

- 1.** Give short answers for the following questions: (14)
 - i. What is meant by 'consumer protection'?
 - ii. Who are the 'organisers' in the tourism industry?
 - iii. Who are 'retailers' in tourism industry?
 - iv. Who are 'MICE organisers'?
 - v. What does the travel trade consist of?
 - vi. How the I.T. developments have affected tourism industry?
 - vii. Outline the risks associated with the tourism business.

- 2.** Why it is necessary for tourism professionals to have knowledge about regulations related to tourism? (8)

- 3.** Discuss the role of intermediaries in tourism. (8)