higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

28 May 2021 (X-paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

Calculators may be used.

REQUIREMENTS: GSA magazine

This question paper consists of 9 pages and FIVE addenda of 13 pages.

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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. Start each section on a NEW page.
5. The use of correction fluid and pencil are forbidden on all documents.
6. Use taxes as given in ADDENDUM A (attached) – VAT is 15%.
7. All ADDENDA that are completed must be STAPLED and inserted in the ANSWER BOOK.
8. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Give ONE word or a term for each of the following descriptions by writing it next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A place where aircraft arrives and takes off.

1.1.2 A plane or other transport, hired for the specific, private use of a particular group of people.

1.1.3 The place to where a traveller is going.

1.1.4 The role player that is also called a supplier.

1.1.5 The role player that acts as an intermediary.

1.1.6 The meal that is for people with high cholesterol.

1.1.7 The term used for breakable articles that travel with a passenger.

1.1.8 Someone trained to lead tourists on a tour.

1.1.9 A flight under or about two hours in duration.

1.1.10 A flight that goes a long distance, lasting six hours or more.

(10 × 1) (10)

1.2 Give the airport/city code for each of the following places and the provinces where you can locate them in South Africa.

1.2.1 East London

1.2.2 George

1.2.3 Nelspruit

1.2.4 Phalaborwa

1.2.5 Upington

(5 × 2) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Travelling for work purposes	A passenger name record
1.3.2	Travel within the borders of South Africa	B misconnect
1.3.3	Travel across the borders of one country to another country	C origin 
1.3.4	This is a computer booking reference number	D business travel
1.3.5	The person who travels on a plane, train, ship or bus 	E passenger
1.3.6	Missing a connecting flight	F domestic travel
1.3.7	A meal with no animal products of any kind	G fruit platter
1.3.8	A meal with assorted fresh fruit	H international travel
1.3.9	Wholesaler that puts the tour package together	I tour operator
1.3.10	Represents the guest houses in South Africa	J kosher meal
		K GHASA 
		L vegan meal

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 Use ADDENDUM A (attached) for BA, SA and CE to complete the missing information in the timetable below. Write only the answer next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

AIRPORT CODE		DEPARTURE		ARRIVAL		
FROM	**TO**	**TIME**	**DAY**	**TIME**	**DAY**	**FLIGHT**
UTN	**2.1.1**	0805	6	**2.1.2**	6	SA8343
2.1.3	NTY	**2.1.4**	7	1425	7	SA8004
DUR	ELS	**2.1.5**	6	0850	6	SA **2.1.6**
2.1.7	WDH	1200	1	**2.1.8**	1	BA6275
CPT	MQP	0830	**2.1.9**	1130		CE **2.1.10**

(10 × 1) (10)

2.2 Refer to the Fares in **ADDENDUM A** (attached) to calculate the FARES for an adult, child and infant for the routings below in ADDENDUM B (attached). Place the completed **ADDENDUM B** (attached) in the ANSWERBOOK. (30)
[40]

QUESTION 3

3.1 Refer to **ADDENDUM E** (attached) and answer the following questions about Zimbabwe.

3.1.1 What is the best time to visit the country? (2)

3.1.2 Do South African tourists need to have a visa before they can travel to Zimbabwe? (2)

3.1.3 Name the largest national park in Zimbabwe. (2)

3.1.4 Zimbabwe is bordered by … to the south and … to the northeast. (2)

3.1.5 List the public holidays that Zimbabwe shares with South Africa. (3)

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3.1.6 Vaccination against … and … are recommended health precautions when travelling to Zimbabwe. (2)

3.1.7 Which currency is used in Zimbabwe? (2)

3.2 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–C) next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

3.2.1 A person who possesses the nationality of a country.

A Alien
B Emigrant
C Citizen

3.2.2 Representatives of a foreign government who have offices in South Africa that issue visas.

A Emigration office
B Consulate
C Chamber of commerce

3.2.3 The process of entering a country to live there permanently.

A Immigration
B Emigration
C Transiting

3.2.4 Passports that are issued to government officials on government missions.

A Service passport
B Diplomatic passport
C Biometric passport

3.2.5 Passports that have been issued, but not yet received.

A Official passport
B Maxi passport
C Temporary passport

(5 × 2) (10)

3.3 Define the following terms:

3.3.1 Visa

3.3.2 Inoculate

3.3.3 Immunity

3.3.4 Transit visa

3.3.5 Passport

(5 × 2) (10)

3.4 List FIVE diseases that travellers must vaccinate against before they can travel to other countries. (5)

[40]

QUESTION 4

CLIENT PROFILE

You work for Discovery Travel in Cape Town. Your client wants to book some flights through you and buy the air ticket, rail, accommodation and coach voucher. You open up a client file for her, using the information below:

Name:	Morgan Freeman
Address:	300 Beach Road Seapoint Cape Town 8002
Date of birth:	08 August 1971
ID number:	7108880342381
Credit card:	VI 4902 7700 1122 7711 EXP12/2022
Tel no:	(H) 021 999 2157, (W) 021 907 3700, (C) 021 878 1880

FLIGHT DETAILS: PNR BRT113

SA1301	Y	14 NOV	CPT	UTN	06:00	07:20	HK1
SA8481	K	16 NOV	UTN	JNB	07:40	08:30	HK1
CE5021	C	19 NOV	JNB	ELS	09:00	10:35	HK1
SA8362	H	21 NOV	ELS	DUR	07:40	09:30	HK1
BA6591	Y	25 NOV	DUR	JNB	12:05	14:00	HK1
BA6592	B	5 DEC	JNB	CPT	14:00	16:00	HK1

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		

INTERCOACH DETAILS

Intercape

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

PNR number: PXB1001

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ACCOMMODATION
Laletsa Lodge
21 Mazisi Kunene Road, Berea, Durban, 4001
Date of arrival: 21 NOV
Date of departure: 25 NOV

Tel: 031 201 0786, Fax: 031 277 2098, Email: laletsa@netactive.co.za

Rate: R550 per single room per night
Confirmed by: Letsedi on 08 October Confirmation number: SLH21NOVYC
Special requirements: Non-smoking room **[40]**

QUESTION 5

5.1 Refer to **ADDENDUM D** (attached) and advise the tourists below accordingly.

Mr and Mrs Ndlovu are getting married in Pretoria on 2 November. They would like to spend their honeymoon as soon as possible after the wedding with a three-night tour on the ROVOS Rail to Victoria Falls, Zimbabwe.

5.1.1 Which date will they depart and arrive back in Pretoria? (2)

5.1.2 On what day of the week will the start and end dates be? (2)

5.1.3 The couple has requested to book the most expensive suite. Give a name and price for this suite. (2)

5.1.4 How frequently does this tour depart? (2)

5.1.5 What is the amount that Mr Ndlovu would pay for the suite if his wife would be unable to travel with him? Show all calculations. (6)

5.2 Give the functions of the following control points at the airport:

5.2.1 Passport control

5.2.2 Foreign exchange

5.2.3 Customs and excise

5.2.4 Baggage checks

5.2.5 VAT refund office

(5 × 2) (10)

5.3 Alex and Brian live in Pretoria and are planning a vacation to Paris. Before the Europe trip, Alex wants to visit her grandparents in East London, but is unsure about the baggage requirements if:

5.3.1 She will be flying economy class.

5.3.2 She is travelling with her eight-year-old cousin.

5.3.3 She decides to fly business class.

5.3.4 They travel first class on their flight to Paris.

(4 × 2) (8)

5.4 5.4.1 Brian wants to bring his guitar with him to Paris. Advise him with requirements pertaining to this kind of baggage. (3)

5.4.2 List FIVE items that each of them can take along as exceptions to normal baggage. (5)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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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

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ADDENDUM A (continued)

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	RULES
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.

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ADDENDUM A (continued)

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 06 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 6 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

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ADDENDUM A (continued)

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	RULES
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.

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ADDENDUM A (continued)

SOUTH AFRICAN AIRWAYS FLIGHT SCHEDULE

From DURBAN to EAST LONDON

12345 - - 0600 0720 SA1301
- - - - - 67 0730 0850 SA1307
12345-- 0935 1055 SA1321
12345 - - 1405 1525 SA1303
12345 -- 1700 1820 SA1311
12345-- 1730 1850 SA1305

From DURBAN to GEORGE

1234567 1205 1400 SA8214

From GEORGE to DURBAN

1234567 1010 1135 SA8215

From JOHANNESBURG to PORT ELIZABETH

12345 -- 0600 0745 SA401
1234567 0915 1100 SA405
12345 -- 1015 1200 SA411
- - - - 67 1145 1330 SA413
12345 - - 1400 1545 SA417
1234567 1520 1705 SA419
12345-7 1650 1835 SA421
12345 - 7 1910 2055 SA425

From JOHANNESBURG to UMTATA

1234567 1000 1140 SA8154
12345-7 1445 1625 SA8158

From JOHANNESBURG to UPINGTON

1234567 0615 0745 SA8160

From JOHANNESBURG to PIETERMARITZBURG

12345 - - 0630 0755 SA8032
1234567 1400 1525 SA8038
12345 - - 1550 1715 SA8040

From JOHANNESBURG to SUN CITY

1 - 345 -7 1350 1425 SA8004

From JOHNNESBURG to VICTORIA FALLS

1234567 1000 1145 SA40
- - - 4567 1505 1650 SA44

From JOHANNESBURG to PIETERMARITZBURG

12345- - 0630 0755 SA8032
12345 -- 0835 1000 SA8034
- - - - - - 7 1000 1125 SA8036
1234567 1400 1525 SA8038
12345- - 1550 1715 SA8040
12345 - 7 1745 1910 SA8042
12345 - 7 1850 2015 SA8044

From JOHANNESBURG to SKUKUZA

1234567 0935 1045 SA1201
1234567 1030 1140 SA1203
1234567 1255 1405 SA1205

From JOHANNESBURG to PHALABORWA

1234-6- 0640 0750 SA8020
123456- 1040 1150 SA8024
12345-7 1615 1725 SA 8026

From UPINGTON to JOHANNESBURG

1234567 1720 1845 SA8165

From UMTATA to PORT ELIZABETH

1234567 1200 1705 SA8155/419

From EAST LONDON to PHALABORWA

12345 - - 0650 1150 SA1412/ 8024
1-345- - 0800 1150 SA462/8024
12345- - 1040 1725 SA1406/8026

From EAST LONDON to PIETERMARITZBURG

------7 0905 1525 SA464/8038
12345-- 1040 1525 SA1406/8038
123456- 1235 1910 SA476/8042

From UPINGTON to CAPETOWN

1234567 0805 0925 SA8343

From EAST LONDON to PORT ELIZABETH

12345 - - 0740 0830 SA8481
12345 - - 1725 1815 SA8489
- - - - - 6 - 1900 1935 SA481

From EAST LONDON to RICHARDSBAY

12345-- 0650 1120 SA1412/1603
12345 -- 1040 1520 SA1406/1605

From UMTATA to PHALABORWA

12345-7 1200 1725 SA8155/8026

From UMTATA to RICHARDSBAY

12345-7 1200 1800 SA8155/1607

From UPINGTON to PORT ELIZABETH

12345 - - 0805 1125 SA8343/656
- - - - 6 7 0805 1425 SA8343/662

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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		

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. Infant under 2 without a seat: charge 10% of the fare.

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ADDENDUM A (continued)

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 ZAR160 per flight
YR: SA ZAR 140 per flight

YQ: BA ZAR 133 per flight

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ADDENDUM B (Please attach to the ANSWER BOOK)

EXAMINATION NUMBER:

CENTRE NUMBER:

QUESTION 2
2.2

FROM/TO					
PLZ	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	Y			
BFN	SA	K			
CPT	SA	H			
DUR	CE	D			
JNB	CE	Y			
PLZ	BA	B			
ROUTING FARE	ZAR				
ROUNDED FARE	ZAR				
VAT	ZAR	ZV			
PSC (departure tax)	ZAR	ZA			
YR	ZAR				
YQ	ZAR				
SC		EV			
TOTAL					

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ADDENDUM B (EXTRA COPY) (Please attach to the ANSWER BOOK)

EXAMINATION NUMBER:

CENTRE NUMBER:

QUESTION 2
2.2

FROM/TO					
PLZ	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
ELS	SA	Y			
BFN	SA	K			
CPT	SA	H			
DUR	CE	D			
JNB	CE	Y			
PLZ	BA	B			
ROUTING FARE	ZAR				
ROUNDED FARE	ZAR				
VAT	ZAR	ZV			
PSC (departure tax)	ZAR	ZA			
YR	ZAR				
YQ	ZAR				
SC		EV			
TOTAL					

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ADDENDUM C

EXAMINATION NUMBER:

CENTRE NUMBER:

QUESTION 4

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								
Price								
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]

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ADDENDUM C (EXTRA COPY)

EXAMINATION NUMBER:

CENTRE NUMBER:

QUESTION 4

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								
Price								
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)				

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ADDENDUM D
ROVOS RAIL DATES AND RATES

SHORT JOURNEYS: 1 OCTOBER 2021 – 30 SEPTEMBER 2022

PRY: Pretoria • **CPT**: Cape Town • **VFA**: Victoria Falls • **DUR**: Durban **Shongololo Express Train Set*

DATES	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	PULLMAN SUITE	DELUXE SUITE	ROYAL SUITE	SINGLE SUPP.
PRY-CPT 2 nights	1,8,13, 15,22,29	5,12,26	3,10,17, 24,31	5*,7,12, 21,28	4,11,23, 25	4,18,25	1,15,22, 29	6,13,20	3,10,17, 24,29	1,8,15, 22,29	5,19,24*, 26	2,9,16, 21,30	R26 500	R39 500	R53 500	+50% all suites
CPT-PRY 2 nights	4,11,16, 18,25,27	1,8,15, 22,29	6,13,18*, 20,27	3,10,24, 31	5*,7,14, 16,21,28	7,21,28, 30	4,18,25	2,9,16, 23,30	6,13,20, 27	4,11,18, 25	1,8,22,29	5,6,12,19	R26 500	R39 500	R53 500	+50% all suites
PRY-VFA 3 nights	7,14,21, 28	4,11,18, 25	23,30	20,27	3,10,17, 24	3,24	21	n/a	n/a	n/a	n/a	15,29	R36 500	R55 000	R72 500	+50% all suites
VFA-PRY 3 nights	3,10,17, 24,31	7,14,21, 28	26	16,23,30	6,13,20, 27	6,13,20, 27	3,24	n/a	n/a	n/a	21,28	4,11,18, 25	R36 500	R55 000	R72 500	+50% all suites
PRY-VFA 4 nights	n/a	n/a	n/a	5,12	n/a	9,16,30	13,27	4,11,18, 25	8,29	13,27	10,17, 24,31	7,21	R36 500	R55 000	R72 500	+50% all suites
VFA-PRY 4 nights	n/a	n/a	n/a	2,9	n/a	n/a	10,17	1,8,15, 22,29	12,23*	17,31	11,14	n/a	R36 500	R55 000	R72 500	+50% all suites
PRY-DUR 2 nights	15*	19	n/a	14	18	11	8	n/a	n/a	n/a	12	23	R26 500	R39 500	R53 500	+50% all suites
DUR-PRY 2 nights	18*	22	n/a	17	21	14	11	n/a	n/a	n/a	15	26	R26 500	R39 500	R53 500	+50% all suites

COMBO JOURNEYS: 1 OCTOBER 2021 – 30 SEPTEMBER 2022

See combo documents on rovos.com for Pretoria overnight inclusions

COMBO JOURNEYS	NIGHTS	PULLMAN SUITE	DELUXE SUITE	ROYAL SUITE	SINGLE SUPPLEMENT
DURBAN-VICTORIA FALLS Combination	6 NIGHTS	R59 850	R89 775	R119 700	+50% all suites
VICTORIA FALLS-DURBAN Combination	7 NIGHTS	R59 850	R89 775	R119 700	+50% all suites
CAPE TOWN-VICTORIA FALLS Combination	6 NIGHTS	R59 850	R89 775	R119 700	+50% all suites
VICTORIA FALLS-CAPE TOWN Combination	7 NIGHTS	R59 850	R89 775	R119 700	+50% all suites
CAPE TOWN-DURBAN Combination	6 NIGHTS	R50 350	R75 050	R101 650	+50% all suites
DURBAN-CAPE TOWN Combination	6 NIGHTS	R50 350	R75 050	R101 650	+50% all suites

LONG JOURNEYS: 1 JANUARY 2022 – 31 DECEMBER 2022

All journeys available in reverse

JOURNEYS	NIGHTS	START	END	PULLMAN SUITE	DELUXE SUITE	ROYAL SUITE	SINGLE SUPPLEMENT
CAPE TOWN-DAR ES SALAAM	14 NIGHTS	2 Jul 24 Sep	16 Jul 8 Oct	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
DAR ES SALAAM-CAPE TOWN	14 NIGHTS	1 Feb 11 Oct	15 Feb 25 Oct	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
DAR ES SALAAM-LOBITO	14 NIGHTS	19 Jul	2 Aug	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
LOBITO-DAR ES SALAAM	14 NIGHTS	5 Aug	19 Aug	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
VICTORIA FALLS-LOBITO	14 NIGHTS	n/a	n/a	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
LOBITO-VICTORIA FALLS	14 NIGHTS	25 Jul	8 Aug	US$ 13 200	US$ 17 500	US$ 22 900	+US$ 5 865 Pullman; +US$ 7 605 Deluxe; Royal on request
COLLAGE Pretoria-Cape Town	9 NIGHTS	20 May 26 Oct	29 May 4 Nov	R99 500	R146 500	R194 500	+50% all suites
COLLAGE Cape Town-Pretoria	10 NIGHTS~	7 Nov	17 Nov	R99 500	R146 500	R194 500	+50% all suites
NAMIBIA Pretoria-Walvis Bay	9 NIGHTS	5 Apr 27 Apr 4 May	14 Apr 6 May 13 May	R116 000	R155 000	R198 000	+50% all suites
NAMIBIA Walvis Bay-Pretoria	9 NIGHTS	16 Apr 8 May 15 May	25 Apr 17 May 24 May	R116 000	R155 000	R198 000	+50% all suites
GOLF SAFARI Pretoria-Pretoria	9 NIGHTS *(8 nights*)*	3 Jan* 2 Feb 21 Apr 10 Sep 2 Nov	11 Jan* 11 Feb 30 Apr 19 Sep 11 Nov	R78 000	R118 000	R155 000	+40% all suites



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ADDENDUM E

Zimbabwe boasts some amazing natural sites. The Victoria Falls are without a doubt one of the world's grandest natural spectacles and every viewpoint reveals something new. Running from northeast to southwest down the centre of the country, and connecting its two largest cities, is the Highveld, a chain of low mountains and Zimbabwe's most populous area.

Hwange National Park is one of Zimbabwe's largest parks, in terms of the variety of animals and birds that may be seen. Hwange is one of the last great elephant sanctuaries in Africa, with over 40 000 living in the national park.

Situated in the northwest of the country on the Zambian border is Lake Kariba, where game can be viewed from the comfort of various safari camps, or from well-appointed cruise vessels and self-contained safari craft.

Capital:	Harare (HRE)
Currency:	Multi-currency scheme: the US Dollar and South African Rand can be used (a few other currencies can also be used)
Language:	English, Shona, Ndebele
Dialling code from SA:	+ 263
Time Zones:	UTC/GMT +2 (Same time zone as South Africa)
Public Holidays 2021:	Jan 1; Feb 21, 22; Apr 2, 3, 5, 18, 19; May 1, 25; Aug 9, 10; Dec 22, 25,27
Best Time to go:	May to October, the dry season
Best For:	The Victoria Falls and Great Zimbabwe Ruins
Drinking Water:	All water should be regarded as being a potential health risk. Bottled water is available.
Health:	There may be drug shortages in public hospitals. Private clinics expect cash payment or health insurance. It is advisable to carry basic medical supplies. Comprehensive health insurance is recommended, and it should include emergency air evacuation coverage.
Customs:	Normal social courtesies apply.

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