

Engels (nieuwe stijl en oude stijl)

Examen HAVO

Hoger
Algemeen
Voortgezet
Onderwijs

20 | **01**

Tijdvak 2
Woensdag 20 juni
13.30 – 16.00 uur

Tekstboekje



Tom chases Jerry, OK?

ROBIN PAGE'S one-sided polemic against the hunting habits of cats takes no account of the fertility rate of small rodents. Surely, the divine order of the universe is based on a balance between over-population and predation?

We cats are quite numerous in this road. I get two or three voles from the railway embankment each week in the breeding season and I am sure their species is not "endangered". Mice and birds have to learn speed and alertness; if the weak and idle get eaten, this is but the natural order. Besides, if our hunting ceased, a new generation of children would arise incapable of understanding Tom and Jerry cartoons.

Tosca the cat, Bures, Suffolk

'The Daily Telegraph', July 18, 1998

Don't take Disney for a ride

BY DAVID CHURCHILL

DISNEYLAND is the latest victim of the growing American hobby of suing for alleged injuries or other claims.

A Californian judge last week gave the go-ahead for a legal action by a grandmother who claims that her grandchildren were traumatised when they were taken behind the scenes and saw Mickey Mouse and Donald Duck without their costume heads.

This came after a similar lawsuit in which a family claimed damages for the trauma suffered by their four-year-old, who when taken backstage, was said to have been 2 seeing the characters without their heads because the breathing and cooling devices made them look like skeletons.

The family claimed more than \$1 million in damages, and Disney eventually agreed an out-of-court settlement, largely because the family had initially been taken backstage after having been 3 accused of shoplifting.

The Disneyland park at Anaheim, California, is estimated to receive one big lawsuit a week, with about 100 cases active at any one time. 4 David Koenig, a former Disneyland employee who monitors the court cases, says fewer than one in 20 has a chance of reaching court and winning damages.

"It's difficult to beat Disney in court," he said. "Unlike many other large corporations, it won't settle suits just to make them go away, no matter how Mickey Mouse the claims may be."



Most legal actions involve allegations of 5, with the Autopia car ride and Matterhorn Bobsled rollercoaster rides the source of the highest number of claims.

"Many 'victims' orchestrate their own accident," Mr Koenig says. "They'll stage a fall, or deliberately step in front of a streetcar."

But American visitors seem willing to sue for any reason, however unlikely their chances of success.

One man claimed that the crowds at the afternoon parades had traumatised his family, while another parent alleged that the Winnie-the-Pooh character had hit her nine-year-old daughter in the face. 6, the full-time Disney legal team successfully proved – by bringing the character into court – that the costume's arms were too close to the ground to have caused the injury.

One legal action that 7 was initiated by two men, Andrew Exler, 19, and Shawn Elliott, 17, who accused Disney of sexual discrimination when they were prevented from dancing together in the Videopolis arena. Eventually, Disneyland was forced to end any sexual discrimination.

'The Times', August 14, 1997

Tourists seek sun and some easy money

Tour operators are facing an increasing number of compensation cases – but are they really justified?

By Robert Verkaik

- 1 THE CRUCIAL question for many holidaymakers on their way home is not “when can I afford my next vacation?”, but “how much compensation will I get for this one?”
- 2 Lawyers advising package tour companies say that holiday claims are becoming increasingly trivial. Last week, a British tourist failed to win £3,000 in damages after he fell asleep before both legs of his journey, missing flights to and from Ibiza. In another case, a tourist took legal action when the air crew failed to serve him boiled sweets.
- 3 Leeds solicitor Stephen Mason, partner at holiday specialists Mason Bond in Leeds, and co-author of *Holiday Law*, lays the blame for this escalation in “silly claims” at the door of television consumer programmes.
- 4 He says programmes like the BBC’s *Watchdog* have “gone completely over the top” in haranguing good companies and products. His comments are backed up by a judge, who a fortnight ago flew out to test a Malta package holiday which was the subject of a compensation claim. Judge Anthony Cleary said that he was “extremely unhappy” with *Watchdog*, which featured a special report about the holiday company. Judge Cleary said that the programme was “one-sided”, and “produced untested evidence” in a “kangaroo court”.
- 5 Mason Bond, a firm of solicitors, recently represented a tour company which was being sued by a plaintiff who fell off a stage after he was hypnotised in a hotel in Majorca. Mr Mason explains: “The tour operator did not arrange the entertainment, nor advertise or promote it. That’s an illustration of how tour operators are being held responsible for all manner of things that happen on holiday.”
- 6 It has become easier for holidaymakers to sue tour companies. The Package Tour Regulations, which came into force in 1992, made the tour operator in Britain liable for the flight, the hotel and anything else included in the package. Before 1992, many people considering taking legal action were discouraged from suing a foreign tour company or hotel owner, because of the expense and trouble in bringing a case abroad.
- 7 Lawyers point out that having a number of potential complainants all flying on the same aircraft, sleeping in the same building, and eating the same food, creates perfect conditions for litigation. A single holiday failing is often the subject of general conversation on the return flight and it doesn’t take long for one person to introduce the issue of compensation.
- 8 There are, however, still many genuine holiday claims which fail because they either fall outside the terms for compensation of the Package Tour Regulations or are not recognised in the foreign holiday jurisdictions.
- 9 John Price, a partner with Plymouth law firm Bond Pearce, recently advised a Plymouth holidaymaker, who was a passenger in a car driven by an Italian in France, which was hit by another car driven by a Swiss national. This case, says Mr Price, highlights the potential legal minefield for those seeking compensation for accidents abroad.

*‘The Independent’,
September 4, 1998*

The worker and the volunteer

1 THE GRAND conference on volunteering – to be
convened in Philadelphia on April 27th – has
been reported, commented upon, condemned and
commended – all before it has taken place. News
5 consumers already know that some really important
people will be present: the conference will be chaired
by Colin Powell, a potential president; three ex-
presidents and one sitting one will be in attendance;
and Oprah Winfrey will be there as well. In short,
10 Americans have got the point that volunteering to
help poor children is a Big Issue.

2 The fashion for large-scale volunteerism, backed
by government and corporations, has gone up and
down in recent years. Former president George Bush
15 started the project “a thousand points of light”, an
effort by Americans everywhere to compensate at
local level for services no longer provided by the
government. It was barely followed up and did not
take off. Yet it is not only Republicans, with their urge
20 to cut spending and downsize government, who like
the idea of volunteers. Mr Clinton’s AmeriCorps, in
which young people are meant to earn their college
fees by community service, is based on the same
principle. This, too, began with a burst of enthusiasm
25 and then ran into the sand, attacked by conservative Re-
publicans as a whimsical notion that would cost too much money.

3 These official failures, how-
ever, do not disguise the fact that
30 America likes to see itself as a
nation of volunteers. The philo-
sopher Tocqueville pointed out
in the 1830s that the distance of
government in America required
men to do many community jobs
35 for themselves; and, although
government seems now to have
become all-embracing, creeping
into every corner of life, many
Americans still like to think that
they can help the community by their own efforts
when the need arises. Every natural disaster, such as
40 the floods that have ravaged the upper mid-west in
recent weeks, brings out armies of volunteers to pile
up sandbags or distribute food. On a more routine,
mundane level, Americans help in soup kitchens,
clean their schools, sweep their streets; fully 65% of
45 them, according to a recent poll by CNN/USA
Today/Gallup, claim to have done some volunteer
work in the past year. They do not wait for the
government, though they know it will step in in the
end; they believe their own efforts count.

4 All this is excellent; but it is also irregular and
55 unreliable. The nature of volunteerism is that it is
voluntary, and therefore lasts as long as the volunteer
feels inclined to pursue it. Volunteerism is great at
scrubbing graffiti from walls, and even teaching
motivated children. But the attendants of the
60 Philadelphia conference have bigger ambitions than
that. As described by Mr Powell himself, the idea is to
rescue children who are “disengaged from American

life”. Mentors will work with them, one-on-one, to
motivate them to succeed in school and to keep them
65 off drugs and off the streets. It is reckoned that 2m
children could be rescued by 2000, if everyone pulls
together as planned. If the brave volunteers of the
mid-west can keep back raging rivers from their
homes, so brave volunteers in the inner cities can
70 keep back the tide of teenage delinquency which
everyone can see coming.

Several big companies have signed on to the effort
already. Disney has promised a million hours of
voluntary service from its employees. K-mart has
75 offered to use 2,150 of its stores as “safe havens” for
children at risk. Coca-Cola has pledged money to
train volunteers to act as mentors to disadvantaged
children. The idea is that corporate efficiency will
inspire the volunteer efforts; and that, with corporate
80 prestige behind them, those efforts may last as long as
is necessary to have a transforming effect.

The motivation is admirable, but such self-
flattering ambition seems bound to lead to
disappointment. The conference organisers hope that
85 volunteer mentors can help children growing up in
troubled households, by providing the steady adult
attention that they lack. But the
truth is that America’s volunteer
army, no matter how fortified by
90 big companies, is not up to
tackling this huge problem on its
own. A mentor must see a child
at least twice a week in order to
be helpful; less than that may
95 reinforce the child’s sense of the
unreliability of adults, and so
actually do harm. At present,
only 300,000 American volun-
teers have summoned that
100 commitment; but there are 15m
children, not 2m, who need help.
Most will get it only from
professionals, employed by
charities or government, who are dedicated to
105 efficiency and have the time to persevere.

There is also another irony, which says much about
America’s contemporary self-doubt. Bill Clinton,
who will attend the Philadelphia conference, is the
president who last year signed a bill for welfare
reform, forcing single mothers to abandon the unpaid
110 work of looking after their children in favour of paid
work outside the home. Yet Mr Clinton is also the
president who now launches a huge propaganda
effort, urging paid workers to leave their offices to
tutor poor children whose mothers must now work.
115 Mr Clinton thinks work is a psychological necessity
for welfare mothers, but this drives him to rely on
volunteer part-timers to replace them at home.
Volunteerism always carries with it hopes and echoes
120 of a simpler, “better” age. But Tocqueville’s robust
civic society, in which Americans relied on their own
efforts first and the efforts of others later, was never
anything like this.



'The Economist', April 26, 1997

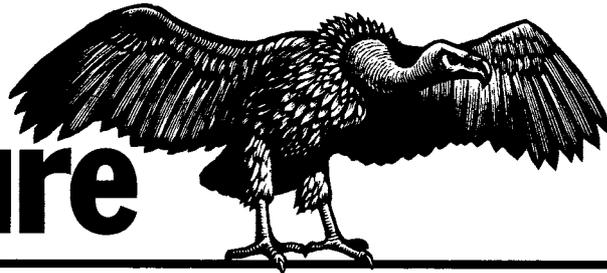
If we can't kill speed with advertising, we can by criminalising it, writes **Christian Wolmar**

It's time you put your foot down, minister

- 1 **N**o parent watching the road safety advertising campaign featuring home videos of children killed by speeding motorists can fail to be moved. The very clumsiness of the videos, badly lit images
5 of children larking about or sitting quietly on a sofa, makes them all the more painful. Today, the second phase begins, with radio advertisements featuring the voices of relatives of those killed talking about their loss and stressing the need for
10 more careful driving.
- 2 But the very power of these advertisements raises a problem, for the campaign against speeding
5 has run for five years and there have been few signs of any impact. Drink driving, by contrast, has
15 been drastically reduced thanks to a marked change in social acceptability stimulated by effective advertising. The fundamental problem is that we are all guilty. Everyone with a driver's licence has broken the speeding laws. It is, indeed, the
20 likes of us who are still responsible for the vast majority of the 1,200 deaths each year – including 160 children – caused by excessive speed, a third of those killed on the roads.
- 3 The failure of past campaigns led the Department of Transport's new advertising agency, Abbott Mead Vickers, to give it all it's got with its
25 innovative campaign. The shock treatment was necessary "because drivers are very resistant. They see accidents and crashes on telly all the time, and
30 we had to break through people's indifference."
- 4 The difficulty for the campaigners is that speeding is so deeply ingrained. It is part of the culture of using cars. Cilla Snowball, the agency's head of client services, identifies the following
35 widespread views that prevent speeding being seen as socially unacceptable: it is considered to be a minor offence; everyone thinks they are a good driver; and, finally, the legislation is not properly enforced.
- 40 To make speeding a more serious issue is to challenge the unrestricted right of motorists to use their cars as they wish. But it would be effective. There would be very little speeding if you lost your licence every time. Or if you were fined £500 or
45 £1,000 for being 10 miles per hour over the limit. Widespread enforcement could be introduced. Every time speed cameras are installed, the police and ministers say this is only a way to prevent speeding and not to raise revenue. But why not?
50 Speed cameras cost £27,000 each. Why not turn them on all the time, ensure that everyone caught is actually fined, and spend the money on installing yet more cameras? In short, if ministers really think that speeding is as serious as drink-driving,
55 then they have to criminalise it.
- In addition, there should be an invasion of traffic humps and other measures. Virtually the whole roads budget could be spent on this in an emergency programme that would transform
60 streets in built-up areas.
- Of course such moves would delight motorists – and that means most voters – as much as following a caravan up a windy mountain road. But at least many families would be spared the prospect of
65 being asked for video footage of their dead children for the next campaign.

'The Independent', May 14, 1996

The Vulture



PICKS OVER THE BONES OF CONTEMPORARY CULTURE



crams 30 of their favourite American hits onto a 78-minute CD – showcasing everyone from Rosie & the Originals to Randy & the Rainbows, the Jaynetts to the Jive Five. When first issued here, most were denied BBC airplay, they sold abysmally and were swiftly deleted – but now these sub-three minute creations are rightly acknowledged as classics.

'The Times', July 18, 1998

THE GOLDEN AGE OF AMERICAN ROCK'N'ROLL (1991)

WHEN ROCK'N'ROLL was first imported to Britain in the mid-Fifties, Establishment resistance was widespread and vehement. "The current craze is one of the worst things ever to have happened to popular music," ranted *Melody Maker*. "It is a monstrous threat; we must oppose it to the end." Only reactionaries supported their cause. The rock music industry developed quickly and though most of the product was devised to attract dollars rather than critical acclaim, a small percentage of the singles darting into the *Billboard* Hot 100 were life-changing works of art to some teenagers. In due course, a handful teamed up to start the London-based Ace label, a world leader in the reissue market. Once confined to small ads and market stalls, the collectors' trade eventually expanded into the megastore.

Typical of Ace's specialised output is the first of their *Golden Age* series, which

Prisons in America

Just desserts

1 JOHN McCLOSKEY, the sheriff in Lewis County in Washington state, recently came across 27 pallets of army rations in a military surplus store. Bells rang. Rather than feed inmates meals cooked by jail staff, Mr McCloskey said to himself, why not save money by ripping open a discount MRE (for "Meals Ready to Eat") bag and serving that? So now Lewis County's miscreants, while pondering their crimes, also ponder the turkey, pork and beans that American soldiers have long dubbed "Meals Rejected by Everyone".

2 Across the state, in Grant County, Mr McCloskey's counterpart began serving inmates MREs last year. He



also bought military surplus tents for his charges; the tents house 30 and are warmed by propane-fired heaters during Grant County's frigid winters. Yet even these measures can seem downright soft. The sheriff of Maricopa County, Arizona, Joe Arpaio, who bills himself as "the toughest sheriff in America", feeds his charges bologna sandwiches two or three times a day, gives them tent housing and jail-issue pink underwear, and deprives them of coffee. Last November, they rioted.

3 In general, the United States is not content with depriving criminals of their freedom, which they generally deserve; it also seems bent on doing all it can to make their lives more miserable. Television and weightlifting have been

restricted or eliminated; training programmes have been cut; some inmates again wear stripes. Maryland's Queen Anne County is about to attach "stun belts" to prisoners, which work by remote control to send an electric shock through the body of any prisoner thinking of shortening his term.

True, people who commit crimes do not deserve wall-to-wall carpeting and a mint on their pillow. But what is going on? James Pingeon, a lawyer in Boston, traces the trend back to 1988. That was the year when Vice-President George Bush made mincemeat of Michael Dukakis by demonising Willie Horton, a black inmate in the Massachusetts jail system who was released when Mr Dukakis was governor. His success was not lost on politicians, local or national. They quickly realised that acting tough towards crooks was a

vote-winner. Cost is also a factor. America's jail population has doubled in the past decade, from 800,000 to 1.6m. So politicians are doing what they can to squeeze prison costs. The pressure to shake pennies out of small, local jails is even greater. Lewis County, where Mr McCloskey holds sway, is a poor, rural county where the \$1,600 it costs to keep one man in jail for a month is more than many law-abiding families pay for rent, shoes and groceries.

Are Americans getting their money's worth from their prisons and no-nonsense wardens? No, says Mr Schiraldi of the Justice Policy Institute in Washington, DC. One recent study showed that states with very strict laws are seeing their crime rate drop, but not as rapidly as states that lack such Draconian measures. And prisons are soaking up money that could otherwise go towards educating young people for jobs. Lacking that education, they may well turn to alternative (criminal) careers, and add to future prison populations. Once there, these bored, resentful, hungry prisoners are not apt to be model citizens when released. Feeding an MRE to a prisoner may be good public relations, but is it good policy?

'The Economist', March 15, 1997

THE SCHOOL RUN

One of the surprises of old newsreel films is the sight of thousands of schoolchildren walking to school each morning. The camera rarely lingers on them: there was nothing unusual in youngsters, not yet in their teens, whistling down urban streets largely free of traffic. How 35 would be such a film today. There would be few children on the streets, and fewer still walking unaccompanied below the age of 11. And around the gates of each school there would be a vast traffic jam of crawling, honking cars, pushing aggressively into the brief space by the kerb to let out one, or at most two, children. The road behind them would be blocked.

For some schools, the morning jams have become a factor so limiting that they cannot increase their intake. Two things in particular have worsened the problem. The first is the expansion of parental choice. The second is the perception that 36 is no longer safe.

With schools competing for the best pupils, parents are encouraged to select those that offer the best above those that are nearest – 37 this

means a daily trek across town. There may, or may not, be a bus route; increasingly, pupils are expected to make their own way to school, relying on private transport. Schools appear indifferent to the problems of parking, traffic control and pollution. But what they, and parents, now believe is that walking to school, even if possible, is unwise. Intense focus on the rare instances of children molested 38 that perverts await on every corner – though Home Office statistics show such crimes are no more common now than they were a generation ago. Undeniably, however, traffic is now so heavy, polluting and fast that the risk of accidents is greater than ever before.

Some years ago the Government launched a Safe Routes to School campaign, encouraging local councils to police and clear the paths, pavements and crossings used by children. This has had a limited success; but it applies only at limited hours. So, unfortunately, those remaining at school for hobbies or sports must still rely on 39.

'The Times', November 22, 1997



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Travel History

The Olympic was launched on October 20, 1910 and steamed off on her maiden voyage in June, 1911.

She was, at that time, the largest ship in the world.

LOST TREASURES FROM AROUND THE WORLD

Travel Tips

Taking a little care can help keep your bags safer while you travel.



The airlines have upgraded baggage tracking technology so reuniting passengers with luggage is much quicker and easier today. It's encouraging that only .005% of all checked baggage is permanently lost. Luckily, most bags will catch up with you within hours (usually the next flight on your route) and the airline will deliver it to you by courier.

As a passenger, you can take certain precautions that can help the airlines return items you leave on a plane or get your bags back to you quickly should they temporarily go astray en route.

Follow these tips whenever you travel:

Valuables

It's important to remember that traveling has inherent risks. It's never prudent to pack (or in some cases, even take along) expensive items or belongings that are hard or impossible to replace.

Any valuables you have should be kept with you as you travel including prescriptions, travel documents and cash, as well as jewelry. Upscale catalogs and retail travel stores offer numerous products to conceal valuables such as money belts.

If the nature of your travel demands that you routinely take expensive jewelry and clothing or equipment, be sure you cover their replacement value under a policy you buy in addition to the automatic, limited coverage provided by the airline. Check with your own insurance company for this protection or buy excess valuation coverage on the spot at the ticket counter.

Bag Tags

Bag tags are required, but they can be torn off. Some suitcases have a slide-in window about the size of a business card for secondary identification. Consider these when shopping for a new suitcase.

Some travelers put their identification on the bag tags when they purchase the luggage and never think about it again. Airlines sometimes discover the owner of the suitcase has not lived at the address on the tag for many years. Make sure yours are up to date.

Additional Identification

Put additional identification inside your bag including a copy of your itinerary. This can help the airlines know whether to send your bags to your travel destination or your home.

With stricter conditions on carry-on baggage, you may find suitcases and hanging bags you previously were able to sneak on board will need to be checked. That's why it's smart to take precautions on every bag, even the ones you plan to keep with you on the plane.

Zippers and locks

Before packing for any trip, check all the zippers and locks on your bags since they may have become worn or broken on a previous trip. And be aware, even if the zippers and locks are in good condition, overstuffed luggage is prone to burst open during the normal shuffle between the terminal and the plane.

Inventory

Make an inventory of the items packed in each bag to assist the airlines in finding your luggage.

Ribbons and Bands

To prevent your look-alike bag from being grabbed off the carousel by a traveler too rushed to check the tags, tie a colored ribbon on the handle or secure a colored elastic band (made for this purpose) around your suitcase. These kinds of mix-ups are preventable, so take precautions.

On the plane

On the plane, carefully note where you've stashed items. If the only overhead space that is available is over row 27 and you're in row 23, you might grab your jacket from the closest bin and leave other belongings stowed elsewhere.

What if it happens anyway...

If your luggage does not arrive in the baggage claim area, find the baggage agent on duty immediately. There's a chance your luggage already arrived and is locked up in the agent's area for safe keeping. Sometimes luggage is loaded onto a non-stop flight even though you were on a plane that had a stopover on the way so your suitcases get there before you.

But if your luggage is not there, do not leave the airport before completing the paperwork for the baggage agent. Fill out all information about your luggage on the forms provided. Be as detailed as possible. Get a phone number to call in case you need to follow-up.

If you follow these basic, common sense tips, you should reduce the risk of losing your luggage and precious belongings.

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Alcatraz Island

Welcome to the Rock

VISITING • TOURS • MILITARY • PENITENTIARY • INDIAN OCCUPATION • NATURE • MORE INFO

Planning a visit to Alcatraz

⊕ HOURS OF OPERATION

The hours of operation vary with the season - day visits are available throughout the day beginning at 9:30am. Departures are available about every half hour. The island closes at 6:30pm in the summer, 4:30pm in fall, winter and spring. See below for information on evening tours, and the new Alcatraz/Angel Island tour. For a complete schedule of departures from Pier 41 see the Blue & Gold Fleet schedule on their web page.

⊕ WEATHER

Alcatraz is closed only on Christmas and New Year's Day, or due to extreme weather. In summer months and around holiday weekends Alcatraz sells out as early as a week in advance. See below for information on advance ticket sales. The weather on the island can be unpredictable and can change suddenly. Fog is common in the summer, rain in the winter.

⊕ ADVANCE TICKET SALES

Advance ticket sales are strongly recommended and are available by calling Blue & Gold Fleet at (415) 705-5555, or in person at their ticket booth at Pier 41, Fisherman's Wharf, San Francisco. For groups of 15 or more call Group Reservations at (415) 705-8214.

Current fares for day visits if ordered by phone are:

- \$14.50 - adults
- \$12.75 - senior (over 62)
- \$14.50 - junior (12-18)
- \$9.25 - child (5-11)

All prices include round trip ferry, audio tour, \$2.25 phone-order service charge and day use fee. Tickets can be booked without the audio tour (subtract \$3.25 from the adult and senior rates, subtract \$1.25 from the child rate). These rates are current as of May 23, 1999 and are subject to change with NPS approval. For a complete schedule of departures from Pier 41 see the Blue & Gold Fleet schedule on their web page.

⊕ ADDITIONAL CONSIDERATIONS

Some sections of Alcatraz are unsafe to visit. Areas closed to the public are well marked by fences or barricades. Collecting of any sort is prohibited. Plant and animal life are protected by law - DO NOT feed birds on Alcatraz.

The distance from the dock to the cellhouse at the top of the island is about 1/4 mile, the elevation change is 130 feet (equivalent to a thirteen story climb). Visitors unable to make the climb up Alcatraz's steep road may take advantage of SEAT - Sustainable Easy Access Transport, an electric shuttle which runs once an hour from the dock to the cellhouse, and once an hour from the cellhouse to the dock.

No food service is available on Alcatraz, however there is a picnic area located at the dock. Food, drinks and smoking are only allowed on the dock. (An exception is bottled water, which is available in the bookstore on the dock on Alcatraz.)

🌀 INTERPRETIVE PROGRAMS

Outdoor interpretive walks are offered throughout the day by NPS rangers and volunteers highlighting a variety of topics including military history, famous inmates, escapes, natural history and the Indian occupation. Program titles and locations are posted on the dock and in the cellhouse.

🌀 SELF-GUIDED TOUR

Enjoy the history of Alcatraz at your own pace with this map and written guide. Pick up the Self Guide brochure in English, Spanish, Italian, German or Japanese at the dock for \$1.00 per copy. A companion brochure on escapes is available in the bookstore near the dock or in the cellhouse.

🌀 CELLHOUSE RECORDED TOUR

Join former Alcatraz inmates and correctional officers as they remember life on Alcatraz in this award winning 35-minute recorded tour. Pick up (rent) the tour inside the cellhouse. Available in English, Spanish, Italian, German, Japanese, and French.

🌀 EVENING TOURS

Beginning in 1997, a new program was started for evening visits on Alcatraz. These tours differ from the day time visits in several ways. Evening visits feature park guide-led tours to the cellhouse, the audio tour, Alcatraz Map & Guide, special programs on a variety of Alcatraz topics, and dramatic evening views of the San Francisco skyline. Some sections of the island open during the day are not open to the public at night.

- \$22.00 - adults
- \$19.25 - senior (over 62)
- \$19.25 - youth (12-17)
- \$12.75 - child (5-11)

All prices include round trip ferry, Alcatraz Map and Guide, audio tour, \$2.25 phone-order service charge and day use fee. These rates are current as of May 23, 1999 and are subject to change with NPS approval. For a complete schedule of departures from Pier 41 see the Blue & Gold Fleet schedule on their web page.



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As our *Britannica Online Usage Agreement* states, you can cancel your Annual or Monthly subscription at any time. However, to obtain a refund for an Annual subscription you must cancel within the first 15 days of access to our site. To obtain a refund for a day pass subscription, you must cancel within 15 days of purchase and you must have used two sessions or fewer. Please contact our Customer Service Department with your cancellation request at 1-800-522-8656 or 1-312-294-2112.

I am currently a Monthly or Day Pass subscriber and want to upgrade to an Annual subscription so I can take advantage of the significant cost savings. What can I do?

If you're a current Monthly or Day Pass subscriber and wish to upgrade to an Annual subscription, please contact our Customer Service Department at 1-800-522-8656 or 1-312-294-2112.

My company will pay for my *Britannica Online* subscription but needs to receive an invoice. Can you do this?

After submitting your subscription application, please send an e-mail to inquiries@eb.com with complete information about who to invoice. We'll take it from there. If your business needs access from more than one computer, you will need a [site license](#).

How long is one Day Pass session?

One session is measured as 24 hours from the first login time. During that 24-hour period, you can log in as many times as you want. As long as none of the logins exceed the 24-hour window, only one session will be deducted.

How long do I have to use up all of my Day Pass sessions?

You have exactly 6 months from your date of purchase to use up all ten of your Day Pass sessions.

How will I know how many Day Pass sessions I have left?

It's best for you to keep track of your sessions but along the way we will send reminders when you have three sessions left and when you have no more sessions left. If at any time you want to know the status of your account, you can visit the "account update" area of the *Britannica Online* Customer Service Center at <http://www.eb.com/csc> or e-mail us at inquiries@eb.com.

I've used all of my Day Pass sessions. How can I get more?

To sign up again for a Day Pass subscription, go directly to the Day Pass sign up form at <http://www.eb.com:193/cgi-bin/subscribe?daypass>.

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