Province of the
EASTERN CAPE
EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo
Provinsie van die Oos Kaap: Departement van Onderwys
Porofensie Ya Kapa Botjhabela: Lefapha la Thuto

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2026

TOURISM

MARKS: **200**

TIME: **3 hours**

This question paper consists of 21 pages.

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INSTRUCTIONS AND INFORMATION

Read the instructions carefully before answering the questions.

1. This question paper consists of FIVE sections.
2. ALL questions in SECTIONS A, B, C, D and E are COMPULSORY.
3. Start EACH QUESTION on a NEW page.
4. You may use a non-programmable calculator.
5. For QUESTIONS 3.1.1 and 3.1.2, round off your answer to TWO decimal places.
6 Show ALL calculations.
7. Write neatly and legibly.
8. The table below is a guide to help you allocate your time according to each section.

SECTION	QUESTION	TOPIC	MARKS	TIME
A	1	Short Questions	40 marks	20 minutes
B	2	Map Work and Tour Planning	50 marks	50 minutes
	3	Foreign Exchange		
C	4	Tourism Attractions	50 marks	50 minutes
	5	Culture and Heritage Tourism		
	6	Marketing		
D	7	Tourism Sectors	30 marks	30 minutes
	8	Sustainable and Responsible Tourism		
E	9	Domestic, Regional and International Tourism	30 marks	30 minutes
	10	Communication and Customer Care		

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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, for example 1.1.21 A.

1.1.1 An example of an unforeseen occurrence:

A A city-wide transport workers' strike in Cape Town in 2024.
B Sudan's internal conflict between the army and the Rapid Support Forces since 2023.
C The 2019 Sri Lanka Easter Sunday bombings that targeted hotels and churches.
D 72 people died in the 2023 Yeti Airlines crash in Pokhara, Nepal.

1.1.2 An EFT is a/an …

A electronic transfer of money between bank accounts.
B physical cheque issued by a bank.
C withdrawal made at an ATM.
D prepaid voucher used for online purchases.

1.1.3 Portugal's Algarve region has gained international recognition in tourism mainly because it …

A is home to Europe's largest theme park.
B hosts the world's biggest cruise liner port.
C is known for having the world's largest shopping mall.
D has repeatedly been named the "World's Best Beach Destination".

1.1.4 A South African tourist wants to hire a car while travelling in Italy. The rental company requests an IDP. This is because the …

A tourist is under 18 years old.
B IDP provides an official translation of the South African driver's licence.
C tourist must apply for an Italian driver's licence.
D IDP allows the tourist to drive without complying with Italian road laws.

1.1.5 A tourist visiting the United States of America in March will have to adjust his/her watch by one hour because the country:

A Practices Daylight Saving Time during part of the year.
B Uses multiple time zones across the country.
C Is located west of the Prime Meridian.
D Follows the Southern Hemisphere seasonal calendar.

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1.1.6 Before commencing employment, a tour guide signs a document outlining working hours, salary, leave days and responsibilities. This document is known as a …

A code of conduct.
B performance review.
C job advertisement.
D contract of employment.

1.1.7 A tourist selects a hotel that provides an electronic safe in every room. This decision is mainly influenced by the tourist's concern for:

A Access to business support services.
B Personal safety and security of valuables.
C Environmentally sustainable practices.
D Protection against flight cancellations.

1.1.8 When planning a tour, the first step is to:

A Book accommodation.
B Compile the tourist's profile.
C Choose the cheapest transport.
D Select attractions.

1.1.9 When travelling internationally, a tourist should withdraw money in a way that promotes personal safety. The safest option is to …

A use ATM's in isolated areas to avoid long queues.
B withdraw all the required money on the first day of the trip.
C use ATM's located inside banks or busy shopping centres.
D allow someone nearby to assist with the transaction.

1.1.10 The Alcázar of Segovia is currently a …

A royal palace where the Spanish king lives.
B military headquarters.
C museum open to the public and a major tourist attraction.
D university campus.

1.1.11 A code of conduct in the tourism industry is designed to:

A Provide rules for ethical and professional behaviour among tourism professionals.
B Train tourists to become registered tour guides.
C Replace an employment contract.
D Promote tourist attractions internationally.

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1.1.12 The river responsible for carving the Grand Canyon over millions of years is the:

A Rio Grande
B Colorado River
C Mississippi River
D Missouri River

1.1.13 A key responsibility of SA Tourism is to:

A Promote South Africa at international trade shows.
B Implement measures to protect wildlife in national parks.
C Issue travel insurance to tourists.
D Train immigration officers.

1.1.14 A SWIFT transfer is used for:

A Local cash withdrawals.
B International bank to bank transfers.
C Buying goods online.
D Paying with a debit card.

1.1.15 A traveller flies from Durban to Cairo and experiences temporary tiredness but recovers within a short time. This is most likely due to:

A Jet lag
B Jet fatigue
C Travel anxiety
D Cabin pressure changes

1.1.16 The most important factor to consider when planning a route for a tour for elderly tourists is …

A using high-speed transport.
B including night-time travel.
C scheduling high-adrenaline activities.
D providing frequent rest stops.

1.1.17 When a new global disease outbreak occurs, international airports follow health guidelines issued by the:

A UNWTO
B WWF
C IMF
D WHO

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1.1.18 Identify the correct statement about Big Ben in London.

A Big Ben is the name of the entire tower.
B Big Ben refers to the clock's face.
C Big Ben is the nickname of the great bell inside the Elizabeth Tower.
D Big Ben is the official name of the Palace of Westminster.

1.1.19 A tourist flying eastward from Fiji to Hawaii crosses the International Date Line. The tourist will:

A Lose a full day.
B Gain a full day.
C Experience a longer travel day because of the flight duration.
D Gain an hour.

1.1.20 South Africa shares the Maloti-Drakensberg World Heritage Site with:

A Namibia
B Lesotho
C Botswana
D Eswatini (1 x 20) (20)

1.2 Give ONE word/term for EACH of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK. You may use each of the words/terms given only ONCE.

Route planning; Indaba; ITB; American Express; Budget; SWIFT; WTM; Travel allowance; Bank buying rate; Bank selling rate

1.2.1 When a traveller buys foreign currency for an overseas trip, the bank applies the …

1.2.2 The step that ensures the journey follows a logical path without unnecessary detours is known as …

1.2.3 … is an example of a credit card brand.

1.2.4 The international travel trade show that focuses on global tourism trends, technology and business-to-business (B2B) networking is …

1.2.5 The amount of money available for a tour is referred to as the ...

(5 x 1) (5)

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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.

1.3.1 The (Red Square/Kremlin) is a public space in Moscow used for official ceremonies, military parades, and cultural events.

1.3.2 Stats SA analyses which countries send the most visitors to South Africa. This analysis focuses on (local employment/foreign market share).

1.3.3 During global disease outbreaks, governments may temporarily make certain vaccines (compulsory/recommended) for entry.

1.3.4 Hiking, boat rides, and guided tours are examples of (attractions/ activities).

1.3.5 Some items, such as large amounts of cash, are (restricted/prohibited) by SARS and must be declared at customs.

(5 x 1) (5)

1.4 Select the preventative measure from COLUMN B that matches each disease in COLUMN A. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK, for example, 1.4.6 G. You may use each option from COLUMN B only once.

COLUMN A		COLUMN B	
1.4.1	Cholera	A	using condoms correctly and consistently
1.4.2	Human Immunodeficiency Virus	B	avoid swimming in affected freshwater areas
1.4.3	Bilharzia	C	receive the compulsory vaccination before travelling to high-risk countries
1.4.4	Yellow Fever	D	wash hands regularly and practise good hygiene
1.4.5	Hepatitis A	E	drink only boiled or bottled water and avoid consuming street food
		F	use sunscreen and protective clothing to avoid sunburn

(5 x 1) (5)

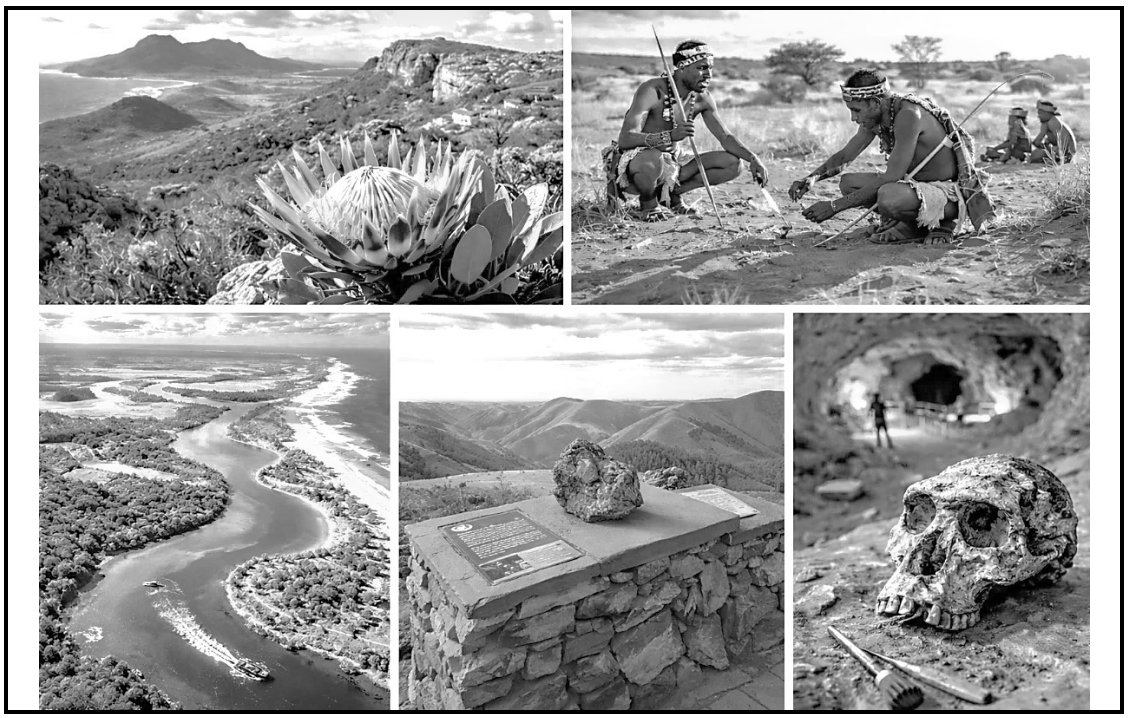
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1.5 Study the collage of FIVE South African World Heritage Sites below.

Use the pictures and identify the correct World Heritage Site for each description (1.5.1 to 1.5.5).

Write only the official name of the World Heritage Site next to the question number (1.5.1 to 1.5.5) in your ANSWER BOOK.



1.5.1 Contains some of the oldest rocks on Earth, which help scientists understand early Earth and how life began.

1.5.2 Shows important ecological processes in different ecosystems such as wetlands, savannas, and the ocean.

1.5.3 Linked to important fossil discoveries that help us understand where humans come from.

1.5.4 Traditional human interaction with the harsh Kalahari environment, showing a hunter-gatherer's way of life.

1.5.5 Contains one of the richest areas of plant biodiversity (variety of plant species) in the world.

(5 x 1) (5)

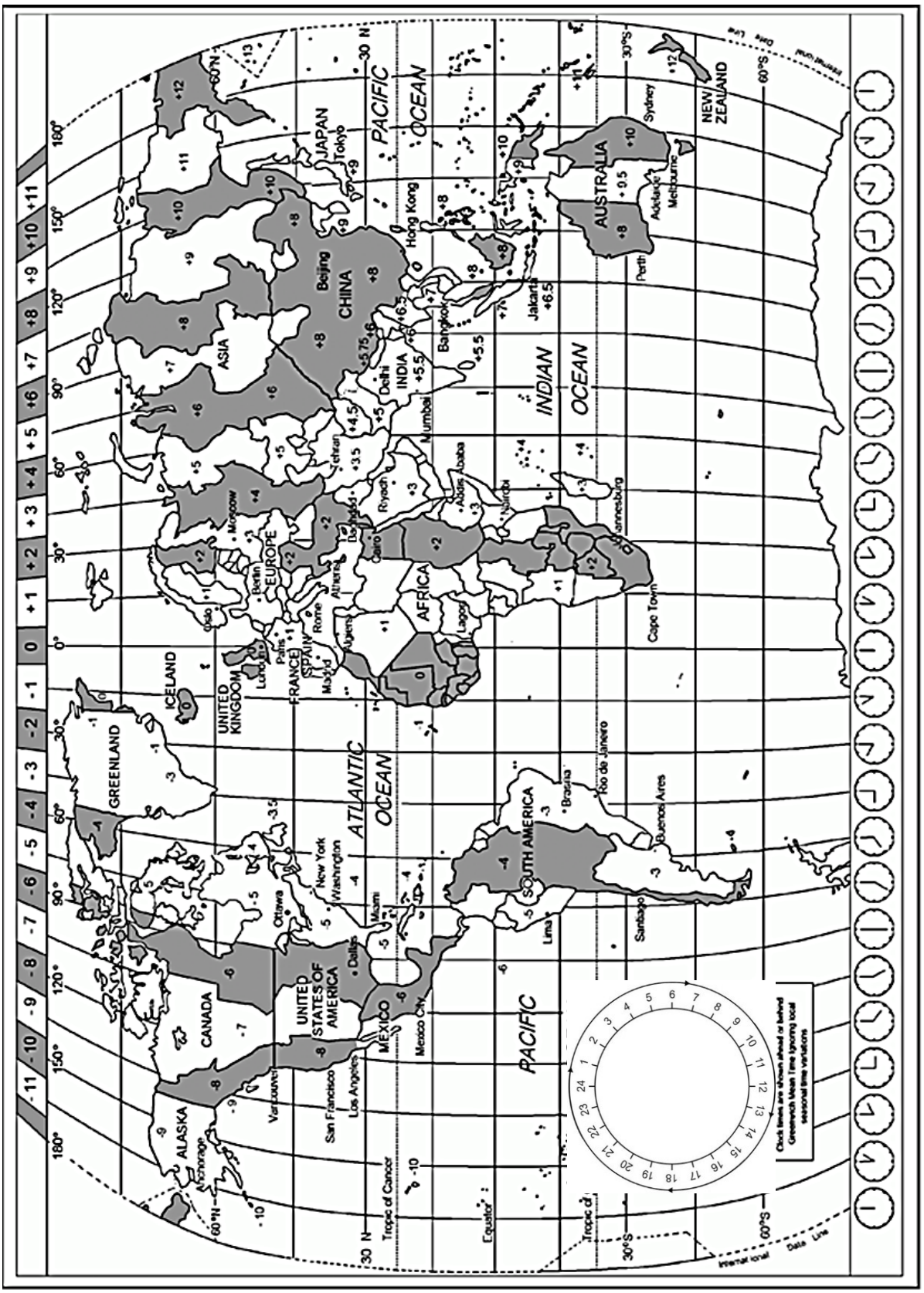
TOTAL SECTION A: 40

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SECTION B: MAP WORK AND TOUR PLANNING; FOREIGN EXCHANGE

QUESTION 2

Use the world time zone map and the itineraries to answer the questions that follow.



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2.1 From 22 to 23 November 2025, South Africa hosted the G20 Leaders' Summit at the Johannesburg Expo Centre. The official opening session began at 09:00 (SAST) on 22 November 2025.

Among the international visitors attending the Summit, two delegates, Ms Sofia Rossi and Mr Oliver Jones, took part in this global event.

Study the TWO delegates travel plans below and answer the questions that follow.

Ms Sofia Rossi	Mr Oliver Jones
Home city and country: Rome, Italy	**Home city and country:** Sydney, Australia
Time zone: +1	**Time zone:** +10
Flight route: Rome (Fiumicino International) → Johannesburg (OR Tambo International), direct flight	**Flight route:** Sydney (Sydney Kingsford Smith International) → Johannesburg (OR Tambo International), direct flight
Date of departure: 21 November 2025	**Date of departure:** 21 November 2025
Departure time (Rome local time): 22:15	**Departure time (Sydney local time):** 07:30
Flight duration: 10 hours 15 minutes	**Flight duration:** 14 hours 30 minutes

NOTE: Sydney, Australia was practicing Daylight Saving Time at the time of the G20 Leaders' Summit in November 2025.

2.1.1 (a) Calculate the time difference between Rome and Johannesburg.

Show ALL calculations. (1)

(b) Calculate the local time in Johannesburg when Ms Rossi departed from Rome.

Show ALL calculations. (2)

(c) Calculate Ms Rossi's arrival time and date in Johannesburg.

Show ALL calculations. (3)

2.1.2 (a) Calculate the time difference between Sydney and Johannesburg (+2).

Show ALL calculations. (2)

(b) Mr Jones departed Sydney at 07:30. Calculate the corresponding local time in Johannesburg.

Show ALL calculations. (2)

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(c) Calculate Mr Jones' arrival time and date in Johannesburg.

Show ALL calculations. (3)

(d) Determine whether Mr Jones arrived in Johannesburg in time for the official opening ceremony of the G20. Motivate your answer. (2)

2.1.3 (a) Name the delegate who was most likely to have suffered from jet lag after traveling to South Africa. (1)

(b) Give ONE reason why the delegate in QUESTION 2.1.3(a) experienced jet lag. (2)

(c) List TWO preventative measures the delegate could have taken during the flight to minimise the effects of jet lag. (2 x 1) (2)

2.1.4 Upon arrival at OR Tambo International Airport in South Africa, the delegates were required to present two documents at immigration control.

(a) Name the document they were required to present at immigration, issued by their home country. (2)

(b) Give the purpose of the document named in QUESTION 2.1.4(a). (2)

(c) Name the document they were required to present at immigration, issued by the embassy of the destination country. (2)

(d) Give the purpose of the document named in QUESTION 2.1.4(c). (2)

2.1.5 Upon their arrival at OR Tambo International Airport the delegates cleared immigration control and retrieved their luggage at the baggage claim area. They then proceeded to customs. The following items were in their luggage.

Ms Sofia Rossi	Mr Oliver Jones
1 litre of whisky	2 litres of whisky
2 litres of wine	30 cigars
50 ml perfume	A smartwatch worth R9 500
Clothing and gifts worth R3 800	200 cigarettes

Advise the delegates on the following travel information:

(a) The channel Ms Rossi should have used at customs. (2)

(b) Motivate your answer to QUESTION 2.1.5(a). (2)

(c) The channel that Mr Jones should have used at customs. (2)

(d) Motivate your answer to QUESTION 2.1.5(c). (2)

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QUESTION 3

3.1 Study the scenario and foreign exchange rate table below and answer the questions that follow.

South Africa hosted the G20 Tourism ministers' meeting. The Department of Tourism was responsible for presenting ways in which tourism contributes to the countries' GDP and how foreign exchange earnings strengthen the economy.

During the meeting, one of the South African delegates, Mr Daniels, met Ms Rossie, the Italian Tourism delegate. They compared the strength of their respective currencies and discussed how exchange rate fluctuations influence travel patterns between South Africa and Italy.

CURRENCY	BANK BUYING RATE	BANK SELLING RATE
Euro	18,49	19,69
Great British Pound	21,41	22,61

3.1.1 On arrival in South Africa, Ms Rossie exchanged €100 of her travel budget for Rands to pay for tips and street food whilst attending the G20 Summit.

Calculate the amount in Rands she received.

NOTE: Round off your answer to TWO decimal places.
Show ALL steps of your calculation. (3)

3.1.2 Before returning to Italy, Ms Rossie had R1 400 remaining and changed it back to her local currency.

Calculate the amount she received when exchanging the Rands for her local currency.

NOTE: Round off your answer to TWO decimal places.
Show ALL steps of your calculation. (3)

3.1.3 Explain TWO ways in which international inbound tourist arrivals contribute to South Africa's GDP. (2 x 2) (4)

3.1.4 Discuss TWO ways in which exchange rate fluctuations can affect travel patterns. (2 x 2) (4)

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TOTAL SECTION B: 50

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SECTION C: TOURISM ATTRACTIONS; CULTURE AND HERITAGE TOURISM; MARKETING

QUESTION 4

4.1 Study the world icons below and answer the questions that follow.

A	B
	
C	**D**
	
E	**F**
	

4.1.1 Identify the icons labelled **A** to **D**. (4 x 1) (4)

4.1.2 (a) Identify the country in the images above that features TWO icons. (2)

(b) Determine the total number of continents represented by the SIX icons shown above. (2)

4.1.3 Describe ONE concern that may lead protesters to demonstrate at venues where the activity shown in the icon labelled **E** takes place. (2)

4.1.4 Discuss ONE reason why the icon labelled **F** can be considered a "living tradition". (2)

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4.1.5 As part of the USA's 250th anniversary, the national event planners are using the theme "Freedom 250". The theme highlights places that represent important American values. These values include liberty, democracy, and human rights.

Discuss the significance of celebrating "Freedom 250" at the icon labelled **C** by linking its symbolism to the United States's upcoming 250th anniversary in July. (2)

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

NEW MEASURES TO PROTECT MACHU PICCHU AMID RISING PRESSURES

Machu Picchu is under serious pressure. It is often overcrowded. Local communities have also protested, blocked access roads and stopped train services because they felt excluded from tourism decisions. There are also warnings that Machu Picchu could lose its New 7 Wonders of the World status if sustainability does not improve.

In response, the management has introduced stricter rules. These include timed entry slots, compulsory guided routes, and limits on daily visitor numbers.



4.2.1 Identify the country in which Machu Picchu is located. (2)

4.2.2 Choose the correct word from those in brackets:

Machu Picchu is classified as a (human made/natural) icon. (2)

4.2.3 Give ONE negative impact that community protests at Machu Picchu may have on tourists' visitor experience. (2)

4.2.4 Give ONE way that the management could prevent more community protests at Machu Picchu. (2)

4.2.5 Discuss how the following new visitor rules will support sustainable and responsible management at Machu Picchu:

(a) Timed entry slots (2)

(b) Compulsory guided routes (2)

(c) Limits on daily visitor numbers (2)

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QUESTION 5

Study the information below and answer the questions that follow.

In 2025, UNESCO officially declared the Pleistocene Occupation Sites of South Africa as the country's 11th World Heritage Site. This new South African World Heritage Site is made up of three Middle Stone Age archaeological sites located across two provinces: KwaZulu-Natal and the Western Cape.

THE EMERGENCE OF MODERN HUMAN BEHAVIOUR: THE PLEISTOCENE OCCUPATION SITES OF SOUTH AFRICA



5.1 Classify the new World Heritage Site as a natural, cultural or mixed site. (2)

5.2 Name ONE of the two Middle Stone Age sites, located in the Western Cape, that forms part of the Pleistocene Occupation Sites of South Africa. (2)

5.3 All three South African Pleistocene Occupation Sites show evidence of technological innovation.

Name ONE artifact (object) that was discovered (found) at any one of these sites that supports the above statement. (2)

5.4 Discuss ONE example of how UNESCO maintains, preserves and protects World Heritage Sites for future generations. (2)
[8]

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QUESTION 6

Study the extract below and answer the questions that follow.

TREVOR NOAH TOURISM CAMPAIGN BOOSTS SOUTH AFRICA'S GLOBAL APPEAL

Trevor Noah is a South African comedian, writer and television host who rose from performing in local clubs to becoming an international star, making him one of the most influential comedic voices of his generation.

The Trevor Noah Tourism Campaign for South Africa was launched in November 2023. This marketing campaign was a private sector initiative led by the Tourism Business Council of South Africa (TBCSA) in partnership with TOMSA. The campaign has received over 500 million *impressions and 260 million **engagements. It has helped to promote South Africa as a top travel destination.

The campaign was successful because it used social media and digital advertising effectively. The advertisement is fun and light-hearted. It highlights South Africa's cultures and tourist attractions.

**Impression*: the total number of times an advert or post is shown on a screen.
***Engagement*: the actions people take with the content, such as likes, shares, comments or clicks.



[Adapted from https://tbcsa.travel/south-africas-excellence-recognised-on-the-global-stage/]

6.1 Give ONE reason why the Tourism Business Council of South Africa (TBCSA) selected Trevor Noah for the tourism campaign. (2)

6.2 Explain how each of the following indicates that the campaign was successful:

6.2.1 500 million impressions (2)

6.2.2 260 million engagements (2)

6.3 Discuss how celebrity (famous people) led campaigns can impact:

6.3.1 Awareness of South Africa as a travel destination (2)

6.3.2 Inbound international arrivals (2)

6.4 Explain, in a paragraph, how TOMSA and the TBCSA fund international tourism marketing for South Africa. (2 x 2) (4)

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TOTAL SECTION C: 50

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SECTION D: TOURISM SECTORS; SUSTAINABLE AND RESPONSIBLE TOURISM

QUESTION 7

Study the images below and answer the questions that follow.

TRAVELVISTA TRAVEL AGENCY: SETTING THE STANDARD FOR PROFESSIONALISM IN THE TRAVEL INDUSTRY



TravelVista Tours
Your world, your adventure.



7.1 Explain what is meant by a professional image in the tourism industry. (2)

7.2 Discuss how TravelVista's logo and slogan contribute to the company's professional image. (2)

7.3 Discuss THREE other aspects, other than a logo or slogan, seen in the images above that could contribute to the company's professional image. (3 x 2) (6)

[10]

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QUESTION 8

Read the information below and answer the questions that follow.

FAIR TRADE IN TOURISM (FTT) PRINCIPLES IN PRACTICE: EXAMPLES OF BUSINESSES NOT MEETING THE REQUIREMENTS	
Example 1	**Example 4**
The coastal resort spends collected tourism levies without consulting the local residents.	A lodge buys goods from a local village basket maker but pays them a small amount while keeping most of the profit.
Example 2	**Example 5**
A hotel claims to support community projects but gives no proof of its contributions and hides how much is paid to local businesses.	A tour company regularly takes large groups of tourists into fragile habitats and ignores carrying capacity limits.
Example 3	**Example 6**
Guides allow tourists to enter sacred sites and take photos despite local rules.	An adventure tour operator skips safety checks and changes guides at the last minute without giving them any training.

8.1 Match the Fair Trade in Tourism (FTT) principles below to the examples where tourism businesses failed to meet the requirements.

8.1.1 Fair Share (2)

8.1.2 Democracy (2)

8.1.3 Respect (2)

8.1.4 Transparency (2)

8.2 Explain the reason why the following tourism business examples failed to meet the FTT principle:

8.2.1 Example **5** (2)

8.2.2 Example **6** (2)

NOTE: Do not quote directly from the extract.

8.3 Discuss TWO benefits of a tourism company having Fair-Trade accreditation for:

8.3.1 The company (2 x 2) (4)

8.3.2 A tourist (2 x 2) (4)

[20]

TOTAL SECTION D: 30

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SECTION E: DOMESTIC, REGIONAL AND INTERNATIONAL TOURISM; COMMUNICATION AND CUSTOMER CARE

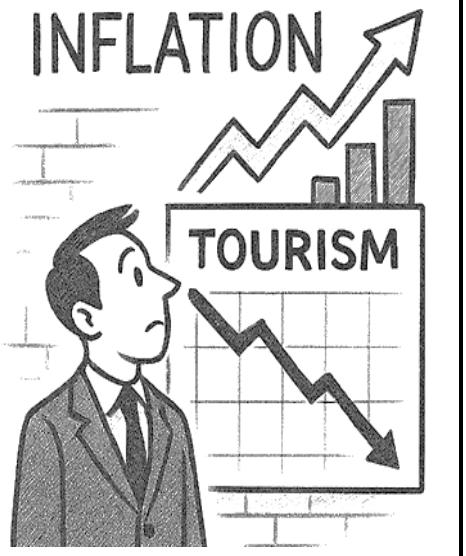
QUESTION 9

9.1 Study the extract below and answer the questions that follow.

TURBULENT TIMES: THE IMPACT OF GLOBAL CRISES ON TOURISM IN 2025







In 2025, several political and unforeseen events disrupted international tourism. Conflicts in Eastern Europe and the Middle East led to flight cancellations and travel warnings. Rising inflation and tariffs (tax) made holidays more expensive worldwide. Climate-related disasters, such as wildfires and floods, damaged popular tourist resorts. This caused travel cancellations in countries such as the United States, Brazil, and Jamaica. These events showed how politics, economic problems, and natural disasters can affect tourism, travellers and destination economies.

9.1.1 Give ONE example from the extract of a(n):

(a) Unforeseen occurrence (2)

(b) Political event (2)

9.1.2 Explain how rising inflation and tariffs (taxes) affected international tourism in 2025 regarding:

(a) Length of stay at a destination (2)

(b) Spending during trips (2)

9.1.3 Explain why tourists might cancel flights to places still recovering from conflict such as the examples given in the extract. (2)

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9.1.4 Discuss ONE negative impact that floods, fires, and conflict may have on a country's tourism infrastructure. (2)

9.1.5 Explain ONE way destinations can recover from negative publicity after experiencing a natural disaster. (2)

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

TOURISM STATISTICS 2024: ARRIVALS, EXPENDITURE, AND ACTIVITIES		
International Tourist Arrivals by Region	**Average Expenditure per Tourist**	**Activities Undertaken by International Tourists**
Africa: 6,8 million	Middle East: R28 600	Wildlife/safari: 32%
Europe: 1,26 million	Europe: R24 900	Natural attractions (beaches, mountains): 28%
Americas: 505 579	Americas: R21 000	Cultural/heritage sites: 18%
Asia: 312 000	Asia: R18 500	Shopping: 12%
Middle East: 44 000	Africa: R8 400	VFR (Visiting Friends & Relatives): 10%

[Source: www.statssa.gov.za]

9.2.1 (a) Identify the region with the highest number of arrivals to South Africa. (2)

(b) Explain ONE reason for the trend mentioned in QUESTION 9.2.1 (a). (2)

9.2.2 Give ONE reason why the 44 000 tourists from the Middle East are important for South Africa's tourism income. (2)

9.2.3 Discuss how tourist activity preferences can influence tourism product development in South Africa. (2)

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QUESTION 10

Study the extract below and answer the questions that follow.



*MyGuestReview is a digital platform designed to help tourism businesses such as hotels, lodges, and guesthouses collect, manage, and respond to customer feedback. It streamlines the process by gathering all reviews and survey responses in one central location and by using automated, mobile-friendly questionnaires and surveys. The platform also integrates web-based responses from sites such as TripAdvisor and Google Reviews.

***Fictional name**

10.1 Identify TWO digital methods that MyGuestReview uses to collect customer feedback. (2 x 1) (2)

10.2 Discuss TWO ways that the feedback received from MyGuestReview can increase the profitability of a business. (2 x 2) (4)

10.3 Describe the benefit of having all reviews and survey responses gathered in one digital platform when using MyGuestReview. (2)

[8]

TOTAL SECTION E: 30
GRAND TOTAL: 200

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