



# higher education & training

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

**NATIONAL CERTIFICATE**

**TRAVEL SERVICES N5**

(22030145)

**13 October 2020 (X-paper)**

**09:00–12:00**

**OPEN-BOOK EXAMINATION**

**Calculators may be used. Candidates may use their DTT Manual and/or a textbook, and the Fares within Africa handouts.**

**This question paper consists of 15 pages and SEVEN addenda of 9 pages.**

**EXAMINATION NUMBER:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|

**TO BE COMPLETED BY MARKER**

**TOTAL MARKS OBTAINED:**

**PERCENTAGE**

**245Q1B2013**

**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. All the questions must be answered on the QUESTION PAPER. No ANSWER BOOK is necessary.
  5. Show all calculations. VAT is 15%.
  6. Documents must be completed in pen. No TIPPEX is allowed on documents.
  7. Candidates may request extra copies of answer sheets from the invigilators, but do so at their own risk in respect of time loss.
  8. Write neatly and legibly.
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**TO BE COMPLETED BY MARKER**

| QUESTION NUMBER | MARKS OBTAINED |
|-----------------|----------------|
| QUESTION 1      |                |
| QUESTION 2      |                |
| QUESTION 3      |                |
| QUESTION 4      |                |
| QUESTION 5      |                |
| <b>TOTAL</b>    |                |

**SECTION A**

**QUESTION 1**

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' in the spaces provided (1.1.1–1.1.10). 

| STATEMENT   | TRUE/FALSE |
|---|------------|
| 1.1.1 An infant pays a PSC on SA Y class.   |            |
| 1.1.2 LAX is found in Traffic Area 1.   |            |
| 1.1.3 The main objective of WHO is to promote safe and regular air transport.                               |            |
| 1.1.4 IATA head office is in Geneva.  |            |
| 1.1.5 ICAO stands for International Civil Aviation Organisation.  |            |
| 1.1.6 Traffic is one of the standing committees of IATA.  |            |
| 1.1.7 An expired document is a factor which would require the completion of a Refund Application/Authority. |            |
| 1.1.8 RQ on the manual air ticket stands for waitlisted.  |            |
| 1.1.9 A Non-collapsible wheelchair is classified as hand luggage.   |            |
| 1.1.10 Checked baggage is weighed, labelled and placed in the hold of the aircraft.                         |            |

(10)

1.2 Define the following terms:



1.2.1 Traffic

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1.2.2 Traffic rights

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1.2.3 Ticket time limit

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1.2.4 Ticket validity



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(4 x 2) (8)

1.3 Decode the following miscellaneous codes:




| CODES | DECODE |
|-------|--------|
| EMD   |        |
| CHD   |        |
| SCCCF |        |
| ADC   |        |
| BSPZA |        |
| STD   |        |
| CIP   |        |
| VAT   |        |
| PSGR  |        |
| ARNK  |        |

(10 x 1) (10)

1.4 Encode the following types of credit cards. 

| CREDIT CARD      | ENCODE |
|------------------|--------|
| Mastercard       |        |
| VISA             |        |
| American Express |        |
| Diners Club      |        |

(4 x 1) (4)

1.5 Name the EIGHT broad categories of RFIC. 

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(8 x 1) (8)  
[40]

**TOTAL SECTION A: 40**

**SECTION B**

**QUESTION 2**

You work for Siyazungeza Travel, IATA no. 772 65743 2 in East London. Mrs Mlangeni would like to travel with her two daughters. You made the following booking for her.



MLANGENI /DUDU /MRS  
MLANGENI/SILINDILE\*INF

MLANGENI/AYANDA\*CHD

- 1. SA3352 J 02 FEB ELSPLZ HK2 0630 0700
- 3. SA1108 J 06 FEB PLZDUR HK2 0800 0900
- 4. SA8002 Y 11 FEB DURELS HK2 0900 0930


2.1 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  |       |       |        |



(30)

2.2 Complete the shaded part of the e-ticket below. 

Form of payment – VISA3456287645903847. Straight payment  
 Expiry date 12/26. Booking reference number: SGD253/1G

| NAME: MLANGENI/DUDU  |        |       |           |                             | ETKT ITINERARY/RECEIPT |        |            |       |     |       |
|--|--------|-------|-----------|-----------------------------|------------------------|--------|------------|-------|-----|-------|
| AGENCY NAME: SIYAZUNGEZA TRAVEL  |        |       | 21JAN2018 |                             | IATA: 772 65743 2      |        |            |       |     |       |
| TICKET NO: 0835342849601 2   |        |       |           | PLACE OF ISSUE: EAST LONDON |                        |        |            |       |     |       |
| ISSUED BY: SA  |        |       |           | REF:SGD253/1G               |                        |        |            |       |     |       |
| FARE:  |        | TAX:  |           | TAX:                        |                        | TAX:   |            |       |     |       |
| TOTAL:   |        |       |           |                             |                        |        |            |       |     |       |
| FOP:   |        |       |           |                             |                        |        |            |       |     |       |
| FARE CALCULATION   |        |       |           |                             |                        |        |            |       |     |       |
| ELS SA   |        |       |           |                             |                        |        |            |       |     |       |
| CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO<br>CONDITIONS OF CARRIAGE |        |       |           |                             |                        |        |            |       |     |       |
| CARRIER  | FLIGHT | DATE  | FROM      | TO                          | TIME                   | STATUS | FARE BASIS | ALLOW | NVB | NVA   |
| SA   | 3352   | 02FEB | ELS       | PLZ                         | 0630                   | OK     | J          | PC    |     | 02FEB |
| SA   | 1108   | 06FEB | PLZ       | DUR                         | 0800                   | OK     | J          | PC    |     | 02FEB |
| SA   | 8002   | 11FEB | DUR       | PZB                         | 0900                   | OK     | Y          | 20K   |     | 02FEB |
|  |        |       |           |                             |                        |        |            |       |     |       |
|  |        |       |           | ZAR                         |                        |        |            |       |     |       |



(15)

2.3 Complete the SCCCF for this ticket. The approval code is HDSW.



|  |                 |   |   |                            |   |                         |
|--|-----------------|---|---|----------------------------|---|-------------------------|
| 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<br><br>X |                 | <b>STANDARD CREDIT CARD CHARGE FORM</b>             |   |                            |   | DATE AND PLACE OF ISSUE |
|  |                 | AIRLINE NUMERIC CODE                                |   | 2. AGENT & CONTRACTOR COPY |   |                         |
|  |                 | DATE OF ISSUE                                       |   |                            | IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS<br><b>6 12 24</b> ____ |                         |
| 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             |
|  |                 | <b>TICKETS NOT TRANSFERABLE<br/>No Cash Refunds</b> |   |                            |   |                         |
|  |                 | CREDIT CARD CODE                                    |   |                            |   |                         |
| CURR. }  | FARE            | TOTAL   |   | CUSTOMER FILE REFERENCE    |   |                         |
| CURR. }  | TAX             |   |   |                            |   |                         |
| CURR. }  | EQUIV. AMT. PD. |   |   |                            |   |                         |

(15)

V1

V2

V3

2.4 Show the TAT entry for the CHILD passenger.

(5)





**QUESTION 3**

You work for Travel Too, IATA no 772 18976 in Durban. The following reservations were made for Mr David Smith and his team to travel to Cape Town to participate in the Engen Knockout Challenge. Mr Smith will need to pay a deposit of 35% to secure this booking. He will pay with his MasterCard 7354638291634534. Expiry date: 03/26

|         |   |        |        |      |      |      |
|---------|---|--------|--------|------|------|------|
| GHDF/1G |   | 08 MAY |        |      |      |      |
| BA8213  | B | 11MAY  | DURCPT | HK18 | 0700 | 0920 |
| BA8214  | B | 24MAY  | CPTDUR | HK18 | 1800 | 2020 |

3.1 Calculate the fare per passenger.

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

(10)

3.2 Calculate the fare for the whole team.

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(2)

3.3 Calculate the 35% deposit that is required for the team.

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(3)

3.4 Refer to the EMD below. 

EMD- 125 1655 253764                    TYPE-S                    SYS-1G                    LOC-GHDF  
 DOM-                    POI-DUR                    DOI-08MAY18                    IOI-772 18976  
 PSGR-DAVID SMITH    ADT  
 RFIC-D                    FINANCIAL IMPACT  
 REMARKS-  
 CPN-1                    RFISC-98F                    BA DUR  
 DESCRIPTION-GROUP DEPOSIT  
 CONSUMED AT ISSUANCE  
 ICW-125 3645 728465 C1  
 SERVICE REMARKS- GROUP DEPOSIT


Explain the meaning of the following items found on the EMD.

|                      |  |
|----------------------|--|
| 125 1655 253764      |  |
| TYPE-S               |  |
| 08 MAY 18            |  |
| LOC-GHDF             |  |
| RFIC-D               |  |
| RFISC-98F            |  |
| CONSUMED AT ISSUANCE |  |
| ICW-125 3645 728465  |  |
| SERVICE REMARKS      |  |
| ZAR19 744.20         |  |



(10)  
[25]

**QUESTION 4**

Today is 10 June. Mrs Peterson is in Durban. She wants to travel to Pietermaritzburg before going back to Johannesburg. Below is her original ticket. 

|                 |            |           |  |                 |                        |              |  |  |            |                  |   |       |  |  |
|-----------------|------------|-----------|--|-----------------|------------------------|--------------|--|--|------------|------------------|---|-------|--|--|
| FROM/TO<br>O    |            |           | ENDORSEMENT /RESTRICTION (CARBON)        |                 |                        |              | ORIGIN/DESTINATION<br>JNB/JNB  |  |            |                  | <b>FLIGHT COUPON 2</b><br>PLACE OF ISSUE-AGENCY |       |  |  |
| JNB             | CARR       | FARE CALC | XT 12.00EV 280.00YR                      |                 |                        |              | BOOKING REFERENCE<br>FDSC/1G   |  |            |                  | AMAZING TRAVEL<br>JOHANNESBURG<br>772 8375 2    |       |  |  |
| DUR             | SA         | 650.00    | NAME OF PASSENGER<br>PETERSON/SHARON MRS |                 |                        |              | DATE OF ISSUE<br>10MAR2018   |  |            |                  | ISSUED IN EXCHANGE FOR                          |       |  |  |
| JNB             | SA         | 650.00    | CONJUNCTION TICKETS                      |                 |                        |              | ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE<br>ISSUE        |  |            |                  | NM  |       |  |  |
|                 |            | X         | GOOD FOR SALE                            | CARRIER         | FLIGHT/CLASS           | DATE         | TIME   | STATUS                                       | FARE BASIS | NOT VALID BEFORE | NOT VALID AFTER                                 | ALLOW | BAGGAGE CK/UNCK                        |  |
|                 |            |           | FROM JOHANNESBURG                        | SA              | 2431 K                 | 19MAR        | 0600   | OK   | KA3        |                  | 19SEP   | PC    | PCS WT                                 |  |
|                 |            |           | TO DURBAN                                | SA              | 2432 K                 | 24MAR        | 1500   | OK   | KA3        |                  | 19SEP   | PC    | PCS WT                                 |  |
|                 |            |           | TO JOHANNESBURG                          | V               | O I D                  |              |  |  |            |                  |   |       | PCS WT                                 |  |
|                 |            |           | TO VOID                                  | TOUR CODE       |                        |              |  | PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY |            |                  |   |       |  |  |
| TOTAL FARE CALC | ZAR1300.00 |           | FORM OF PAYMENT<br>CA4536271894657334    |                 |                        |              | <b>SOUTH AFRICAN AIRWAYS</b><br>SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET |  |            |                  |   |       |  |  |
| FARE            | ZAR1300.00 |           | EQUIV.FARE PD                            | TAX 195.00ZV    | TAX 100.00ZA           | TAX 292.00XT | CPN AIRLINE CODE FORM AND SERIAL NUMBER CK                                       |  |            |                  |   |       |  |  |
| TOTAL           | ZAR1887.00 |           | CURRENCY ZAR                             | CASH COLLECTION | CREDIT BALANCE 1300.00 | COMM RATE 1  | TAX AMOUNT 587.00  | ● 083 5003756454 4 ●                         |            |                  |   |       |  |  |
|                 |            |           |  |                 |                        |              |  |  |            |                  |   |       | DO NOT MARK OR WRITE IN THE WHITE AREA |  |

New itinerary: 

|        |   |       |         |     |      |      |
|--------|---|-------|---------|-----|------|------|
| SA4526 | Y | 11JUN | DUR PZB | HK1 | 0700 | 0725 |
| SA4527 | Y | 15JUN | PZB JNB | HK1 | 1400 | 1500 |

4.1 Calculate the refund due to her.

**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      |  |

(16)

4.2 Reissue the portion of the document below. She will pay the additional amount in cash.



|                        |         |      |            |       |      |                      |
|------------------------|---------|------|------------|-------|------|----------------------|
| ORIGIN/DESTINATION     |         |      |            |       |      |                      |
| BOOKING REF.           |         |      |            |       |      |                      |
| ISSUED IN EXCHANGE FOR |         |      |            |       |      |                      |
| ORIGINAL ISSUE         | AIRLINE | FORM | SERIAL NO. | PLACE | DATE | AGENT'S NUMERIC CODE |

|                 |  |  |  |  |
|-----------------|--|--|--|--|
| FORM OF PAYMENT |  |  |  |  |
|-----------------|--|--|--|--|

|       |               |                 |                |            |            |
|-------|---------------|-----------------|----------------|------------|------------|
| FARE  | EQUIV.FARE.PD | TAX             | TAX            | TAX        |            |
| TOTAL | CURRENCY      | CASH COLLECTION | CREDIT BALANCE | COMM. RATE | TAX AMOUNT |



(16)

[32]

**QUESTION 5**

You have made the following reservation for Mrs Priscilla Chikambo to travel to Harare, Zimbabwe.



- 1. CHIKAMBO/PRISCILLA/MRS
- 2. CHIKAMBO/MIRRIAM\*CHD
- 3. CHIKAMBO/ BENJAMIN\*INF

|    |     |   |       |        |     |      |      |
|----|-----|---|-------|--------|-----|------|------|
| BA | 352 | Y | 02JUN | JNBHRE | HK2 | 1100 | 1235 |
| UM | 353 | S | 16JUN | HREJNB | HK2 | 1545 | 1730 |

5.1 Refer to ADDENDUM G and calculate the fare for a CHILD and INFANT, using rule A019.



| FROM/TO | CARR | CHILD | INFANT |
|---------|------|-------|--------|
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |
|         |      |       |        |

(18)

5.2 Issue the portion of the document below for the CHILD.



| FARE BASIS | NOT VALID BEFORE | NOT VALID AFTER | ALLOW |
|------------|------------------|-----------------|-------|
|            |                  |                 |       |
|            |                  |                 |       |
|            |                  |                 |       |

(6)

5.3 Explain the difference between the PEX and the APEX fares.



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[28]

**TOTAL SECTION B: 160**  
**GRAND 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<br>VAT | 1900<br>266 | 3800<br>532    | 1280<br>179.20 | 2550<br>357    | 190<br>26.60 | 380<br>53.20 | 1210<br>169.40 | 2420<br>338.80 | 820<br>114.80 | 1630<br>228.20 | 130<br>18.20 | 250<br>35    |
| Y<br>VAT | 1500<br>210 | 3000<br>420    | 1010<br>141.40 | 2010<br>281.40 | 150<br>21    | 300<br>42    | 900<br>126     | 1800<br>252    | 610<br>85.40  | 1210<br>169.40 | 90<br>12.60  | 180<br>25.20 |
| B<br>VAT | 1200<br>168 | 2400<br>336    | 810<br>113.40  | 1610<br>225.40 | 120<br>16.80 | 240<br>33.60 | 700<br>98      | 1400<br>196    | 470<br>65.80  | 940<br>131.60  | 70<br>9.80   | 140<br>19.60 |
| H<br>VAT |             | 2000<br>280    |                | 1340<br>187.60 |              | 200<br>28    |                | 1080<br>151.20 |               | 730<br>102.20  |              | 110<br>15.40 |
| K<br>VAT |             | 1620<br>226.80 |                | 1090<br>152.60 |              | 170<br>23.80 |                | 820<br>114.80  |               | 550<br>77      |              | 90<br>12.60  |
| V<br>VAT |             | 1250<br>175    |                | 840<br>117.60  |              | 130<br>18.20 |                | 620<br>86.80   |               | 420<br>58.80   |              | 70<br>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<br>VAT | 1540<br>215.60<br>431.20 | 3080           | 1040<br>145.60 | 2070<br>289.80 | 160<br>22.40 | 310<br>43.40 | 1900<br>210 | 3800<br>420    | 1010<br>141.40 | 2010<br>281.40 | 150<br>21 | 300<br>42    |
| Y<br>VAT | 1200<br>168              | 2400<br>336    | 810<br>113.40  | 1610<br>225.40 | 120<br>16.80 | 240<br>33.60 | 1500<br>210 | 3000<br>420    | 1010<br>141.40 | 2010<br>281.40 | 150<br>21 | 300<br>42    |
| B<br>VAT | 1000<br>140              | 2000<br>280    | 670<br>93.80   | 1340<br>187.60 | 100<br>14    | 200<br>28    | 1200<br>168 | 2400<br>336    | 810<br>113.40  | 1610<br>225.40 | 120<br>17 | 240<br>33.60 |
| H<br>VAT |                          | 1550<br>217    |                | 1040<br>145.60 |              | 160<br>22.40 |             | 2000<br>280    |                | 1340<br>187.60 |           | 200<br>28    |
| K<br>VAT |                          | 1260<br>176.40 |                | 850<br>119     |              | 130<br>18.20 |             | 1620<br>226.80 |                | 1090<br>152.60 |           | 170<br>23.80 |
| V<br>VAT |                          | 1060<br>148.40 |                | 720<br>100.80  |              | 110<br>15.40 |             | 1250<br>175    |                | 840<br>117.60  |           | 130<br>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 min stay being complied with. | Provided K class is available and change takes place at least 14 days prior to departure, as well as min stay being complied with. | Provided V class is available and change takes place at least 21 days prior to departure, as well as min 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> | Admin fee of ZAR100 plus ZAR14 VAT applies             | Admin fee of ZAR100 plus ZAR14 VAT applies  | Anytime 25%   | Before departure 25%<br>After departure- no refund   | Before departure 25%<br>After departure- no refund   | Before departure 25%<br>After departure- no refund   |
| <b>Child/ Infant</b>             | Child – 67% of adult fare<br>Infant- 10% of adult fare | Child – 67% of adult fare<br>Infant- 10% of adult fare  | Child – 67% of adult fare<br>Infant- 10% of adult fare  | Child – 67% of adult fare<br>Infant- 10% of adult fare   | Child – 67% of adult fare<br>Infant- 10% of adult fare   | Child – 67% of adult fare<br>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<br>DUR<br>ELS<br>JNB<br>PLZ   |                                  | 1170<br>1140<br>1490<br>780<br>1250  | 1060<br>1030<br>1360<br>700  | 830<br>850<br>1130<br>540<br>940  | 900R<br>1260R<br>1650R<br>600R<br>1380R  | 800R<br>1080R<br>880R   |                                       |
| CPT  | DUR<br>ELS<br>GRJ<br>HDS<br>JNB<br>KIM<br>PLZ<br>MBD<br>UTN                             | 1840<br><br><br>1840<br><br>1080 | 1390<br>1200<br>880<br>1430<br>1390<br>1390<br>850<br>1430<br>1390                           | 1140<br>1100<br><br>1080<br>1140<br>1250<br>710<br>1080<br>1250            | <br>850<br>680<br>830<br><br>1040<br>560<br>830<br>1040                 | 1620R<br>920R<br>980R<br><br>1620R<br>1530R<br>860R<br><br>1530R                             | 720R<br><br><br><br>1010R<br>600R<br><br>1010R                    | 1250R<br><br><br><br>1250R            |
| DUR  | ELS<br>GRJ<br>JNB<br>NLP<br>PZB<br>PLZ<br>ULD   | <br>1160<br><br><br>1140         | 890<br>1210<br>820<br>1170<br>170<br>900<br>170  | 810<br><br>650<br>1060<br><br>750  | 630<br>940<br><br>880<br><br>590  | 680R<br>1700R<br>820R<br>1290R<br><br>920R   | 1130R<br><br>840R<br><br>660R                                     | 620R                                  |
| ELS  | JNB<br>PLZ  | 1350<br>800                      | 1020<br>680  | 830  | 700<br>510  | 1180R<br>740R  | 860R<br>430R  |                                       |
| GRJ  | JNB   | 1600                             | 1210   |  |   | 1320   |   | 1040R                                 |
| JNB  | HDS<br>KIM<br>MGH<br>NLP<br>PHW<br>PTG<br>PZB<br>PBZ<br>PLZ<br>RCB<br>NTY<br>UTT<br>UTN | <br>1170<br><br><br><br><br>1480 | 1010<br>920<br>850<br>880<br>980<br>880<br>840<br>1040<br>1120<br>840<br>520<br>1280<br>1400 | 840<br>760<br>810<br>880<br>810<br>660<br>950<br>770<br>480<br>950<br>1260 | 660<br>640<br>680<br>740<br>680<br>480<br><br>590<br>390<br>850<br>1060 | 700R<br>930R<br>980R<br>1080R<br>980R<br>800R<br><br>1260R<br>630R<br>570R<br>1410R<br>1540R | 590R<br><br>660R<br>720R<br>650R<br><br><br>320R<br>920R<br>1010R | 840R<br><br><br><br><br><br><br>1060R |
| 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>                    | <b>J</b>   | <b>Y</b>   | <b>KA3</b>  | <b>HOW14</b>   | <b>TRT14</b>   | <b>VBRT</b>   | <b>VAP21R</b>   |
|                                      | <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 within South Africa, subject to T-class seat availability on SA services. Only round-trip journeys permitted   | Fares apply within South Africa, subject to V-class seat availability on SA services. Only round-trip journeys permitted  | Fares apply within South Africa, subject to V-class seat availability on SA services. Only round-trip journeys permitted  |
| <b>Children's and infants' fares</b> | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare                | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare   | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare   | Accompanied children 2-11 charge 67% of fare<br><br>Infant under 2 without a seat charge 10% of fare  | Accompanied children 2-11 charge 67% of fare<br><br>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 Sun after departure from the fare origin.   | Return travel from the last stopover must commence no earlier than the first Sun after departure from the fare origin.  | Return travel from the last stopover must commence no earlier than the first Sun 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>Advance 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 are made. | Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waitlist not permitted. | Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waitlist 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. Waitlist 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. Waitlist not permitted. |

## ADDENDUM D (continued)

| 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%<br>Upgrading permitted to the next higher fare.<br><br>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.<br><br>Rerouting-not permitted.<br><br>Standbys permitted only on day of departure | Penalty 25% for cancel/ no show<br>Upgrading permitted to the next higher fare.<br><br>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.<br><br>Rerouting-not permitted.<br><br>Standbys permitted only on day of departure | Penalty 25% for cancel/ no show/refund<br><br>Complete journey (both sectors) must be upgraded to the next higher applicable return fare.<br><br>No change in reservation permitted at any time.<br><br>No refund on a partially used ticket.<br><br>Standbys permitted on day of departure only.<br><br>Rerouting not permitted | Penalty 25%<br>Upgrading permitted to the next higher fare.<br><br>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.<br><br>Rerouting-not permitted.<br><br>There will be no refund on a partially used ticket. | Ticket is 100% non-refundable when cancelled completely.<br><br>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.<br><br>No refund on a partially used ticket.<br><br>Rerouting-not permitted.<br><br>Standbys at any time not permitted. |

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

| <b>COUNTRY</b> | <b>TAX CODE</b> | <b>DOMESTIC TICKET</b>  | <b>INTERNATIONAL TICKET</b>  | <b>NOTES</b>   |
|----------------|-----------------|---|--|--|
| 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<br>ZAR100 (NAD100)                       | Exempt Inf<br><br>SACU countries<br>Botswana<br>Lesotho<br>South Africa<br>Swaziland   |
|                |                 |   | Flights to other countries<br>ZAR200 (NAD200)                      |  |
| SOUTH AFRICA   | ZA              | ZAR52 Ex JNB<br>ZAR48 Ex CPT, DUR<br>ZAR47 Ex BFN, ELS, GRJ<br>KIM, MGH,PBZ,RCB<br>PHW,PLZ,PTG,PZB<br>UTN, UTT<br><br>ZAR110 Ex HDS<br><br>ZAR78 Ex NLP/MQP | Regional flights<br>ZAR100<br><br>International flights<br>ZAR131  | Exempt Inf<br><br>Regional (from SA to:<br>Botswana<br>Lesotho<br>Namibia<br>Swaziland |
|                | EV              | ZAR6 per departure from SA airport  | ZAR6 per departure from SA airport                                 |  |
|                | WC              |   | Regional flights:<br>ZAR55<br><br>International flights:<br>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 flights per passenger. No exemptions |
| SA             | YR              | ZAR140 (USD20) | Payable per flights per passenger. No exemptions |

**ADDENDUM G**

| HRE (HARARE) |      |        |      |    |
|--------------|------|--------|------|----|
| *F           | 2450 | 388.48 | A001 | EH |
| FR           | 4520 | 716.72 | A001 | EH |
| *J           | 1980 | 313.96 | A002 | EH |
| JR           | 3600 | 570.83 | A002 | EH |
| *Y           | 1730 | 274.32 | A003 | EH |
| YR           | 3140 | 497.89 | A003 | EH |
| YLEE1M       | 2270 | 359.94 | A019 | EH |
| YHPX1M       | 1930 | 306.03 | A029 | EH |
| YLPX1M       | 1770 | 280.66 | A029 | EH |

**A.019****6 DAYS/ ONE MONTH EXCURSION FARES WITHIN AFRICA**

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

**1. APPLICATION**

A. 1. Economy class round, circle, turnaround, open-jaw trip excursion fares within Africa.

2. May be used for senior citizen fares.

B. Exception: circle trip: 3 international fare components may be applied.

**2. ELIGIBILITY**

A. When used for senior citizen fares: persons who have reached their 60<sup>th</sup> birthday at time of departure.

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

A. Children 67% of the applicable adult fare.

**7. MINIMUM STAY**

A. 6 days

Exception: when used for senior citizens: no requirement.

**9. MAXIMUM STAY**

A. one month

**10. EXTENSION OF VALIDITY**

A. not permitted

**13. TRANSFERS**

A. 2 permitted in each direction

**14. CONSTRUCTION AND COMBINATIONS**

A. Combinations only permitted with domestic fares and end-on with normal fares within Africa.

**ADDENDUM G (continued)**

**18. TICKETING**

A. When used for senior citizen fares: the date of birth of the passenger must be shown on the ticket.

**24. DOCUMENTATION**

A. When used for senior citizens: proof of age must be presented at time of ticketing.

**31. FARE BASIS/TICKET DESIGNATOR**

Fare basis- YEE1M