

 **UNIVERSITY**

 **EGERTON**

**UNIVERSITY EXAMINATIONS**

**SSP-NJORO CAMPUS**

**SECOND SEMESTER, 2019/2020 ACADEMIC YEAR**

**THIRD YEAR EXAMINATION FOR THE DIPLOMA IN ECOTOURISM AND HOSPITALITY MANAGEMENT**

**TOHM 0381: POLICY AND LAW IN TOURISM**

**STREAM:** DIP. ECOT (Y3S2) **TIME:** 2 HRS

**EXAMINATION SESSION:** NOVEMBER **YEAR:** 2020

**INSTRUCTIONS:**

1. ***Answer all questions in section A and any Two in section B***
2. ***Do not write on question paper, any rough work should be done on answer booklet***

**SECTION A (40 Marks)**

**Question One**

Define the following terms as used in tourism policy and law

1. Law of Tort **(1 Mark)**
2. Franchise agreement **(1 Mark)**
3. Tourism policy **(1 Mark**)
4. Statute **(1 Mark)**
5. Jurisdiction  **(1 Mark)**

**Question Two**

List **six (6)** actions that the hotel management may take against a guest **(6 Marks)**

**Question Three**

Outline five features of good tourism policy  **(5 Marks)**

**Question Four**

1. List five laws applicable in the tourism and hospitality industry  **(5 Marks)**
2. State ways of preventing unfair labor practices in hospitality industry **(4 Marks)**
3. Enumerate the roles of employer in health and safety program in hospitality industry

 **(4 Marks)**

**Question Five**

1. List five sources of the law in Kenya **(5 Marks)**
2. Enumerate at least six (6) critical challenges confronting the tourism industry in Kenya that informs policy making. **(6 Marks)**

**SECTION B (30 Marks)**

**Question Six**

Identify and discuss any five (5) types of policies in tourism and travel industry  **(15 Marks)**

**Question Seven**

The study of aspect of law in the hospitality and tourism industry is critical. Discuss. **(15 Marks)**

**Question Eight**

A fifteen (15) year old boy walked into a hotel in Nakuru, while shouting and staggering in drunken manner. He also exhibit symptoms of a communicable disease. Assuming the boy had booked the accommodation in the said hotel.

1. Identify the actions that the hotel management may take against the guest **(5 Marks)**
2. What are the likely legal challenges that the guest may take against hotel management if denied entry **(5 Marks)**
3. Identify possible actions a hotel should take in such a situation **(5 Marks)**