

The following documents consider issues related to tourism. Read them **both** in order to answer **all** the questions on the paper.

Document 1: adapted from *Overcrowded tourist cities: "Don't send any more tourists to Dubrovnik"*, an online article written by Michael Gebicki in 2017 for the Australian travel website 'Traveller'. The author is a Sydney based travel writer and photographer. He writes a column for Traveller, "answering all your travel questions with tips and advice".

I'm stuck in traffic in a taxi along the main road from the port to the Old City of Dubrovnik, Croatia. Two big cruise ships are docked behind and we're blocked in by coaches carrying the ships' passengers to the Old City. The taxi driver asks me what I'm doing here. I tell him – travel writer doing research – and he thinks I'm about to send yet more people to his city, already overwhelmed by tourists. He replies, "Please, please, don't send any more tourists to Dubrovnik."

The reason tourists come is easy to see. The Old City, known as the 'Pearl of the Adriatic', is on UNESCO's World Heritage List. The city walls, 20 metres high and several metres thick, surround a treasury of historic churches, fountains, squares and sparkling limestone pavements. Furthermore, Dubrovnik's ancient architecture gained fame starring in the fantasy TV series *Game of Thrones*.

UNESCO advised that no more than 8000 people should be within the Old City at any one time to prevent damage to the city's fragile ancient buildings. Following this the former mayor, Andro Vlahusic, installed security cameras at the city's gates to monitor the number of visitors. Once visitor numbers rose above 8000, city authorities would ask coaches transporting passengers from cruise ships to wait in the port area. However, while I was there at 1.30 pm on August 21, the live visitor counter of the Dubrovnik Visitors website showed over 9100 visitors. There was no sign of any action from the city authorities.

So, as a tourist, if you visit when several cruise ships are docked, you're possibly not going to enjoy the Old City. It is so crowded that it can take several minutes to squeeze through Pile Gate, a main entrance. Once through, the broad, now eroded main street is packed with tour groups, where it's hard to stand and admire the historic St Blaise's church among all the selfie sticks. Dubrovnik's Old City risks becoming a theme park, a Disneyland on the Adriatic, full of slow-moving tourists dribbling ice-cream and shopping for *Game of Thrones* souvenirs.

The problem is that tourism provides thousands of jobs for waiters, boat drivers, and guides. So for the city authorities, who could limit the number of visitors, there's a dilemma, since each new visitor also brings more euros into the city. Without this tourism Dubrovnik's economy would suffer. Locals with a bus, a boat or an apartment to rent out, can work hard for a few months and then take it easy. My tour guide works four months in Dubrovnik and says, "For the rest of the year I head to Thailand, where I can live more cheaply than in Croatia."

Locals who are not part of the tourism industry really suffer. At the bus stop where I wait in vain for a bus is a local elderly woman with full shopping bags. After the second bus full of tourists passes she gives up waiting and starts walking. Like Dubrovnik, Venice and Barcelona are also suffering from too many tourists – and locals are complaining.

Dubrovnik is expecting 2 million visitors this year. Almost 750 000 of those will come from the 538 ships planning to visit the city. The city's mayor, Mato Frankovic, wants to limit tourists, saying, "It must never happen again that more than two cruise ships come to the town at the same moment." But given my experience here, I doubt this will be enough.

Document 2: adapted from *These European cities are fed up with tourists*, an online article written by Ivana Kottasová in 2017 for 'CNN Money', the world's largest business website. It has a business unit that covers the European economy and financial markets. The author has a degree in journalism and sociology and was a correspondent for a Czech weekly newspaper.

Too many tourists can certainly be a very bad thing. Local residents warn that top European holiday destinations are being ruined by large crowds of tourists that make too much noise, pollute the environment and drive up rents. Tourism has boosted the local economies, but residents say their neighborhoods are being changed into Disney-style theme parks. Resident protests were seen this summer in cities including Barcelona, Venice, Dubrovnik and Prague, where tourism has increased due to more cheap flights and new travel services like Airbnb. Analysts at Euromonitor International wrote in recent research, "Certain European destinations are suffering under the strain of excessive tourism." It is obvious that strategies are needed to cope with increased tourism, analysts added.

That's exactly what is happening now. Here's how the cities are coping with the influx and making tourism work:

Venice: The UNESCO World Heritage Committee has expressed "extreme concern" about the impact of tourism on Venice's historical sites. Additionally, analysts say increased tourism and higher costs have drastically reduced the population of Venice by roughly two thirds in 50 years. However, the city is now pushing back. It has boosted the number of tourist police at tourist hotspots, banned new takeaway shops and taken steps to limit the numbers of new hotel rooms. It has also launched an information campaign in 11 languages. This instructs tourists how to behave.

Barcelona: According to Euromonitor International, the number of annual visitors to Spain has increased by 20 million over the past five years to 77 million, contributing more than 14% of the country's GDP in 2016. The city of Barcelona received over 8 million visitors last year. To set limits, the city council has approved new regulations to restrict hotel construction and private home rentals. Also, authorities have decided to spend income from a tourist tax not on tourism promotion, but on citizen services.

Dubrovnik: According to the country's bureau of statistics, the Croatian city of Dubrovnik saw a 10% increase in visitor arrivals in 2016 and is feeling the pressure. Recently, seven cruise ships with nearly 9300 passengers arrived in the city on a single day, causing severe congestion in the streets. Another 25000 visitors were already staying in and around the city. In response local authorities are now seeking to cut down the number of cruise ships, and they have installed a network of security cameras to manage the flow of tourists.

Prague: According to Mastercard, the city of Prague in the Czech Republic received 5.8 million tourists last year. The city's beer culture makes it one of the most popular destinations for drinking parties. This upsets local residents. There haven't been protests, but Prague authorities have a strategy. They have hired a special "anti-conflict" team which patrols the busiest areas at night and asks tourists to respect the official "night quiet time" which starts at 10 pm.

Clearly, these cities' recent plans to deal with the tourist boom will improve the experience of both tourists and locals alike.

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