel discounts, housing allowances, and meal plans for hospitality staff.

1. Travel Discounts
2. Accommodation
3. Meal Allowances

LEAVE TYPES

Leave policies typically cover annual vacation, sick days, and public holiday compensation.

1. Annual Leave
2. Sick Leave
3. Public Holidays



CONTRACT TYPES

Employment contracts in tourism vary to accommodate seasonal peaks and specialized roles.

MOST TOURISM ROLES OFFER FLEXIBLE WORKING ARRANGEMENTS.

PERMANENT
Full-time

SEASONAL
Peak Periods

CASUAL
On-call

6.2.1 Identify TWO conditions of employment for tourism employees as shown in the infographic. (2)

6.2.2 Discuss TWO reasons why it is important for tourism employees to know their conditions of employment. (2 x 2) (4)

6.2.3 Discuss how poor conditions of employment might affect service delivery in a tourism business. (2)

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6.3 Read the statement below and answer the questions that follow.

"All employees in tourism businesses are expected to adhere to the company's code of conduct. This ensures ethical behaviour, safety, and a professional environment for both employees and tourists."

6.3.1	Define the term 'code of conduct' as used in the tourism industry.		(2)
6.3.2	Explain ONE way a code of conduct protects tourists.		(2)
6.3.3	Discuss TWO benefits of a code of conduct to tourism employees and the business.	(2 x 2)	(4)

[30]

QUESTION 7

7.1 Read the information below and answer the questions that follow.

Alarming Train Derailment in Namibia: Rovos Rail Accident Claims Two Lives Due to Infrastructure Collapse



On **1 March 2026**, a Rovos Rail luxury train derailed near the Naute area in southern Namibia while travelling from Windhoek towards the South African border. The accident occurred at about 04:45 after heavy rain caused a wash away that damaged a bridge on the railway line.

As a result, two locomotives and two utility coaches derailed. The train's automatic brake system activated, stopping the rest of the train and preventing further damage.

Sadly, two crew members lost their lives in the accident. However, no passengers were injured. Rovos Rail responded quickly by arranging alternative transport and support for passengers so they could continue their journey.

https://www.travelandtourworld.com/news/article/

7.1.1 Classify the incident mentioned in the extract above. (1)

7.1.2 Explain TWO possible negative impacts that this incident could have on Rovos Rail and the South African tourism economy. (2 × 2) (4)

7.1.3 Explain how the train's automatic safety system could help Rovos Rail maintain the confidence of potential travellers after the incident. (2 × 2) (4)

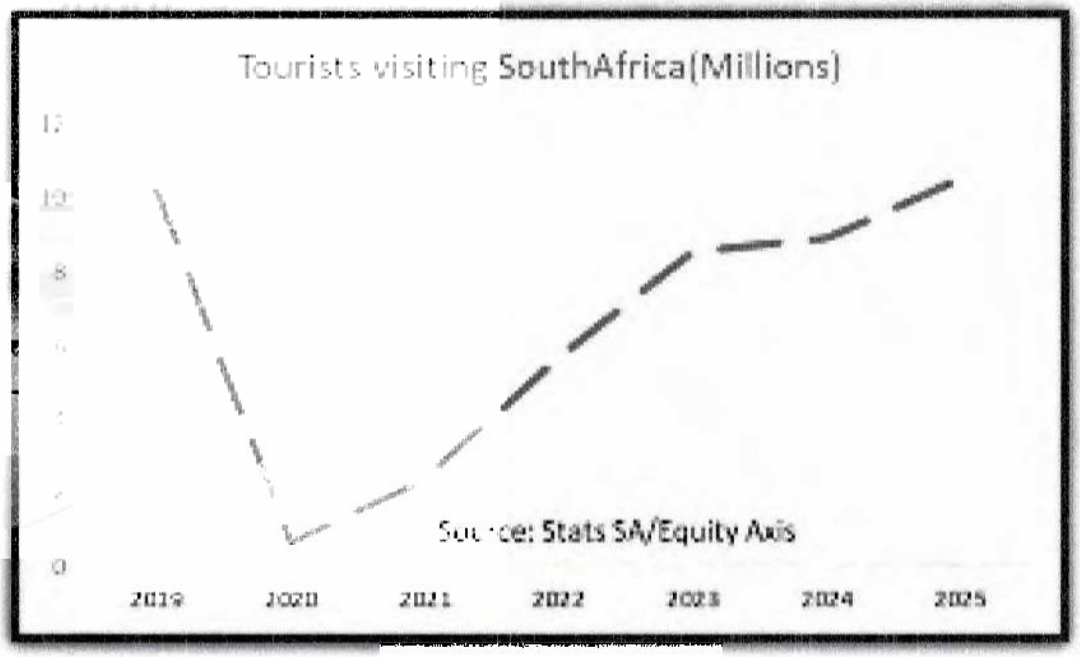
7.1.4 Discuss how poor transport infrastructure in Southern Namibia could influence tourists' future travel decisions. (2 × 2) (4)

7.1.5 Recommend TWO measures governments can implement to improve transport infrastructure and ensure tourist safety. (2 × 1) (2)

[15]

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7.2 Read the information below and answer the questions that follow.



7.2.1 Give the projected number in millions of tourist visits to South Africa in 2025 according to the graph above. (1)

7.2.2 Identify the main trend in tourist arrivals from 2020-2025 shown in the graph. (2)

7.2.3 Suggest ONE strategy South Africa could implement to maintain high tourist numbers in 2026 and beyond. (2)

[5]

TOTAL SECTION D [20]

GRAND TOTAL 200

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