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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1490(E)(J3)H
JUNE EXAMINIATION

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

3 June 2013 (X-Paper)
09:00–12:00

Calculators may be used.

Candidates will require the February 2013 GSA.

This question paper consists of 14 pages and 11 addenda.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N6
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. SECTION A is compulsory.
2. SECTION B consists of FIVE questions. Answer only FOUR questions in this section.
3. Read ALL the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Show ALL calculations.
6. NO rounding is required on any question except where specifically instructed in the question.
7. Commission must be calculated as 10 %, except where indicated on the question paper or addenda.
8. The use of Tippex or pencil on any documentation is forbidden.
9. Staple ALL completed addenda to the inside of the front cover of your answer book.
10. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Most domestic car rental companies will ONLY accept ... as a form of payment.

A cash
B cheque
C referral voucher
D credit card

1.1.2 Eurail passes can be purchased only by citizens of ...

A EU countries whilst outside Europe.
B non-EU countries whilst outside Europe.
C EU countries whilst in Europe.
D non-EU countries whilst in Europe.

1.1.3 Exchange control is regulated by the ...

A South African Reserve Bank.
B South African Reserve Bureau.
C Southern African Reserve Bank.
D Southern African Reserve Bureau.

1.1.4 This organisation controls the use of airfares in an inclusive tour:

A IATA
B WHO
C SARB
D ASATA

1.1.5 Personal accident insurance cover refers to cover in the event of the passenger ...

A dying.
B being robbed.
C losing his/her baggage.
D being responsible for damages to a third party.

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1.1.6 In which phase of the tour would the selection of attractions and activities occur?

A Initial consultation
B Planning
C Costing
D Documentation

1.1.7 Half board refers to a meal plan including ...

A breakfast and one other meal.
B accommodation, breakfast and one other meal.
C accommodation and exactly half the meals to be consumed.
D accommodation and half the cost of all the meals consumed.

1.1.8 The service charge levied by hotels is an additional charge which is applied ...

A irrespective of the services provided.
B for use of the telephone in the room.
C for the changing of bed linen.
D for the cleaning of the room.

1.1.9 A cash passport is a ...

A passport that has been paid for in cash.
B passport that has been paid for in cash or with a cheque.
C way of taking money out of South Africa.
D way of transferring money overseas.

1.1.10 Through which company may Starlight cruises be booked in South Africa?

A MSC
B MCS
C Opera
D Cruises International

(10)

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1.2 Choose a word/term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–S) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.2.1	Car with automatic transmission	A	commission
1.2.2	Car with air-conditioning	B	BSR
1.2.3	Foreign exchange rate used when taking ZAR out of South Africa	C	LMAN
1.2.4	Foreign exchange rate used when bringing foreign currency back into South Africa	D	port
1.2.5	Right side of a ship	E	BBR
1.2.6	High speed train	F	CDMR
1.2.7	Hotel rooms with interleading doors	G	couchette
1.2.8	Left side of a ship	H	bow
1.2.9	Seating on a train that resembles seating on a bus	I	EDMN
1.2.10	Item added to the cost of a tour to enable the tour operator to earn money on the tour	J	ICE
		K	coach car
		L	connecting
		M	starboard
		N	markup
		O	sleeper
		P	adjacent
		Q	aft
		R	Shosholoza Meyl
		S	CDMN

(10 x 1) (10)

1.3 Refer to the advertisement on ADDENDUM A and your GSA to answer the questions below.

1.3.1 Which company offers this special? (2)

1.3.2 Give the telephone number on which you could contact this company. (2)

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1.3.3 What is the total cost that you would charge two South Africans who wish to share a room for this tour? Base your answer only on the information available in ADDENDUM A. (4)

1.3.4 What is included in the cost of this tour? (6)

1.3.5 What is the period of validity for this special? (2)

1.3.6 Does a South African client need a visa to take part in this tour? If so, which authority would issue this visa? (2)

1.3.7 To which beaches are buses available? (2)
[20]

TOTAL SECTION A: 40

SECTION B

This section consists of FIVE questions. Answer only FOUR questions.

QUESTION 2: TOUR PLANNING AND BUDGETING

You work at Alpha Tours in Johannesburg. Miss SL Conrad, who is travelling alone, has requested that you arrange and cost a tour for her with return transfers, accommodation and tours.

Use only the information provided.

TRANSFERS (net rates per person)

In Glasgow	GBP20,00 one-way
In Orlando	USD35,00 one-way
In Nairobi	KES950,00 one-way
In Mumbai	INR1 000,00 one-way

HOTELS (net rates per person per night)

In Glasgow	4 nights	GBP150,00
In Orlando	5 nights	USD250,00
In Nairobi	4 nights	KES10 000,00
In Mumbai	5 nights	INR13 500,00

SIGHTSEEING TOURS (net rates per person)

In Glasgow	Historic Glasgow	GBP75,00
In Orlando	Alligators & Armadillos Nature Tour	USD150,00
	Disney Day Pass	USD350,00
In Nairobi	City by Night	KES1 550,00
In Mumbai	Historic architecture of Mumbai	INR5 500,00

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AIRFARE (per person)
JNB–GLA–MCO–NBO–BOM–JNB: ZAR15 000,00 including commission
Commission paid to agents: 1%
Taxes: R 4 320,00

AGENT'S MARKUP
15%

All other expenses such as visas, meals, tips, etc. are not included in the tour price.

2.1 What is the total cost of land arrangements in each country/currency?

2.1.1 GBP in Glasgow/United Kingdom (4)

2.1.2 USD in Orlando/USA (4)

2.1.3 KES in Nairobi/Kenya (4)

2.1.4 INR in Mumbai/India (4)

2.2 What is the total ZAR value of all land arrangements?
Refer to ADDENDUM B for exchange rates of the various currency units. (5)

2.3 What will the total cost of the tour be? You may use ANY of the three methods. (6)

2.4 What commission would your company earn from this booking? (3)

2.5 How does the tour on ADDENDUM A fit the requirements for this tour to be classed as an inclusive tour? (4)

2.6 Refer to the tour on ADDENDUM A and explain the following types of tour by answering the questions:

2.6.1 IIT

(a) Decode the tour. (1)

(b) Does the tour on ADDENDUM A fit into this category of tour? Motivate your answer. (2)

2.6.2 GIT

(a) Decode the tour. (1)

(b) Does the tour on ADDENDUM A fit into this category of tour? Motivate your answer. (2)

[40]

AND/OR

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QUESTION 3: FOREIGN EXCHANGE AND INTERNATIONAL RAIL

Mrs Stephanie Pinto (35 years) has requested that you arrange foreign exchange for her forthcoming trip. Mrs Pinto has already booked and paid for the following travel arrangements this year:

Airtickets	ZAR12 665,00
Hotel accommodation	GBP8 750,00
Theatre ticket	USD350,00
Insurance	ZAR1 440,00
Visas	ZAR2 303,00

Mrs Pinto would like to take the full amount of the allowance that is still available to her as follows:
25% in USD
35% in EUR
15% in MUR
20% in CHF
5% on her credit card

Refer to ADDENDUM B to answer the following questions:

3.1 What is the ZAR amount that Mrs Pinto still has available to purchase foreign currency? (3)

3.2 Mrs Pinto will be taking some of the foreign currencies in traveller's cheques, some on a cash passport and some in cash. Using full sentences, inform her about the following:

3.2.1 ONE advantage of taking cash (1)

3.2.2 ONE disadvantage of taking cash (1)

3.2.3 ONE advantage of using a cash passport (1)

3.2.4 ONE disadvantage of using a cash passport (1)

3.2.5 TWO advantages of taking traveller's cheques (2)

3.2.6 ONE disadvantage of taking traveller's cheques (1)

3.3 What amount of each of the following currencies would Mrs Pinto be able to purchase with the ZAR amount calculated in QUESTION 3.1?

3.3.1 USD (3)

3.3.2 EUR (3)

3.3.3 MUR (3)

3.3.4 CHF (3)

3.3.5 On her credit card (1)

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3.4 Mrs Pinto has returned from her trip and requests that you refund the unused currencies.

Calculate the ZAR amount you have to pay her for the following currencies:

3.4.1 USD300 traveller's cheques (2)

3.4.2 EUR575 cash (2)

3.4.3 MUR5 000 traveller's cheques (2)

3.4.4 CHF1 000 cash (2)

3.5 For how long after Mrs Pinto's return may she retain her foreign currency before exchanging it for ZAR? Explain to her why this is to her advantage. (2)

3.6 When would the following exchange rates be used?

3.6.1 TT selling (1)

3.6.2 TT buying (1)

3.7 While on the European leg of her journey, Mrs Pinto would like to travel by rail on at least 10 consecutive days in Austria, Switzerland and Germany, using a rail pass.

Refer to your GSA to answer the following questions:

3.7.1 What pass would you suggest Mrs Pinto make use of? (1)

3.7.2 What is the period of validity for the pass you have suggested to Mrs Pinto? (1)

3.7.3 What is the cost of the pass? Also specify the currency. (1)

3.7.4 Through which company in South Africa would this pass be purchased? (1)

3.7.5 For which class of travel would this pass be valid? (1)

[40]

AND/OR

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QUESTION 4: INSURANCE AND DOMESTIC CAR RENTAL

You work at the Johannesburg branch of Alpha Tours (insurance code 7726589). Your client, Ms Carol Wood (56 years), has requested that you assist her with insurance for her vacation in the USA from 12 January 2014 to her return to South Africa on 30 January 2014.

Ms Woods' personal information is as follows:

ID	5703110028082
Address	51 Partridge Street, Florida, 1709
Postal address	PO Box 345, Wilropark, 1731
Telephone (home)	011 476 8903
Telephone (work)	011 472 2309
Doctor	Dr H Sylvester, Tel 011 476 4319

4.1 Ms Wood has paid for her international airticket with her First National Bank Blue (Status) credit card and would like to know the following about her free travel insurance.

Refer to your GSA to answer the questions:

4.1.1 What cover does she have for medical expenses? (1)

4.1.2 What excess would she need to pay if she claimed for medical expenses? (1)

4.1.3 What cover does she have in the event of the journey being cancelled? (1)

4.2 Ms Wood has decided that this cover is not sufficient and has requested additional insurance of at least R10 000 000,00 for medical expenses and R20 000,00 for cancellation.

Refer to ADDENDUM C to answer the following questions:

4.2.1 What insurance option would you suggest to Ms Wood? (2)

4.2.2 What would the full cost of this insurance be? (2)

4.2.3 What commission would your agency earn on this booking? (3)

4.2.4 Using the information provided, complete the insurance application form for Ms Wood on either ADDENDUM D or ADDENDUM E. (15)

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4.3 Ms Wood would like you to arrange car rental for her before her trip to the USA. She would like the cheapest automatic intermediate size car, from Europcar, to be delivered to her house (7 Smith Street, JNB) at 07:00 on 10 January 2014. She will drop the car off at OR Tambo airport on 12 January 2014 at 17:00 and has requested the cheapest possible insurance cover option. She will pay for the rental with her personal credit card and will travel approximately 150 km during the time of rental.

Refer to ADDENDUM F to answer the following questions:

4.3.1 What car group would you suggest to Ms Wood? (1)

4.3.2 Which rate type have you suggested for Ms Wood? (1)

4.3.3 What would the rental cost Ms Wood? (10)

4.3.4 What commission would this rental earn your agency? Show all calculations in your answer. (3)
[40]

AND/OR

QUESTION 5: HOTEL ACCOMMODATION

You work at the Johannesburg branch of Alpha Tours. Ms Carol Wood will be travelling to Disney World in January 2014. She has requested a deluxe room in a hotel as close to Sea World (Orlando) as possible. She will check in at the hotel on 14 January at 18:30 and check out on 30 January at 20:00. Ms Wood will settle the account directly with the hotel by means of cash.

Refer to ADDENDA G and H to answer the following questions.

5.1 Which hotel would you suggest to Ms Wood? (1)

5.2 What would the full cost of the hotel be in:

5.2.1 USD (2)

5.2.2 ZAR (2)

5.3 What meals are included in the rate that Ms Wood would pay? Motivate your answer. (2)

5.4 Name any THREE services that Ms Wood could access at the hotel. (3)

5.5 Name any THREE facilities that Ms Wood could make use of at the hotel. (3)

5.6 What ZAR amount would your agency earn in commission from this booking? (2)

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5.7 Of which additional costs should you advise Ms Wood? Include the amount of this cost as well as the type of cost. (2)

5.8 Would Ms Wood be able to pay for this booking with her AX credit card? (1)

5.9 What time may Ms Wood check in at the hotel? (1)

5.10 You have booked the suggested hotel for Ms Wood (confirmed by Domingo as YY787).

Issue the hotel voucher on either ADDENDUM I or J. (12)

5.11 Describe the location of the hotel to Ms Wood. (2)

5.12 Decode where applicable and explain the following hotel terms to Ms Wood:

5.12.1 Check in

5.12.2 Check in deadline

5.12.3 Incidentals

5.12.4 Late arrival

5.12.5 Day rate

5.12.6 TD

5.12.7 AP (7)

[40]

AND/OR

QUESTION 6: DOMESTIC CRUISING

Miss Coxon would like to go on a cruise with her friend in March 2014. The cruise is shown on Addendum I. She has requested the cheapest inside cabin that she and her friend can share.

Refer to ADDENDUM K to answer the following questions:

6.1 What cabin category would you suggest to Miss Coxon? (1)

6.2 What would the cost for the cruise be for Miss Coxon and her friend? (3)

6.3 What commission would you earn from making this booking? Show all calculations in your answer. (1)

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6.4 Miss Coxon has requested that you advise her of the following:

6.4.1 At which ports of call does this cruise stop? (2)

6.4.2 What is a port of call? (2)

6.4.3 What is a shore excursion? (2)

6.4.4 What shore excursions are offered on this cruise? (3)

6.5 While discussing the cruise with Miss Coxon, you used terms that she did not understand.

Explain these terms to her:

6.5.1 Embarkation

6.5.2 Debarkation

6.5.3 Tender

6.5.4 Helm

6.5.5 Hold (5 x 2) (10)

6.6 Choose a time/date from COLUMN B that matches a word or words in COLUMN A. Write only the letter (A–H) next to the question number (6.6.1 – 6.6.5) in the ANSWER BOOK.

	COLUMN A		COLUMN B
6.6.1	Departure date	A	07:00
6.6.2	Return time	B	3 March
6.6.3	Inhambane	C	8 March
6.6.4	Return date	D	5 March
6.6.5	Departure time	E	08:30
		F	4 March
		G	15:00
		H	09:00

(5 × 2) (10)

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6.7 List any TWO of the following:

6.7.1 Documents that Miss Coxon would need to have with her when checking in for the cruise (2)

6.7.2 Documents that the cruise company would issue to Miss Coxon (2)

6.7.3 Points you would need to cover when selling the cruise to Miss Coxon (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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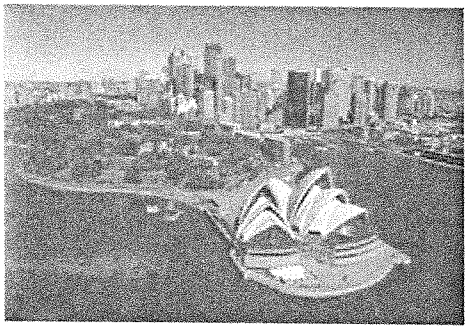
ADDENDUM A

Sydney - 5 nights

Air inclusive packages, Australia , Sydney

Valid from : 14 Jan 2014–31 Mar 2014



The Arts Hotel on Oxford Street is located in the fashionable inner city area of Paddington. This hotel is surrounded by specialty boutiques, restaurants, cafes, cinemas and galleries. The Arts Hotel is within walking distance of the city's shopping, restaurant and nightlife scene. Buses run every few minutes from the hotel to Circular Quay, Central Station and Bondi and Bronte beaches.

Includes: Return airfare ex JNB via SIN to SYD * Airport taxes * 5 nights at the 3 * Arts Hotel with buffet breakfast * Return shuttle airport transfers * Sydney Harbour highlights cruise. Price is per person sharing, subject to Travel Vision's standard terms, conditions, availability and rate of exchange fluctuations.

From : R19 97,00 per person sharing

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ADDENDUM B

Currency code	Currency name	Selling	TT buying	Airmail buy	Seamail buy
USD	U.S. DOLLARS	7,0500	6,7000	6,6886	6,6837
EUR	EURO	10,0615	9,5398	9,5207	9,5125
GBP	BRITISH POUNDS	11,4108	10,8037	10,7837	10,7751
JPY	JAPANESE YEN	11,0935	11,7938	11,8125	11,8338
CHF	SWISS FRANC	0,1157	0,1233	0,1235	0,1236
AUD	AUSTRALIAN DOLLAR	0,1320	0,1393	0,1399	0,1406
BWP	BOTSWANA PULA	0,8860	1,0360	1,0475	1,0524
CAD	CANADIAN DOLLARS	0,1338	0,1417	0,1420	0,1421
CNY	CHINESE YUAN	0,9124	0,9644	0,0000	0,0000
DKK	DANISH KRONE	0,7385	0,7827	0,7843	0,7850
HKD	HONG KONG DOLLARS	1,1045	1,1624	1,1642	1,1663
INR	INDIAN RUPEES	6,2546	6,6836	6,7537	6,7838
ILS	ISRAELI SHEKELS	0,4798	0,5128	0,5142	0,5157
KES	KENYAN SHILLING	12,3500	13,8500	14,1005	14,2078
LSL	LESOTHO LOTI	1,0000	1,0000	1,0000	1,0000
MWK	MALAWI KWACHA	21,1500	22,6500	23,2842	23,5560
MUR	MAURITIUS RUPEE	3,9500	4,2500	4,2934	4,3120
NAD	NAMIBIAN DOLLARS	1,0000	1,0000	1,0000	1,0000
NZD	NEW ZEALAND DOLLAR	0,1642	0,1755	0,1760	0,1767
NOK	NORWEGIAN KRONE	0,7657	0,8249	0,8272	0,8282
SCR	SEYCHELLES RUPEE	1,6794	0,0000	0,0000	0,0000
SGD	SINGAPORE DOLLARS	0,1704	0,1826	0,1829	0,1832
SZL	SWAZI LILANGENI	1,0000	1,0000	1,0000	1,0000
SEK	SWEDISH KRONA	0,9052	0,9580	0,9602	0,9611
THB	THAI BAHT	4,0276	4,6805	4,7024	4,7275

- USD, GBP and EUR are quoted as the number of Rands per one unit of currency.
- All other currencies are quoted as the number of currency units per one Rand.

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ADDENDUM C

INSURED EVENT	INDIVIDUAL & FAMILY			GROUP / INDIAN OCEAN ISLANDS	SENIORS	SUPER SENIORS
DETAILS OF INSURED EVENTS	PLATINUM	GOLD	SILVER		70 – 79 YEARS	80 – 84 YEARS
1 **MEDICAL & RELATED EXPENSES** (Excess 1-6 months: R350, more than 6 months: R1,500: Seniors (70-79): R1,000 & Super Seniors (80-84): R1,500)	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000
Medical Expenses Terrorism Extension	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000
Pre-Existing Medical Extension	R250 000	Nil	Nil	Nil	Nil	Nil
1B Medical Evacuation or Repatriation	Actual Expense	Actual Expense	Actual Expense	Actual Expense	R500 000	R500 000
1C Hospital Confinement (R500 / day)	R15 000	R10 000	R1 500	R2 000	Nil	Nil
1D Follow up Treatment in South Africa	R15 000	R10 000	R5 000	R5 000	R3 000	R3 000
1E Malaria	R15 000	Nil	Nil	R15 000	Nil	Nil
2 PERSONAL ACCIDENT						
2A 24 Hour	R500 000	R300 000	R50 000	R250 000	Nil	Nil
2B In Flight	R650 000	R500 000	R50 000	R250 000	Nil	Nil
Terrorism Extension	R500 000	R300 000	R50 000	R250 000	Nil	Nil
2C Education Fund Supplement	Nil	Nil	Nil	Nil	Nil	Nil
3 CANCELLATION OR CURTAILMENT (Excess R500)	R25 000	R20 000	R5 000	R15 000	R10 000	R5 000
4 BAGGAGE, TRAVEL DOCUMENTS & BAGGAGE DELAY	Excess R500					
4A Theft or Damage of Baggage	R25 000	R20 000	R1 500	R15 000	R10 000	R5 000
Accidental Loss of Baggage	R6 250	R5 000	R375	R3 750	R2 500	R1 250
Theft of Money, Credit Cards and Traveller's Cheques	R7 500	R5 000	R1 500	R1 000	R1 000	R750
4B Baggage Delay (delayed for more than 6 hours)	R2 000	R1 000	Nil	R1 500	R750	R250
5 TRAVEL DELAY & MISSED CONNECTION (Excess R250)						
5A Travel Delay (delayed for more than 4 hours)	R1 000	R1 000	Nil	R750	R750	R250
5B Travel Missed Connection (more than 6 hours)	R10 000	R7 500	Nil	R1 000	R1 000	R750
6 **PERSONAL LIABILITY** (Excess R1,000)	R3 000 000	R2 000 000	R500 000	R2 000 000	R2 000 000	R500 000
7 HIJACK, KIDNAP & WRONGFUL DETENTION						
7A Hijack	R30 000	R20 000	Nil	R5 000	R5 000	R2 500
7B Kidnap and Wrongful Detention	R1 000 000	R750 000	Nil	Nil	Nil	Nil
8 NATURAL DISASTERS (Excess 48 hours)	R2 500	R1 500	Nil	R1 500	Nil	Nil
9 IDENTITY THEFT	R1 000	Nil	Nil	Nil	Nil	Nil
10 RED 24	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services
11 CATTERY & KENNELS (R125/day up to 30 days)	R3 750	Nil	Nil	Nil	Nil	Nil
12 TICKET UPGRADE (Excess 6 hours)	R4 000	Nil	Nil	Nil	Nil	Nil
ACCUMULATION LIMITS	R35 000 000	R25 000 000	R1 000 000	R10 000 000	R5 000 000	R500 000

INDIVIDUAL COVER

AGE: 3 months – 69 years incl.	PLATINUM	GOLD	SILVER
1 – 7 Days	R310	R200	R140
8 – 15 Days	R670	R455	R295
16 – 31 Days	R1 100	R730	R505
32 – 47 Days	N/A	R1 205	R745
48 – 62 Days	N/A	R1 305	R845
63 – 92 Days	N/A	R1 545	R1 280
93 – 185 Days	N/A	R2 205	R1 795
Annual	N/A	R3 655	R3 055

* 1 adult and up to 5 dependent children under 25 years free of charge.

NB: All rates include 20% commission and 2.5% AIG Assist fee only.

The cover set out above is subject to terms, conditions and exclusions found in the AIG

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ADDENDUM D

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		BRANCH:			CONSULTANT:		AGENCY CODE:	
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1								
2								
3								
4								R

Do you intend to stay in any one country for more than 190 days? Yes/No

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/No

Person in charge of underage / disabled children: _____

Person whom the insured is going to visit whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Postal Address: _____

Total No. of days _____ (both days inclusive)

Postal Code: _____

Tel (H) _____

Furtherest destination: _____

Tel (W) _____

House Doctor Name: _____

House Doctor Tel: _____

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing Agent: _____

Date: _____ Date: _____

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ADDENDUM E

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		**BRANCH:**			**CONSULTANT:**		**AGENCY CODE:**	
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1								
2								
3								
4								
								R

Do you intend to stay in any one country for more than 190 days? Yes/No

Have the public conveyance tickets been paid with a valid South African Credit Card? Yes/No

Person in charge of underage / disabled children: _____

Person whom the insured is going to visit whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Total No. of days _____ (both days inclusive)

Furtherest destination: _____

Postal Address: _____

_____

_____

Postal Code: _____

Tel (H) _____

Tel (W) _____

House Doctor Name: _____

House Doctor Tel: _____

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the Underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing Agent: _____

Date: _____ Date: _____

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ADDENDUM F

EUROPCAR CAR RENTAL

STANDARD WAIVERS

Group		1 to 2 days per day. 100 Km Free per day	3 to 14 days per day. 100 Km Free per day	15+ days per day. 100 Km Free per day	Excess per Km
J	EDMN	251	219	203	1.54
A	CDMN	280	245	228	1.76
T	EDMR	292	267	238	1.82
B	CDMR	303	273	248	1.87
C	CCMR	372	329	307	2.81
D	ICAR	455	402	377	3.63
F	SDAR	582	516	486	3.77
G	FDMR	676	600	565	4.35
H	FDAR	710	631	594	5.01
O	PDAR	822	730	689	5.34
V	FVMR	658	584	548	4.04

Included:
Value Added Tax @ 14%
100 km per day
Standard damage and theft waivers
Tourism levy (1% of time and kms)
Airport surcharge (9% of time and kms)
100 Voyager Miles

Excluded:
Contract fee of R25.00
Personal Accident Insurance of R58.50 per day
Excess amounts (In the event of damage and / or loss)
Any additional expenses
Delivery / Collection fees of R350
Pick up and drop off fees of R150

SUPER WAIVER

Group		1 to 2 days per day. 100 Km Free per day	3 to 14 days per day. 100 Km Free per day	15+ days per day. 100 Km Free per day	Excess per Km
J	EDMN	264	244	226	1.54
A	CDMN	294	272	253	1.76
T	EDMR	324	283	264	1.82
B	CDMR	402	355	332	1.87
C	CCMR	415	366	341	2.81
D	ICAR	502	446	418	3.63
F	SDAR	648	574	539	3.77
G	FDMR	752	666	627	4.35
H	FDAR	790	700	660	5.01
O	PDAR	913	810	765	5.34
V	FVMR	731	640	615	4.04

Included:
Value Added Tax @ 14%
100 km per day
Standard damage and theft waivers
Tourism levy (1% of time and kms)
Airport surcharge (9% of time and kms)
100 Voyager Miles

Excluded:
Contract fee of R25.00
Personal Accident Insurance of R58.50 per day
Excess amounts (In the event of damage and / or loss)
Any additional expenses
Delivery / Collection fees of R350
Pick up and drop off fees of R150

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ADDENDUM G

Peabody Orlando USD112 PRPN

★★★★★

9801 International Drive, Orlando, FL 32819
Tel: 09 67 55 2324389

A luxurious and convenient hotel for business, leisure and tradition
The opulent Peabody Orlando honors traditions -- like the daily Peabody Duck marches into the Royal Duck Fountain -- in an elegant tropical setting. Adjacent to the Orange County Convention Center, the hotel is one of only two Forbes 4-Star, AAA Four Diamond hotels in Orlando. The high-rise property delivers on style and service, with soaring marble halls, orchid-filled rooms, full service spa and private club with views of the city.

Area served Orlando
Nearby airports Orlando International Airport
Area description Located immediately across from the Orlando/Orange County Convention Center.
Nearby points of interest

Wonderworks: 0.4 mi	Trainland: 0.5 mi	King Henry's Feast: 0.5 mi
Movie Rider: 1 mi	Sea world Orlando: 1.3 mi	Guinness World of Records: 1.3 mi
Ripley's Believe It Or Not: 1.3 mi	Sea World Adventure Park: 1.5 mi	Sky venture: 2.5 mi
Malibu Grand Prix: 2.8 mi	Universal Studios Florida: 3.1 mi	Universal Islands of Adventure: 3.1 mi
Universal Studios Escape: 3.3 mi	Gatorland: 6.3 mi	TD Waterhouse Centre: 9.8 mi
John Young Planetarium: 11.1 mi	Loch Haven Park: 11.5 mi	Orlando Museum of Art: 11.8 mi
Lake Whippoorwill Speedway: 14 mi		

Amenities

24 hour room service	Bar/Lounge	Business center
Concierge	Conference facilities	Elevators
Fitness center	Fitness center or spa	Gift shop
Handicapped rooms/facilities	Health club	High-speed internet
Meeting/Banquet facilities	No smoking rooms/facilities	Outdoor pool
Parking	Pool	Restaurant
Room service	Smoke-free policy	Spa services
Tennis	Wireless internet	

Dining
Peabody Express (Peabody Express offers a takeout menu of made to order fresh salads and unique sandwiches and flatbreads. Peabody Express also offers a full grab and go selection of beverages, sandwiches, salads and desserts to stock your in-room refrigerator.)
Capriccio (The cuisine of the Capriccio at The Peabody Orlando is authentic Northern Italian, with all the aromatic, sensuous flavors, textures and dashing presentation of the Tuscan region.)
The B-Line Diner (A lively, airy, pleasant, 24-hour restaurant, diner, soda fountain, bake/cake shop located on the lobby level of this hotel. It has the nostalgia of the fifties, but the buzz and coolness of the 21st century.)
Napa (Napa Restaurant features food and beverages indicative of the Northern California wine country cuisine. Architecturally designed to invoke the "valley experience," Napa proudly puts forth a menu comprised of ingredients that are seasonally fresh, local, organic, and sustainable whenever possible. Napa wine list is comprised of selections from premiere wineries found in Napa Valley and surrounding areas, as well as old world and interesting global designations.)

Hotel Policies
Check-in: 1500
Check-out: 1200

Terms and conditions Rates quoted per room per night for accommodation only. Extra charges may apply. Incidental charges, such as room service, are not included in the rate. Tariffs can be settled by means of all major credit cards.
The amenities and/or facilities may not be located at the hotel, but within a reasonable distance, and additional charges may apply for use.

Deluxe room
Guest room includes one king or two double beds and can accommodate up to five guests. The Deluxe rooms are elegant and spacious fitted with the Peabody Dream Bed pillow top mattresses. The rooms have a cozy sitting area with an over-stuffed chair and ottoman. The telephones have two lines to accommodate dataport connections. Each room has an iron and ironing board. The room is light and soothing in muted tones of beige, bronze and sage green. The marble counter bathroom includes a miniature television, hair dryer and array of bath and shower amenities.** January 1, 2007 a $10.65 Resort fee will be implemented and collected at time of check in by the hotel****.

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ADDENDUM H

Rosen Plaza USD89 PRPN

★★★★☆

9700 International Drive, Orlando, FL
Tel: 09 67 55 2407861

Only 5 min to the convention center, this full service award winning hotel offers superb accommodations; in-room coffee makers, fitness center, outdoor heated pool and whirlpool, excellent meeting space, casual dining at Cafe Matisse and fine dining at Jack's Place. Enjoy Rossini's Pizza, room service, Lite Bite 24-hour deli, lobby lounge and Backstage Night Club & Sports Bar featuring live dance band.

Area served Orlando, Florida
Nearby airports Orlando International Airport
Area description SR-528 West toward International Drive, exit at International Drive, Convention Center exit.

Nearby points of interest

Wonderworks: 0.2 mi
Movie Rider: 0.9 mi
Sea world Orlando: 1.5 mi
Malibu Grand Prix: 2.7 mi
Universal Studios Escape: 3.2 mi
John Young Planetarium: 11.1 mi
Lake Whippoorwill Speedway: 14.2 mi
Trainland: 0.3 mi
Ripley's Believe It Or Not: 1.2 mi
Sea World Adventure Park: 1.6 mi
Universal Studios Florida: 2.9 mi
Gatorland: 6.5 mi
Loch Haven Park: 11.5 mi
King Henry's Feast: 0.4 mi
Guinness World of Records: 1.2 mi
Skyventure: 2.4 mi
Universal Islands of Adventure: 3 mi
TD Waterhouse Centre: 9.8 mi
Orlando Museum of Art: 11.8 mi

Amenities

Babysitting/Child services
Concierge
Fitness center
Gift shop
High-speed internet
No smoking rooms/facilities
Pets allowed
Room service
Bar/Lounge
Conference facilities
FREE internet
Handicapped rooms/facilities
Laundry service
Outdoor pool
Pool
Safe deposit box
Business center
Elevators
FREE internet in room
Health club
Meeting/Banquet facilities
Parking
Restaurant
Tour desk

(Wireless internet)

Dining

Jack's Place (Serving up prime steaks and fresh seafood.)
Cafe Matisse (Complete meals and buffets of American cuisine, breakfast, lunch and dinner.)

Hotel Policies

Check-in: 1500
Check-out: 1100

Terms and conditions Rates quoted in currencies other than the hotel's base currency are subject to the rate of the international exchange. Rate may change throughout stay. Rate may reflect average nightly rate. Extra charges may apply. Incidental charges, such as room service, are not included in the rate.
The amenities and/or facilities may not be located at the hotel, but within a reasonable distance, and additional charges may apply for use.

Deluxe Room

One king bed or two double beds. 330 square feet. Antique-style furnishings. High-speed Internet access (surcharge). 27-inch TV with premium cable channels. Coffeemaker. Microwave. Refrigerator. In-room safe.

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ADDENDUM I

<table>
<tr><td colspan="6">ALPHA TOURS Voucher B4355</td></tr>
<tr><td colspan="6">PASSENGER'S NAME</td></tr>
<tr><td colspan="3">HOTEL</td><td colspan="3">ADDRESS</td></tr>
<tr><td colspan="3">REQUIREMENTS</td><td colspan="3">TEL:</td></tr>
<tr><td colspan="2">DATE OF ARRIVAL</td><td colspan="2">DATE OF DEPARTURE</td><td colspan="2">RATE</td></tr>
<tr><td rowspan="2">ACCOUNT</td><td>FULL ACCOUNT</td><td></td><td colspan="2">RESERVED BY:
DATE</td><td>CONFIRMED BY:
DATE</td></tr>
<tr><td>EXTRAS TO BE SETTLED DIRECT</td><td></td><td colspan="3">REMARKS</td></tr>
</table>

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ADDENDUM J

ALPHA TOURS			Voucher B4355
PASSENGER'S NAME			
HOTEL		ADDRESS	
REQUIREMENTS		TEL:	
DATE OF ARRIVAL	DATE OF DEPARTURE	RATE	
ACCOUNT	FULL ACCOUNT	RESERVED BY: DATE	CONFIRMED BY: DATE
	EXTRAS TO BE SETTLED DIRECT	REMARKS	

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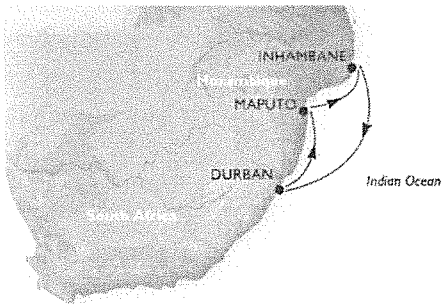
ADDENDUM K



South Africa, Mozambique

Cruise Ship:	MSC SINFONIA
Departing from:	Durban
Ports of call:	Durban, Maputo, Inhambane
Boarding dates:	04/03/2014
Duration:	4 nights

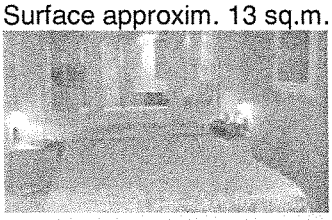
MSC Sinfonia: is a cruise ship that will surprise you, offering you an extensive range of onboard facilities in a contemporary environment. You will find the very best highly qualified staff, five star cuisine and a comprehensive array of fitness equipment and spa treatments.

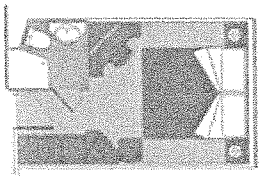
Itinerary

Day	Date	Port	Arrival	Departure
1	Mon Mar 04	Durban	....	15:00
2	Tue Mar 05	Maputo	09:30	17:00
3	Wed Mar 06	Inhambane	08:30	18:00
4	Thu Mar 07	At Sea	....	....
5	Fri Mar 08	Durban	07:00	....

Inside Cabins

Single beds that can be converted into double bed (on request) except for the cabins for disabled people. Spacious wardrobe. Bathroom with shower. Interactive TV. Telephone. Mini bar and safe. Air conditioning. Surface approxim. 13 sq.m.





Category	Deck	Cost (pps)	Port and Baggage (pps)	Mandatory Insurance (pps)
01	Brahms	R2500.00	R350.00	R60.00
02	Brahms	R2600.00	R350.00	R60.00
03	Bach	R2700.00	R350.00	R60.00
04	Tchaikovsky	R2800.00	R350.00	R60.00
05	Sibelius	R2900.00	R350.00	R60.00

MAP01 - CITY TOUR - Maputo, Mozambique
MAP07 - CITY TOUR WITH LUNCH AT DOCKS - Maputo, Mozambique
MAP14 - MAPUTO AT LEISURE WITH TAKE-AWAY LUNCH AT PARQUE ACACIA - Maputo, Mozambique

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