



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

N1610(E)(M29)H

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N5**

(22030145)

**29 May 2019 (X-Paper)**

**09:00–12:00**

**OPEN-BOOK EXAMINATION**

Candidates may use their DTT Manual and/or textbooks, Fares within Africa handouts, student portfolio containing class notes, maps, brochure guides, case studies, assignments and tests, and a pocket calculator.

This question paper/answer book consists of 13 pages and eight addenda of 9 pages.

EXAMINATION NUMBER:

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TO BE COMPLETED BY MARKER

TOTAL MARKS OBTAINED:

PERCENTAGE

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
TRAVEL SERVICES N5  
TIME: 3 HOURS  
MARKS: 200

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**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. This is an OPEN-BOOK EXAMINATION, but individual work is required.
  5. ALL the questions must be answered on the QUESTION PAPER.
  6. Show ALL calculations. VAT is 15%. (Show decimals after the comma. Do NOT round off.)
  7. Documents must be completed in BLUE or BLACK PEN. No TIPPEX is allowed on documents.
  8. Candidates may request extra copies of answer sheets from invigilators, but at their own risk of running out of time.
  9. Write neatly and legibly.
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**TO BE COMPLETED BY THE MARKER**

QUESTION NUMBER	MARKS PER QUESTION
QUESTION 1	
QUESTION 2	
QUESTION 3	
QUESTION 4	
QUESTION 5	
TOTAL	


EXAMINATION NUMBER:

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## QUESTION 1

- 1.1 Complete the table below by filling in the missing country, city or code. Write only the answer next to the question number (1.1.1–1.1.10).

COUNTRY	CITY	CODE
1.1.1	Lubumbashi	1.1.2
1.1.3	1.1.4	ABJ
Cape Verde Islands	1.1.5	1.1.6
1.1.7	Kasane	1.1.8
1.1.9	1.1.10	NLA 

(10)

- 1.2 Give the codes of the following cities/airports. Write only the answer next to the question number (1.2.1–1.2.10).

CITY/AIRPORT	CODES
Margate	1.2.1
Upington	1.2.2
Malelane	1.2.3
Ulundi	1.2.4
Sun City	1.2.5
East London	1.2.6
Pietermaritzburg	1.2.7
Skukuza	1.2.8
Lanseria	1.2.9
Polokwane	1.2.10

(10)

**EXAMINATION NUMBER:**

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1.3 Give THREE standing committees of IATA.

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(3)

1.4 Give THREE aims of IATA.

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1.5 Explain each of the following freedoms of the air:

1.5.1 First freedom

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1.5.2 Second freedom



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(2 × 2)

(4)

EXAMINATION NUMBER:

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1.6 Decode the following airline codes. Write only the answer next to the question number (1.6.1–1.6.6). 

AIRLINE CODES	DECODE
BP	1.6.1
DT	1.6.2
ET	1.6.3
HM 	1.6.4
TM	1.6.5
QM	1.6.6

(6)

1.7 Give the codes of each of the following credit cards:

1.7.1 Visa

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1.7.2 American Express

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1.7.3 Diners Club



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1.7.4 Master Card

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(4 × 1) (4)  
**[40]**

EXAMINATION NUMBER:

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**QUESTION 2**

Today is 13 January 2019. You work for Famba Travel IATA No 7725437659 in Cape Town. You made the following bookings for Mr Joseph Black and his two sons, 16-year-old Samuel and 18-month-old Valentine.



1. SA346	Y	14 FEB	CPT BFN	HK2	0900	1010
2. SA1002	Y	17 FEB	BFN DUR	HK2	0600	0700
3. SA8324	Y	21 FEB	DUR PZB	HK2	0800	0820
			ARNK			
4. SA381	Y	01 MAR	RCB JNB	HK2	1700	1730
7. BA216	B	05 MAR	JNB PLZ	HK2	0900	1100
8. SA806	H	10 MAR	PLZ CPT	HK2	1900	1945

2.1 Refer to ADDENDA A–F and calculate the fare for the adult, child and infant.




FROM/TO	CARR	ADULT	CHILD	INFANT
FARE	ZAR			
ROUNDED FARE	ZAR			
VAT	ZAR			
PSC	ZAR			
SC	ZAR			
YR	ZAR			
YQ	ZAR			
TOTAL	ZAR			

EXAMINATION NUMBER:

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2.2 Issue the portion of the ticket below for the child. Form of payment – Diners Club 3645474493837464. Expiry date 12/23. Booking reference DA647/1G.

FORM OF PAYMENT						
FARE	EQUIV FARE PD	TAX	TAX	TAX		
TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT	

(12)

2.3 Show the TAT entry for an adult.




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(8)

2.4 Complete the CREDIT CARD CHARGE FORM for the child. Mr Joseph Black would like the payment over 24 months. The approval code is JG134.

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS		<b>STANDARD CREDIT CARD CHARGE FORM</b>				DATE AND PLACE OF ISSUE
		AIRLINE NUMERIC CODE	2. AGENT & CONTRACTOR COPY			
X	DATE OF ISSUE		IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS			
			6 12 24			
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER	OTATO NO.	CONNECTION OF PASSENGER WITH SUBSCRIBER		APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM	SERIAL NO.	CHECK DIGIT	
		TICKETS NOT TRANSFERABLE No Cash Refunds				
		CREDIT CARD CODE				
CURR. }	FARE	TOTAL		CUSTOMER FILE REFERENCE		
CURR. }	TAX					
CURR. }	EQUIV. AMT PD					

(15)  
[75]



EXAMINATION NUMBER:

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**QUESTION 3**

Today is 18 May 2019. You work for Siyazungeza Travel in Polokwane. You have made the following reservation for Mr Moodley and his group 'The Fountain' to travel to Johannesburg for music competitions.

KD 265/1A		18 MAY					
SA1564	H	25 MAY	PTGJNB	HK10	0600	0630	
SA1565	H	27 MAY	JNBPTG	HK10	1600	1800	

3.1 Refer to ADDENDA C–F and calculate the fare per passenger.



FROM/TO	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR	ZAR	
TOTAL	ZAR	



(10)

3.2 Calculate the fare for the whole team.

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(2)



**EXAMINATION NUMBER:**

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The group will need to pay a 35% deposit to secure the above reservation. Mr Moodley will pay with his American Express credit card 8746390274645385947. Expiry date 01/24.

3.3 Calculate the deposit that Mr Moodley will need to pay.

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(3)

3.4 Issue the EMD below by completing only the sections in bold.



<b>EMD</b>	083 8493 642856 4
<b>TYPE</b>	Check and enter
<b>POI</b>	Check and enter
<b>DOI</b>	18 MAY 2019
<b>IOI</b>	772948576
<b>LOC</b>	KD 265/1A
<b>RFIC</b>	Check and enter
<b>RFISC</b>	Check and enter
<b>ZAR</b>	Group deposit required as previously calculated.

<b>EMD -</b>	<b>TYPE -</b>	<b>SYS -</b>	<b>LOC -</b>
<b>DOM</b>	<b>POI -</b>	<b>DOI -</b>	<b>IOI -</b>
<b>PAX-</b>			
<b>RFIC -</b>			
<b>REMARKS -</b>			
<b>CPN - 1</b>	<b>RFISC -</b>		<b>VALUE -</b>
<b>PRESENT AT -</b>			<b>PRESENT TO -</b>
<b>ICW</b>			<b>DESCR - GROUP DEPOSIT</b>
<b>FARE -</b>		<b>ZAR</b>	
<b>EXCH VAL</b>		<b>ZAR</b>	<b>RFND VAL</b>
<b>TAX -</b>			
<b>TOTAL</b>		<b>ZAR:</b>	
<b>/FC</b>			
<b>FP:</b>			

(15)  
[30]

EXAMINATION NUMBER:

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QUESTION 4

Today is 22 April 2019. Mrs Tshabalala comes to your office with the following ticket.

FROM/TO		ENDORSEMENT /RESTRICTION (CARBON)				ORIGIN/DESTINATION				AUDIT COUPON PLACE OF ISSUE-AGENCY																	
CPT		CAR R		FARE CALC		XT 18.00EV 420.00YR				CPT CPT BOOKING REFERENCE																	
GRJ		SA		880.00		NAME OF PASSENGER NOT TRANSFER		DATE OF ISSUE		YRT145/1G ISSUED IN EXCHANGE FOR																	
DUR		SA		900.00		TSHABALALA SANNAH MRS		10 APR 19		XAVIER TRAVEL CAPE TOWN 77246573																	
CPT		SA		1390.00		CONJUNCTION TICKETS		ORIGINAL ISSUE AIRLINE FORM SERIAL NO. PLACE DATE SAGENT'S NUMERIC CODE																			
						GOOD FOR SALE		CARRIER		FLIGHT/CLASS		DATE		TIME		STATUS		FARE BASIS		NOT VALID BEFORE		NOT VALID AFTER		ALL OW		BAGGAGE CK/UNCK	
						FROM CAPE TOWN		SA		673 Y		16APR		1600		OK		Y				16APR		PC		PCS WT	
						TO GEORGE		SA		765 Y		20APR		0900		OK		Y				16APR		PC		PCS WT	
						TO DURBAN		SA		256 Y		24APR		1300		OK		Y				16APR		PC		PCS WT	
						TO CAPE TOWN		V		O I		D		-----		-----		-----				-----		-----		PCS WT	
						TO VOID-----		TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY															
						FORM OF PAYMENT				SOUTH AFRICAN AIRWAYS																	
TOTAL FARE CALC		ZAR3170.00		AX3647364548926473647																							
FARE		ZAR3170.00		EQUIV.FARE PD		TAX 475.50ZV		TAX 143.00ZA		TAX 436.00XT		CPN		AIRLINE CODE FORM AND SERIAL NUMBER CK													
TOTAL		ZAR 4192		CURRENCY ZAR		CASH COLLECTION		CREDIT BALANCE 3170.00		COMM RATE 1		TAX AMOUNT 1054.50		083 6289547593 7													

Mrs Tshabalala is in Durban. She would like to go to Johannesburg before returning to Cape Town. You have made the following amendments:

SA420 Y DUR JNB 24APR HK1 0900 1010  
 SA421 Y JNB CPT 30 APR HK1 1200 1310

**EXAMINATION NUMBER:**

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4.1 Recalculate the fare and work out the difference.



**OLD FARE CALCULATION**

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR/YQ	ZAR	
TOTAL	ZAR	



**NEW FARE CALCULATION**

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR/YQ	ZAR	
TOTAL	ZAR	

NEW FARE		OLD FARE		FARE DIFF	
NEW VAT		OLD VAT		VAT DIFF	
NEW PSC		OLD PSC		PSC DIFF	
NEW SC		OLD SC		SC DIFF	
NEW YQ/YR		OLD YQ/YR		YQ/YR DIFF	
				TOTAL	



(15)

**EXAMINATION NUMBER:**

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4.2 Reissue the e-ticket below, by completing the missing information. They will pay the additional amount if applicable in cash.

NAME: MRS SANNAH TSHABALALA				ETKT ITINERARY/RECEIPT							
AGENCY NAME: FOCUS TRAVEL				22APR2019			IATA:772 35243 2				
TICKET NO: 0836289547835 2					PLACE OF ISSUE: DURBAN						
ISSUED BY: SA					REF: RTG2340						
FARE:	TOTAL:			TAX:				TAX:			
TAX:											
FOP:											
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE											
CARRIER	FLIGHT	DATE	FROM	TO	TIME	STATUS	FARE BASIS	ALLOW	NVB	NVA	
SA	420	24APR	DUR	JNB	0900	OK	Y				
SA	421	30APR	JNB	CPT	1200	OK	Y				

(15)  
[30]

**QUESTION 5**

Today is 14 June 2019. You work for Ushaka Travel in Durban. You have made the following reservation:

TRH365/1A                      14JUN                      USHAKA TRAVEL

1. BOTHA ADELAIDE MRS
2. BOTHA VINCENT\*CHD
3. BOTHA SAUL\*INF



SA302	Y	16 JUL	DUR MRU	HK2	1300	1600
MK423	Y	24 JUL	MRU DUR	HK2	1700	2000

EXAMINATION NUMBER:

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5.1 Refer to ADDENDUM G and calculate the airfare, including taxes for a child using Rule A021

FROM/TO	CARRIER	FARE

(10)

5.2 Issue the portion of the document below.

NOT GOOD FOR PASSAGE	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM				
TO				
TO				
TO				

(10)

5.3 Show the TAT ENTRY for the child.

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(5)  
[25]

TOTAL: 200

**ADDENDUM A****BRITISH AIRWAYS FARES**

	JNB-CPT						JNB-DUR					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C VAT	1900 266	3800 532	1280 179.20	2550 357	190 26.60	380 53.20	1210 169.40	2420 338.80	820 114.80	1630 228.20	130 18.20	250 35
Y VAT	1500 210	3000 420	1010 141.40	2010 281.40	150 21	300 42	900 126	1800 252	610 85.40	1210 169.40	90 12.60	180 25.20
B VAT	1200 168	2400 336	810 113.40	1610 225.40	120 16.80	240 33.60	700 98	1400 196	470 65.80	940 131.60	70 9.80	140 19.60
H VAT		2000 280		1340 187.60		200 28		1080 151.20		730 102.20		110 15.40
K VAT		1620 226.80		1090 152.60		170 23.80		820 114.80		550 77		90 12.60
V VAT		1250 175		840 117.60		130 18.20		620 86.80		420 58.80		70 9.80

	JNB-PLZ						DUR-CPT					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C VAT	1540 215.60	3080 431.20	1040 145.60	2070 289.80	160 22.40	310 43.40	1900 210	3800 420	1010 141.40	2010 281.40	150 21	300 42
Y VAT	1200 168	2400 336	810 113.40	1610 225.40	120 16.80	240 33.60	1500 210	3000 420	1010 141.40	2010 281.40	150 21	300 42
B VAT	1000 140	2000 280	670 93.80	1340 187.60	100 14	200 28	1200 168	2400 336	810 113.40	1610 225.40	120 17	240 33.60
H VAT		1550 217		1040 145.60		160 22.40		2000 280		1340 187.60		200 28
K VAT		1260 176.40		850 119		130 18.20		1620 226.80		1090 152.60		170 23.80
V VAT		1060 148.40		720 100.80		110 15.40		1250 175		840 117.60		130 18.20

**ADDENDUM B**  
**BRITISH AIRWAYS FARE RULES**

	<b>C-CLASS</b>	<b>Y-CLASS</b>	<b>B-CLASS</b>	<b>H-CLASS</b>	<b>K-CLASS</b>	<b>V-CLASS</b>
<b>Application</b>	One-way/Return/Circle or open jaw trip.	One-way/Return/Circle or open jaw trip.	One-way/Return/Circle or open jaw trip.	Return/Circle trip	Return/Circle trip	Return/Circle trip
<b>Change in reservation</b>	Any time, subject to seat availability	None	Provided B class is available and change takes place at least 7 days prior to departure.	Provided H class is available and change takes place at least 10 days prior to departure, as well as minimum stay being complied with.	Provided K class is available and change takes place at least 14 days prior to departure, as well as minimum stay being complied with.	Provided V class is available and change takes place at least 21 days prior to departure, as well as minimum stay being complied with.
<b>Minimum stay</b>	None	None	None	3 days	1 Saturday night	1 Saturday night
<b>Maximum stay</b>	1 year	1 year	6 months	6 months	6 months	6 months
<b>Advance purchase</b>	None	None	7 days prior to departure	10 days prior to departure	14 days prior to departure	21 days prior to departure
<b>Ticketing</b>	2 days prior to departure	5 days prior to departure	Within 48 hours after reservation	Within 48 hours after reservation	Within 48 hours after reservation	Within 48 hours after reservation
<b>Endorsement</b>	None	None	Non-endorsable	Non-endorsable	Non-endorsable	Non-endorsable
<b>Cancellations and refunds</b>	Administration fee of ZAR100 plus ZAR14 VAT applies	Administration fee of ZAR100 plus ZAR14 VAT applies	Anytime 25%	Before departure 25% After departure – no refund	Before departure 25% After departure- no refund	Before departure 25% After departure- no refund
<b>Child/ Infant</b>	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare
<b>Open sectors</b>	Permitted	Permitted. If class not available on rebooking, must be upgraded to next highest available fare.	Permitted. If class not available on rebooking, must be upgraded to next highest available fare-new flight res must be 7 days in advance	Not permitted	Not permitted	Not permitted
<b>Fare basis</b>	COW	Y	BOW	HRT	KRT	VR

**ADDENDUM C****SAA FARES**

FROM	TO	J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
BFN	CPT		1170	1060	830	900R		
	DUR		1140	1030	850	1260R	800R	
	ELS		1490	1360	1130	1650R	1080R	
	JNB		780	700	540	600R		
	PLZ		1250		940	1380R	880R	
CPT	DUR	1840	1390	1140		1620R		1250R
	ELS		1200	1100	850	920R		
	GRJ		880		680	980R	720R	
	HDS		1430	1080	830			1250R
	JNB	1840	1390	1140		1620R		
	KIM		1390	1250	1040	1530R	1010R	
	PLZ	1080	850	710	560	860R	600R	
MBD			1430	1080	830			
UTN			1390	1250	1040	1530R	1010R	
DUR	ELS		890	810	630	680R		
	GRJ		1210		940	1700R	1130R	
	JNB	1160	820	650		820R		620R
	NLP		1170	1060	880	1290R	840R	
	PZB		170					
	PLZ	1140	900	750	590	920R	660R	
ULD			170					
ELS	JNB	1350	1020	830	700	1180R	860R	
	PLZ	800	680		510	740R	430R	
GRJ	JNB	1600	1210			1320		1040R
JNB	HDS		1010					
	KIM		920	840	660	700R		
	MGH		850	760	640	930R	590R	
	NLP	1170	880	810	680	980R		840R
	PHW		980	880	740	1080R	660R	
	PTG		880	810	680	980R	720R	
	PZB		840	660	480	800R	650R	
	PBZ		1040					
	PLZ	1480	1120	950		1260R		1060R
	RCB		840	770	590	630R		
NTY		520	480	390	570R	320R		
UTT		1280	950	850	1410R	920R		
UTN			1400	1260	1060	1540R	1010R	
PZB	ULD		170					



**ADDENDUM D****SAA FARE RULES**

<b>CLASS</b>	<b>J CLASS</b>	<b>Y CLASS</b>	<b>K CLASS</b>	<b>H CLASS</b>	<b>T CLASS</b>	<b>V CLASS</b>	<b>V CLASS</b>
<b>FARE BASIS</b>	J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
	<b>BUSINESS</b>	<b>ECONOMY</b>					
<b>Application</b>	Fares apply to business class. Seating may be prearranged.	Fares apply to economy class only.	Tourist-K –class One-way fares	Super Saver Fares apply in the economy class and can be sold for one way (OW). Seats are limited	Fares apply in South Africa, subject to T-class seat availability on SA services. Only round-trip journeys permitted	Fares apply in South Africa, subject to V-class seat availability on SA services. Only round-trip journeys permitted	Fares apply in South Africa, subject to V-class seat availability on SA services. Only round-trip journeys permitted
<b>Children and infant fares</b>	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare	Accompanied children 2–11 charge 67% of fare  Infant under 2 without a seat charge 10% of fare
<b>Minimum stay</b>					Return travel from the last stopover must commence no earlier than the first Sunday after departure from the fare origin.	Return travel from the last stopover must commence no earlier than the first Sunday after departure from the fare origin.	Return travel from the last stopover must commence no earlier than the first Sunday after departure from the fare origin.
<b>Maximum stay</b>	1 year from departure	1 year from departure	6 months from departure	6 months from departure	6 months from departure	6 months from departure	6 months from departure
<b>Advanced purchase</b>	N/A	N/A	N/A	14 days	14 days	21 days	21 days
<b>Reservations/ Ticketing</b>			Reservations are required for all sectors. Ticketing must be completed within 48 hours after reservations have been made.	Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waiting list not permitted.	Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waiting list not permitted.	Reservations are required for all sectors. Ticketing must be completed within 72 hours after reservation or at least 21 days before departure whichever is earlier. Waiting list not permitted.	Reservations are required for all sectors. Ticketing must be completed within 72 hours after reservation or at least 21 days before departure whichever is earlier. Waiting list not permitted.

CLASS	J CLASS	Y CLASS	K CLASS	H CLASS	T CLASS	V CLASS	V CLASS
FARE BASIS	J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
	BUSINESS	ECONOMY					
Ticket entries			The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONREF in the form of payment box and NOEND/NONTRANS and VLD FLIGHTS SHOWN ONLY in the endorsement box.	The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.
Cancellation and refunds	A refund will be made to an amount equal to the unused portion of the ticket less administration.	A refund will be made to an amount equal to the unused portion of the ticket less administration.	Penalty 25% Upgrading permitted to the next higher fare.  A change in reservation in the same booking class is permitted provided K-class seats are available and the change takes place at least 3 days before departure.  Rerouting not permitted.  Standbys permitted only on day of departure	Penalty 25% for cancelation/no show Upgrading permitted to the next higher fare  A change in reservation in the same booking class is permitted provided H-class seats are available and the change takes place at least 14 days before departure.  Rerouting not permitted.  Standbys permitted only on day of departure	Penalty 25% for cancel/ no show/refund  Complete journey (both sectors) must be upgraded to the next higher applicable return fare  No change in reservation permitted at any time  No refund on a partially used ticket  Standbys permitted on day of departure only  Rerouting not permitted	Penalty 25% Upgrading permitted to the next higher fare  A change in reservation in the same booking class is permitted provided V-class seats are available and the change takes place at least 7 days before departure.  Rerouting not permitted  There will be no refund on a partially used ticket	Ticket is 100% non-refundable when cancelled completely  A change in reservation in the same booking class is permitted provided V-class seats are available and the change takes place at least 21 days before departure  No refund on a partially used ticket  Rerouting not permitted  Standbys not permitted at any time

**ADDENDUM E****AIRPORT TAXES**

COUNTRY	TAX CODE	DOMESTIC TICKET	INTERNATIONAL TICKET	NOTES
BOTSWANA	BW	ZAR15 (BWP10)	ZAR42 (BWP25)	Exempt Inf
KENYA	KE	ZAR43 (KES300)		Exempt Inf
	TU		ZAR140 (USD20)	
MADAGASCAR	HY		ZAR55 (USD8)	Exempt Inf and transfers
	TZ		ZAR207 (USD30)	
MALAWI	LD		ZAR207 (USD30)	Exempt Inf
MAURITIUS	MU		ZAR188 (MUR500)	Exempt Inf
NAMIBIA	NA	ZAR40 (NAD40)	Flights to SACU countries ZAR100 (NAD100)  Flights to other countries ZAR200 (NAD200)	Exempt Inf  SACU countries Botswana Lesotho South Africa Swaziland
SOUTH AFRICA	ZA	ZAR52 Ex JNB ZAR48 Ex CPT, DUR ZAR47 Ex BFN, ELS, GRJ KIM, MGH,PBZ,RCB PHW,PLZ,PTG,PZB UTN, UTT  ZAR110 Ex HDS  ZAR78 Ex NLP/MQP	Regional flights ZAR100  International flights ZAR131	Exempt Inf  Regional (from SA) to: Botswana Lesotho Namibia Swaziland
	EV	ZAR6 per departure from SA airport	ZAR6 per departure from SA airport	
	WC		Regional flights: ZAR55  International flights: ZAR110	Exempt Inf
UGANDA	UL	ZAR20 (UGX3000)	ZAR280 (USD40)	Exempt Inf
ZIMBABWE	CB	ZAR35 (USD5)	ZAR210 (USD30)	Exempt Inf and transfers

**ADDENDUM F****AIRLINE TAXES**

<b>AIRLINE</b>	<b>TAX CODE</b>	<b>CHARGE</b>	<b>NOTES</b>
BA	YQ	ZAR133 (USD19)	Payable per flight per passenger. No exemptions.
SA	YR	ZAR140 (USD20)	Payable per flight per passenger. No exemptions.

**ADDENDUM G****MRU (MAURITIUS)**

*F	5820	922.85	A001	EH
*J	4610	730.99	A002	EH
*Y	4040	640.60	A003	EH
YEE3M	5720	907.00	A014	EH
YKPX1M	3730	591.45	A021	EH

**A.021****SPECIAL EXCURSION (PEX) FARES FROM SOUTH AFRICA TO COMOROS/MAURITIUS/REUNION**

The fares are subject to the provisions hereof and Standard Conditions G100

**1. APPLICATION**

A. Economy class round, circle trip special excursion (PEX) fares from South Africa to Comoros, Mauritius, Reunion.

**4. CHILDREN'S AND INFANTS' FARES**

A. Children 67% of the applicable adult fare.

B. Infants 10% of the applicable adult fare

**7. MINIMUM STAY**

A. 6 days

**9. MAXIMUM STAY**

A. One month

**10. EXTENSION OF VALIDITY**

A. Not permitted

**11. STOPOVERS**

A. Permitted

Exception to Comoros, Reunion

1) One permitted

2) One additional permitted at a charge of ZAR200

**12. ROUTING**

A. 1) To Comoros, Reunion: To/from Durban via Johannesburg: Only permitted in one direction.

2) To Mauritius:

Johannesburg-Mauritius-Johannesburg

Durban-Mauritius-Durban

Johannesburg-Mauritius-Durban-Johannesburg

Durban-Mauritius-Johannesburg-Durban

**14. CONSTRUCTION AND COMBINATIONS**

A. Combinations only permitted with domestic fares.

**19. REFUND FOR CANCELLATION AND NO SHOW**

- A. 1. Before departure: Refund the fare paid less 25%  
2. After departure: No refund  
3. The non-refundable amount may be used as credit towards payment of any higher applicable fare. The original non-refundable amount remains non-refundable; the new ticket and any subsequent reissues must be annotated: NONREF/PEX.

**20. REBOOKING AND REROUTING**

- A. 1. Permitted at a charge of ZAR200 per transaction. Such transactions must be made no later than the day of the flight being changed.

**31. FARE BASIS/TICKET DESIGNATOR**

YKPX1M