



This diagram is an evolution of the official design, corrected in 2011 by Hans Post. Correct at time of going to print, November 2013

† Check before you travel

- Bank**
Waterloo & City line open between Bank and Waterloo 0621-0030 Mondays to Fridays and 0802-0030 Saturdays. Between Waterloo and Bank 0615-0030 Mondays to Fridays and 0800-0030 Saturdays. Closed Sundays and Public Holidays.
- Camden Town**
Sunday 1300-1730 open for interchange and exit only.
- Canary Wharf**
Step-free interchange between Underground, Canary Wharf DLR and Heron Quays DLR stations at street level.
- Cannon Street**
Open until 2100 Mondays to Fridays and 0730-1930 Saturdays. Closed Sundays and Public Holidays.
- Embankment**
Bakerloo and Northern line trains will not stop at this station from early January 2014 until early November 2014.
- Emirates Greenwich Peninsula and Emirates Royal Docks**
Special fares apply. Open 0700-2000 Mondays to Fridays, 0800-2000 Saturdays, 0900-2000 Sundays and 0800-2000 Public Holidays. Opening hours are extended by one hour in the evening after 1 April 2014 and may be extended on certain events days. Please check close to the time of travel.
- Heron Quays**
Step-free interchange between Heron Quays and Canary Wharf Underground station at street level.
- Hounslow West**
Step-free access for manual wheelchairs only.
- Kilburn**
No step-free access from late January 2014 until mid May 2014.
- Stammore**
Step-free access via a steep ramp.
- Turnham Green**
Served by Piccadilly line trains until 0650 Mondays to Saturdays, 0745 - Sundays and after 2230 every evening. At other times use District line.
- Waterloo**
Waterloo & City line open between Bank and Waterloo 0621-0030 Mondays to Fridays and 0802-0030 Saturdays. Between Waterloo and Bank 0615-0030 Mondays to Fridays and 0800-0030 Saturdays. Closed Sundays and Public Holidays. No step-free access from late January 2014 until late July 2014.
- West India Quay**
Not served by DLR trains from Bank towards Lewisham before 2100 on Mondays to Fridays.

Booking a Journey Abroad

You are going to work in groups of three. Each person has a specific role to play and has details of his or her role. Do not look at the details given to your two colleagues: all information must be transferred *orally*.

The three roles are

- i) a businessman preparing a trip to Europe over a 5-day period
- ii) a travel agency employee responsible for booking aircraft seats
- iii) a travel agency employee responsible for reserving hotel rooms, car rentals and train journeys.

You are making reservations for *next week* (very short notice) and this may complicate things. You are in Birmingham, England, about two hours by train and two-and-a-half hours by car from London, and you must complete the entire travel arrangements from Birmingham back to the same city.

There are no tricks in this game, and it is perfectly possible to arrange the necessary visits in several acceptable ways. However, remember that you must always arrive at the airport check-in at least 45 minutes before departure time, and that it usually takes about an hour to collect luggage after the flight, then another half-hour to get to the centre of a major city. So, if you have an appointment at 11 a.m., your flight arrival time ought to be not less than 90 minutes before (i.e. about 9.30 a.m.).

One last point: don't forget that Britain operates one hour *behind* other European countries. When it is 9 a.m. in London, it is 10 a.m. in Paris, Bonn, Rome etc. A one-hour flight from London to Paris therefore apparently takes two hours, whereas from Paris to London it doesn't take any time at all, apparently!

Once your roles have been allocated, spend a few minutes getting familiar with the information on your role sheet and make certain that you know what you are supposed to do. **Look only at your own role information.**

CAR RENTAL RATES (Basle and Geneva)

All credit cards accepted.

Unlimited mileage available at weekends only.

Cartype	Model	Cost per day (24 hours)	Cost per kilometre
1	Fiesta FORD Renault CLIO	£ 30	0.10p
2	Renault MEGANE Fiat 500 L	£ 40	0.12p
3	Renault captiv. Toyota RAV 4	£ 50	0.17p
4	Ford KUGA Peugeot 5008	£ 70	0.20p
5	Mercedes Benz	£ 90	0.25p

All cars to be returned to the renting agency/ town.

One-way trips have a surcharge of £40 (fixed rate all models).

Personal accident insurance (PAI) available at £3 per person per day.

All rentals include insurance, with a franchise of £250. The car rental company will assume this for a fee of £4 per day (Collision Damage Waiver: CDW).

Approximate distances

Basle-Geneva	: 250 km
Basle-Munich	: 400 km
Geneva-Munich	: 600 km
Paris-Geneva	: 550 km
Paris-Basle	: 560 km

Trains in England

Trains between London and Birmingham operate every hour (including weekends) from 8 a.m. to 9 p.m. and take approximately two hours.

TRAVEL AGENCY EMPLOYEE: *HOTEL RESERVATIONS*

You work in a local travel agency which normally helps companies with business trips. You personally only handle hotel bookings; your colleague deals with plane reservations. Below are the details you will need to know, and car rental rates, for which you also offer information.

LONDON	<p>The Excelsior (Park Lane): £100 single with shower £150 double with shower all taxes plus breakfast are included in the price. This hotel is fully booked on March 20 and 21 because of the Ideal Home Exhibition.</p> <p>The Grosvenor Court: £80 single with bath/shower £90 double with bath/shower breakfast costs £20 VAT 15%, service 15% No vacancies on March 24 and 25.</p>
PARIS	<p>Hôtel de l'Arc (near Champs-Élysées) 200€ single (shower or bath) Continental breakfast 50€ Service 15% No Vacancies from 21 to 26 March</p> <p>Le Royal Hôtel 130€ single with shower breakfast and tax included.</p>
GENEVA	<p>Hôtel Saint Louis 150 SF single with shower breakfast and all taxes included.</p>
BASLE	<p>Hôtel König 210 SF single (with shower) breakfast 10 SF service 12% No other hotels in this price range are available from 20 to 27 March (there is a large trade fair in the town). Other hotels are of inferior quality and are far from the city centre.</p>
MUNICH	<p>Hotel Europa 180€ single breakfast included 15% service rooms available from 22 to 29 March</p> <p>Munich Hilton 250€ single with shower service and tax included breakfast included. situated near airport. No vacancies 23 & 24 March</p>
COPENHAGEN	<p>Regensberg Hotel 300 Kr single) all rooms with 340 Kr double) shower Tax & service included breakfast included Vacancies throughout March.</p>

TRAVEL AGENCY EMPLOYEE: AIRLINE BOOKINGS

You are a local travel agent who normally helps companies with business trips. You personally don't book hotel rooms (that's your colleague's job): you just look after aircraft reservations. Below are the details you may require. Please remember that Continental time is **one hour ahead** of English time.

	Air France	Brit. Airways	Pan Am	Lufthansa	Alitalia
LONDON dep. (Heathrow)	0800 to 1800 every hour on the hour, then 1930, 2100	0830 to 1730 every hour on the half-hour 1915 2130	0900 1600	1100 1530	1420
PARIS arr. (Ch. de Gaulle)	2130 (2300)	2115 2330	1100 1800	1300 1730	1620

This is a 60-minute flight.
Pan Am/Lufthansa/Alitalia: no Sunday flights.

NB. At present, because of a go-slow, all British Airways flights at weekends are subject to delays of up to 4 hours.

	Air France	Brit. Airways	Swissair	TWA	Alitalia
PARIS dep. (Ch. de Gaulle)	every hour 0900 to 1700 No evening flights	1000 1200 1500	every hour 0815 to 1915 then 2000 2200	1130	1030 1200 1600
GENEVA arr.		1100 1300 1600	2100 2300	1230	1130 1300 1700

Swissair	
GENEVA dep.	0900 1110 1240 1500 1620 1800
BASLE arr.	0940 1150 1320 1540 1700 1840

NB. There is also a train service which takes about 3 hours: it operates 5 times a day, beginning at 0800 and leaving at three-hourly intervals (last train 2000). A Car Rental service also operates; your colleague has details.

	Swissair	Lufthansa
BASLE dep.	0930 1415 1710	0915 1210 1520 1730 2100
MUNICH arr.	1030 1515 1810	1015 1310 1620 1830 2200

	Lufthansa	SAS	TWA	Pan Am
MUNICH dep.	0840 1200 1630	Every 90 mins from 0800 to 1830	1130	0810 1215
COPENHAGEN arr.	1040 1400 1830		1330	1010 1415

All the Lufthansa flights are fully booked from March 19 to 28.

	Brit. Airways	SAS	KLM
COPENHAGEN dep.	Every 90 mins from 0830 to 1800 then 1900 2100	Every 90 mins from 0845 to 1815 then 1915 2030	All flights cancelled until further notice.
LONDON arr. (Gatwick)	1930 2130	1945 2100	

BUSINESSMAN

You are setting off on your trip to Europe in a few days' time, and you have all the last-minute arrangements to make. Below is your schedule for the week to come. Arrange flights and hotels as best you can to fit in with your requirements. Remember you are starting from Birmingham (about 2 hours by train, or 2h30 by car, from London). You prefer to fly with either British Airways (who offer you a discount) or Lufthansa. Check-in time, as always, is 45 minutes before the departure time.

March

21 MONDAY

DUCASTEL S.A. PARIS (Courbevoie) 11.00

22 TUESDAY

STILLER GmbH GENEVA 09.30
BOLLINGER GmbH BASLE 16.00

23 WEDNESDAY

MÜNCHENER GRAMMOPHON, MUNICH 11.00
KASSEL GmbH, MUNICH 16.00

24 THURSDAY

DANSKELEC, COPENHAGEN 08.30

25 FRIDAY

MANAGEMENT MEETING, BIRMINGHAM 09.00

Your usual hotels are

London : Grosvenor Court

Paris : Hôtel de l'Arc

Geneva : Hôtel Saint Louis

Basle : _____

Munich : Hilton

Copenhagen : Regensberg Hotel