

WORKBOOK PART 1: ITD401 FANTASIA MEANDER

PLAN AND DESIGN AN ITINERARY

All the activities in this workbook pertain to 'the Fantasia Meander'. This is a fictitious destination and none of the information or places exists. Prices and cost are not a reflection of real values and should not be used to base the costing of an itinerary for clients. The whole purpose of the study is to teach you the principles of the planning, design and costing of an itinerary. You should use the information / maps provided in **ITD 401/402 Fantasia Meander Case Study Annexures 1-3** to answer the questions and complete the templates.

1. Tourist profile
2. Local area information
3. Fantasia Meander Map

ITD-401 FM CS1: Tourist Profile
(US 335794 SO1 AC3, EEK9; US 335802 SO2 AC1)

Instructions to the student:

- Study the following:
 - The Tourist Profile **(ITD-401/402 Fantasia Meander Case Study Annexure 1)**
 - The information about the local area in **ITD-401/402 Fantasia Meander Case Study Annexure 2**
- Determine suitable sites, accommodation and restaurants for the clients per Tourist profile.
- Complete the answers below.
- Please note that all the places and routes are fictitious in this Case study.
- Check your answers online and let us know if you experience any difficulties.

1. Is his a One-way, Circle or Hub-and spoke Itinerary? Explain why you say so.

Sites and attractions

2. Identify possible sites and activities that will satisfy **group interest and expectations** (as indicated on the Tourist Profile).

3. Identify sites / activities that will satisfy **individual interest** (as indicated on Tourist Profile).

Accommodation

4. What type of accommodation do the clients require according to the Tourist Profile?

5. List accommodation facilities in the area that falls into the category that the clients require?

Meals

1. List the meals (breakfast/ lunch/dinner) that the clients would require on this two-day trip. It consists of meals that will be included as part of the tour package, as well as those for their own account – in other words, all meals). Whichever way, provision needs to be made for suitable restaurants / venues at these specific intervals. Tip: Check pick-up and drop-off times and remember that meals are also served on flights (e.g. breakfast and dinner).

2. What specifications are there about meals (include special needs and requests).

3. Which one of the listed restaurants in the area fits the requirements the best?

4. Does all your selected accommodation include breakfast in the price?

ITD-401 FM CS2: Calculate Travel Time DAY1
US 335794 SO1 AC4 EEK10; US 335802 SO2 AC2

Instructions to the student:

Determine the travel time between the different points on the **Fantasia Meander map (Annexure 3)**. The map is not to scale and therefore distances are provided. Highlight the relevant section of the route on the Fantasia Meander map first before you do the calculations.

NB!: Round calculations to two decimals. When completing approximate round to the closest figure without decimals.

	Condition and speed of the road	Calculation Time = Distance / Average Speed
1. Airport to turn off to Fantasia Botanical Garden (S3)	The N1 is a highway and speed limit is 120km/h. However, the average speed is usually 110km/h. Distance: 75km	Time = 75km / 110 km/h = 0.68 hours (0.681818..rounded) 60 minutes = 1 hour minutes = 0.68 x 60 = approximately 40 min <i>*It should have been 41 minutes (rounded off) but for uniformity purposes stick with 40 minutes when completing the template online.</i> 1.
2. Turn off from N1 to Fantasia Botanical Garden (S3)	This section is a gravel road and you cannot travel faster than 60km/h. Distance 7.5km	Time = _____ / 60 km/h = 0.13 hours (0.125...rounded) 60 minutes = 1 hour minutes = 0.13 x _____ = 7.8 = approximately _____ minutes 2.
3. TOTAL TRAVEL TIME FROM AIRPORT TO FANTASIA BOTANICAL GARDEN		Add 1 + 2= _____ min + _____ min Approximately _____ minutes travel time.
4. R61 off ramp (N1 west) north to A1	This section is a winding, scenic mountain route. Average speed 80km/h. Distance: 75km	Complete the calculations below as per above example...

5. TOTAL TRAVEL TIME FROM S3 TO A1		
6. A1 to Pottery Centre (S9)	Average speed 110km/h. Distance: 135km	
7. Pottery Centre (S9) to Bundu Bungalows (A2)	Speed limit 60km/h (Township). Distance: 51km	
8. Bundu Bungalows (A2) to Malay Kitchen (R2)	Speed limit 60km/h (Township). Distance: 30km	

FIRST CAPTURE YOUR ANSWERS ON THE ONLINE TEST AND MAKE SURE THAT YOU KNOW HOW TO DO IT BEFORE PROCEEDING TO THE NEXT CALCULATIONS.

ITD-401 FM CS3: Calculate Travel Time DAY2
(US 335794 SO1 AC4 EEK10; US 335802 SO2 AC2)
Complete as per previous exercise.

<p>9. A2 to Blue Crane Bird Park (S1)</p>	<p>Speed limit 60km/h (Township). Distance: 30km</p>	
<p>10. S1 to Fantasia Nature Reserve (S4)</p>	<p>Average speed 110km/h. Distance: 105km</p>	
<p>11. S4 to Engen Garage</p>	<p>This section is a winding, scenic mountain route. Average speed 80km/h. Distance. Distance: 120km</p>	
<p>12. Engen Garage to Fantasia Spur (R4)</p>	<p>Average speed 110km/h. Distance: 82.5km</p>	
<p>13. R4 to Sasol Garage</p>	<p>Average speed 110km/h. Distance: 103.5km</p>	
<p>14. Sasol Garage to Airport</p>	<p>Average speed 110km/h. Distance: 118.5km</p>	

ITD-401 FM CS4: Start time**(US 335794 SO1 AC4 EEK 10; US 335802 SO2 AC2)****Instructions to the student:**

Your tour starts at 13:00 and the total duration is 300 minutes.

- Calculate the start time for each of the activities.
- Check your calculations by using the end time to calculate the start time.
- Check your answers online and let us know if you experience any difficulties.

Only use the information provided on the template.

Sample Itinerary template

	Start Time	Duration	Destination / Venue	Activity	Calculations Follow the example provided
1.	13:00	60	Hotel	Meet & greet	13:00 <u>+ 60</u> 13:60 = 14:00
2.	_____	45	En Route R62	Commentary	
3.	_____	35	Liberation square	Guided tour	
4.	_____	160	En route R23	Commentary	
5.	_____		Airport	Drop-off	

6. At what time does the tour end?

7. Check your calculations by using the **end time** to calculate the start time.

ITD-401 FM CS5: Itinerary template DAY1

(US 335794 SO1 AC4 EEK10, EEK11; US 335802 SO2 AC2)

Instructions to the student:

- 🧑‍🎓 Study **Day 1's** template and use the information provided, as well as the following resources to complete the missing information (indicated as a number in brackets):
- 🧑‍🎓 Use the following information to complete the missing information:
 - The Tourist Profile **Annexure 1** and the identified relevant products for the clients (according to **ITD-401 FM CS1: Tourist profile**)
 - The information about the various venues **Annexure 2**
 - The calculated travel time as per **ITD-401 FM CS2: Travel time**
 - The Fantasia Meander map with your plotted route (**Annexure 3**).
 - Use the information provided in **Day 1's** template as clues
- 🧑‍🎓 Go online to check Day 1's answers.
- 🧑‍🎓 Repeat the exercise for **Day 2**.
- 🧑‍🎓 Let us know if you experience any difficulties.

ITD-401 FM CS5a&b: Itinerary Template Day1: 22 February					
Time Start	Duration (min)	Destination / Venue	Route / Address	Contact person & details	Activity / Topics Info to cover
06:30	(1)	Airport	N1, Fantasia East (Suburb)	Flight info (2) ...	Meet & Greet, Toilet, Money exchange. Flight LHA 321.
07:30	50	En route (N1 TO S3)	N1 west bound to Bird Road		Welcome, Introduce driver/yourself, Overview of trip, Essentials about South Africa, Intro to Fantasia District, Pre-arrival briefing to F.Bot.Gard.
08:20	(3)	Fantasia Botanical Gardens	(4)	Info (5)	Guided hike -Best of SA indigenous trees and plants trail. Bird spotting.
08:55	90	Fantasia Botanical Gardens		James 077-321 7967	(6)
(7)	35	(8)			Brunch (Barbeque) and toilet opportunities.
(9)	70	En route (S3_A1)	Bird Road, R61		Commentary: Rocky Mountains (formation). Other natural features of the area. Agricultural activities in the region. Mining in South Africa (pass Gold mine). Photo stop at view point.
12:10	75	En route (A1 to Pottery Centre – S9)	(10)		Commentary: Anastasia World Heritage Site (rock art). SA cultural & natural heritage. Aloe factory – medicinal plants. Traditional healers. Scenic route. Pre-arrival briefing: Pottery centre.
13:25	(12)	(11)	R58		(13)
13:40	50	En route (Pottery Centre to A2)	(14)		Pre-arrival briefing: Check-in procedures and arrangements for dinner.
14:30	(18)	(15)	1 Sundown Road	Reservations (16) ...	(17)
17:30	30	En route (R2 to A2)	Sundown Road		Commentary: SA traditional food -
(19)	90	Malay Kitchen	(20)	(21)	(22)
20:00	(23)	En route (R2 to A2)	Sundown Road		Relaxing music. Pre-arrival briefing: Logistics for next day.
20:30		(24)			(25)

ITD-401 FM CS6: Itinerary Template Day2: 23 February					
Time Start	Duration (min)	Destination / Venue	Route / Address	Contact person & details	Activity / Topics Info to cover
06:30	45	Bundu Bungalows (A2)	1 Sundown Road	Reservations 077 555 6100	(1) The Guests receives a..... (2) The Guide needs to collect the
07:15	15	(3)			Check-out, hand in keys, luggage loaded
07:30	(4)	En route (A2-S1)	(5)		Provide overview of day's programme; Commentary: Intro to SA's indigenous birds. Pre-arrival briefing.
08:00	60	(6)	Intersection R61 and Blueberry Road	Reservations 077 326 1529	Guided tour (Site Guide) – common, unusual and interesting SA birds
09:00	30	(7)			Breakfast picnic (breakfast boxes), Toilet opportunity.
(8)	60	En route (S1-S4)	(9)		Commentary: Game farming, hunting in SA, Conservation. Controversial issues. Possible game spotting. Intro to SA predators. Pre-arrival briefing.
10:30	(10)	(11)	En route 59, 61 & 62	(12)	Guided Game drive in a game vehicle.
12:00	40	Fantasia Nature Reserve			Cuddle lion cub. Toilets & refreshments.
12:40	95	En route (S4-Engen Garage)	(13)		Commentary: Tau River Gorge geological formation, Scenic route, Photo stop, Toilet stop at Engen (if required).
(14)	45	En route (Engen Garage – Spur R4)	(15)		Pre-arrival briefing.
15:00	(16)	(17)	R62	Reservations 077 234 5671	Lunch. Toilets.
15:55	60	En route R4 to Sasol Garage	R62		Relax with music after lunch. Commentary: Fantasia Wonder Caves – origins of humans, 'Let's eat and dance cultural experience' – the diversity in cultures
(18)	65	Sasol Garage-Airport	(19)		Commentary: Elephant elevations – interesting facts about the African elephants. Play "Baby elephant walk". Question opportunity. Pre-arrival briefing.
(20)		(21)	N1, Fantasia East	Flight info 086 673 4000	(22)

WORKBOOK PART 2: ITD402 FANTASIA MEANDER
COST AN ITINERARY AND MAKE ADJUSTMENTS

<p>ITD-402 FM CS7a,b&c: Cost an Itinerary US 335794 SO1 AC4 EEK11</p>
<p>Instructions to the student:</p> <p>Draw up a costing sheet for the tour ITD-401 FM CS5&6: Itinerary template Day 1&2</p> <p>Use the information in Annexure 1 & 2</p> <ul style="list-style-type: none"> • Calculate the fuel consumption and cost. • Include all entrance and activity fees, accommodation, meals, guide fees etc. • Add 20% for profit. • Check your answers online. Correct your answers as you go along and ensure that you arrive at the same answers. • Let us know if you experience any problems.

ITD-402 FM CS7a: Fuel consumption and cost

Calculate the fuel cost (Use the information from **ITD-401 FM CS2&3** to calculate the distance).

1. Total kilometres to travel on Day 1	
2. Total kilometres to travel on Day 2	
3. Total kilometres to travel on Day 1 & 2	
4. How many litres of diesel do you require for the trip? (round to <u>two decimals</u>)	
5. Calculate the cost of the diesel for the trip	

ITD-402 FM CS7b: Fuel consumption and cost				
	Rate in rand	Days	Show Calculations	Total in rand
Transport				
1. Caravelle rental				
Diesel cost				
Services				
2. Driver-guide fee	950.00			
	Rate in rand	Pax	Show Calculations	Total in rand
Entrance fees				
3. Fantasia Botanical Garden				
4. Blue Crane Bird Park				
5. Fantasia Nature Reserve				
Additional Activities				
6. River Rafting				
7. Game drive				
8. Cub world				
Accommodation				
9. Bundu Bungalows				
Meals				
10. Barbeque (Braai Pack)				

11. Malay Kitchen				
12. Picnic breakfast (Breakfast box)				
13. Fantasia Spur				
14. Total				

Kindly note: tipping; porter fees; toll fees; car wash fees; parking fees; car guard fees; additional amount for contingencies; etc. were not included in the above and should be considered as applicable per itinerary.





ITD-402 FM CS7c: Fuel consumption and cost

1. Total		
2. 20% Mark up		
3. Total cost of tour		
4. Cost per person		
5. Cost per person / day		

In the event that you are registered for VAT it should be included in the cost.

ITD-402 FM CS8: Adjustments to the tour (Scenarios 1-2)
(US 335795 SO1 AC3; US 335794 SO3 AC2-3 / CCFO Identify)

Instructions to the student:

-  Read the two scenarios below which relates to **ITD-401 FM CS4: Itinerary template Day 1 (22 February)**
-  Evaluate the impact on the planned itinerary and what you could do in this instance.
-  Go online and check your answers.
-  Let us know should you experience any problems.

Scenario 1: The flight is delayed and you leave the airport 30 minutes later than anticipated. This means that you only arrive at the Fantasia Botanical gardens at 08:50. How could you adjust the program because you are running behind schedule?

Scenario 2: The guests take a long time to clear customs and one of them needs to report a missing suitcase. You leave the airport running 90 minutes behind schedule. How could you adjust the programme?

ITD-402 FM CS9: Adjustments to the tour (Scenario 3)
(US 335795 SO1 AC3; US 335794 SO3 AC1-3 / CCFO Identify)

Instructions to the student:

🧐 Read the scenario below which relates to **ITD-401 FM CS4: Itinerary template Day 1 (22 February)**

1. Try and come up with ideas on your own for alternative actions and activities by studying the information about attractions in the local area (**Annexure 2**) and the Fantasia Meander Map (**Annexure 3**). Also, take into consideration what the financial implications of the alternative arrangements would be (if any).
2. When you have looked at different options, complete the calculations and then **ITD-402 FM CS9: Itinerary template (Scenario 3)** below (the highlighted section is the suggestion for the adjustments to the itinerary that can be made for the scenario below).
3. Go online and check your answers
4. Let us know should you experience any problems.

Please remember that the guide always need to report delays and other events (such as bad weather, cancellations, strikes, etc.) to the tour operator or travel agent as soon as it occurs. A guide may not change the itinerary without their consent and instruction unless it is an emergency and you and the client's safety/life depends on an immediate response. The clients should always be informed of any delays or changes. Any additional cost implications should be discussed beforehand for client's approval.

Scenario 3: It is day 1 of the tour and it is pouring. There is no way that one can hike through the Botanical Gardens and it is too dangerous to do the white river rafting. Conditions are expected to clear up around 11 a.m. The weather however, up north towards the Anastasia Mountains is partly cloudy but also expected to clear up. No showers are predicted for this area. Re-design the tour for that morning but ensure that you reach the Pottery Centre around the same time.

Scenario 3: Calculate the following:

	Condition and speed of the road	Calculation Time = Distance / Average Speed
1. Airport (N1) - R60 turnoff (35km)	Average speed 110km.	
2. R60 turnoff -S8 (110km)	Average speed 110km.	
3. S8 - S10 (75km)	Average speed 110km.	
4. S10 - S9 (50km)	Average speed 110km.	

ITD-402 FM CS9: Itinerary template (Scenario 3)					
Time Start	Duration (min)	Destination / Venue	Route / Address	Contact person & details	Activity / Topics Info to cover
06:30	(5)	Airport	N1, Fantasia East	(6)	Meet & Greet, Toilet, Money exchange. Flight LHA 321.
07:30	20	En route	N1		Welcome, introduce driver/yourself, Provide overview of trip, Explain the situation with weather and the adjusted itinerary. Essentials about South Africa, Intro to Fantasia District,
07:50	(7)	En route towards S8	R60		Scenic route. Commentary: Mountains of South Africa. Geology. Minerals. Hippo dam – SA water situation. Rock Art in South Africa. Photo stop at viewpoint 2 Pre-arrival briefing to Anastasia World Heritage Site.
08:50	10	(8)	R60	Bookings 077-333 3818	Purchase tickets and toilet opportunity
(9)	120	Anastasia World Heritage Site			Canopy Tour
(10)	45	(11)			Lunch buffet
11:45	41	En route	(12)		Commentary: Medicinal plants. Traditional healers. Scenic route. Pre-arrival briefing to Aloe factory
12:26	35	Aloe factory (S10)	(13)		(14)
13:01	27	En route	(15)		Commentary: Different cultures in S.A. including Traditional Crafts and music (play traditional songs). Pre-arrival briefing to Pottery Centre.
13:28	(17)	(16)	R58		(18)
13:48	30	En route	R58 (S9-A2)		
Itinerary remains the same for the rest of the day as stipulated on the original .					

ITD-402 FM CS9: Itinerary template Scenario 3: Compare the cost for the alternative tour with that of the original

19. Diesel cost

Total kilometres to travel on Day 1: Airport to Bundu Bungalows (A2)

Original tour (see CASE STUDY 11.1.5)	Alternative tour (show calculations)
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Difference in the distance travelled (Original and Alternative tour): _____ km

How much will have to pay for diesel? Use the Information provided (show calculations)

Will you of to pay more / less for the transport?

ITD-402 FM CS9: Itinerary template Scenario 3: Entrance fees, Activities and Meals

20. You are swapping the Fantasia Botanical Garden visit with the Anastasia World Heritage Site. You would only need to compare the cost at these two places. The only additional visit is to the Aloe factory but there is no cost involved here.

Original Tour: Total cost of visit (not per person) to Fantasia Botanical gardens (see ITD-401 FM CS5: Itinerary template Day 1

Entrance fees	
River rafting	
Brunch	
Total	

Alternative Tour: Total cost of visit (not per person) to Anastasia World Heritage Site

Entrance fees	
Canopying	
Lunch	
Total	

Difference in cost for visit (Original and Alternative tour): R _____

21. How much more / less does the visit cost (including transport)? (show calculations)

How would you deal with this difference?

Write a short explanation to share with your clients about the change in plans according to Scenario 3. Clearly state why it is necessary and what is going to happen instead.

ITD-402 FM CS9: Adjustments to the tour (Scenario 4)
(US 335795 SO1 AC3; US 335794 SO3 AC1-3 / CCFO Identify)

Instructions to the student:

1. Read the scenario below which relates to **ITD-401 FM CS6: Itinerary template Day 2 (23 February)**.
2. Try and come up with ideas on your own for alternative actions and activities by studying the **Fantasia Map (Annexure 3)**. Also take into consideration what the financial implications of the alternative arrangements would be (if any).
3. When you have looked at different options, complete template **ITD-402 FM CS9: Itinerary template Day 2** (the highlighted section is the suggestion for the adjustments to the itinerary that can be made for the scenario below). Go online and check your answers
4. Let us know should you experience any problems.

Scenario 4: Route 62 between S4 (Fantasia Nature Reserve) and Engen Garage is closed due to flooding of the Tau River. Use Alternative Route 59 and re-design day 2 of the Fantasia Tour.

What is the total travel time required for alternative route R59 (Up to R4)?

	Condition and speed of the road	Calculation Time = Distance / Average speed
1. S4 –S7 (120km)	Average speed 100km.	
2. S7- R4 (40km)	Average speed 110km.	

3. What time are you supposed to be at the Fantasia Spur (R4) according to the original Itinerary (**See to ITD-401 FM CS6: Itinerary template Day 2 (23 February).**)?

4. What is the total time allocated from the Fantasia Nature Reserve (S4) to the Fantasia Spur (R4)? Show calculations.

5. How much time do you have available to visit the Meerkat Antics (S7)? (Tip: Deduct total travel time from total time allocated). Show calculations.

6. Use the information provided in **ANNEXURE.2** and your calculations above to evaluate if there is enough time do a viewing tour at Meerkat Antics?

ITD-402 FM CS9: Itinerary template Day 2_ 23 February (SCENARIO 4)					
Travelling from the Fantasia Nature Reserve					
Time Start	Duration (min)	Destination / Venue	Route / Address	Contact person & details	Activity / Topics Info to cover
12:40	95	En route (S4-Engen Garage)	R62		Commentary: Tau River Gorge geological formation. <u>Scenic route.</u> <u>Photo stop.</u> <u>Toilet stop at Engen (if required).</u>
12:40	72	On route (S4-S7)	R59		Pre-arrival briefing.
13:52	(7)	Meerkat Antics	R59	Lillian 082 457 2232	Viewing tour (30 minutes) / view from platform. Toilets. Refreshments. Shop for curio.
14:38	22	En route (S7-R4)	R59		Pre-arrival briefing
(8)	55	Fantasia Spur	R62	Reservations 077 234 5671	Lunch. Toilet opportunity.
15:55	60	En route R4 to Sasol Garage	N1 east bound.		Commentary: Elephant elevations – interesting facts about the African elephants. Play “Baby elephant walk”. Question opportunity. Pre-arrival briefing.
Itinerary remains the same for the rest of the day as stipulated on the original one.					

9. What are the cost implications for the alternative arrangements with regards to the entrance fee?

10. Who should carry the additional cost?

Write a short explanation to share with your clients about the change in plans according to Scenario 4. Clearly state why it is necessary and what options they have.

ACTIVITY 11.1.10: Plan an itinerary**US 335794 SO1 AC4 EEK10, EEK11; US 335802 SO2 AC2****Instructions to the student:**

- 👤 Open the **Electronic Itinerary Planning Sheet Day2 11.1.10** (Resource CD) and complete A-K according to the instructions below.
- 👤 Use Itinerary template **11.1.5 Day 2** as a reference.
- 👤 After completing the activity go online and answer the questions.
- 👤 Let us know if you experience any problems.

Objective

The **ELECTRONIC ITINERARY PLANNING SHEET** was designed to make it easier to plan a tour within the required time frame and adjust durations for activities.

Once the timing has been sorted it is then easy to calculate the start time of each activity and to rewrite in the template (Step 5). This is how the **Itinerary Template Day 2 11.1.5** was compiled.

Only change the orange-coloured areas otherwise the formulas will become corrupt!

Step 1:

Fill in the Pick-up venue / Arrival venue (A) and departure-time (C).

Fill in the Drop-off venue (B) and drop-off time (D)

Step 2:

(E) Calculate the total time available in minutes (difference between D and B)

Step 3:

In this section we list the sites/venues/destinations where our activity take place (this does not include driving – En route). The activities have been divided into different categories: Meet & greet /Check-in & out; Guided tours; Other activities where tourists experience or participate (but are not necessary a guided tour); free time (leisure); Meals; toilet/refreshment opportunity; Shopping; Time to board/disembark from coach (very important to consider when it is a large group).

(F) Fill in the duration of the tour (in minutes) of the guided tour at the Blue Crane bird park.

(G) Indicate how much time is available to eat the breakfast picnic box.

(H) Indicate how much time is available for shopping at the Fantasia Nature Reserve Curio shop.

Step 4:

In this section we list every part of the route and the estimated duration (this is based on the calculations we did in **Activity 11.1.2: Calculate the Travel time** (based on the average speed and condition of the road). You might also need to take into consideration peak hours, road works, and other events that can cause delays (accidents, slow moving vehicle, etc.), photo stop and toilet/refreshment/refuelling stops along the road. These will affect the average time it usually take to travel that stretch of the road.

(I) How long does it take to travel from the Bundu Bungalows to the Blue Crane Bird Park along route A2-S1?

(J) How long is the photo stop along the road?

The TOTAL TIME FOR ALL THE ACTIVITIES (2.) should be exactly the same as in (1.) TOTAL TIME AVAILABLE FOR THE TOUR. (3.) TIME LEFT OF ORIGINAL TIME should be '0' otherwise it means you made a mistake.

Step 5:

Once you are done and satisfied with the duration of activities and trip, continue to write out the Sites and routes in the order you would follow:

(K) Fill in the route you would follow from the Blue Crane Bird Park to the Fantasia Nature Reserve.

(L) Fill in the venue.

Step 6: Fill in the time spend (duration) at each venue.

(M) Fill in the total duration of the interaction (cuddle a cub) at the Fantasia Nature Reserve, as well as toilet/refreshment and shopping opportunities.

(N) Fill in the travel time (including the photo stop and a toilet opportunity/pit stop) from the Fantasia Nature Reserve to the Engen Garage.

Check that (4.) balances with (2.) – should be the same otherwise you made a mistake.

Step 7: Fill in the arrival time at each venue / start time of activities.

Step 8: Complete the other fields: Activity, Topics covered (commentary), Contact persons and details and special notes (e.g. vegetarian/halaal).

Now answer the questions online.

CASE STUDY 11.1.11: Evaluate an itinerary

US 335794 SO1 AC2 SO3 AC3

Instructions to the student:

📄 Use the Electronic Itinerary Planning sheet (**Day2 11.1.10**), as well as **Annexure 11.1 Tourist Profile** and do the evaluation below.

📄 Let us know should you experience any problems or have any questions.

(NOTE: NO ONLINE TEST REQUIRED FOR THIS ACTIVITY).

Selected venues / activities	Yes	No	Motivate your answer	
1. Do the selected sites address the specific interest, needs and expectations of the clients (group and individuals)?			<i>Compare with what was requested on the Tourist Profile (Annexure 11.1)</i>	
2. Do the selected routes offer some scenic driving?			<i>Which routes?</i>	
Is there sufficient provision made for the following?			Where? Venue?	Is the time sufficient?
3. Toilet opportunities (at intervals of 2-3 hours)				
4. Opportunities to buy refreshments or enjoy tea/coffee (morning/afternoon)				
5. Meals (breakfast, lunch & dinner) – and if not included in tour price, was suitable venues identified?				
6. Shopping opportunities (specific shops, malls, markets, etc.)				
7. Leisure time / free time (clients can do their own thing)				
The following is questions about the route	Yes	No	Motivate your answer by giving examples	
8. Are all the sections of the route included?				

9. Is there time sufficient to cover the distance for all routes?			
10. Is there perhaps a shorter route to get to the airport?			
11. Is there any place En route that traffic might be congested due to peak periods /rush hour?			
12. Is it necessary to take into consideration the time it would take this group to board and disembark from a vehicle /coach?			
Overall evaluation of tour	Explain your answer		
13. What do you think about the duration of the tour for the day? In other words, do you think most people will cope with such a long day and then having to take an overnight flight that evening? 690 minutes = 11 hours 20 minutes			
14. What can you do to address the above (mentioned in 13)?			

