higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1590**(E)**(J7)H

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

7 June 2018 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

REQUIREMENTS: GSA February 2018

This question paper consists of 10 pages, a 7-page addendum and 4 answer sheets.

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N4
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Do NOT use correction fluid on any document.
5. Use taxes as given in the ADDENDUM. VAT is 14%.
6. Staple and insert ALL completed ANSWER SHEETS into the ANSWER BOOK.
7. Start each section on a NEW page.
8. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 A producer in tourism is also called a …

A retailer.
B tour operator.
C principal.
D travel agent.

1.1.2 An example of a wholesaler is …

A Thompson Tours.
B Flight Centre.
C Table Mountain.
D Avis Car Rental.

1.1.3 The role of a travel agent is …

A to supply the travel product.
B to act as intermediary and sell the travel product.
C to put the package together.
D to go on the holiday.

1.1.4 The governing body that markets South Africa in other countries is …

A SATSA.
B ASATA.
C CAA.
D SATOUR.

1.1.5 The association that represents the interests of South African travel agents is …

A SAARTG.
B SARTOC.
C SATOUR.
D ASATA.

Copyright reserved

1.1.6 The place a traveller is going to is known as the …

A origin.
B destination.
C airport.
D charter.

1.1.7 A flight that goes a long distance, lasting about 6 hours or more, is a …

A charter.
B long-haul.
C short-haul.
D transit.

1.1.8 The code for a passenger that cannot walk to aircraft or climb steps into the aircraft is …

A WCHS.
B WCHR.
C WCHC.
D WCHT.

1.1.9 Excess baggage is …

A baggage that is weighed and tagged.
B baggage that is carried on board with the passenger.
C baggage that exceeds the prescribed limitation.
D baggage that is placed in the hold of the aircraft.

1.1.10 Dangerous goods in hand baggage includes a/an …

A surfboard.
B fishing rod.
C metal nail file.
D umbrella.

1.1.11 A person that is legally in a country of which that person is not a citizen is called a/an …

A alien.
B citizen.
C emigrant.
D tourist.

Copyright reserved

1.1.12 A person who possesses the nationality of a country is a/an …

A alien.
B citizen.
C emigrant.
D tourist.

1.1.13 A person who leaves his country to go and live in another country is a/an …

A alien.
B citizen.
C emigrant.
D tourist.

1.1.14 The type of visa required when transferring to another flight without leaving the airport building is a …

A multiple-entry visa.
B business visa.
C re-entry visa.
D transit visa.

1.1.15 A yellow fever certificate is valid for …

A 5 years.
B 15 years.
C 20 years.
D 10 years.

(15 × 1) (15)

1.2 1.2.1 Which documents does a traveller need to claim back VAT? (3)

1.2.2 List any THREE items that are considered as 'exceptions to normal baggage'. (2)

1.3 Give the airport/city code for each of the following places:

1.3.1 Phalaborwa

1.3.2 Upington

1.3.3 Maseru

1.3.4 Lanseria

1.3.5 Pietermaritzburg

(5 × 2) (10)

Copyright reserved

1.4 Decode the following passenger related codes:

1.4.1 AD

1.4.2 BLND

1.4.3 MEDA

1.4.4 UMNR

1.4.5 WCHC

(5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 What is the difference between checked and unchecked baggage? (4)

2.2 Explain the term *free baggage allowance*. (2)

2.3 Which methods do Travel agents use to make bookings? (4)

2.4 Name the facilities on an international first-class flight. (4)

2.5 List the basic facilities for departing passengers at any airport. (4)

2.6 Explain the term *transit* and give an example. (2)

2.7 Give the travel term that is described by each of the following statements/definitions:

2.7.1 Baggage that is over the allowed limit of kilograms or pieces

2.7.2 Travel for pleasure paid by the traveller him-/herself

2.7.3 The place where a traveller starts a journey

2.7.4 An entry in a passport made by a consular to grant authority to enter a specific country

2.7.5 Someone trained to lead tourists on a tour

2.7.6 A meal with no animal products of any kind

2.7.7 A meal for Jewish people which contains no pork

2.7.8 Baggage that is weighed and tagged and put in the hold of the aircraft

(8 × 1) (8)

Copyright reserved

2.8 Refer to your GSA to answer the following questions on Uganda.

Advise your clients on the following information:

2.8.1	Dialling code	(1)
2.8.2	Capital	(1)
2.8.3	Best time to go	(2)
2.8.4	Language	(2)
2.8.5	Address of the issuing authority	(2)
2.8.6	Visa requirements	(4)

[40]

QUESTION 3

CLIENT PROFILE

Today is 15 October.

You work in Johannesburg. Your client wants you to book some flights and buy the air and rail tickets as well as accommodation and coach vouchers. You open a client file for him, using the information below:

Name:	Barney Simon
Address:	25 Smith Street Durban 4051
Date of birth:	08 August 1971
ID number:	7108080342381
Credit card:	VI 4902 7700 1122 7711 EXP12/2019
Tel no:	(H) 031 999 2157 (W) 031 907 3700 (C) 071 878 1880

FLIGHT DETAILS: PNR BRT113

SA1301	K	14 NOV	DUR	ELS	06:00	07:20	HK1
SA8481	Y	16 NOV	ELS	PLZ	07:40	08:30	HK1
BA6238	B	19 NOV	PLZ	JNB	09:00	10:35	HK1
CE502	C	21 NOV	JNB	GRJ	07:40	09:30	HK1
SA8215	Y	25 NOV	GRJ	DUR	12:05	14:00	HK1

Copyright reserved

TRAIN DETAILS

ROVOS RAIL
Compartment: Royal
Departure: Durban 29 NOV 10:00
Arrival: Pretoria 1 DEC 16:00
Fare: ZAR 38 850 including single supplement

INTERCITY COACH DETAILS

Greyhound
Departure: Pretoria 3 DEC 07:50
Arrival: Durban 5 DEC 09:15
Fare: R450.00
PNR number: PXB1001

ACCOMMODATION

Town Lodge George
1 Knysna Road, George 6546
Date of arrival: 21 NOV
Date of departure: 25 NOV

Tel: 044 803 4000
Fax: 044 8036430
Email: tlgeorge.resv@citylodge.co.za

Rate: R550.00 per single room per night
Confirmed by: Michelle on 8 October Confirmation number: SLH21NOVYC
Special requirements: Non-smoking room

Complete the booking form on ANSWER SHEET 1 (attached). **[40]**

Copyright reserved

QUESTION 4

4.1 Calculate the fare for an adult, child and infant on ANSWER SHEET 2 (attached). Use the flight details on the client profile in QUESTION 3. (30)

4.2 What is the baggage allowance for coaches? (1)

4.3 What is not allowed on coaches? (4)

4.4 List FIVE facilities on the Blue Train. (5)

4.5 Use the fare handouts in ADDENDUM A (attached) to complete the table below. Write only the answer next to the question number (4.5.1–4.5.10) in the ANSWER BOOK.

FROM	TO	CLASS	DEP TIME	ARR TIME	FLIGHT NR	DAYS	AIRCRAFT
DUR	JNB	Y	10:00	**4.5.1**	BA6224	**4.5.2**	**4.5.3**
JNB	MQP	Y	**4.5.4**	11:30	CE **4.5.5**	**4.5.6**	
MQP	CPT	Y	**4.5.7**	**4.5.8**	CE 804	SEVEN	
CPT	DUR	Y	12:00	**4.5.9**	BA **4.5.10**	SIX	B737

(10 × 1) (10)
[50]

QUESTION 5

5.1 Explain the following accommodation terms:

5.1.1 Continental plan

5.1.2 English breakfast

5.1.3 Half board

5.1.4 Full board

5.1.5 European plan

5.1.6 Rack rate

5.1.7 Check-out

(7 x 2) (14)

Copyright reserved

5.2 Distinguish between a FIT and a GIT by giving FOUR tour characteristics of each. (8)

5.3 Name the steps of tour planning. (5)

5.4 How would you advertise a tour? (3)
[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

Copyright reserved

ADDENDUM A

BRITISH AIRWAYS FLIGHT SCHEDULE

From JOHANNESBURG to Cape Town (JNB-CPT)				From CAPE TOWN to Johannesburg (CPT-JNB)			
1 2 3 4 5 - -	0630	0840	BA 6441 B737	1 2 3 4 5 - -	0645	0845	BA6400 B737
1 2 3 4 5 - -	0700	0910	BA 6401 B737	1 2 3 4 5 - -	0710	0910	BA6424 B737
1 2 3 4 5 6 7	0730	0940	BA 6405 B737	1 2 3 4 5 6 7	0730	0930	BA6428 B737
1 2 3 4 5 - -	0930	1140	BA 6411 B737	- - - - - - 6 -	0830	1030	BA6430 B737
1 2 3 4 5 - 7	1030	1240	BA 6409 B737	1 2 3 4 5 - -	0910	1110	BA6406 B737
- - - - - 6 -	1130	1340	BA 6415 B737	1 2 3 4 5 6 -	1000	1200	BA6410 B737
1 2 3 4 5 6 7	1245	1455	BA 6417 B737	- - - - - - - 7	1030	1230	BA6408 B737
1 2 3 4 5 6 7	1400	1610	BA 6419 B737	1 2 3 4 5 6 -	1100	1300	BA6436 B737
1 2 3 4 5 - 7	1500	1710	BA 6425 B737	- - - - - - - 7	1130	1330	BA6404 B737
1 2 3 4 5 6 7	1600	1810	BA 6427 B737	1 2 3 4 5 - 7	1245	1445	BA6414 B737
1 2 3 4 5 6 7	1700	1910	BA 6429 B737	1 2 3 4 5 - 7	1400	1600	BA6416 B737
1 2 3 4 5 - 7	1800	2010	BA 6431 B737	- - - - - 6 -	1430	1630	BA6402 B737
1 2 3 4 5 - 7	1845	2055	BA 6407 B737	1 2 3 4 5 - 7	1600	1800	BA6418 B737
				1 2 3 4 5 - -	1700	1900	BA6422 B737
				1 2 3 4 5 6 7	1800	2000	BA6426 B737
				1 2 3 4 5 - 7	1845	2045	BA6438 B737
From JOHANNESBURG to Durban (JNB-DUR)				From DURBAN to Johannesburg (DUR-JNB)			
1 2 3 4 5 - -	0645	0755	BA6201 B737	1 2 3 4 5 - -	0700	0810	BA6200 B737
- - - - - 6 -	0800	0910	BA6217 B737	1 2 3 4 5 6 -	0830	0940	BA6202 B737
- - - - - - 7	0930	1040	BA6203 B737	1 2 3 4 5 - -	0910	1020	BA6204 B737
1 2 3 4 5 - -	0930	1040	BA6203 B737	- - - - - 6 -	1000	1110	BA6224 B737
1 2 3 4 5 - -	1110	1220	BA6211 B737	1 2 3 4 5 - 7	1120	1230	BA6216 B737
- - - - - 6 -	1130	1240	BA6205 B737	1 2 3 4 5 - 7	1300	1410	BA6214 B737
1 2 3 4 5 - -	1400	1510	BA6209 B737	- - - - - 6 -	1500	1610	BA6212 B737
- - - - - - 7	1400	1510	BA6209 B737	1 2 3 4 5 - -	1600	1710	BA6218 B737
1 2 3 4 5 - 7	1545	1655	BA6219 B737	- - - - - - 7	1600	1710	BA6218 B737
1 2 3 4 5 - 7	1630	1740	BA6229 B737	1 2 3 4 5 6 7	1730	1840	BA6220 B737
1 2 3 4 5 - 7	1800	1910	BA6221 B737				
From JOHANNESBURG to Port Elizabeth (JNB-PLZ)				From PORT ELIZABETH to Johannesburg (PLZ-JNB)			
1 2 3 4 5 - -	0630	0810	BA6231 B737	1 2 3 4 5 - -	0645	0820	BA6232 B737
1 2 3 4 5 6 -	1120	1300	BA6241 B737	- - - - - 6 -	0900	1035	BA6238 B737
- - - - - - 7	1330	1510	BA6233 B737	1 2 3 4 5 - -	0900	1035	BA6238 B737
1 2 3 4 5 6 -	1600	1740	BA6237 B737	- - - - - - 7	1100	1235	BA6234 B737
1 2 3 4 - - 7	1800	1940	BA6239 B737	1 2 3 4 5 6 -	1335	1510	BA6242 B737
- - - - 5 - -	1800	1940	BA6239 B737	- - - - - - 7	1600	1735	BA6240 B737
				1 2 3 4 5 - -	1815	1950	BA6236 B737
From JOHANNESBURG to Harare (JNB-HRE)				From HARARE to Johannesburg (HRE-JNB)			
1 2 3 4 5 6 7	1230	1405	BA6267 B737	1 2 3 4 5 6 7	1500	1640	BA6268 B737
From JOHANNESBURG to Windhoek (JNB-WDH)				From WINDHOEK to Johannesburg (WDH-JNB)			
1 2 3 4 5 6 7	1200	1300	BA6275 B737	1 2 3 4 5 6 7	1400	1700	BA6274 B737
From JOHANNESBURG to Vic Falls (JNB-VFA)				From VICTORIA FALLS to Johannesburg (VFA-JNB)			
1 2 3 4 5 6 7	1115	1255	BA6285 B737	1 2 3 4 5 6 7	1345	1525	BA6282 B737
From JOHANNESBURG to Lusaka (JNB-LUN)				From LUSAKA to Johannesburg (LUN-JNB)			
1 2 3 4 5 6 7	1000	1200	BA6251 B737	1 2 3 4 5 6 7	1245	1445	BA6250 B737
From CAPE TOWN to Durban (CPT-DUR)				From DURBAN to Cape Town (DUR-CPT)			
1 2 3 4 5 - -	0630	0825	BA6301 B737	1 2 3 4 5 - -	0630	0835	BA6300 B737
1 2 3 4 5 6 7	0925	1120	BA6303 B737	- - - - - 6 -	0800	1005	BA6308 B737
- - - - - 6 -	1200	1355	BA6311 B737	- - - - - - 7	0800	1005	BA6308 B737
1 2 3 4 5 - 7	1800	1955	BA6307 B737	1 2 3 4 5 - -	1200	1405	BA6304 B737

Copyright reserved

ADDENDUM A (continue)

FARES FOR BRITISH AIRWAYS COMAIR

	JNB - CPT						JNB - DUR					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C	1900	3800	1280	2550	190	380	1210	2420	820	1630	130	250
VAT	266	532	179.20	357	26.60	53.20	169.40	338.80	114.80	228.20	18.20	35
Y	1500	3000	1010	2010	150	300	900	1800	610	1210	90	180
VAT	210	420	141.40	281.40	21	42	126	252	85.40	169.40	12.60	25.20
B	1200	2400	810	1610	120	240	700	1400	470	940	70	140
VAT	168	336	113.40	225.40	16.80	33.60	98	196	65.80	131.60	9.80	19.60

	JNB - PLZ						DUR - CPT					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C	1540	3080	1040	2070	160	310	1900	3800	1280	2550	190	380
VAT	215.60	431.20	145.60	289.80	22.40	43.40	266	532	179.20	357	26.60	53.20
Y	1200	2400	810	1610	120	240	1500	3000	1010	2010	150	300
VAT	168	336	113.40	225.40	16.80	33.60	210	420	141.40	281.40	21	42
B	1000	2000	670	1340	100	200	1200	2400	810	1610	120	240
VAT	140	280	93.80	187.60	14	28	168	336	113.40	225.40	17	33.60

Please note: Above fares excludes war risk insurance, fuel surcharge, airport tax and safety charges.

FARE RULES FOR BRITISH AIRWAYS

FARE BASIS	CLASSES	RULE
Children and infant fares	C, Y, B, H, K, V	Accompanied children 2 – 11 charge 67% of the fare. Unaccompanied children under 12 charge 67% of the fare. Infant under 2 without a seat charge 10% of the fare.

Copyright reserved

ADDENDUM A (continue)

CENTRAL AIRLINES FLIGHT SCHEDULE

Johannesburg - Mpumalanga

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr MQP
		Effective 06 Dec 02 - 02 Mar 03								
	CE 801	1		3		5			1215	1255
	CE 803							7	1050	1130
		Effective 03 Mar 03 - Open								
	CE 300	1		3	4	5			0710	0750
	CE 801	1	2	3	4	5			1215	1255
	CE 803							7	1050	1130
	CE 302						6		1230	1310
	CE 304	1	2	3		5		7	1620	1700

Cape Town - Mpumalanga

1 Stop JNB

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr MQP
Eff 6 Dec 02	CE 801	1		3		5			0945	1255
Eff 6 Dec 02	CE 803							7	0830	1130
Eff 3 Mar 03	CE 801		2		4				0945	1255

Johannesburg - Durban

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr DUR
	CE 404	1	2	3	4	5			0725	0825
	CE 402						6		0900	1000
	CE 406							7	0940	1040
Eff 30 Mar 03	CE 408	1	2	3	4	5	6	7	1145	1245
Disc 29 Mar 03	CE 408	1	2	3	4	5	6	7	1205	1305
	CE 414	1	2	3	4				1430	1530
	CE 416					5		7	1640	1740
	CE 412	1	2	3	4	5	6	7	1805	1905

Johannesburg - George

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr GRJ
Eff 10 Dec - 7 Jan	CE 502		*2						0740	0930
Eff 4 Dec - 8 Jan	CE 502			*3					0740	0930
Eff 19 Mar-2Apr 03	CE 502			*3					0740	0930
	CE 502	1			4		6		0740	0930
	CE 504					5			0815	1000
	CE 510							7	1600	1750

Johannesburg - Port Elizabeth

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr PLZ
	CE 530	1	2	3	4				0710	0850
Eff 07 Dec - open	CE 536						*6		0800	0940
	CE 532				4				1545	1725
Eff 06 Dec	CE 528					5			1615	1755
	CE 534							7	1645	1825

Johannesburg - East London

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr ELS
To 25 Nov/Frm 20 Jan	CE 556	1							0605	0730
Eff 2 Dec - 13 Jan	CE 556	1							0705	0830
Disc 13 Nov - 31 Jan	CE 556			3					0605	0730
Eff 01 Feb 03	CE 556			3					0605	0730
	CE 554			3	4				1635	1800
	CE 558					5			1535	1700
	CE 552							7	1625	1750

Durban - Cape Town

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept DUR	Arr CPT
	CE 600	1	2	3	4	5			0915	1125
	CE 604						6		1045	1255
	CE 602							7	1430	1640

Johannesburg - Cape Town

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr CPT
	CE 700	1	2	3	4				0650	0900
	CE 716					5			0705	0915
	CE 702							7	0900	1110
	CE 710						6		0800	1010
Eff 30 Mar 03	CE 706	1	2	3	4	5	6	7	1115	1325
Disc 29 Mar 03	CE 706	1	2	3	4	5	6	7	1145	1355
	CE 718					5			1330	1540
Disc 08 Dec	CE 718							7	1330	1540
New eff 8 Dec	CE 804							7	1330	1540
	CE 704					5			1435	1645
Eff 8 Dec	CE 714							7	1500	1710
Disc eff 6 Dec	CE 708	1		3		5		7	1500	1710
Disc 8 Dec	CE 802							7	1500	1710
New eff 6 Dec	CE 802	1		3		5			1500	1710
Disc eff 3 Mar03	CE 708		2		4				1500	1710
New eff 3 Mar03	CE 802		2		4				1500	1710
	CE 712	1	2	3	4	5	6	7	1800	2010

Mpumalanga - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept MQP	Arr JNB
		Effective 06 Dec 02 - 02 Mar 03								
	CE 802	1		3		5			1350	1430
New	CE 804							7	1220	1300
		Effective 03 Mar 03 - Open								
	CE 301	1		3	4	5			0830	0910
	CE 303						6		1340	1420
	CE 804							7	1220	1300
	CE 802	1	2	3	4	5			1350	1430
	CE 305	1	2	3		5		7	1730	1810

Mpumalanga - Cape Town

1 Stop JNB

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept MQP	Arr CPT
Eff 6 Dec 02	CE 802	1		3		5		7	1350	1710
Eff 6 Dec 02	CE 804							7	1220	1540
Eff 3 Mar 03	CE 802		2		4				1350	1710

Durban - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept DUR	Arr JNB
	CE 413	1	2	3	4	5			0730	0830
	CE 409						6		0915	1015
	CE 407							7	0945	1045
	CE 419							7	1410	1510
	CE 405	1	2	3	4	5			1445	1545
	CE 417	1	2	3	4	5	6	7	1600	1700
	CE 421	1	2	3	4		6		1800	1900
	CE 427					5		7	1815	1915

George - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept GRJ	Arr JNB
Eff 10 Dec - 7 Jan	CE 511		*2						1010	1155
Eff 4 Dec - 8 Jan	CE 511			*3					1010	1155
Eff 19 Mar-2Apr 03	CE 511			*3					1010	1155
	CE 511	1			4		6		1010	1155
	CE 513					5			1040	1230
	CE 519							7	1830	2015

Port Elizabeth - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept PLZ	Arr JNB
	CE 531	1	2	3	4				0930	1105
Eff 07 Dec - open	CE 537						*6		1015	1150
	CE 533				4				1800	1935
	CE 539					5			1830	2005
	CE 535							7	1900	2035

East London - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept ELS	Arr JNB
To 25 Nov/Frm 20 Jan	CE 557	1							0750	0915
Eff 2 Dec - 13 Jan	CE 557	1							0850	1015
Disc 13 Nov - 31 Jan	CE 557			3					0750	0915
Eff 01 Feb 03	CE 557			3					0750	0915
	CE 555			3	4	5			1825	1950
	CE 559					5			1730	1855
	CE 553							7	1850	2015

Cape Town - Durban

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr DUR
	CE 601	1	2	3	4	5			1210	1410
	CE 605						6		1340	1540
	CE 603							7	1150	1350

Cape Town - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr JNB
	CE 713	1	2	3	4				0700	0900
	CE 711					5			0800	1000
	CE 803							7	0830	1030
	CE 705						6		0850	1050
Cxl eff 6 Dec	CE 717	1		3		5			0945	1145
New eff 6 Dec	CE 801	1		3		5			0945	1145
Cxl eff 3 Mar03	CE 717		2		4				0945	1145
New eff 3 Mar03	CE 801		2		4				0945	1145
	CE 707						6		1110	1310
Eff 04 Nov	CE 715	1	2	3	4	5		7	1505	1705
	CE 721					5		7	1640	1840
	CE719					5		7	1730	1930
	CE 723	1	2	3	4	5	6	7	1800	2000

Copyright reserved

ADDENDUM A (continue)

FARES FOR CENTRAL AIRLINES

Class	JNB-CPT		CPT-DUR		JNB-DUR		JNB-GRJ		JNB-ELS		JNB-PLZ		JNB-MQP		CPT-MQP	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C	1840	3680	1840	3680	1160	2320	1600	3200	1350	2700	1480	2960	1140	2280	2470	4940
D	1640	3280	1640	3280	1060	2120	1440	2880	1180	2360	1300	2600	970	1940	2300	4600
DCEL	1260	2520	*** JNBCPT DCEL service discontinued 31 Dec 2014								1000	2000				
Y	1390	2780	1390	2780	820	1640	1210	2420	1020	2040	1120	2240	860	1720	1690	3380
M	1300	2600	1300	2600	740	1480	1090	2180	900	1800	1030	2060	830	1660	1660	3320
L	1100	2200	1100	2200	640	1280	860	1720	820	1640	950	1900	800	1600	1620	3240
H	1040	2080	1040	2080	580	1160	780	1560	700	1400	860	1720	730	1460	1560	3120
K	910	1820	910	1820	480	960	700	1400	640	1280	660	1320	660	1320	1240	2480
T	820	1640	820	1640	430	860	650	1300	550	1100	540	1080	570	1140	1150	2300
B	700	1400	700	1400	390	780		1100		1030	490	980		960		2150
V	650	1300	650	1300	320	640			500	1000	430	860	430	860	1020	2040

FARE RULES FOR CENTRAL AIRWAYS

FARE BASIS	CLASSES	RULE
Children and infant fares	C, D	Children/ Infant discounts do not apply. Charge FULL adult fare
Children and infant fares	Y, M, L, H, K, T, B, V.	Accompanied children 2 – 11 charge 67% of the fare. Unaccompanied children under 12 charge 67% of the fare. Infant under 2 without a seat charge 10% of the fare.

Copyright reserved

ADDENDUM A (continue)

SOUTH AFRICAN AIRWAYS FLIGHT SCHEDULE

From DURBAN to EAST LONDON 12345 - - 0600 0720 SA1301 67 0730 0850 SA1307 12345 - - 1405 1525 SA1303	**From JOHANNESBURG to PHALABORWA** 12345 - - 0640 0750 SA8020 123456 - 1040 1150 SA8024 12345 - 1615 1725 SA8026	**From JOHANNESBURG TO PORT ELIZABETH** 1234567 0915 1100 SA405 12345 - - 1015 1200 SA411 12345-7 1650 1835 SA421 - - - - - 6 - 1700 1935 SA481
From DURBAN to GEORGE 1234567 1205 1400 SA8214	**From GEORGE to DURBAN** 1234567 1010 1135 SA8215	**From JOHANNESBURG to VICTORIA FALLS** 1234567 1000 1145 SA40 - - - 4567 1505 1650 SA44
From EAST LONDON to PORT ELIZABETH 12345 - - 0740 0830 SA8481 12345 - - 1725 1815 SA8489 - - - - - 6 - 1900 1935 SA481	**From JOHANNESBURG to PIETERMARITZBURG** 12345 - - 0630 0755 SA8032 1234567 1400 1525 SA8038 12345 - - 1550 1715 SA8040	**From UPINGTON to CAPE TOWN** 1234567 0805 0925 SA8343
From JOHANNESBURG to UMTATA 1234567 1000 1140 SA8154 12345-7 1445 1625 SA8158	**From UPINGTON to JOHANNESBURG** 1234567 1720 1845 SA8165	**From JOHANNESBURG to UPINGTON** 1234567 0615 0745 SA8160

****

SOUTH AFRICAN AIRWAYS FARE RULES

FARE BASIS	CLASSES	RULE
Children and infant fares	J, Y, K, H, T , V	Accompanied children 2 – 11 charge 67% of the fare. Unaccompanied children under 12 charge 67% of the fare. Infants under 2 without a seat charge 10% of the fare.

Copyright reserved

ADDENDUM A (continue)

SOUTH AFRICAN AIRWAYS FARES

From	To	Via	J	Y	KA3	HOW14
BFN	CPT	Direct		1170	1060	830
	DUR	Direct		1140	1030	850
	ELS	Direct		1490	1360	1130
	JNB	Direct		780	700	540
	PLZ	Direct		1250		940
CPT	DUR	Direct	1840	1390	1140	
	ELS	Direct		1200	1100	850
	GRJ	Direct		880		680
	HDS	Direct		1430	1080	830
	JNB	Direct	1840	1390	1140	
	KIM	Direct		1390	1250	1040
	PLZ	Direct	1080	850	710	560
	MBD	Direct		1430	1080	830
	UTN	Direct		1390	1250	1040
DUR	ELS	Direct		890	810	630
	GRJ	Direct		1210		940
	JNB	Direct	1160	820	650	
	NLP	Direct		1170	1060	880
	PZB	Direct		170		
	PLZ	Direct	1140	900	750	590
	ULD	Direct		170		
ELS	JNB	Direct	1350	1020	830	700
	PLZ	Direct	800	680		510
GRJ	JNB	Direct	1600	1210		
JNB	HDS	Direct		1010		
	KIM	Direct		920	840	660
	MGH	Direct		850	760	640
	NLP	Direct	1170	880	810	680
	PHW	Direct		980	880	740
	PTG	Direct		880	810	680
	PZB	Direct		840	660	480
	PBZ	Direct		1040		
	PLZ	Direct	1480	1120	950	
	RCB	Direct		840	770	590
	NTY	Direct		520	480	390
	UTT	Direct		1280	950	850
	UTN	Direct		1400	1260	1060
PZB	ULD	Direct		170		

Copyright reserved

ADDENDUM A (continue)

TICKET TAXES

SOUTH AFRICA	**ZA**	**ZAR 52.00** from JNB. **ZAR 48.00** from DUR / CPT **ZAR 47.00** from AAM/ELS/PLZ/ KIM/BFN/GRJ/ UTN/PTG/SZK/ NTY/RCB/LLE/ PHW/MGH/UTT/ PBZ/PZB **ZAR 110.00** from HDS **ZAR 78.00** from NLP/MQP
	EV	**ZAR 6.00** per departure from SA airports

YQ AND YR TAXES

YR: CE ZAR 160 per flight
YR: SA ZAR 140 per flight

YQ: BA ZAR 133 per flight

Copyright reserved

ANSWER SHEET 1

QUESTION 3 (Complete and insert into ANSWER BOOK.)

EXAMINATION NUMBER: | | | | | | | | | | | | | |

Client surname								
Client first name as shown in ID/passport								
Date of birth				Year	Month		Day	
Address								
Tel				Home Business Cell				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR**
Flight	Class	City	Date	Time	City	Date	Time	
							FARE	
							PSC	
							VAT	
							SC	
							YQ	
							YR	
							TOTAL	
TRAIN DETAILS								
Train								
Compartment								
Departure(City/Date/Time)								
Arrival(City/Date/Time)								
Price								
Other details								
INTERCITY COACH DETAILS								
Company								
Departure (City/Date/Time)								
Arrival (City/Date/Time)								
PNR number								
ACCOMMODATION DETAILS								
Hotel name:								
Address				Tel: Fax: Email:				
Requirements:				Rate pppn/prpn				
Date of arrival:				Date of departure				
Reserved by (Agent)				Confirmed by (Hotel)				
Date of reservation (Agent)				Date of confirmation (Hotel) Confirmation number				
Remarks or special requirements								
Payment details	Client settles Direct Credit card/cash			Corporate account – hotel bill to be sent to: Extras to be settled directly by client (YES/NO)				

[40]

Copyright reserved

QUESTION 3 (extra copy)

EXAMINATION NUMBER:

Client surname								
Client first name as shown in ID/passport								
Date of birth				Year	Month		Day	
Address								
Tel				Home Business Cell				
FLIGHT DETAILS								
Flight		**Departure**			**Arrival**			**PNR**
Flight	Class	City	Date	Time	City	Date	Time	
							FARE	
							PSC	
							VAT	
							SC	
							YQ	
							YR	
							TOTAL	
TRAIN DETAILS								
Train								
Compartment								
Departure(City/Date/Time)								
Arrival(City/Date/Time)								
Price								
Other details								
INTERCITY COACH DETAILS								
Company								
Departure (City/Date/Time)								
Arrival (City/Date/Time)								
PNR number								
ACCOMMODATION DETAILS								
Hotel name:								
Address				Tel: Fax: Email:				
Requirements:				Rate pppn/prpn				
Date of arrival:				Date of departure				
Reserved by (Agent)				Confirmed by (Hotel)				
Date of reservation (Agent)				Date of confirmation (Hotel) Confirmation number				
Remarks or special requirements								
Payment details	Client settles Direct Credit card/cash			Corporate account – hotel bill to be sent to: Extras to be settled directly by client (YES/NO)				

[40]

Copyright reserved

ANSWER SHEET 2

QUESTION 4.1 (Complete and insert into ANSWER BOOK.)

EXAMINATION NUMBER:

FROM/TO: DUR	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	K			
PLZ	SA	Y			
JNB	BA	B			
GRJ	CE	C			
DUR	SA	Y			
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)

Copyright reserved

QUESTION 4.1 (extra copy)

EXAMINATION NUMBER: | | | | | | | | | | | | | |

FROM/TO: DUR	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	K			
PLZ	SA	Y			
JNB	BA	B			
GRJ	CE	C			
DUR	SA	Y			
FARE	ZAR				
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)

Copyright reserved