

valid passport against payment in US dollars, Pounds, Sterling, and in Rupees against Encashment Certificate. These Bureaus also sell Indrail passes, which enable tourists to travel wherever they like, whenever they like, and whichever trains they like within the validity period.

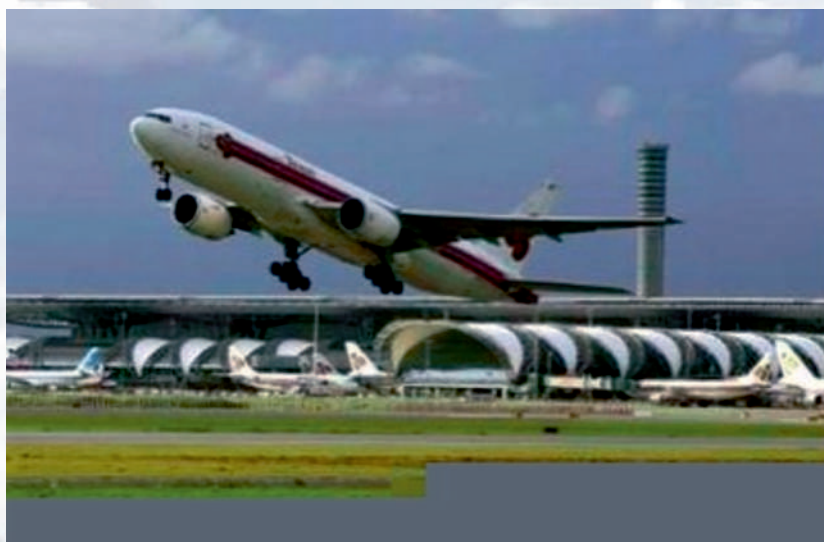


#### **4.4.2 Air Transport**

Air transport means the use of aircraft, predominantly airplanes, to move passengers and cargo. Tourism and aviation industry are closely interrelated and tourism to a large extent depends on aviation industry. Tourism industry refers to an industry that deals with the people those who travel from their own place to other in order to visit. While as the aviation industry is a segment of travel industry that deals with air transportation from one destination to another destination. Aviation provides the only worldwide transportation network, which makes it essential for global business and tourism. Aviation is an increasingly important mode of transport for tourism markets. Whilst geography has meant that, in modern times, air travel has always been the dominant mode for long distance travel and much international tourism, moves towards deregulation, and in particular the emergence of the low cost carrier sector, have also increased aviation's significance for short and medium haul tourism trips. Thus, developments in aviation are having very major implications for many leisure and business tourism markets. Tourism and Air Transport industry are complementing each other. Tourism depends on transportation to bring visitors, while the transportation industry depends on tourism to generate demand for its services. The growth in tourism industry directly reflects onto the air transportation. Over the last 25 years, the number of international tourists has more than doubled. The expansion of international



tourism has a large impact on the discipline of transport geography, as air transport is the main mode for international tourism. Air transport plays a dominant role in inter-regional movements of tourists, which normally entails travel over long-distance. Growth rates of international air traffic are pegged with growth rates of international tourism. Attractive package tours, competitive airfare attract more and more tourist day by day, therefore both the industry is expanding rapidly.



Scheduled air transport started in India in 1932. Until its nationalisation in 1953, the existence of air transport was only symbolic and played relatively small role in the economy of the nation. As its use was limited to the British Government and technological level of this industry being inadequate, they never took any effort to develop the same. After the enactment of the Air Corporations Act, 1953 and nationalising the air transport industry in India, two Corporations were set up, viz., Indian Airlines and Air India. The former operated domestic services and to neighbouring countries while the latter catered to international traffic in and out of the country. Pawan Hans was formed in 1985 to run the helicopter services and was initially named the Helicopter Corporation of India. Its objective was to provide helicopter services in support of the offshore oil drilling in India besides linking Andaman Nicobar, Lakshadweep Islands with the mainland and connecting inaccessible areas and difficult terrains in Jammu and Kashmir, Sikkim and the North-Eastern States. Since 1990, the government has permitted private operators to operate trunk routes with in India under open sky policy. Now Indian Airlines and Air India have been merged into one identity and operate by the name of Air India.

There are number of private companies who are operating along with Air India on domestic and also on international routes. Air transport to India is primarily used for passenger

transportation and hence it has a very important role to play in the development of tourism. The government is now spending huge amounts to upgrade and modernise the airports as per the requirements of today and future. Keeping in view this tremendous potential Airport Authority of India has carried out expansion of International Airports at various major cities. In order to double or treble tourist arrivals in India we need to provide more international seats. It means that we should encourage international airlines to operate additional flights for ex-India by using various under used airports. We should provide those additional landing rights and other facilities to achieve better utilisation of airports.

### **4.4.3 Water Transport**

Water transport is the ship transport is watercraft carrying people (passengers) or goods (cargo). Water transport has been the largest carrier of freight throughout recorded history. Although the importance of sea travel for passengers has decreased due to aviation, it is effective for short trips and pleasure cruises. Shipping, like the railways had made a significant contribution to the travel during the nineteenth century. While railways were responsible for inland travel, especially in Europe, the steamship crossed the boundaries and made strides in inter-continental travel. Before the coming of road and rail transport it was water transport which carried goods and persons from one place to another and this mode of transport is regarded as the oldest transportation mode. India which has a vast coastline of about 5500 kilometres has considerable scope for utilisation of coastline shipping for transport of goods and passengers. Passenger traffic on this mode is at present from main land to Andaman and Nicobar Islands and Lakshadweep Islands. One seasonal service also operates from Mumbai to Goa. There are 11 major and 139 minor ports in India. The major ports are under the control of the Ministry of Surface Transport of the Union Government while as the minor ports are under the State Governments.

Water-based transport is one of the most traditional and memorable ways for visitors to travel to and from a destination. It is not only a way to travel but a tourism experience in of itself. Cruise tourism has been a growing market sector around the world, not only as a means to travel to a destination but as an experience. The development of a destination as a cruise port requires in-depth economic, environmental and social assessment. Cities on banks of rivers or along the sea coastal line rivers have tremendous potentiality to plan different package tours on boat, steamer or ship. For example, West Bengal Tourism Department introduced special tourist programmes launches to carry tourists to Sunderban (famous for the Royal Bengal Tiger). In the launching state itself various facilities were provided to make the journey and stay comfortable. The project has been a great success. The approach to Elephanta Caves is through motor launch only which ply from Gateway



of India (Mumbai). Similarly, Goa Tourism Department organises sea cruises of half day and full day. The most interesting experience is that of tourists going to Lakshadweep islands on cruise ships. During the day they are taken to the islands by boats and at night they stay back at the ship where different kinds of recreation activities are provided. Some travel agencies also conduct sea cruises for tourists by offering special packages to Andaman. There are other tourist attractions like staying in a houseboat at Dal Lake in Kashmir, taking boat trips at Varanasi or Allahabad; boating at Nainital (boating and water sports are picking up fast in the country). In Cochin, boat buses ply between the various islands. Though they are the local mode of transport but tourists enjoy travelling in them.



Cruise Ship



Shikara

## 4.5 Amenities: Health and Hygiene, Security

Amenities include all facilities that a tourist needs at a destination. They range from different types of accommodation to various entertainment, adventure and recreation avenues. Facilities are very essential for any tourist centre. They are considered necessary aid to the tourist centre. For a seaside resort facilities like swimming, boating, yachting surf riding and such other facilities like deeming recreations and amusements is an important feature. There are two types of amenities viz. natural and manmade. Beaches, sea-bathing, fishing, climbing, trekking, viewing etc. come under the former category. Various types of entertainments and facilities which cater for the special needs of the tourists come under the latter category.

**Health and Hygiene:** Tourists visit a destination for pleasure and enjoying a healthy environment. If the standard of civic amenities is poor, garbage disposal or solid waste management is not proper, path ways are dirty then the destination earns a bad image. For the development of tourism the destinations authorities must ensure that proper and hygienic conditions are maintained. Besides medical centres to provide medical aid should

also be opened and equipped with all modern health facilities. At eating establishments everyone handling food has a legal responsibility to ensure food that is prepared & served to the customer is safe. Food handlers are constantly under scrutiny following some highly-publicised food hygiene contraventions & increased awareness of food. The possible effects of poor food hygiene to the business & the consumer are as follows: -

- Death
- Food-related illness
- Fines & prosecution
- Low staff morale & high staff turnover
- The reputation of the business
- Loss of sales reduced profits
- Increased food wastage
- Business closure & loss of jobs.

The consumer expects good hygiene standards from the kitchen, in the dining room & ancillary areas, the key benefits of these good practices are:-

- Good customer relations
- A good working environment
- Low staff turnover
- Compliant with the law
- Reduction of food wastage
- Reduced risk of food-related illness to the consumer.

The food handler's role in the safe preparation and service of food is critical and the law states that a food handler – either as an owner of a food business or an employee – has a legal responsibility to ensure that food is kept safe. It is important to be vigilant at all times and inform your supervisor or manager if you feel that food safety is being compromised at any time. Food Hygiene Regulations require that the food premises are “fit for purpose” and due consideration has been given to the food preparation and ancillary areas meeting the needs of the operation.

**Security:** Safety and security are vital to providing quality in tourism. More than any other economic activity, the success or failure of a tourism destination depends on being able to provide a safe and secure environment for visitors. Any place which is insecure and has problems of law and order would never be able to emerge as an attractive tourist



destination. For the promotion of tourism it is essential that the place is secure, safe, and free from disturbances and disorders. At the same time the concerned authorities should take steps to check such crime which generates with tourist activities at the host destination area.

#### ACTIVITY 2

Visit a railway station and a bus stand and make a note of their role and importance in tourism

#### Exercise-2

1. Define Surface Transport.

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2. Group Discussion: Need of health and hygiene at tourist destinations.

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## 4.6 Summary

The unit has introduced you to various components of tourism. Starting from attraction and its various types to different modes of transport along with their role in tourism has been discussed. Tourism is a multifaceted and multidimensional industry where every component has to play an important role. Transport being the primary component of tourism is playing an important and crucial role in the development of tourism hence is the pre requisition for destination development.

## Unit-5

# TOURISM COMPONENTS-II

### Contents:

- 5.0 Objectives
- 5.1 Introduction
- 5.2 Significance of Accommodation in Tourism
- 5.3 Types of Accommodation
- 5.4 Meal Plan of Booking Accommodation.
- 5.5 Available Packages
- 5.6 Activities
- 5.7 Ancillary Services
- 5.8 Summary

### 5.0 Objectives

The components of tourism, as you are aware; enable the tourism activities to take place. This unit discusses about accommodation, one of the components of tourism. This unit will also introduce you to the other 'As' of Tourism like activities and available packages. After reading this unit you will be able to:

- discuss the importance of accommodation in tourism
- list the different types of accommodation
- differentiate between meal plans
- examine the importance of activities, available packages and ancillary services in tourism



### **Resource Material:**

Activity Sheet, Maps, Pen, Projector, Computer, Tourism related Brochures and Pamphlets

## **5.1 Introduction**

Accommodation as known is a place of stay in the destination for the tourists desiring for overnight stay. World Tourism Organisation in its definition of a tourist has stated that the tourist must spend at least one night in the destination visited to be qualified as a tourist. This presupposes the availability of some kind of accommodation at the destination. This goes to show that accommodation plays a vital role in the tourism industry and the necessity of accommodation in a tourist destination cannot be ignored.

Accommodation is the need of promoting tourism activities. The availability of proper and varied accommodation can lead to the popularity of a destination. The aim of this unit is to familiarise you with the different types of accommodation and its significance in tourism industry. This unit will also highlight the role of ancillary services at tourist destinations.

## **5.2 Significance of Accommodation**

Accommodation is one of the basic components of tourism and plays an important role in the development of tourism. The demand for accommodation away from one's home is met by a variety of facilities. The range and type of accommodation is quite varied and has undergone considerable changes during the past decades. In recent years some changes have been reflected in the type of accommodation. There has been an increasing demand for more non-traditional and informal types of accommodation.

Many changes have taken place in accommodation sector recently. New types of accommodation, particularly, holiday villages, apartment houses, camping and caravan sites and tourist cottages etc, have become very popular. Usually a large number of tourists visit a particular spot simply because there is a first class hotel with excellent facilities. Today Switzerland, Holland, Austria and the Netherlands have gained reputation for good cuisine, comfort and cleanliness. In modern times, the way people spend their holidays has undergone a great change. People enjoy spending time with family and friends, while at the same time, explore the different tourist attractions around the world. Consequently, the tourism industry worldwide has experienced unprecedented growth, which in turn has also led to strong growth in hotel facilities and accommodation. Comfortable hotels and accommodation establishments play an important role in popularizing any tourist destination.



If a person, who is quite far from home, enjoys the same facilities and amenities you enjoy in your home, then he is obliged to stick to the place. On the contrary, if the tourist ends in a place where hotels and accommodation facilities are not satisfactory, it is likely that he could never return to this place. Perhaps that is why, hotels and accommodation facilities being made available at different tourists spots, have shifted focus on providing maximum comfort to tourists at reasonable rates. It is also vital to provide comfortable accommodation to people from diverse economical backgrounds. While five star hotels can cater to the needs of affluent visitors, small and medium range budget hotels and lodging houses are available for use by a middle class traveller.

### 5.3 Types of Accommodation

There are different types of accommodation units catering demand of varied classes of tourists. It is important that a tourism professional be aware of all categories of accommodation and be able to think clearly about which ones they may wish to identify for their guest. The types of accommodation include:

**1. Accommodation in the Organised Sector:** This refers to different types of hotels and other such accommodation available to us. They belong to the organised sector as records and information regarding them is easily available. The accommodation types in this sector include:

#### i. Five Star Deluxe Hotels (International Hotels)

These are the modern western style usually located in the metropolitan cities and at primary tourist destinations. Such hotels have large number of rooms normally ranging between 200 to 1000 rooms. They are categorised by certain internationally accepted system of classification and standards which include a given number of facilities and services, restaurants, particular size of rooms, lobby, bathrooms, business centre facilities, swimming pool and other luxurious services. These hotels are placed in various star categories. There are five such categories ranging from five stars to one star, depending upon the facilities and services provided. These hotels provide, in addition to accommodation, all other facilities and services that make the stay an interesting and comfortable experience. These hotels usually cater the demand of high end tourists and business executives.



**ITC Maurya, New Delhi**



**The Leela, New Delhi**

## **ii. First Class Hotels (A-Class Hotels)**

These are a luxurious hotel that contains the most of the facilities that are provided in the Five Star hotels. These types of hotels are also located in metropolitan and developed cities and at major tourist destinations. They cater the demand of both tourists and business class.

## **iii. Commercial Hotels**

These hotels cater primarily to people who are visiting a place for commerce or business. Commercial hotels are located in important commercial and industrial centres of large cities.

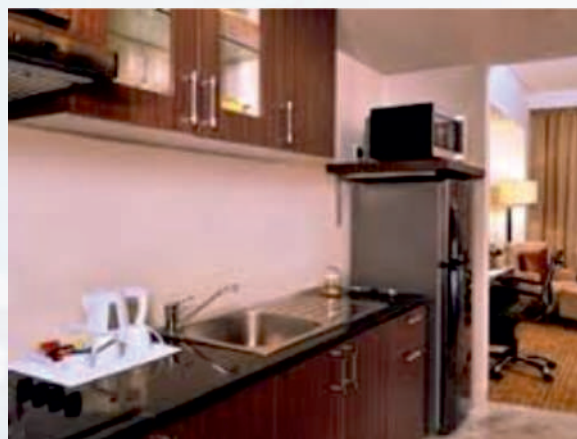
## **iv. Resort Hotels**

These hotels are located near mountains, beaches and other areas abounding in natural beauty. Resort hotels cater to the needs of the holiday maker, the tourist and those, who by reasons of health, desire a change of atmosphere. Rest, relaxation and entertainment are the key factors around which resorts are built. The primary motive of a person visiting them is rest and relaxation. In India we have beach resorts, hill resorts, summer resorts, health resorts and wild life resorts. They primarily offer a stay in the natural surroundings. Majority of the resort hotels are seasonal establishments.





**Resort Hotel**



**Service Apartment Hotel**

#### **v. Apartment Hotels**

A hotel that rents furnished accommodation as a long term residence from months up to several years and usually provides all hotel services. These hotels are suitable for those who need to stay far from home for a long time. The prices in apartment hotels are often lower than in ordinary hotels. Apartment hotels are located in big cities and operate exclusively under European plan where no meals are provided to the guests. Services and facilities provided in apartment hotels are comparable to those of an average well regulated hotel.

#### **vi. Floating Hotels**

These hotels are located on the surface of the sea, river or lake water. House boats of Kashmir and Kerala which are very popular among tourists are the best examples of floating hotels. In some countries old luxury ships have been converted into floating hotels and cater the demand of large number of tourists. Facilities and services of a hotel are provided in these floating hotels and these also have various categories based on the range of facilities and services provided by them.



#### **vii. Heritage Hotels**

Heritage hotels are old monuments or palaces converted into hotels which offer a royal



experience to its guest. In India heritage hotels' cover running hotels in palaces/castles/forts/ havelies/hunting loges/ residence of any size built prior to 1950. The facade, architectural features and general construction should have the distinctive qualities and ambience in keeping with the traditional way of life of the area.



**Umaid Bhawan Palace, Jodhpur**



**Narain Niwas Palace, Jaipur**

## **2. Accommodation in the Unorganised Sector**

This sector of accommodation supplements the accommodation in the organised sector as at times the demand or the type of requirements of the tourists cannot be fulfilled by the traditional organised accommodation sector. This could be due to the fact that the hotel accommodation may not be available at the destination or may be beyond the budget of the tourist. Although hotels have been the principal form of accommodation, there has been a large scale growth and development of other types of accommodation throughout the world which offer accommodation to large number of tourists. This sector of accommodation is also at times referred to as the supplementary or alternative form of accommodation. The accommodation and services provided by them is minimal and not comprehensive as in the case of hotels. The standard of facilities and services in all supplementary accommodation establishments is modest compared to that of a hotel. As compared to the traditional hotel accommodation there are certain inherent advantages in the supplementary type of accommodation and the biggest advantage is that it is moderately priced.

To cater the demand of all classes and categories of tourists there is great demand for accommodation outside the organised hotel sector. In India and many other countries more tourists utilise this type of accommodation than the hotels. The principal forms of supplementary accommodation are:

### **i. Motels**

One of the earliest forms of supplementary accommodation motels was meant for local motorist and foreign tourists travelling by road. Motels were primarily designed to cater the needs of motorists and exclusively meet the demand for transit accommodation. They



are mostly located outside the city limits in the countryside along the main highways on important road junction. The main services provided by motels include auto conveniences like parking and garage facilities, cheap rooms, fewer staff oriented services as well as catering and bar facilities along with recreational activities like swimming, tennis etc. All motels are equipped with filling stations, repair services, accessories, garages, sufficient parking space, restaurants and all equipments and tools to repair vehicles. Normally the price charged for accommodation and boarding is cheaper as compared to that in hotels.

## **ii. Youth Hostels**

Youth Hostel is a building which offers clean, moderate and inexpensive shelter to young people exploring their own country or other countries and travelling independently or in groups on holiday or for educational purposes. It is a place where young people of different social background and nationalities meet and come to know each other. The primary objective of the youth hostel is to serve as centres which offer an opportunity to know and understand each other to youth coming from different parts of the country and from abroad. It serves as a place of friendship, recreation and out of formal schooling education. The youth hostels are well equipped with basic facilities and services of boarding, lodging and recreation with self cooking facilities and provision of both individual as well as dormitory rooms against nominal charges.

## **iii. Camping Sites**

Caravans and Camping sites mostly located in open spaces at prominent cities and tourist destinations constitute a significant type of accommodation in many holiday areas. They are commonly known as open air hostels, tourist camps or camping grounds. They provide sufficient space for parking, tent pitching, facilities of water, electricity, public conveniences with proper sanitation. They are mostly managed by the local bodies of the area. Such type of accommodation is set up seasonally and involves relatively low investment besides it is ecologically eco friendly as they do not spoil the landscape too much.



**Camping**

#### **iv. Airport/Railway Retiring Rooms**

Airport / railway retiring rooms are situated at the main platform of major railway stations and at domestic and international airports. The purpose of retiring room accommodation is to offer a convenience to the traveller without going into the city. They provide accommodation to railway passengers holding confirmed and current tickets or air passengers from out of town or in transit. These retiring rooms are offered at reasonable rates and are often air conditioned, clean and well maintained at the major junctions. They have attached baths and railway canteen or airport restaurant catering. Bookings are made through the Station Superintendent or Airport Manager.

#### **v. Lodges/ Tourist Bungalows/Boarding Houses**

These are modest accommodation units situated away from the centre of the city or at remote destinations. These are self- sufficient establishments offering standard facilities like well furnished rooms, with catering and bar facilities. These services cater to budget and middle class tourists particularly in destinations which do not attract the major hotel industry. These bungalows have prime locations since they are the first to set up operations at many tourist centres.

State Governments and Tourism Departments also provide tourist rest houses at scenic locations in the mountains and forests where most wild life tourism is located. They provide access to the forest and also have good viewing locations. They are constructed to mirror the appeal of the area.

Boarding houses are establishments which usually provide accommodation and meals at specified periods of time like the week end or for a specified stay. Thus they cater to residents and tend to be small enterprises and require advance booking to ensure space. They can range from simple hostel like facilities to the more sophisticated ones depending on the duration of the stay and the kind of customers. Such units are good for families because they provide all meals and comfortably furnished rooms and do not mind having children.

#### **vi. Bed and Breakfast Establishments**

These units provide only accommodation and breakfast but not the principal meals. In rural and resort areas such units are also popular with young people who need a room to sleep and spend the whole day on the move. These are usually located in large towns and cities, along commercial and holiday routes and also resort areas and are used by en route travellers.



### vii. Tourist Holiday Villages

Tourist villages are promoted by social and tourist organisations and important clubs. The atmosphere in these villages is kept as informal as possible. In most of such village's telephones, radios, TV and newspapers are banned. The accommodation provided is usually in multiple units and many provide for self catering. Tourist holiday villages are usually based on family units with basic facilities and services. In many tourist areas government has introduced the scheme of conversion of residential houses into guest houses also known as paying guest accommodation.

Many tourists prefer home stays to institutional accommodations and this brings in the concept of paying guest accommodation offered by individual households at destinations.

#### ACTIVITY 1

Visit at least 3 different types of accommodation establishment in your city. Make a note of the differences between the facilities provided at each accommodation establishment.

## 5.4 Meal Plan of Booking Accommodation

Meal plan or hotel plan is a plan and a room rate for providing a room and meals to guests at a hotel. It is very important for travellers to check the room or property rate after consider the meal plan. Universally, there are four types of meal plan:

1. **The American Plan: Abbreviated as "AP"** means that the quoted rate includes three meals a day, i.e. breakfast, lunch, and dinner. The meals are provided by the hotel kitchen. Mostly, hotels in a remote location where there are not many restaurants or none at all need to stay at a hotel that offers an American plan. In Europe and some other countries the American Plan is referred to as Full Pension or Full Board.
2. **The Modified American Plan: Abbreviated as "MAP"** means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner. Guests choosing a hotel in a remote location where there are not many restaurants or none at all need to stay at a hotel that offers at least a Modified American Plan. In the Modified American Plan, these meals are provided by the hotel dining room. In Europe and some other countries the Modified American Plan is referred to as Half Pension or Half Board.
3. **The Continental Plan: Abbreviated as "CP"** means that the quoted rate includes