



EAST AFRICAN SCHOOL OF AVIATION EXAMINATION

CAT I

IATA/SAFETY SECTION

SUBJECT: CAR & CAMPER VANS

STREAM: TTF NO: 12

Duration: 2 Hrs

DAY/DATE: Friday, 17/08/2012

TIME: 10.00 – 12 Noon

INSTRUCTIONS TO CANDIDATE:

1. This paper consists of SIX (6) printed pages.
2. Answer ALL the questions.
3. Possible marks 30/30.

1. Additional driver names are mentioned in the car rental contract because _____
- A. Car rental rates are charged per vehicle passenger
 - B. It is required by the car rental insurance company
 - C. A minimum of two drivers per rental car is required
 - D. Rental discounts are higher for two or more drivers

. Third-party liability insurance for car rentals is necessary in _____

- A. The United States
- A. B Europe
- B. China
- C. South America

3. What insurance option covers the cost of replacing stolen luggage from a rented vehicle?

- A. Loss Damage Waiver
- B. Theft protection
- C. personal Insurance
- D. Liability insurance

4. Which is generally not required for car rental drivers?

- A. Drivers must have a minimum age
- B. Drivers must have a valid driving license
- C. Drivers must possess an international credit card
- D. Drivers must have personal car insurance policy

5. It is less expensive to pay a weekly rate compared to the daily rate when renting a car for 6 days.

- A. True
- B. False

6. What increases the daily rate when renting a vehicle?

- A. Paying a weekly rental rate instead of a daily rate
- B. Renting a vehicle for a period less than one week
- C. Renting an older vehicle instead of a newer one
- D. Renting a vehicle with manual transmission

7. Which countries are popular camper van destinations?

- A. Switzerland Austria and Croatia
- B. Costa Rica Belize and Brazil
- C. USA New Zealand and Australia
- A. D .India, Indonesia and Malaysia

8. What is the liability to the car renter of Collision Damage insurance was not purchased and the rented car is stolen?
- B. A .The customer is responsible for the total value of the rental car.
 - C. The customer is responsible for the loss of personal items only
 - D. C .The customer is responsible for a limited value of the rental car
 - E. The customer is not responsible for the theft of a rental cart
9. A client wants to rent a car for 6 days what rate will he/she pay?
- A. Daily
 - B. Weekly
 - C. Hourly
 - A. D .Weekend
10. The code "LUG" is a special equipment code for rental cars equipped with _____
- A. An automatic garage opener
 - B. lightweight golf clubs l
 - C. an automatic transmission '
 - D. a roof luggage rack
11. Which of the following kits are necessary when renting a camper van?
- A. Convenience Kit
 - B. Sports Kit
 - C. Security Kit
 - D. Starter kit
12. Which car rental insurance programme fully protects the vehicle renter?
- A. Inclusive
 - B. Partially inclusive
 - C. Exclusive.
 - D. Partially exclusive
13. Which of the following can be an extra cost to the published price of renting a vehicle?
- A. Vehicle with an alarm system
 - B. A second driver
 - C. A single driver
 - D. Exclusive insurance
14. Which car amenity is required for the customer travelling with one-year old infant?
- A. Insurance
 - B. A mobile phone
 - C. A baby car seat
 - D. A navigation system

15. The vehicle matrix code is
- A. An international standard
 - B. A U.S and Canadians standard
 - C. a Hertz and Avis standard
 - D. None of the above
16. Which of the following costs are not included in the car rental rate?
- A. Toll fees
 - B. Maintenance charges
 - C. Trans border crossing fees
 - D. All of the above
17. A client needs a car for 3 days and wants to pick it up on a Friday. What rate will he/she pay?
- A. Daily
 - B. Weekly
 - C. Weekend
 - D. Package
18. Travel by car rental is better than the train for which of the following situations?
- A. When traveling with a lot of luggage
 - B. When traveling with small children.
 - C. When traveling with animals
 - D. All of the above
19. The internationally recognized "Vehicle Matrix Code" contains what characteristics about the vehicle type?
- A. car brand, type, motor power, air conditioning
 - B. car class, type, transmission, air conditioning
 - C. car class, brand, transmission, electric windows
 - D. car class, type, motor power, air conditioning
20. In the four-letter description code "SDAR", the letter "S" means which of the following?
- A. Standard size
 - B. Air conditioned
 - C. Sport vehicle
 - D. Special edition
21. Which of the following is usually true?
- A. All drivers over 25 years of age are eligible to rent a car.
 - B. The rate for renting a car for 4 hours is equal to renting the car for 20 hours.
 - C. A customer will not need to give a car rental company a credit card if the car rental rate is fully paid in advance.
 - D. A refund is expected when a car is rented at a weekly rate but returned on the Fifth day.

22. A travel agent can sell a car rental product to customer through _____
- A. A car rental company
 - B. A tour operator
 - C. An airline
 - D. All of the above
23. Which car rental amenity offers the most comfort to the business traveler who will drive in a hot and humid climate?
- A. Automatic transmission
 - B. Air conditioning
 - C. A large boot or trunk
 - D. An intermediate size car
24. There are many discount schemes in the car rental industry, however normally only one form of discount is applicable to a rental.
- A. True
 - B. False
25. Extra amenities, which are NOT provided by a car rental companies , are:
- A. Mobile phones
 - B. Baby car seats
 - C. Skis or snowboards
 - D. On board navigational systems
26. Advice on car rental for leisure purposes considers the size, price and prestige of the vehicle.
- A. True
 - B. False
27. This insurance option is the cheapest, but leaves all the risks as your client's responsibility:
- A. Exclusive Option
 - B. Inclusive Option
 - C. Partially Exclusive
 - D. None Of The Above
28. The cost of rental car per day decreases as the length of the rental period increases.
- A. True
 - B. False
29. Additional drivers have to be mentioned in the car rental contract for the following reasons:
- A. Additional charges may apply
 - B. Insurance reasons
 - C. Medical reasons
 - D. All of the above
 - E. A and B only
30. All camper van sizes can be driven with a normal driving license.
- A. True
 - B. False