higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

5 October 2020 (X-paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

REQUIREMENTS: **Fares handouts**
GSA

This question paper consists of 8 pages and two addenda of 11 pages.

173Q1B2005

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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 – VAT is 14%.
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 Choose a code from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Hard-of-hearing passenger	A	XBAG
1.1.2	Extra bag	B	NSML
1.1.3	Cot that is attached to bulkhead	C	ETA
1.1.4	Meal for high blood pressure	D	SKED
1.1.5	Meal with assorted fresh fruit	E	DEAF
1.1.6	Estimated time of arrival	F	BSCT
1.1.7	Missing a connecting flight	G	FPML
1.1.8	Passenger has breakable articles	H	UMNR
1.1.9	Time table for an airline	I	NOSH
1.1.10	Child of FIVE years traveling alone	J	MSCN
		K	ORML
		L	FRAG

(10 × 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A wholesaler is also called the provider or supplier.

1.2.2 A travel agent is also called a tour operator.

1.2.3 A travel agent acts as an intermediary.

1.2.4 GHASA represents guest houses in South Africa.

1.2.5 FEDHASA means Federated Hospitality Association of Southern Africa.

1.2.6 WHO compiles statistics on the flow and growth of tourism.

1.2.7 Mango Airlines is a tour operator.

1.2.8 Restaurants are private support services.

1.2.9 Embassies are public support services.

1.2.10 SA Road Link is a travel agent.

(10 × 1) (10)

1.3 There are different components and governing tourism bodies in the travel and tourism industry.

Explain the function of each of the following components or governing bodies:

1.3.1 Principal

1.3.2 Wholesaler

1.3.3 Travel agent

1.3.4 SATOUR

1.3.5 ASATA

(5 × 2) (10)
[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 for the time table 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**
JNB	CPT	0730	6	**2.1.1**	6	BA **2.1.2**
PLZ	JNB	**2.1.3**	7	1235	**2.1.4**	BA6234
2.1.5	**2.1.6**	0630	4	0835	4	BA6300
JNB	**2.1.7**	0900	**2.1.8**	1000	6	CE402
UTN	JNB	**2.1.9**	1	**2.1.10**	1	SA8165

(10)

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

QUESTION 3

3.1 Refer to the GSA and answer the questions about Botswana:

3.1.1 What is the capital and what is the three-letter code? (2)

3.1.2 What languages are spoken there? (2)

3.1.3 When is the best time to visit the country? (2)

3.1.4 Do South Africans need a visa to enter te country? Yes/No (1)

3.1.5 Give the address and telephone number for the South African Representative in Botswana. (3)

3.1.6 List THREE operators for booking accommodation in Chobe national park. (3)

3.1.7 Name TWO operators for booking an air charter. (2)

3.2 Provide the definitions for the following type of travellers:

3.2.1 Citizen

3.2.2 Immigrant

3.2.3 Alien

3.2.4 Emigrant

3.2.5 Transit passenger

(5 × 2) (10)

3.3 Name THREE types of passports. (3)

3.4 Give FIVE examples of goods that are restricted and need permits. (5 × 2) (10)

3.5 Name TWO facilities that can be pre booked at an airport. (2)
[40]

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QUESTION 4

CLIENT PROFILE

You work for Sun Shine Travel in Port Elizabeth. Your client wants to book some flights through you and buy the air ticket, rail, accommodation and coach voucher. Open up a client profile for him/her (ADDENDUM C), using the information below:

Name:	Will Smith
Address:	25 Florida Road Port Elizabeth 6011
Date of birth:	08 July 1977
ID number:	7707080342381
Credit card:	VI 4902 7700 1122 7711 EXP12/2023
Tel no:	(H) 041 999 2157 (W) 041 907 3700 (C) 041 878 1880

FLIGHT DETAILS: PNR KL458B

SA481	Y	21 JUL	PLZ	ELS	19:00	19:35	HK1
SA647	K	25 JUL	ELS	BFN	08:05	14:25	HK1
SA843	H	28 JUL	BFN	CPT	13:30	15:40	HK1
CE987	D	05 AUG	CPT	DUR	11:10	12:20	HK1
CE402	Y	09 AUG	DUR	JNB	12:05	13:00	HK1
BA 561	B	13 AUG	JNB	PLZ	14:10	16:00	HK1

TRAIN DETAILS

BLUE TRAIN

Compartment:	Luxury single	
Departure:	Pretoria	30 OCT 08:50
Arrival:	Cape Town	31 OCT 12:00
Fare:	ZAR 24 830.00 including single supplement	

INTERCOACH DETAILS

INTERCAPE

Departure:	Cape Town	04SEP	11:30
Arrival:	Pretoria	05 SEP	09:15
Fare:	R850.00		

PNR number:PDR113

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ACCOMMODATION

Bantry Bay Luxury hotel
1 Rochester road, Bantry Bay, 8001
Date of arrival: 31 OCT
Date of departure: 04 SEP

Tel: 021 368 8220
Fax: 021 304 8265
Email: cro@aha.travel

Rate: R450 per single room per night
Confirmed by: Thandiswa on 08 May Confirmation number: MVR08MAYLL
Special requirements: Non-smoking room **[40]**

QUESTION 5

5.1 List FOUR facilities on board an aircraft. (4)

5.2 Explain the difference between ' CHECKED' and 'UNCHECKED' baggage.
(2 × 2) (4)

5.3 Name THREE carry-on items passengers are allowed to take on board an aircraft. (3)

5.4 What is not allowed on coaches? (3)

5.5 Decode the following meal codes.

5.5.1 CP

5.5.2 FB

5.5.3 EP

(3 × 1) (3)

5.6 Decode the following tour codes:

5.6.1 GIT

5.6.2 FIT

5.6.3 ITC

5.6.4 IIT

(4 × 1) (4)

5.7 What is the difference between a 'Tailor made tour' and an 'Escorted Inclusive Tour'? (2 × 2) (4)

5.8 Describe the FOUR common characteristics of all tours. (4)

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5.9 Discuss what you should consider when booking the following tour components:

5.9.1 Transport

5.9.2 Transfers

5.9.3 Meals

(3 × 2) (6)

5.10 The following tour planning steps are in the wrong order. Indicate the steps by only writing the letter of your choice in the correct sequence in the ANSWER BOOK.

A Programming daily activities
B Costing the tour
C Interview with the client
D Selection of the tour components
E Determine the routing

5.10.1 Step 1:

5.10.2 Step 2:

5.10.3 Step 3:

5.10.4 Step 4:

5.10.5 Step 5:

(5 × 1) (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)

1 2 3 4 5 - -	0630	0840	BA 6441	B737
1 2 3 4 5 - -	0700	0910	BA 6401	B737
1 2 3 4 5 6 7	0730	0940	BA 6405	B737
1 2 3 4 5 - -	0930	1140	BA 6411	B737
1 2 3 4 5 - 7	1030	1240	BA 6409	B737
- - - - - 6 -	1130	1340	BA 6415	B737
1 2 3 4 5 6 7	1245	1455	BA 6417	B737
1 2 3 4 5 6 7	1400	1610	BA 6419	B737
1 2 3 4 5 - 7	1500	1710	BA 6425	B737
1 2 3 4 5 6 7	1600	1810	BA 6427	B737
1 2 3 4 5 6 7	1700	1910	BA 6429	B737
1 2 3 4 5 - 7	1800	2010	BA 6431	B737
1 2 3 4 5 - 7	1845	2055	BA 6407	B737

From CAPE TOWN to Johannesburg (CPT-JNB)

1 2 3 4 5 - -	0645	0845	BA6400	B737
1 2 3 4 5 - -	0710	0910	BA6424	B737
1 2 3 4 5 6 7	0730	0930	BA6428	B737
- - - - - 6 -	0830	1030	BA6430	B737
1 2 3 4 5 - -	0910	1110	BA6406	B737
1 2 3 4 5 6 -	1000	1200	BA6410	B737
- - - - - - 7	1030	1230	BA6408	B737
1 2 3 4 5 6 -	1100	1300	BA6436	B737
- - - - - - 7	1130	1330	BA6404	B737
1 2 3 4 5 - 7	1245	1445	BA6414	B737
1 2 3 4 5 - 7	1400	1600	BA6416	B737
- - - - - 6 -	1430	1630	BA6402	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)

1 2 3 4 5 - -	0645	0755	BA6201	B737
- - - - - 6 -	0800	0910	BA6217	B737
- - - - - - 7	0930	1040	BA6203	B737
1 2 3 4 5 - -	0930	1040	BA6203	B737
1 2 3 4 5 - -	1110	1220	BA6211	B737
- - - - - 6 -	1130	1240	BA6205	B737
1 2 3 4 5 - -	1400	1510	BA6209	B737
- - - - - - 7	1400	1510	BA6209	B737
1 2 3 4 5 - 7	1545	1655	BA6219	B737
1 2 3 4 5 - 7	1630	1740	BA6229	B737
1 2 3 4 5 - 7	1800	1910	BA6221	B737

From DURBAN to Johannesburg (DUR-JNB)

1 2 3 4 5 - -	0700	0810	BA6200	B737
1 2 3 4 5 6 -	0830	0940	BA6202	B737
1 2 3 4 5 - -	0910	1020	BA6204	B737
- - - - - 6 -	1000	1110	BA6224	B737
1 2 3 4 5 - 7	1120	1230	BA6216	B737
1 2 3 4 5 - 7	1300	1410	BA6214	B737
- - - - - 6 -	1500	1610	BA6212	B737
1 2 3 4 5 - -	1600	1710	BA6218	B737
- - - - - - 7	1600	1710	BA6218	B737
1 2 3 4 5 6 7	1730	1840	BA6220	B737

From JOHANNESBURG to Port Elizabeth (JNB-PLZ)

1 2 3 4 5 - -	0630	0810	BA6231	B737
1 2 3 4 5 6 -	1120	1300	BA6241	B737
- - - - - - 7	1330	1510	BA6233	B737
1 2 3 4 5 6 -	1600	1740	BA6237	B737
1 2 3 4 - - 7	1800	1940	BA6239	B737
- - - - 5 - -	1800	1940	BA6239	B737

From PORT ELIZABETH to Johannesburg (PLZ-JNB)

1 2 3 4 5 - -	0645	0820	BA6232	B737
- - - - - 6 -	0900	1035	BA6238	B737
1 2 3 4 5 - -	0900	1035	BA6238	B737
- - - - - - 7	1100	1235	BA6234	B737
1 2 3 4 5 6 -	1335	1510	BA6242	B737
- - - - - - 7	1600	1735	BA6240	B737
1 2 3 4 5 - -	1815	1950	BA6236	B737

From JOHANNESBURG to Harare (JNB-HRE)

1 2 3 4 5 6 7	1230	1405	BA6267	B737

From HARARE to Johannesburg (HRE-JNB)

1 2 3 4 5 6 7	1500	1640	BA6268	B737

From JOHANNESBURG to Windhoek (JNB-WDH)

1 2 3 4 5 6 7	1200	1300	BA6275	B737

From WINDHOEK to Johannesburg (WDH-JNB)

1 2 3 4 5 6 7	1400	1700	BA6274	B737

From JOHANNESBURG to Vic Falls (JNB-VFA)

1 2 3 4 5 6 7	1115	1255	BA6285	B737

From VICTORIA FALLS to Johannesburg (VFA-JNB)

1 2 3 4 5 6 7	1345	1525	BA6282	B737

From JOHANNESBURG to Lusaka (JNB-LUN)

1 2 3 4 5 6 7	1000	1200	BA6251	B737

From LUSAKA to Johannesburg (LUN-JNB)

1 2 3 4 5 6 7	1245	1445	BA6250	B737

From CAPE TOWN to Durban (CPT-DUR)

1 2 3 4 5 - -	0630	0825	BA6301	B737
1 2 3 4 5 6 7	0925	1120	BA6303	B737
- - - - - 6 -	1200	1355	BA6311	B737
1 2 3 4 5 - 7	1800	1955	BA6307	B737

From DURBAN to Cape Town (DUR-CPT)

1 2 3 4 5 - -	0630	0835	BA6300	B737
- - - - - 6 -	0800	1005	BA6308	B737
- - - - - - 7	0800	1005	BA6308	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 558	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				

Class	Y	M	L	H	K	T	B	V
	OW RTN	OW RTN	OW RTN	OW RTN	OW RTN	OW RTN	OW RTN	OW RTN
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	500 1000	430 860	430 860	1020 2040
V	650 1300	650 1300	320 640					

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 PALABORWA

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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ADDENDUM A (continued)

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: | | | | | | | | | | | | | |

CENTRUM NUMBER: | | | | | | | | | | | |

QUESTION 2

2.2

FROM/TO					
CPT	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
UTN	SA	Y			
JNB	SA	K			
ELS	CE	C			
DUR	SA	H			
JNB	BA	Y			
CPT	BA	B			
ROUTING FARE	ZAR				
ROUNDED FARE	ZAR				
VAT	ZAR	ZV			
PSC (departure tax)	ZAR	ZA			
YR	ZAR				
YQ	ZAR				
SC		EV			
TOTAL					
					[30]

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ADDENDUM B (extra copy) (Please attach to the ANSWER BOOK)

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

CENTRUM NUMBER: | | | | | | | | | | | |

QUESTION 2

2.2

FROM/TO					
CPT	**CARR**	**CLASS**	**ADULT**	**CHILD**	**INFANT**
UTN	SA	Y			
JNB	SA	K			
ELS	CE	C			
DUR	SA	H			
JNB	BA	Y			
CPT	BA	B			
ROUTING FARE	ZAR				
ROUNDED FARE	ZAR				
VAT	ZAR	ZV			
PSC (departure tax)	ZAR	ZA			
YR	ZAR				
YQ	ZAR				
SC		EV			
TOTAL					
					[30]

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ADDENDUM C (Please attach to the ANSWER BOOK)

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

CENTRUM 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								
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 (Please attach to the ANSWER BOOK)

QUESTION 4 (extra copy)

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

CENTRUM 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]

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