



# MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

**FACULTY OF AGRI-BUSINESS AND APPLIED SOCIAL SCIENCES  
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT**

**HOSPITALITY AND TOURISM LAW**

**CODE: THMA 215**

**JUNE 2024**

**DURATION: 3 HOURS**

**EXAMINER: DR V. BASERA**

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## ***INSTRUCTIONS***

1. *Section A is compulsory*
2. *Answer **any three** questions from Section B*
3. *Each question carries 25 marks*

## **SECTION A: COMPULSORY**

### **QUESTION 1**

- (a) How is law defined? [3 marks]
- (b) Explain the four sources of law. [8 marks]
- (c) Differentiate between civil and criminal law. [4 marks]
- (d) Discuss three different approaches to dispute resolution. [10 marks]

## **SECTION B: CHOOSE ANY 3 QUESTIONS**

### **QUESTION 2**

- (a) Outline the six essential elements of a contract. [6 marks]
- (b) Explain any four (4) categories of people that lack contractual capacity. [8 marks]
- (c) As a general rule, are contracts entered on the Internet valid? If so, what elements must be present for them to be valid? [4 marks]
- (d) Discuss the merits and demerits of including a no-cause termination clause? [7 marks]

### **QUESTION 3**

- (a) Describe the duties owed to a guest in a hotel. [20 marks]
- (b) Explain the remedies given to a guest in the event of a service failure in a hotel. [5 marks]

### **QUESTION 4**

- (a) Explain why governments require tourism businesses to be licensed [6 marks]
- (b) Explain the consequences for operating without a license. [4 marks]
- (c) State three categories of people that hospitality businesses are not allowed to sell alcohol to. [3 marks]
- (d) Explain the 6 (six) types of insurances associated with the tourism industry. [12 marks]

### **QUESTION 5**

- (a) Discuss the different types of employment contracts commonly used by employers in the tourism and hospitality industry. [10 marks]
- (b) Explain in detail, the types of leave days available to an employee and the circumstances under which these may be taken. [15 marks]

### **QUESTION 6**

Briefly outline only 3 (three) key acts (legislations) that govern the operations of tourism and hospitality enterprises. [25 marks]

**---END OF EXAMINATION---**