higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1610(**E**)(J8)T

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

8 June 2018 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

REQUIREMENTS: **February 2017 GSA magazine and extracts from websites.**

Nonprogrammable calculators may be used.

This question paper consists of 10 pages and 13 addenda.

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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 will be marked. All work you do not want to be marked must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions in SECTION A.
2. Answer any FOUR of the five questions in SECTION B.
3. Read ALL questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Show ALL calculations.
6. ALL calculations must be rounded to the nearest TWO decimal places.
7. NO rounding (other than in instruction 6) is required in any question except where specific instructions to do so, are given.
8. The use of correction fluid or pencil on any documentation is forbidden.
9. ALL ADDENDA that are completed must be STAPLED and inserted in the ANSWER BOOK.
10. Commission must be calculated at 10%, except where indicated on the question paper or addenda.
11. Write neatly and legibly.

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

Supply a word/term for each of the following descriptions:

1.1 The right side of a ship when looking to the front of the ship

1.2 Cheap accommodation for young people

1.3 Cheques drawn from foreign bank accounts

1.4 Cost incurred whether or not the service is used

1.5 A connecting door between two hotel rooms

1.6 The type of insurance cover that covers passenger when they have to cut short their trip

1.7 The type of car voucher with the word FULL written in it

1.8 When a car is picked up in one city and dropped off in another

1.9 Accommodation establishment where the guests bring their own food and drinks

1.10 The institution that regulates the passing of money through the South African borders

(10 × 2) **[20]**

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QUESTION 2

2.1 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	The foreign exchange allowance for a 16-year-old is …	A	30
		B	15%
2.2	Commission on a referral car voucher is …	C	10
2.3	Foreign exchange should be resold within … days of return to South Africa.	D	18
		E	14%
2.4	A triple room can accommodate … people.	F	R200 000
		G	2 to 5
2.5	The mark-up on a tour is usually … %.	H	3
2.6	The largest amount of Rands that can be taken out of South Africa is …	I	10%
		J	R30 000
2.7	A group rate is offered for … or more people.		
2.8	A cruise for children under the age of … is free.		
2.9	The percentage VAT payable in South Africa is …		
2.10	A saver rail pass is valid for … passengers travelling together.		

(10 × 2) **[20]**

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the five questions in SECTION B.

QUESTION 3: TOUR PLANNING AND BUDGETING

You are a travel consultant at Trek Africa Tours and Travel in Johannesburg. You have made the following travel arrangements for your clients, Mr B. Obama and Mrs M. Obama.

You need to calculate the final cost for the tour (per person).

Airfare	JNB–MRU–SIN–HKD–JNB	ZAR28 000 (including 5% commission)
Airport tax		ZAR8 900
Agent mark-up		15%

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

TRANSFERS (net rate per person one way)

Mauritius	MUR100
Singapore	USD50
Hong Kong	HKD230

ACCOMMODATION (net rate per person for full stay)

Mauritius	MUR3 000
Singapore	USD2 400
Hong Kong	HKD5 500

SIGHTSEEING TOURS (net rate per person)

Mauritius	Glass-bottom boat	MUR1 000
	Port Louis Market	MUR500
Singapore	Sentosa Island tour	USD300
Hong Kong	Culture in the city	HKD1 200

Refer to ADDENDUM A (attached) to answer the following questions:

3.1 Calculate the cost of the land arrangements in each city in the following currencies:

3.1.1 MUR

3.1.2 USD

3.1.3 HKD

(3 × 4) (12)

3.2 Calculate the total cost of the land arrangements in ZAR. (10)

3.3 Calculate the total cost of the TOUR. You may use any of the three methods. (6)

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3.4 Calculate the commission that your agency would earn on this booking. Use any of the three methods. (3)

3.5 Give the currency code for the following currencies:

3.5.1 Danish krone

3.5.2 Kenyan shilling

3.5.3 Australian dollar

3.5.4 Chinese yuan

3.5.5 Botswana pula

(5 × 1) (5)

3.6 Explain the following terms:

3.6.1 Fixed cost

3.6.2 Variable cost

(2 × 2) (4)
[40]

QUESTION 4: FOREIGN EXCHANGE

Mr S. Malema will be travelling to Africa and the Far East later this year. You have made the following travel arrangements for him:

Air ticket	(JNB–NBO–CAI–BKK–SIN–JNB)	ZAR48 300
Visa		ZAR900
Accommodation		
Nairobi		KES5 500
Cairo		USD2 550
Bangkok		THB6 300
Singapore		SGD4 100

Refer to the foreign exchange rates sheet on ADDENDUM A (attached).

4.1 Calculate the total amount Mr Malema must pay you for his travel arrangements (show all calculations). (13)

4.2 What amount of foreign exchange allowance is still available to Mr Malema? (2)

4.3 Mr Malema wishes to use his full remaining travel allowance as listed below.

Calculate the amounts.

4.3.1 30% in KES cash (4)

4.3.2 15% in USD travellers cheques (4)

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4.3.3 20% in THB cash (4)

4.3.4 35% on credit card (1)

4.4 Mr Malema returns from his trip and wishes to refund the following currency amounts.

Calculate the ZAR amounts that he would receive for:

4.4.1 KES1 330 cash

4.4.2 USD990 in travellers cheques

4.4.3 THB500 in travellers cheques

4.4.4 SGD2 500 in cash

(4 × 3) (12)
[40]

QUESTION 5: CAR RENTAL AND CRUISING

CAR RENTAL

Mr H. Mahlangu will be renting a car in Johannesburg. He would like to collect the car at JNB airport on 1 Oct at 06:00. He will be driving to Bloemfontein and return the car at BFN airport on 07 Oct at 06:00. He would like a car with air conditioning and maximum insurance. He will be driving a total of 1 000 km during his rental. Mr Mahlangu would like the cost to be settled to his account with your agency.

Refer to the list of standard waivers of Europcar on ADDENDUM B (attached), to answer the following questions:

5.1 What car group will you suggest for Mr Mahlangu? (1)

5.2 Calculate the cost of the car rental for Mr Mahlangu. (10)

5.3 What commission would your agency earn for the rental? (3)

5.4 Issue the car voucher on ADDENDUM I (attached) (ADDENDUM J (attached) is an extra voucher if needed). The reservation number is EUR9201.

Write your EXAMINATION NUMBER in the space provided on the ADDENDUM, detach it from the question paper and put it inside your ANSWER BOOK to be handed in. (12)

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CRUISING

Mr Costa and his wife would like to book a cruise in South Africa. They would like the cheapest cruise available as well as the cheapest category cabin possible.

Refer to ADDENDUM C (attached) and answer the following questions:

5.5 Give the number of the cruise that you have selected. (2)

5.6 Calculate the total cost of the cruise for BOTH passengers. (3)

5.7 Calculate the commission that your agency would earn on this booking. (3)

5.8 Name the port(s) of call. (1)

5.9 Give the date, time and place of departure. (3)

5.10 Name TWO factors that can influence the cost of a cruise. (2)
[40]

QUESTION 6: INTERNATIONAL HOTEL RESERVATIONS

You are a travel consultant at Trek Africa Tours and Travel in Johannesburg. Mr P. Prince has requested you to arrange accommodation for him in London. He will check in on 2 December and check out on 6 December. He is training for a marathon and has requested a hotel with a gym. He will settle the account with his Diners Club card (card nr. 3034 1719 9325 4302, expiry date 08/19). His confirmation number is HO231Z.

Refer to ADDENDA D (attached) and E (attached) to answer the following questions:

6.1 Which hotel would you suggest to Mr Prince? (1)

6.2 What would the full cost of the accommodation be in the following currencies?

6.2.1 GBP (2)

6.2.2 ZAR (3)

6.3 Which meals are included in the rate you have quoted? (1)

6.4 Name any THREE facilities that Mr Prince could make use of at the hotel. (3)

6.5 Calculate the commission that your agency would earn on this booking. (3)

6.6 Complete the hotel voucher on ADDENDUM K (attached).

Write your EXAMINATION NUMBER in the space provided on the ADDENDUM, detach it from the question paper and put it inside your ANSWER BOOK to be handed in. (15)

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6.7 Describe the location of the hotel to Mr Prince. (2)

6.8 Give the star grading of the hotel that you have chosen. (2)

6.9 What other mandatory cost should be added to the room rate? (2)

6.10 Explain the following terms to Mr Prince:

6.10.1 Check-in time

6.10.2 Check-out time

(2 × 2) (4)

6.11 Give the abbreviation for a Luxury Class Hotel. (2)
[40]

QUESTION 7: INTERNATIONAL RAIL AND TRAVEL INSURANCE

INTERNATIONAL RAIL

Your passenger Mr S. Mofokeng is travelling to the east coast of Australia later this year and is interested in obtaining a rail pass that will allow him to travel along the east coast.

Refer to ADDENDUM F (attached) and the above information to answer the following questions:

7.1 Which rail pass would you suggest your client purchase? (2)

7.2 Is this pass available for purchase within Australia? Explain your answer. (2)

7.3 Will Mr Mofokeng be able to reserve a specific seat for himself? Explain your answer. (2)

7.4 Who would be eligible for a discount on this rail pass? (1)

7.5 For how long is this rail pass valid after date of purchase? (1)

7.6 Name THREE documents that might be required from foreign citizens. (3)

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INTERNATIONAL TRAVEL INSURANCE

You work for Mega Travel in Cape Town (AIG number AIG2930). Your clients, Mr A. Selale and Mrs M. Selale have requested that you assist them with travel insurance for their trip to London. They will be in London from 2 December to 6 December. They would like travel insurance that offers baggage protection (theft) for at least R1 000 and medical cover for R5 000 000. They will be paying cash for the insurance.

MR AND MRS SELALE'S DETAILS:

ID Mr A. Selale:	601129 1923 123
ID Mrs M. Selale:	690830 8324 086
Address:	10 Pine Street Johannesburg 2021
Tel (H):	011 – 323 0987
Tel (W):	011 – 791 8392
Doctor:	Dr H. Omar
Tel:	011-656 2312

7.7 Which insurance option will you offer your clients? (2)

7.8 Calculate the total cost for BOTH passengers. (3)

7.9 Calculate the commission that your agency will earn. (3)

7.10 Refer to ADDENDA G (attached) and ADDENDA H (attached) to answer the following questions:

7.10.1 What is the excess on medical expenses in the event of a claim?

7.10.2 What amount is covered under public conveyance?

7.10.3 How much *natural disaster* cover is given on this plan?

7.10.4 What is the excess amount for curtailment and cancellation?

7.10.5 If Mrs Selale's baggage is stolen, how much cover will she get?

7.10.6 What is the excess amount for personal liability?

(6 × 1) (6)

7.11 Complete the policy form on ADDENDUM L (attached). (ADDENDUM M is attached if needed.)

Write your EXAMINATION NUMBER in the space provided on the ADDENDUM, detach it from the question paper and put it inside your ANSWER BOOK to be handed in. (15)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

FOREIGN EXCHANGE RATES SHEET

Currency name	Currency code	Selling	TT buying	Airmail buy	Seamail buy
Zambian kwacha	ZMK	0.4883	0.5264	0.0012	0.0543
United Arab Emirates dirham	AED	0.3910	0.4496	0.0548	0.0785
Thai baht	THB	3.7175	4.2951	4.3133	4.3214
Swedish krona	SEK	0.6789	0.7124	0.7138	0.7143
Swazi lilangeni	SZL	2.0000	2.0000	2.000	2.0000
Singapore dollar	SGD	0.2119	0.2293	0.2297	0.2291
Seychellois rupee	SCR	1.0420	1.0000	1.0000	1.0000
Norwegian krone	NOK	0.6537	0.6946	0.6968	0.6974
Nigerian naira	NGN	14.2204	15.1111	1.0000	1.0000
New Zealand dollar	NZD	0.2164	0.2242	0.2247	0.2252
Namibian dollar	NAD	1.000.	1.0000	1.0000	1.0000
Mauritian rupee	MUR	2.6867	2.9258	2.9428	2.9551
Malawian kwacha	MWK	36.6334	39.3652	39.4662	39.9253
Lesotho loti	LSL	1.0000	1.0000	1.0000	1.0000
Kenyan shilling	KES	7.2426	8.3351	8.4989	8.5627
Israeli shekel	ILS	0.4169	0.4386	0.4391	0.4316
Indian rupee	INR	6.5416	6.8683	6.8886	6.8973
Hong Kong dollar	HKD	0.7875	0.8264	0.8277	0.8284
Danish krone	DKK	0.5922	0.6199	0.6211	0.6225
Chinese yuan	CNY	0.6366	0.6718	0.1000	0.1000
Canadian dollar	CAD	0.1179	0.2133	0.2137	0.2139
Botswana pula	BWP	0.8746	0.9655	0.9669	0.9618
Australian dollar	AUD	0.1989	0.2148	0.2154	0.2161
Swiss franc	CHF	0.1896	0.1949	0.1951	0.1953
Japanese yen	JPY	9.9425	9.4727	9.4887	9.4958
British pound	GBP	19.6538	18.9117	18.9751	18.9631
Euro	EUR	16.4655	15.8145	15.8728	15.8599
US dollar	USD	12.4411	11.0911	11.1725	11.1645

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ADDENDUM B

EUROPCAR

STANDARD WAIVERS

Group		1–2 Days 100 km free per day	3–14 Days 100 km free per day	15+ Days 100 km free per day	Additional kilometres
J	**EDMN**	362	321	314	R2.65
A	**CDMN**	391	356	339	R2.87
T	**EDMR**	414	378	349	R2.93
B	**CDMR**	456	384	359	R2.98
C	**CCMR**	483	431	418	R3.92
D	**ICAR**	566	513	488	R4.74
F	**SDAR**	693	627	597	R4.88
G	**FDMR**	787	711	676	R5.46
H	**FDAR**	821	742	615	R6.12
O	**PDAR**	933	841	791	R6.45
V	**FVMR**	769	695	659	R5.15
E	**LVMR**	2 125	1 103	963	R8.37

Rates include: Limited CDW, limited TLW, VAT, tourism levy, airport surcharge
Rates exclude: Fuel, PAI, contract fee of R28.00, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges

SUPER WAIVER

Group		1–2 Days 100 km free per day	3–14 Days 100 km free per day	15+ Days 100 km free per day	Additional kilometres
J	**EDMN**	375	355	337	R2.65
A	**CDMN**	314	383	364	R2.87
T	**EDMR**	435	394	375	R2.93
B	**CDMR**	513	466	443	R2.98
C	**CCMR**	526	477	452	R3.92
D	**ICAR**	603	557	529	R4.74
F	**SDAR**	759	685	641	R4.88
G	**FDMR**	863	777	738	R5.46
H	**FDAR**	811	811	771	R6.12
O	**PDAR**	1 024	921	876	R6.45
V	**FVMR**	842	751	726	R5.15
E	**LVMR**	2 237	2 112	1 057	R8.37

Rates include: SCDW, STLW, VAT, tourism levy, airport surcharge
Rates exclude: Fuel, PAI, contract fee of R28.00, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges

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ADDENDUM C

OPTION 1

Cruise number: SC0143



Cruise ship: MSC Sinfonia
Itinerary: South Africa
Embarkation port: Durban, South Africa
Duration: 3 Days, 2 Nights

	Inside	Outside with partial view	Outside	Balcony	Balcony suites
Bella Experience	Cat. 1 R2 730	Cat. 2 R2 930	Not available	Cat. 4 R3 255	Not Available
Fantastica	Cat. 2 R2 830	Not available	Cat. 3 R3 030	Cat. 5 R3 255	Cat. 6 R3 455

*Port Charges: R350

Day	Date	Port	Arrival	Departure	Activity
1	Saturday, 27 Jan	Durban, South Africa	-	14:00	Docked
2	Sunday, 28 Jan	-	At Sea	-	-
3	Monday, 29 Jan	Durban, South Africa	07:00	-	Docked

OPTION 2

Cruise number: SC0298



Cruise ship: MSC Sinfonia
Itinerary: South Africa
Embarkation port: Cape Town, South Africa
Duration: 4 Days, 3 Nights

	Inside	Outside with partial view	Outside	Balcony	Balcony suites
Bella Experience	Cat. 1 R3 195	Cat. 3 R3 595	Not available	Cat. 5 R4 545	Not Available
Fantastica	Cat. 2 R3 395	Not available	Cat. 4 R3 795	Cat. 6 R4 800	Cat. 7 R5 695

*Port Charges: R350

Day	Date	Port	Arrival	Departure	Activity
1	Friday, 08 Apr	Cape Town, South Africa	-	18:00	Docked
2	Saturday, 09 Apr	At Sea	-	-	-
3	Sunday, 10 Apr	At Sea	-	-	-
4	Monday, 11 Apr	Durban	07:00	-	Docked

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ADDENDUM D

PARK PLAZA WESTMINSTER BRIDGE, LONDON

4-STAR HOTEL

Address: 200 Westminster Bridge Rd, London SE! &UT, United Kingdom
Phone: +44 844 415 6790
Website: http://www.parkplaza.com/westminster

Single room: GBP320 per room per night
Double room: GBP500 per room per night

This sleek hotel is a 6-minute walk from the underground and national rail trains at Waterloo station and a 12-minute walk from Westminster Abbey.

Contemporary rooms and suites have free Wi-Fi, flat screen TVs, bath, minibars and tea- and coffee-making facilities, private terraces, skyline views and/or kitchenettes. Kids 11 and under stay free with 2 adults.

Amenities include a hot continental breakfast buffet (free) and chic French, Japanese and tapas restaurants, as well as a coffee shop and a cocktail bar. There are a Balinese day spa and an indoor pool, plus a gym, 31 meeting rooms and a business centre.

AMENITIES
Free Wi-Fi, indoor pool, laundry service, parking, pet-friendly, kids-friendly restaurants, fitness centre.

TAX: 10% City tax per person

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ADDENDUM E

THE RITZ, LONDON

5-STAR HOTEL

Address: 150 Piccadilly, London W1J9BR, United Kingdom
Phone: +44 20 7493 8181
Website: https://www.theritslondon.com

Single room: GBP700 per room per night
Double room: GBP1 100 per room per night

Set in the bustling Mayfair and St James district, this luxe, iconic 1906 hotel is a 4-minute walk from the Royal Academy of Arts and a 7-minute walk from Piccadilly Circus.

The ornate rooms with Louis XVI-style decor and antique furnishings have free Wi-Fi, flat screen TVs, iPod docks, bath and minibars. Suites add living/dining areas, grand pianos, butlers and an airport shuttle in the hotel's Rolls Royce.

A palatial restaurant offers high-end dining while afternoon tea is served in a palm tree-lined courtyard. An elegant art deco bar serves bespoke cocktails. There is also a posh salon offering spa treatment and space for events.

AMENITIES
Free Wi-Fi, paid parking, laundry service, free breakfast, pool, business centre, airport shuttle

TAX: 10% City tax per person

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ADDENDUM F

1. QUEENSLAND COASTAL PASS

The Queensland Coastal Pass (formerly East Coast Discovery Pass) allows you to discover the most popular destinations along the east coast of Queensland, with unlimited stopovers in one direction between Brisbane and Cairns.

Eligibility
The Queensland Coastal Pass is designed for sales to overseas visitors to Australia. It can be purchased in Australia. Proof of non-Australian residency may be required - passport, driver's licence, home address, etc. can be used to verify this.

Prebooking time
Within 6 months of the date of purchase, travel must commence and the pass validated.

Discount
Infants under the age of 4 years

Types and validities
The Queensland Coastal Pass includes unlimited stopovers in a single direction of travel over a one- or two-month period, which starts on the day the pass is validated (first day of actual travel).

Additional details
- Seat reservations must be made in advance as the pass itself does not guarantee a seat.
- It is not permitted to travel directly from Brisbane to Cairns (or vice versa). A minimum of one break of journey is compulsory.

2. DISCOVERY PASS

The Discovery Pass allows access to the capital cities of Sydney, Brisbane, Melbourne and Canberra as well as connections to over 365 locations in New South Wales and beyond. An example is to enjoy easy connections between Sydney and Brisbane and Sydney and Melbourne with 2 daily services.

Eligibility
The Discovery Pass is available to everyone.

Prebooking time
Within 6 months of the date of purchase, travel must commence and the pass validated.

Discount
Infants under the age of 4 years

Types and validities
Allows unlimited travel for a period of 14 days or over 1, 3 or 6 months, which starts on the day the pass is validated (first day of actual travel) and expires at midnight on the last day.

Additional details
- Seat reservations must be made in advance as the pass itself does not guarantee a seat
- The pass is not valid on NSW Train Link Intercity or Sydney Train services, except when traveling in conjunction with a connecting NSW Train Link regional service. It is not valid for travel on the Great Southern Railway, Queensland Travel Train or Melbourne Met services.

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ADDENDUM G

INSURED EVENT	INDIVIDUAL and FAMILY			GROUP/INDIAN OCEAN ISLANDS	SENIORS	SUPER SENIORS
DETAILS OF INSURED EVENTS	**PLATINUM**	**GOLD**	**SILVER**		**70-70 YEARS**	**80-84 YEARS**
1. MEDICAL & RELATED EXPENSES Excess 1-6 months: R500 More than 6 months: R2 000 Seniors (70-79): R2 500 Super Seniors (80-84): R2 000	R45 000 000	R35 000 000	R5 000 000	R20 000 000	R15 000 000	R1 000 000
Medical Expenses Terrorism Extension	R45 000 000	R35 000 000	R5 000 000	R20 000 000	R15 000 000	R1 000 000
1A Pre-Existing Medical Extension	R300 000	Nil	Nil	Nil	Nil	Nil
1B Medical Evacuation or Repatriation	Actual Expense	Actual Expense	Actual Expense	Actual Expense	R1 000 000	R1 000 000
1C Hospital Confinement (R750/day)	R20 000	R15 000	R2 000	R2 500	Nil	Nil
1D Follow-up Treatment in South Africa	R20 000	R15 000	R10 000	R10 000	R5 000	R5 000
2. PERSONAL ACCIDENT						
2A 24-Hour	R750 000	R500 000	R100 000	R500 000	Nil	Nil
2B In-Flight	R900 000	R700 000	R100 000	R500 000	Nil	Nil
Terrorism Extension	R850 000	R500 000	R100 000	R500 000	Nil	Nil
3. CANCELLATION OR CURTAILMENT (EXCESS R500)	R30 000	R35 000	R10 000	R25 000	R20 000	R10 000
4. BAGGAGE, TRAVEL DOCUMENTS, BAGGAGE DELAY	Excess R700					
4A Theft or Damage of Baggage	R30 000	R25 000	R2 000	R20 000	R15 000	R10 000
Accidental Loss of Baggage	R10 000	R7 000	R500	R5 000	R3 000	R2 000
Theft of Money, Credit Cards and Traveller's cheques	R10 500	R7 000	R2 500	R2 000	R2 000	R900
4B Baggage Delay (delayed for more than 6 hours)	R3 000	R2 000	Nil	R2 500	R900	R500
5. TRAVEL DELAY AND MISSES CONNECTION (Excess R500)						
5A Travel Delay (delayed for more than 4 hours)	R2 000	R2 000	Nil	R1 000	R1 000	R500
5B Travel Missed Connection (more than 6 hours)	R15 000	R10 500	Nil	R2 000	R2 000	R1 000
6. PERSONAL LIABILITY (Excess R1 500)	R5 000 000	R4 000 000	R1 000 000	R4 000 000	R4 000 000	R1 000 000
7. HIJACK, KIDNAP, WRONGFUL DETENTION						
7A Hijack	R45 000	R35 000	Nil	R15 000	R15 000	R7 000
7B Kidnap and Wrongful detention	R3 000 000	R1 500 000	Nil	Nil	Nil	Nil
8. NATURAL DISASTERS (Excess 48 hours)	R5 000	R3 000	Nil	R3 000	Nil	Nil

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ADDENDUM H

9. IDENTITY THEFT	R3 000	Nil	Nil	Nil	Nil	Nil
10. RED 24	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services	Assistance Services
11. CATTERY AND KENNELS	R6 000	Nil	Nil	Nil	Nil	Nil

INDIVIDUAL COVER			
AGE: 3 months–69 years incl.	**PLATINUM**	**GOLD**	**SILVER**
1-7 Days	R620	R400	R280
8-15 Days	R1 340	R910	R590
16-31 Days	R2 200	R1 460	R1 010
32-47 Days	N/A	R2 410	R1 490
48-62 Days	N/A	R2 610	R1 690
63-92 Days	N/A	R3 090	R2 560
93-185 Days	N/A	R4 410	R3 590
Annual	N/A	R7 330	R6 110

INDIAN OCEAN ISLANDS		
AGE: 3 months-69 years incl.	**PLATINUM**	**GOLD**
1-8 Days	R400	R1 060
9 Days and more	R48 p.p. per day	R78 p.p. per day

GROUPS (ONLY FOR 10 OR MORE)	
AGE: 3 months–69 years incl.	**GOLD**
Daily	R35 p.p. per day

*Maximum 30 days

*Minimum 4 days

NB: ALL RATES INCLUDE 20% COMMISSION

THE COVER SET OUT ABOVE IS SUBJECT TO TERMS, CONDITIONS AND EXCLUSIONS FOUND IN THE AIG POLICY.

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ADDENDUM I

EXAMINATION NUMBER:

Europcar car rental	Reg. No 05/13135/07	**TRAVEL AGENT CHARGE VOUCHER** **REISAGENT DEBIETBEWYS**	T
Renter's Name Naam van Huurder		Car Group Motorgroep	Date of Issue Uitreikingsdatum	Issuer's Stamp Uitreiker se Stempel
Renting Office Huurkantoor	Date Datum / Flight Vlug	Time Tyd	Issuer's Name Uitreiker se Naam	
Return Office Terugsendingskantoor			Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA	
Voucher value – Unlimited unless specified hereunder Motorhuurbewys-waarde – Onbeperk tensy anders hieronder gemeld				
Remarks Opmerkings		Europcar Reservation Reference Europcar Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER	

Europcar car rental	Reg. No 05/13135/07	**TRAVEL AGENT REFERRAL VOUCHER**	R
Renter's Name Naam van Huurder		Car Group Motorgroep	Date of Issue Uitreikingsdatum	Issuer's Stamp Uitreiker se Stempel
Renting Office Huurkantoor	Date Datum / Flight Vlug	Time Tyd	Issuer's Name Uitreiker se Naam	
Return Office Terugsendingskantoor			Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA	
Method of Payment (If Bank card, state number) Metode van Betaling (Indien Bankkaart, meld nommer)				
Remarks Opmerkings		Europcar Reservation Reference Europcar Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER	

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ADDENDUM J

EXAMINATION NUMBER:

Europcar car rental	Reg. No 05/13135/07	**TRAVEL AGENT CHARGE VOUCHER** **REISAGENT DEBIETBEWYS**	T
Renter's Name Naam van Huurder		Car Group Motorgroep	Date of Issue Uitreikingsdatum	Issuer's Stamp Uitreiker se Stempel
Renting Office Huurkantoor	Date Datum / Flight Vlug	Time Tyd	Issuer's Name Uitreiker se Naam	
Return Office Terugsendingskantoor			Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA	
Voucher value – Unlimited unless specified hereunder Motorhuurbewys-waarde – Onbeperk tensy anders hieronder gemeld				
Remarks Opmerkings		Europcar Reservation Reference Europcar Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER	

Europcar car rental	Reg. No 05/13135/07	**TRAVEL AGENT REFERRAL VOUCHER**	R
Renter's Name Naam van Huurder		Car Group Motorgroep	Date of Issue Uitreikingsdatum	Issuer's Stamp Uitreiker se Stempel
Renting Office Huurkantoor	Date Datum / Flight Vlug	Time Tyd	Issuer's Name Uitreiker se Naam	
Return Office Terugsendingskantoor			Issuer Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA	
Method of Payment (If Bank card, state number) Metode van Betaling (Indien Bankkaart, meld nommer)				
Remarks Opmerkings		Europcar Reservation Reference Europcar Besprekingsverwysing	RESERVATION ID NUMBER BESPREKING ID-NOMMER	

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ADDENDUM K **EXAMINATION NUMBER:**

TREK AFRICA TOURS & TRAVEL

PASSENGER'S NAME						
HOTEL			ADDRESS			
REQUIREMENTS			TEL:			
DATE OF ARRIVAL	DATE OR DEPARTURE		RATE			
ACCOUNT	FULL ACCOUNT		RESERVED BY	DATE	CONFIRMED BY	DATE
	EXTRAS TO BE SETTLED DIRECTLY		REMARKS			

TREK AFRICA TOURS & TRAVEL

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

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ADDENDUM L

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		**BRANCH:**			**CONSULTANT:**		**AGENCY CODE:**	
SURNAME INSURED PERSON(S)	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 underaged/disabled children: _____

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

Period of insurance cover From: _____ To: _____

Total number of days _____ (Both above days inclusive)

Furthest destination: _____

Postal Address: _____

_____

_____

Postal Code: _____

Tel (H) _____

Tel (W) _____

House Doctor's Name: _____

House Doctor 'sTel: _____

DECLARATION

1. I/we accept the levels of cover chosen and will not expect any additional payment from the underwriters for claims exceeding the sums insured.
2. I/we 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/we have received and studied.
4. I/we hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing Agent: _____

Date: _____ Date: _____

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Please turn over

ADDENDUM M

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		**BRANCH:**			**CONSULTANT:**		**AGENCY CODE:**	
SURNAME INSURED PERSON(S)	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 underaged/disabled children: _____

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

Period of insurance cover From: _____ To: _____

Postal address: _____

Total number of days _____ (Both above days inclusive)

Postal code: _____

Furthest destination: _____

Tel (H) _____

Tel (W) _____

House doctor's name: _____

House doctor 's tel: _____

DECLARATION

1. I/we accept the levels of cover chosen and will not expect any additional payment from the underwriters for claims exceeding the sums insured.
2. I/we 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/we have received and studied.
4. I/we hereby give AIG the authority to phone my/our doctor in case of an emergency.

Signature: _____ Issuing agent: _____

Date: _____ Date: _____

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