higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1620**(E)**(M31)H

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

31 May 2019 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

Candidates will require the February 2018 GSA magazine, a pocket calculator and extracts from websites.

This question paper consists of 11 pages and nine addenda of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

INSTRUCTIONS AND INFORMATION

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do NOT want to be marked.

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 the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Show ALL the calculations.
6. The use of correction fluid is NOT allowed on any documents.
7. ADDENDA G, H and I have to be filled in, stapled together and placed in the ANSWER BOOK.
8. ALL calculations must be rounded off to TWO decimal places except where specifically instructed otherwise in a question.
9. Commission must be calculated at 10%, except where indicated otherwise on the question paper or addenda.
10. Write neatly and legibly.

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

1.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Hotel food plan EP	A	net rate
1.1.2	Eurail saver pass	B	travellers' cheques
1.1.3	Car rental paid with credit card	C	outbound tour
1.1.4	Travel insurance company	D	room only
1.1.5	Hotel rate without commission	E	land arrangements
1.1.6	Air buy/Airmail	F	referral voucher
1.1.7	Passport/Visa/Insurance	G	ocean view
1.1.8	Tour from own country to international destination	H	2-5 passengers travelling together
1.1.9	Port charges	I	all cruise passengers must pay
1.1.10	Outside cabin	J	AIG

(10 × 2) (20)

1.2 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 (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 The code for a compact car with manual steering and air conditioner:

A CDAN
B CDMR
C EDMR
D IDMR

1.2.2 The ZAR1 000 000 annual foreign exchange travel allowance is applicable to …

A children under the age of 18 years.
B South African passport holders only.
C adult South African residents (including non-South African citizens).
D South African work permit holders only.

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1.2.3 The travel insurance policy that provides coverage to the policy holder for accidently injuring somebody or for loss or damage of property:

A Personal liability
B Curtailment
C Personal accident
D Consular referral

1.2.4 The definition of a voyage is a …

A cruise on a lake.
B long journey by water to a distant place.
C cruise on a river.
D cruise where passengers fly to a port and cruise back.

1.2.5 The meaning of a rail pass that allows for consecutive travel:

A Unlimited travel
B Travel on a specific number of days during the validity of pass
C Travel for second class only
D Unlimited travel for duration of pass

1.2.6 An inclusive tour is …

A a tour designed for individuals with specific needs.
B a tour to an international destination.
C individual tour components that are for sale separately.
D a prearranged tour that consists of air transportation and land arrangements.

1.2.7 The 1% levy charged on the total car rental and kilometre cost when renting a car is …

A a tourism levy.
B an airport surcharge.
C a mark-up.
D a commission.

1.2.8 The excess payable on the credit card insurance is generally … per incident.

A R100
B R500
C R2 000
D R1 000

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1.2.9 The staff member on a cruise ship that is responsible for serving passengers is known as a …

A purser.
B hostess.
C captain.
D steward.

1.2.10 The number of rooms in a city/commercial hotel:

A 1–50
B 100–1 500
C 30–1 000
D 1 500 and more

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

Answer any FOUR of the five questions in SECTION B.

QUESTION 2: CAR RENTAL

Mr M Gigaba has requested to rent a car in East London. He would like a car with automatic steering/transmission and maximum insurance. He will collect the car at ELS airport on 12 August at 12:00 and return the car to the same location on 19 August at 18:00. He will drive approximately 1 700 km during the rental period.

Mr Gigaba will be paying for the rental with his credit card (card number AX 5467 0704 9232 4065 EXP06/20)

Refer to EUROPE CAR on ADDENDUM A (attached), to answer the following questions:

2.1 State the car group as well as the code that you will suggest to Mr Gigaba. (2)

2.2 Calculate the cost of the car rental for Mr Gigaba. (10)

2.3 Calculate the commission that your agency would earn for the rental. (3)

2.4 Issue the car voucher on ADDENDUM G (attached). The reservation number is E902134.

Write your EXAMINATION NUMBER in the space provided, detach it from the QUESTION PAPER and hand it in with the ANSWER BOOK. (12)

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2.5 Explain the following terminology to Mr Gigaba:

2.5.1 Airport surcharge

2.5.2 One-way rental fee

2.5.3 Additional driver/Co-driver

2.5.4 Personal accident insurance

2.5.5 Excess payment

(5 × 2) (10)

2.6 Describe to Mr Gigaba the type of car he can expect. (2)

2.7 What percentage is charged per car rental for the tourism levy? (1)

[40]

QUESTION 3: FOREIGN EXCHANGE

Miss K Kardashian will be travelling overseas later this year. You have made the following travel arrangements for her:

Air ticket (JNB – LHR – FRA – ORD – CAI – JNB)	ZAR 88 600
Visa	ZAR 1 900
Accommodation LON	GBP 5 100
Train ticket FRA	EUR 2 558
Car rental ORD	USD 2 900
Nile Cruise CAI	EGP 3 000

Refer to ADDENDUM B, the foreign exchange rate sheet and answer the questions:

3.1 Miss Kardashian would like to know how much her travel allowance is before any deductions. (1)

3.2 Calculate the total amount Miss Kardashian must pay you for her travel arrangements. (Show all calculations.) (13)

3.3 Miss Kardashian would like to use her remaining allowance as follows. Calculate the amounts for her.

3.3.1 50% in GBP (4)

3.3.2 20% in EUR (4)

3.3.3 10% in USD (4)

3.3.4 10% in EGP (4)

3.3.5 10% on her credit card (1)

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3.4 Miss Kardashian has returned from her trip and wishes to refund her unused foreign currencies.

Calculate the total amount of ZAR that she will receive for the following:

3.4.1 GBP 500 in cash

3.4.2 EUR 900 traveller's cheques

3.4.3 EGP 800 cash

(3 × 3) (9)

[40]

QUESTION 4: CRUISING, INSURANCE, RAIL

CRUISING

Mr and Mrs Mashingo would like a cruise on the MSC Sinfonia to Mozambique. They have agreed to take the cruise departing on 2 April. They are on a tight budget and would like the cheapest possible cabin. Refer to ADDENDUM C (attached) to answer the following questions:

4.1 What would the total cost of the cruise be for BOTH passengers? (3)

4.2 Calculate the commission that your agency will earn on this booking. (2)

4.3 Name THREE documents issued by the cruise company on receiving full payment. (3)

4.4 You clients have requested information on their destination, Mozambique. Advise them on the following:

4.4.1 Capital of Mozambique

4.4.2 Currency used in Mozambique

4.4.3 Visa requirements for South African passport holders

4.4.4 Time zone of Mozambique

(4 × 1) (4)

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INSURANCE

Mr and Mrs Mashingo would like to take out travel insurance for the duration of their cruise. Keep in mind that they are on a tight budget and have requested the cheapest insurance option. Refer to ADDENDUM D (attached) to answer the following questions:

The travel agency that you are working for is *Checkout Travel*, Johannesburg. The insurance code for *Checkout Travel* is CO29381.

Your clients' details are as follows:

ID numbers	
Mr G Mashingo:	8602071314086
Mrs M Mashingo:	9007315034089
Address:	20 Bushwillow Avenue Dainfern Johannesburg 2054
Tel :	(011) 413 1213 (H) (011) 518 2010 (W)
House doctor:	Dr K Jardin
Tel:	(011) 210 0012

4.5 Which insurance option would you suggest for your clients? (1)

4.6 What will the total cost be for BOTH passengers? (1)

4.7 Calculate the amount of commission that your agency will earn. (2)

4.8 Complete the insurance form on ADDENDUM H (attached) for Mr and Mrs Mashingo. They will pay with a credit card. Agency details: *Checkout Travel,* Johannesburg, Insurance code: CO29381

Write your EXAMINATION NUMBER in the space provided, detach it from the QUESTION PAPER and hand it in with the ANSWER BOOK. (13)

RAIL

Mr Mashingo will be travelling to Italy later this year. He has requested a rail ticket from Rome to Florence. He would like to depart as late as possible from Rome. He has also requested the cheapest option for the specific pass. Refer to ADDENDUM E (attached) and answer the following questions:

4.9 State the rail pass that you would suggest to Mr Mashingo by giving the name and number. (2)

4.10 What is the duration of this trip? (1)

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4.11 Give the cost of this pass per person in:

4.11.1 EUR (1)

4.11.2 ZAR (3)

4.12 Explain to Mr Mashingo the difference between first-class travel and second-class travel. (2)

4.13 Name the type of compartments where the seats can be converted into beds. (1)

4.14 Give the name of the compartment where passengers can sit down for meals. (1)
[40]

QUESTION 5: INTERNATIONAL HOTELS

Mr and Mrs Mugabe came to your office at Trek Africa Tours and Travel, to book accommodation as they want to see the northern lights for their 50th wedding anniversary. They need accommodation for 9 nights starting from 10 November. The northern lights can be viewed from different destinations: Alaska, in the USA, northern parts of Canada, the southern half of Greenland, Iceland, Northern Norway, Sweden and Finland.

Refer to the International Hotels on ADDENDUM F (2 pages) (attached) and select the hotel that will offer them the best view of the northern lights. They would like to stay in a deluxe double room and payment will be cash.

5.1 Which hotel would you suggest to Mr and Mrs Mugabe? (1)

5.2 Calculate the rate that they will have to pay for their full stay in the following currencies:

5.2.1 EUR/USD (2)

5.2.2 ZAR (3)

5.3 Calculate the commission that your agency will earn for this booking. (3)

5.4 Give the address and phone number of the hotel that you have selected. (3)

5.5 Name TWO facilities available at the hotel. (2)

5.6 Advise you passengers on the possibility of participating in night skiing at the hotel. (2)

5.7 Complete the hotel voucher on ADDENDUM I (attached). The booking was confirmed as: AL98302.

Write your EXAMINATION NUMBER in the space provided, detach it from the QUESTION PAPER and hand it in with the ANSWER BOOK. (15)

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5.8 Explain the following terms to Mr and Mrs Mugabe:

5.8.1 Late arrival

5.8.2 Net rate

5.8.3 Check-in deadline

5.8.4 Incidentals

(4 × 2) (8)

5.9 Give the star rating of this hotel. (1)

[40]

QUESTION 6: TOUR PLANNING AND BUDGETING

Mrs B Gates has made the following travel arrangements with you:

Airfare: JNB-NZD-SYD-SIN-MRU-JNB ZAR98 300 (including 9% commission)
Airport tax: ZAR15 000
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):

Auckland	NZD 200
Sydney	AUD 150
Singapore	SGD 170
Mauritius	USD 20

ACCOMMODATION

Sheraton Hotel, Auckland	NZD 4 000
Mariott Hotel, Sydney	AUD 6 700
Regent Hotel, Singapore	SGD 4 900
Bella Vista Hotel, Mauritius	USD 1 200

TOURS (net rate per person

Tour, Auckland	NZD 300
Tour, Sydney	AUD 700
Cruise, Singapore	SGD 900
Katamaran trip, Mauritius	USD 900

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

6.1.1 NZD

6.1.2 AUD

6.1.3 SGD

6.1.4 USD

(4 × 4) (16)

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6.2	Calculate the total cost of the travel arrangements in ZAR.	(13)
6.3	Calculate the total cost of the tour (use any of the THREE methods)	(6)
6.4	Calculate the commission that your agency would earn on this booking. (Use any of the THREE methods.)	(3)
6.5	Explain the meaning of the code, ITC.	(2)
		[40]

TOTAL SECTION B:	**160**
GRAND TOTAL:	**200**

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ADDENDUM A

EUROPE CAR

STANDARD WAIVERS

Group		1–2 Days 150 km free per day	3–14 Days 150 km free per day	15+ Days 150 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 R70, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges

SUPER WAIVER

Group		1–2 Days 150 km free per day	3–14 Days 150 km free per day	15+ Days 150 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 R70, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges

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ADDENDUM B

FOREIGN EXCHANGE RATES SHEET

COUNTRY	CURRENCY	SELLING	AIR BUY	SEA BUY
BRITSH POUND	GBP	**16.9971**	16.4778	16,3937
EURO	EUR	**14.6916**	14.2268	14.1419
UNITED STATES DOL	USD	**13.6538**	13.2762	13.3288
AUSTRALIAN DOLLAR	AUD	**0.0937**	0.1034	0.1028
BOTSWANA PULA	BWP	**0.7221**	0.8433	0.8380
CANADIAN DOLLAR	CAD	**0.0914**	0.1055	0.1081
SWISS FRANC	CHF	**0.0706**	0.0774	0.0882
CHINESE YUAN	CNY	**0.4532**		0.5194
CZECH KRONER	CZK	**1.7540**	2.6816	
DANISH KRONER	DKK	**0.4816**	0.5455	0.5644
HONG KONG DOLLAR	HKD	**0.5489**	0.6026	0.6512
EGYPTIAN POUND	EGP	**1.8796**	2.0921	2.1126
INDIAN RUPEE	INR	**4.8728**	5.2574	
JAPANESE YEN	JPY	**8.0750**	8.7577	8.9418
KENYAN SHILLING	KES	**6.7564**	8.7076	8.6125
SRI LANKA RUPEE	LKR	**10.8865**	11.5180	11.4562
MAURITIAN RUPEE	MUR	**2.4746**	2.7807	2.8214
MALAWI KWACHA	MWK	**51.2140**	57.1237	56.5984
NAMIBIA DOLLAR	NAD	**1.0000**	1.0000	1.0000
NIGERIAN NAIRA	NGN	**21.1868**	25.6730	25.4897
NORWEGIAN KRONOR	NOK	**0.5901**	0.6532	0.6629
NEW ZEALAND DOLLA	NZD	**0.0965**	0.1114	0.1133
RUSSIAN ROUBLE	RUB	**4.3762**	4.5197	4.4195
SAUDI RIYALS	SAR	**0.2565**	0.4785	0.3736
SWEDISH KRONER	SEK	**0.6282**	0.6859	0.7384
SINGAPORE DOLLAR	SGD	**0.0982**	0.1125	0.1206
SWAZILAND LILANGE	SZL	**1.0000**	1.0000	1.0000
THAI BAHT	THB	**2.3154**	2.7115	2.9784
ZAMBIAN KWACHA	ZMW	**0.7055**	0.9542	0.8654

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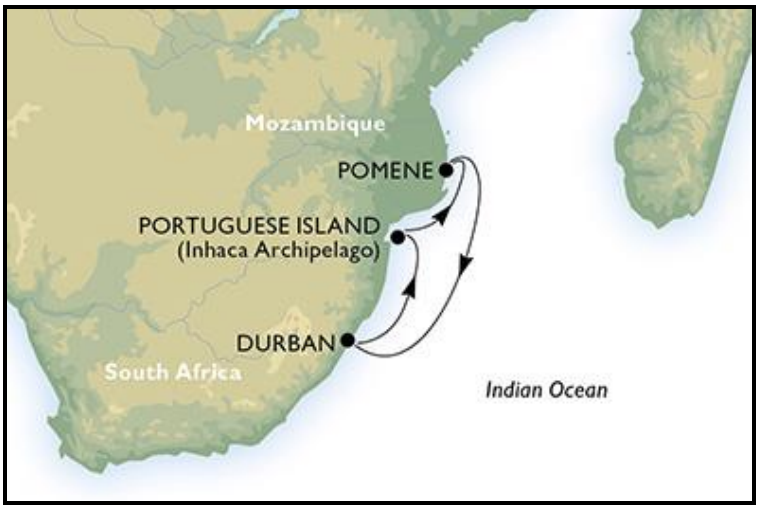
ADDENDUM C



Departure Date
2 April

Ship
MSC Sinfonia

Itinerary
South Africa, Mozambique

Embarkation Point
Durban, South Africa

Duration
5 Days, 4 Nights

DAY	DATE	PORT	ARRIVAL	DEPARTURE	ACTIVITY
1	Monday, 2 April	Durban, South Africa	....	14:00	Docked
2	Tuesday, 3 April	Portuguese Island, Mozambique	09:00	17:00	Tender
3	Wednesday, 4 April	Pomene, Mozambique	09:00	18:00	Tender
4	Thursday, 5 April	At sea	....	....	....
5	Friday, 6 April	Durban	07:00	....	Docked

*Scheduled itineraries are subject to change without prior notice. Please refer to MSC STC's

CABIN CATEGORY	INSIDE	OUTSIDE	SUITE
DESCRIPTION	Single beds, wardrobe, bathroom with shower, TV, telephone, minibar, air conditioning	Single beds (can be converted into double bed), wardrobe, bathroom with shower, TV, telephone, minibar, air conditioning	Double bed, bathroom with shower and bath tub, minibar, safe, TV, air conditioning, Wi-Fi
COST	**CATEGORY 1-5**	**CATEGORY 6-10**	**CATEGORY 11**
	R6 610 pps Port charges: R300	R6 960 pps Port charges: R300	R9 410 pps Port charges: R300

Source: https://www.msccruises.co.za

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ADDENDUM D

BENEFIT PAYABLE AND EXCESSES INDIVIDUAL COVER			
SECTION A: EMERGENCY TRAVEL ASSISTANCE	**GOLD COVER**	**PURPLE COVER**	**BLUE COVER**
a. 24-Hour emergency medical assistance	R10 000 000	R6 000 000	R3 000 000
b. Transmission of urgent messages	R1 000	R800	R500
c. Emergency travel and accommodation requirements	R90 000	R70 000	R50 000
d. Legal assistance	R50 000	R30 000	R25 000
e. Bail	R25 000	R20 000	R15 000
f. Loss of travel documentation	R10 000	R8 000	R5 000
g. Cash advances	R15 000	R10 000	R8 000
h. Embassy referral	R6 000	R4 000	R2 000
SECTION B: EMERGENCY MEDICAL AND ASSOCIATED BENEFITS			
B1. Emergency medical and related expenses outside South Africa	R10 000 000	R6 000 000	R3 000 000
B2. Medical evacuation, repatriation or transport to medical centre expenses	Real expense	Real expense	Real expense
B2.1 Excess for outpatient medical treatment	R500	R500	R500
B3. Medical assistance benefit	R20 000	R10 000	R5 000
a. Medical referral	R1 000	R1 000	R1 000
b. Medical monitoring	R15 000	R10 000	R5 000
c. Emergency medicine	R5 000	R3 000	R1 000
B4 Pre-existing medical conditions cover	R100 000	R90 000	R50 000
B4.1 Excess (hospitalised as an inpatient for 48 hours or more)	R1 000	R1 000	R1 000
B5. Daily hospital benefit and holiday disruption	R3 000	R2 000	R1 000
B5.1 Daily hospital benefit	R800 per day	R500 per day	R200 per day
B5.2 Holiday disruption benefit	Real expense	Real expense	Real expense
B6. Associated benefits	R20 000	R10 000	R5 000
B6.1 Visit by a family member	R40 000	R30 000	R20 000
B6.2 Return of children	R50 000	R35 000	R20 000
B6.3 Return travelling companion	R40 000	R30 000	R20 000
B6.4 Burial, cremation or return of mortal remains	R80 000	R60 000	R40 000
Emergency medical expenses as a result of terrorism	R300 000	R200 000	R100 000
SECTION C: PET CARE			
Inpatient veterinary care for your cat or dog	R500 per day	R200 per day	R100 per day

	GOLD COVER	PURPLE COVER	BLUE COVER
1–9 Days	R410	R405	R240
10–19 Days	R605	R590	R360
20–30 Days	R900	R880	R480
31–50 Days	R1 210	R1 180	R960
51+ days	R1 450	R1 400	R1 220

RATES INCLUDE:
14% VAT
20% Commission

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ADDENDUM E

ROME - FLORENCE BY RAIL

DEPARTURE	ARRIVAL	DURATION	TRAIN	PRICE	
				1ST CLASS	2ND CLASS
12:41 Roma Tiburtina	15:36 Firenze Rifredi (Florence)	02:55	Intercity 590	EUR27.80	EUR17.80
12:50 Roma Tiburtina	14:22 Firenze Rifredi (Florence)	01:32	Frecciargento 9426	EUR31.50	EUR21.50
13:03 Roma Tiburtina	16:48 Firenze Rifredi (Florence)	03:45	Regionalale Veloce 2312	EUR30.65	EUR20.65
13:21 Roma Tiburtina	14:51 Firenze Rifredi (Florence)	01:31	Frecciargento 9532	EUR31.50	EUR21.50
13:50 Roma Tiburtina	15:22 Firenze Rifredi (Florence)	01:32	Frecciargento 9430	EUR31.30	EUR21.30
14:20 Roma Tiburtina	15:51 Firenze Rifredi (Florence)	01:31	Frecciargento 9536	EUR53.00	EUR43.00

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ADDENDUM F

INTERNATIONAL HOTELS

Kakslauttanen Arctic Resort - Igloos and Chalets

4-Star hotel
Address: Kiilopääntie 9, 99830 Saariselkä, Finland
Phone: + 358 16 667100



Off the highway to the Arctic Sea, this unique nature resort surrounded by forest, is 6 km from Urho Kekkonen National Park and 35 km from Ivalo Airport.

Cozy log cabins and pine-built igloos come with fireplaces and saunas. Some have kitchens and free-standing tubs. A traditional Lapland house, snow igloos and glass-ceilinged igloos are also available. There are no TVs and some igloos have bathrooms in separate buildings.
Breakfast is free. There are also 2 restaurants serving Lappish food, 1 with a glass igloo bar. There are 3 smoke saunas. Activities include ice swimming, sleigh rides and reindeer safaris.

Rates

Standard single room with bath:	EUR300 per room per night
Standard double room with bath:	EUR600 per room per night
Delux single room with bath:	EUR800 per room per night
Delux double room with bath:	EUR1 000 per room per night

Amenities
Free breakfast
Free parking
Kid-friendly
Restaurant
Spa
Bar
Pool
Fitness centre
Smoke-free

Activities

Husky & Co: 1 hour husky rides, organised at hotel reception

Source: http://www.kakslauttanen.fi/en/

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ADDENDUM F (continued)

Hotel Alyeska

*Water is a **Northern Lights** photographer's **best** friend.*
*Alaska, is often cited as the **best** place to see the **Northern Lights.***

5-Star hotel
Address: 1000 Arlberg Ave, Girdwood, AK 99587, Alaska USA
Phone: +1 907-754-2111



Situated in Anchorage, Hotel Alyeska provides 5-star accommodation, as well as a Jacuzzi, a sauna and ski-in/out facilities. It also offers a beauty centre, ski passes and an indoor pool.

Hotel Alyeska offers 304 rooms, all of which are fitted with a refrigerator, cable/satellite channels and a spa bath. Hot drinks can be brewed with tea and coffee supplies.

Alyeska Resort Girdwood houses a restaurant and a bar where guests are able to relax at the end of the day with a meal and a drink. Dining options at the resort include Tramway Cafe and Aurora Bar & Grill. A wide choice of eating options can also be found close by.

Located just a short walk from Hotel Alyeska is Alyeska Resort. Guests are able to discover the local area with the resort's rental bikes.

Rates

Standard single room with bath:	USD 500 per room per night (no meals included)
Standard double room with bath:	USD 700 per room per night (no meals included)
Delux single room with bath:	USD 900 per room per night (no meals included)
Delux double room with bath:	USD1 100 per room per night (no meals included)

Amenities

Room service
Parking facilities
Kid-friendly
Restaurant and bar
Beauty spa
Heated pool

Activities:

Night-skiing: Thu–Sat (4–9 pm)
Late Dec to early Jan

[Source: http://www.alyeskaresort.com/hotel]

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ADDENDUM G **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

2.4

Europe Car 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/ Uitreikings-datum	Issuer's stamp/ Uitreiker se stempel
Renting office/ Huurkantoor	Date/ Datum	Flight/ Vlug	Time/ Tyd	Issuer's name/ Uitreiker se naam	
Return Office/ Terugsendings-kantoor				Issuer/ Uitreiker TRAINING PURPOSES ONLY SOUTH AFRICA/ SLEGS VIR OPLEIDINGSDOELEINDES SUID-AFRIKA	
Voucher value – Unlimited unless specified hereunder Motorhuurbewys waarde – Onbeperk tensy anders hieronder vermeid					
Remarks/ Opmerkings			Europe Car reservation reference/ Europe Car besprekings-verwysing	RESERVATION ID NUMBER/ BESPREKING ID-NOMMER	

Europe Car car rental	Reg. No 05/13135/07		**TRAVEL AGENT REFERRAL VOUCHER/ REISAGENT VERWYSINGSBEWYS**		R
Renter's name/ Naam van huurder			Car group/ Motorgroep	Date of issue/ Uitreikings-datum	Issuer's stamp/ Uitreiker se stempel
Renting office/ Huurkantoor	Date/ Datum	Flight/ Vlug	Time/ Tyd	Renting office/ Huurkantoor	Date/ Datum
Return Office/ Terugsendings-kantoor				Issuer/ Uitreiker TRAINING PURPOSES ONLY IN SOUTH AFRICA/ SLEGS VIR OPLEIDINGSDOELEINDES IN SUID-AFRIKA	
Method of payment (If bank card, state number)/ Metode van betaling (Indien bankkaart, meld nommer)					
Remarks/ Opmerkings			Europe Car reservation reference/ Europe Car besprekingsverwysing	RESERVATION ID NUMBER/ BESPREKING ID-NOMMER	

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ADDENDUM H **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

4.8 **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								

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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Please turn over

ADDENDUM I **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

5.7

TREK AFRICA TOURS AND TRAVEL HOTEL VOUCHER				
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 DIRECTLY		REMARKS	

TREK AFRICA TOURS AND TRAVEL HOTEL VOUCHER				
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 DIRECTLY		REMARKS	

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