higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

31 May 2021 (X-paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

REQUIREMENTS: **February 2018 GSA magazine**

Nonprogrammable calculators may be used.

This question paper consists of 10 pages and NINE addenda of 12 pages.

155Q1J2131

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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. Clearly cross out all work you do not want to be marked.

INSTRUCTIONS AND INFORMATION

1. SECTION A is compulsory.
2. Answer only FOUR 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 on any question except where specifically instructed.
8. The use of correction fluid is forbidden on all documents.
9. All ADDENDA that are completed must be stapled and inserted in the ANSWER BOOK.
10. Write neatly and legibly.
11. Do not tear any pages out of the ANSWER BOOK.

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SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A referral car voucher is issued when a passenger pays by credit card.

1.1.2 A traveller at the age of 16 is allowed the adult travel allowance of R1 000 000.

1.1.3 The travel insurance policy signed by a passenger is a legal contract.

1.1.4 The price of a cruise includes insurances and service fees.

1.1.5 A compartment car on a train is open with an aisle and seating on both sides.

1.1.6 A youth hostel is a private house offering accommodation to paying guests.

1.1.7 A variable cost is a cost that only incurs when a service is used.

1.1.8 Travel insurance covers a passenger against foreseen risks associated with travelling.

1.1.9 A ship's steering mechanism is referred to as a *helm*.

1.1.10 Animals such as dogs are not allowed to travel on Eurail.

(10 × 2) (20)

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

COLUMN A		COLUMN B	
1.2.1	Small hotel located near a highway	A	iCar
1.2.2	VAT payable in South Africa	B	hovercraft
1.2.3	Air ticket from South Africa, passport, visa and insurance	C	motel
1.2.4	Car with automatic steering and air conditioning	D	World Travel
1.2.5	Air buy rate	E	consecutive
1.2.6	Boat/craft that travels over land or water on a cushion of air provided by a downward blast	F	15%
1.2.7	GSA for Eurail passes	G	beneficiary
1.2.8	Following one after another without interruption	H	not part of land arrangements
1.2.9	Person who derives advantage from something, especially a trust, will or life insurance policy	I	CMA
1.2.10	Common Monetary Area	J	travellers' cheques

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

SECTION B

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

QUESTION 2: HOTEL

Mrs Queen Latifah is at your office to book a hotel for her forthcoming trip to Madagascar. She will check in on 10 July and stay for 15 nights. Mrs Latifah would like a hotel that has spa facilities. She will pay cash for the accommodation. Refer to ADDENDUM A and ADDENDUM B and answer the questions.

2.1 Which hotel would you suggest to Mrs Latifah? (1)

2.2 What is the rate that she will have to pay for her full stay in the currencies below?

2.2.1 MGA (2)

2.2.2 ZAR (3)

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

2.4 Give the location of the hotel (not the address). (2)

2.5 Mrs Latifah is interested in history. Name any ONE historical attraction close to the hotel. (1)

2.6 Describe the apartment-type rooms available at this hotel. (2)

2.7 Name THREE amenities in the hotel. (3)

2.8 Name the different types of rooms available in this hotel. (2)

2.9 Explain the following terms to Mrs Latifah:

2.9.1 Adjoining/Adjacent room

2.9.2 Interleading/Interconnecting rooms

2.9.3 Concierge

(3 × 2) (6)

2.10 Complete the hotel voucher on ADDENDUM C. The booking was confirmed as PAL0123. (15)

[40]

QUESTION 3: TOUR PLANNING AND BUDGETING

Mrs Viola Davis would like to arrange a tour for her and her husband. You have already planned the itinerary and need to calculate the final cost for her. Calculate the cost PER PERSON. Refer to ADDENDUM A.

Airfare: JNB-GBE-LON-PRG-FRA-JNB; ZAR79 800 (including 5% commission)
Airport tax: ZAR43 850
Agent mark-up: 15%
All other expenses, such as visas, meals, trips, etc., were not included in the tour price.

TRANSFERS (net rate per person one-way):

Gaborone	BWP300
London	GBP40
Prague	CZK200
Frankfurt	EUR30

ACCOMMODATION (per person per night)

Hotel: Gaborone	BWP8 000
Hotel: London	GBP1 500
Hotel: Prague	CZK3 450
Hotel: Frankfurt	EUR2 000

TOURS (net rate per person)

Tour: Gaborone	BWP800
Tour: London	GBP150
Tour: Prague	CZK600
Tour: Frankfurt	EUR90

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

3.1.1 BWP

3.1.2 GBP

3.1.3 CZK

3.1.4 EUR

(4 × 4) (16)

3.2 Calculate the total cost of the travel arrangements in ZAR. (13)

3.3 Calculate the total cost of the tour (use any of the THREE methods). (6)

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

3.5 Explain what a *group inclusive tour* is. (2)

[40]

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QUESTION 4: CAR RENTAL AND RAIL

CAR RENTAL

Mrs Whoopi Goldberg has requested car rental with PACE Car Rental in Johannesburg. She will collect the car at the airport in Johannesburg (JNB) on 5 September at 10:00 and will drop off the car at the same location (JNB) on 19 September at 14:00. She has requested a Ford Ecosport. She will drive approximately 4 000 km during the rental. She has requested an additional driver to be added to the rental.

Mrs Goldberg will be paying with her American Express credit card (AX 5443 0903 9231 3949 EXP06/21) for the rental.

Refer to the car rental information on ADDENDUM D to answer the following questions:

4.1 Give the car group code for a Ford Ecosport. (1)

4.2 Calculate the cost of the car rental for Mrs Goldberg. (10)

4.3 What commission would your agency earn for the rental? Please take note of the South African VAT increase to 15%. (3)

4.4 Issue the car voucher on ADDENDUM E. The reservation number is PACE0312. (12)

4.5 Refer to ADDENDUM D to answer the following:

4.5.1 Advise Mrs Goldberg on the excess amount on her car rental. (1)

4.5.2 Give the amount for MONTHLY (ONE month) rental on a Ford Ecosport. (1)

RAIL

Refer to ADDENDUM F to answer the following questions:

4.6 Mr Eddie Murphy (a South African passport-holder, 25 years old) is travelling to Europe during high season. He would like to travel by rail on at least 10 consecutive days within Austria, Switzerland and Germany using a rail pass.

4.6.1 Which rail pass would you suggest?

4.6.2 What is the validity of this pass?

4.6.3 What is the cost of this pass in EUR?

(3 × 1) (3)

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4.7 Mr and Mrs Lawrence have requested that you provide them with a quote in respect of a rail pass for their visit to Europe later in the year. They will be travelling through the whole Europe for approximately a month and would like a rail pass that allows them to travel on any four days within the time period.

4.7.1 Which rail pass would you suggest?

4.7.2 What is the validity of this pass?

4.7.3 What is the cost of this pass in EUR?

(3 × 1) (3)

4.8 Mr Khoza (a South African passport-holder) will be travelling to Europe later this year. He has requested information on a rail pass that will allow him to travel around the whole of Europe for 17 consecutive days.

4.8.1 Which rail pass would you suggest?

4.8.2 What is the validity of this pass?

4.8.3 What is the cost of this pass in EUR?

4.8.4 Is Mr Khoza eligible to purchase this pass?

(4 × 1) (4)

4.9 Mr and Mrs Jones have requested that you provide them with a quote on a rail pass for their visit to Europe during January and February (medium season) next year. They would like a rail pass that allows them to travel through three countries and for six days within the time period. They would like the most expensive ticket.

4.9.1 Which rail pass would you suggest?

4.9.2 What is the cost of this pass in EUR?

(2 × 1) (2)

[40]

QUESTION 5: CRUISING AND INSURANCE

CRUISING

Mr and Mrs Knowels would like to go on a cruise and visit their children who live in Cape Town. They would like a Category 3 cabin. Refer to ADDENDUM G to answer the following questions:

5.1 Which cruise would you suggest to them: Option 1 or Option 2? (1)

5.2 Calculate the total cost for BOTH passengers. (4)

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

5.4 Advise them on the departure and arrival times, dates and cities. (3)

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5.5 Explain the difference between an *inside cabin* and an *outside cabin*. (2)

5.6 Explain the following terms:

5.6.1 Embarkation

5.6.2 Disembarkation

(2 × 2) (4)

INSURANCE

You are working for Airwaves Travel in Cape Town, insurance number AIR1234. Ms Meghan Markle will be travelling to London from 1 May to 20 May. She would like to take out travel insurance for her trip.

Her details are as follows:

ID number:	8108040123081
Address:	10 Windsor Drive Queenstown 5319
Tel:	(047) 514 1213 (H) (047) 619 2010 (W)
House doctor:	Dr E. John
Tel:	(047) 430 1231

5.7 Which insurance option would you suggest for your client? (1)

5.8 What will the total cost be for Ms Markle? (1)

5.9 Calculate the amount of commission that your agency will earn. (3)

5.10 Refer to ADDENDUM H to answer the following questions:

5.10.1 What will the cost be for a 19-year-old person travelling for 17 days?

5.10.2 What will the cost be for a senior citizen travelling for 25 days?

5.10.3 What is the amount of cover for pre-existing medical and related expenses on the adult plan?

(3 × 1) (3)

5.11 Complete the insurance form on ADDENDUM I for Ms Markle. She will pay with a credit card. Agency details: Airwaves Travel, Queenstown, insurance code: AIR1234. (15)

[40]

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QUESTION 6: FOREIGN EXCHANGE

Mr Robert Mugabe will be travelling overseas later this year. He has paid you for the following travel arrangements:

Air ticket (JNB – HND – WLG – POM - JNB)	ZAR87 300
Passport	ZAR700
Visas	ZAR2 100
Travel insurance	ZAR700
Accommodation Tokyo	JPY10 300
Tour package in Wellington	NZD20 123
Cruise in Papua New Guinea	USD2 300

Refer to the foreign exchange rate sheet on ADDENDUM A to answer the following questions:

6.1 Calculate the total for the travel arrangements (show all calculations). (11)

6.2 Give the total for the land arrangements. (2)

6.3 Calculate the total amount still available to Mr Mugabe to purchase foreign currency. (3)

6.4 Mr Mugabe would like to use his full remaining travel allowance as listed below. Calculate the amount of foreign currency he will get in each currency.

6.4.1 15% in USD (4)

6.4.2 30% in JPY (4)

6.4.3 20% in NZD (4)

6.4.4 35% on credit card (1)

6.5 Mr Mugabe has returned from his vacation and would like to refund the remaining amounts of foreign currency. Calculate the ZAR amount that he will receive for the following currencies:

6.5.1 USD2 500 cash

6.5.2 NZD6 000 in travellers' cheques

6.5.3 JPY1 900 cash

(3 × 3) (9)

6.6 Name TWO countries in Africa (except for South Africa) where South African rand can be used. (2)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

Foreign exchange rates sheet

Country	Cur	Air buy	Sea buy	Selling
BRITISH POUND	GBP	16.5763	16.5377	**17.0698**
EURO	EUR	14.5654	14.5223	**15.0052**
UNITED STATES DOLLAR	USD	12.3400	12.2845	**12.6575**
UAE DIRHAM	AED	0.3244	0.3082	**0.2620**
AUSTRALIAN DOLLAR	AUD	0.1092	0.1108	**0.1009**
BOTSWANA PULA	BWP	0.8520	0.8575	**0.7320**
CANADIAN DOLLAR	CAD	0.1088	0.1092	**0.0949**
SWISS FRANC	CHF	0.0828	0.0830	**0.0762**
CHINESE YUAN	CNY	0.5591	0.5214	**0.4550**
CZECH KORUNA	CZK	1.8436	2.5542	**1.6285**
DANISH KRONE	DKK	0.5340	0.5361	**0.4719**
HONG KONG DOLLAR	HKD	0.6521	0.6559	**0.6011**
ISRAELI SHEKEL	ILS	0.3157	0.3757	**0.2533**
INDIAN RUPEE	INR	5.6057	5.6496	**5.2569**
JAPANESE YEN	JPY	9.2413	9.2079	**8.5198**
KENYAN SHILLING	KES	8.9825	9.0652	**7.1024**
SRI LANKAN RUPEE	LKR	12.8358	13.0337	**12.3812**
LESOTHO LOTI	LSL	1.0000	1.0000	**1.0000**
MADAGASCAN ARIARY	MGA	31.4688	31.7899	**20.0004**
MAURITIAN RUPEE	MUR	2.9273	2.8926	**2.5813**
MALAWIAN KWACHA	MWK	60.4356	61.5394	**55.4922**
NAMIBIAN DOLLAR	NAD	1.0000		**1.0000**
NIGERIAN NAIRA	NGN	31.3202	26.7903	**22.3053**
NORWEGIAN KRONE	NOK	0.6718	0.6741	**0.6104**
NEW ZEALAND DOLLAR	NZD	0.1213	0.1235	**0.1083**
RUSSIAN ROUBLE	RUB	4.9117	5.0023	**4.8717**
SWEDISH KRONA	SEK	0.7177	0.7203	**0.6619**
SINGAPORE DOLLAR	SGD	0.1138	0.1142	**0.0999**

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ADDENDUM B

INTERNATIONAL HOTELS

Hotel Carlton Madagascar

Address: 959 Rue Pierre Stibbe-Anosy, 101 Antananarivo, Madagascar
Phone: +261 20 22 260 60 Email: carlton@carltonhotel.com



Overlooking Lake Anosy in a bustling neighbourhood, this refined hotel in a cement-and-glass tower is 2 km from Pirates Museum and 4 km from Rova of Antananarivo's palace complex.

Conservatively decorated rooms feature flat-screen TVs, desks, minibars and free Wi-Fi, plus tea- and coffee-making facilities. Some quarters have DVD players and lake views. Room service is available 24/7.

Dining options include a modern restaurant, a chic bistro, a French patisserie and a tropical-themed pool bar. Other amenities include a kiddies' pool and a casino, plus tennis courts and a beauty salon.

The hotel also offers an outdoor pool, laundry service and business centre and is pet- and child-friendly.

Rates:

Single room with bath:	MGA3 000 per person per night
Double room with bath:	MGA6 000 per person per night

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Palissandre Hotel and Spa

Address: Lalana Andriandahifotsy, Antananarivo, Madagascar
Phone: +261 20 22 605 60

This relaxed hotel is 2 km from the Rova of Antananarivo, a 17th-century palace complex, and 3 km from Tsimbazaza Zoo. The colourful single and double rooms offer Wi-Fi, satellite TV and minibars, and some have terraces. Family rooms have safes and room service, and upgrades feature flat-screens. Apartments offer lounges, kitchens and bathrooms with whirlpool (spa) baths. The hotel serves a complimentary continental breakfast buffet. Amenities include a casual French restaurant with a terrace overlooking the city, plus a bar, weekly BBQs and regular music. There's also a spa, a fitness centre and a heated outdoor pool with a deck, plus laundry service, a child-friendly restaurant and a hot tub.

Rates:

Single room with bath:	MGA3 500 per person per night
Double room with bath:	MGA4 500 per person per night

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ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

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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ADDENDUM D

STANDARD

Group	Car type or similar	Daily rate 200 km/day	7 + days 200 km/ day	Monthly rate 100 km/day	Extra (R per mm)	Excess/Waiver	Booking
A	Chev Spark 1.2L, Kia Picanto or similar	R280	R245	R4 399	R2,42	R10 000	BOOK IT!
PA	Kia Picanto automatic or similar	R330	R280	R6 500	R2,42	R10 000	BOOK IT!
B	VW Polo Vivo Hatch, Ford Fiesta, Renault Sandero or similar	R380	R330	R5 699	R3,53	R10 000	BOOK IT!
B+	VW Polo Vivo 1.4 Trendline	R420	R350	R6 149	R3,43	R10 000	BOOK IT!
C	Nissan Almera or similar	R420	R360	R6 800	R3,83	R10 000	BOOK IT!
D	VW Polo Vivo Sedan (automatic or similar)	R445	R370	R8 099	R4,04	R10 000	BOOK IT!
G	BMW 3 Series or Mercedes Benz C-Class (automatic)	R850	R760	R16 500	R7,06	R20 000	BOOK IT!
O	Toyota Rav4 SUV manual or similar	R790	R720	R15 300	R5,55	R15 000	BOOK IT!
I	Toyota Avanza 7-seater	R550	R465	R9 000	R4,04	R10 000	BOOK IT!
N	Ford EcoSport	R445	R370	R8 099	R5,55	R10 000	BOOK IT!
E	Hyundai H1 or similar	R1 285	R985	R16 350	R7,06	R20 000	BOOK IT!
F	Toyota Luxury Kombi 10-seater	R1 135	R985	R17 850	R7,06	R20 000	BOOK IT!
H	Nissan NP 300 petrol bakkie	R495	R360	R9 000	R2,02	R15 000	BOOK IT!
HD+	Toyota Hilux, Ford Ranger single cab or similar	R545	R400	R10 500	R2,02	R15 000	BOOK IT!
HX	Ford Ranger single-cab 4x4 bakkie	R825	R585	R16 550	R5,55	R20 000	BOOK IT!

Included:
- Daily rate – 200 km free per day
- Monthly rental rate – 3 000 km per month
- Collision damage waiver
- Theft waiver
- VAT at 15%
- Airport surcharge and tourism levy

Excluded:
- Delivery and collection fee, R250
- PAI
- All excesses as above
- Additional driver – R225,00 per additional driver
- GPS rental R80 per day or R320 per month
- Optional equipment (e.g. baby seat – R300)
- Contract fee – R70,00 (per rental agreement)
- Cross-border surcharge R1 350,00 (once-off)

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SUPER

Group	Car type or similar	Daily rate 200 km/day	7 + days 200 km/ day	Monthly rate 100 km/day	Extra (R per mm)	Excess/W aiver	Booking
A	Chev Spark 1.2L, Kia Picanto or similar	R300	R265	R4 999	R2,42	R3 400	BOOK IT!
PA	Kia Picanto automatic or similar	R350	R300	R7 100	R2,42	R3 400	BOOK IT!
B	VW Polo Vivo Hatch, Ford Fiesta, Renault Sandero or similar	R400	R350	R6 299	R3,53	R3 400	BOOK IT!
B+	VW Polo Vivo 1.4 Trendline	R440	R370	R6 749	R3,43	R4 000	BOOK IT!
C	Nissan Almera or similar	R450	R360	R7 700	R3,83	R4 000	BOOK IT!
D	VW Polo Vivo Sedan (automatic or similar)	R475	R400	R8 999	R4,04	R4 250	BOOK IT!
G	BMW 3 Series or Mercedes Benz C-Class (automatic)	R915	R825	R18 450	R7,06	R6 500	BOOK IT!
O	Toyota Rav 4 SUV manual or similar	R855	R785	R17 250	R5,55	R5 500	BOOK IT!
I	Toyota Avanza 7-seater	R590	R505	R10 200	R4,04	R4 500	BOOK IT!
N	Ford EcoSport	R475	R400	R8 999	R5,55	R5 000	BOOK IT!
E	Hyundai H1 or similar	R1 350	R1 050	R18 300	R7,06	R7 000	BOOK IT!
F	Toyota Luxury Kombi 10-seater	R1 200	R1 050	R19 800	R7,06	R7 000	BOOK IT!
H	Nissan NP 300 petrol bakkie	R540	R405	R9,600	R2,02	R7 000	BOOK IT!
HD+	Toyota Hilux, Ford Ranger single cab or similar	R590	R445	R11 100	R2,02	R7 000	BOOK IT!
HX	Ford Ranger single-cab 4x4 bakkie	R890	R650	R18 500	R5,55	R7 000	BOOK IT!

Included
- Daily rate – 200 km free per day
- Monthly rental rate – 3 000 km per month
- Super collision damage waiver
- Super theft waiver
- VAT at 15%
- Airport surcharge and tourism levy

Excluded:
- Delivery and collection fee, R250
- PAI
- All excesses as above
- Additional driver – R225,00 per additional driver
- GPS rental R80 per day or R320 per month
- Optional equipment (e.g. baby seat – R300)
- Contract fee – R70,00 (per rental agreement)
- Cross-border surcharge R1 350,00 (once-off)

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ADDENDUM E

EXAMINATION NUMBER: | | | | | | | | | | | | | |

<table>
<tr><td></td><td>Reg. no. 05/13135/07</td><td colspan="3">TRAVEL AGENT CHARGE VOUCHER
REISAGENT DEBIETBEWYS</td><td>T</td></tr>
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Motorgroep</td><td>Date of issue
Uitreikingsdatum</td><td rowspan="2">Issuer’s stamp
Stempel</td></tr>
<tr><td>Renting office
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Datum</td><td>Flight
Vlug</td><td>Time
Tyd</td><td>Issuer’s name
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Terugontvangskantoor</td><td colspan="2" rowspan="2">Issuer
Uitreiker

TRAINING PURPOSES ONLY

SOUTH AFRICA</td></tr>
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BESPREKING-ID-NOMMER</td></tr>
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</table>

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ADDENDUM F

WorldTravel International Rail Fares

EURAIL GLOBAL PASS		1st CLASS	
	15 days	€516	First-class travel only. Consecutive days. Children 4–11 free.
	22 days	€664	
	01 month	€816	
	02 months	€1 149	
	03 months	€1 417	
	05 days in 1 month	€404	
	07 days in 1 month	€492	
	10 days in 2 months	€607	
	15 days in 2 months	€795	

EURAIL GLOBAL PASS SAVER		1st CLASS	
	15 days	€440	Valid for 2–5 persons travelling together at all times. Price quoted per person. Children 4–11 free.
	22 days	€566	
	01 month	€695	
	02 months	€978	
	03 months	€120	
	05 days in 1 month	€345	
	07 days in 1 month	€419	
	10 days in 2 months	€517	
	15 days in 2 months	€677	

EURAIL GLOBAL YOUTH PASS		1st CLASS YOUTH	2nd CLASS	
	15 days	€440	€337	Passengers must be under the age of 26 on first day of travel. Travel days may be used consecutively or non-consecutively.
	22 days	€566	€434	
	01 month	€695	€532	
	02 months	€978	€749	
	03 months	€1 206	€923	
	05 days in 1 month	€345	€265	
	07 days in 1 month	€419	€322	
	10 days in 2 months	€517	€397	
	15 days in 2 months	€677	€519	

EURAIL SELECT PASS	LOW 1st CLASS 4 COUNTRIES	MEDIUM 1st CLASS 4 COUNTRIES	HIGH 1st CLASS 4 COUNTRIES	
5 days in 2 months	€223	€322	€368	Now includes France. Unlimited travel on the national rail networks of any four Eurail countries that are connected by ship or train. Price quoted is per person. Travel days may be used consecutively or non-consecutively. Children 4–11 free.
6 days in 2 months	€245	€355	€402	
8 days in 2 months	€286	€414	€468	
10 days in 2 months	€322	€467	€535	
	3 COUNTRIES	**3 COUNTRIES**	**3 COUNTRIES**	
5 days in 2 months	€208	€294	€339	
6 days in 2 months	€231	€326	€374	
8 days in 2 months	€269	€379	€438	
10 days in 2 months	€302	€429	€492	
	2 COUNTRIES	**2 COUNTRIES**	**2 COUNTRIES**	
4 days in 2 months	€174	€238	€279	
5 days in 2 months	€195	€268	€315	
6 days in 2 months	€217	€295	€348	
8 days in 2 months	€251	€345	€405	
10 days in 2 months	€282	€389	€456	

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EURAIL SELECT SAVER PASS	LOW 1st CLASS 4 COUNTRIES	MEDIUM 1st CLASS 4 COUNTRIES	HIGH 1st CLASS 4 COUNTRIES	
5 days in 2 months	€190	€275	€368	
6 days in 2 months	€209	€303	€402	
8 days in 2 months	€244	€353	€468	
10 days in 2 months	€275	€399	€535	Valid for 2–5 persons travelling together at all times. Price quoted per person. Children 4–11 free.
	3 COUNTRIES	**3 COUNTRIES**	**3 COUNTRIES**	
5 days in 2 months	€179	€251	€339	
6 days in 2 months	€197	€278	€374	
8 days in 2 months	€230	€323	€438	
10 days in 2 months	€258	€365	€492	

	2 COUNTRIES 1st CLASS	2nd CLASS	2 COUNTRIES 1st CLASS	2nd CLASS	2 COUNTRIES 1st CLASS	2nd CLASS
4 days in 2 months	€149	€120	€203	€164	€238	€192
5 days in 2 months	€166	€135	€229	€184	€269	€217
6 days in 2 months	€185	€149	€252	€203	€296	€238
8 days in 2 months	€215	€173	€294	€236	€346	€277
10 days in 2 months	€241	€194	€331	€267	€389	€312

EURAIL SELECT YOUTH PASS	LOW		MEDIUM		HIGH	
	4 COUNTRIES 2nd CLASS	4 COUNTRIES 1st CLASS	4 COUNTRIES 2nd CLASS	4 COUNTRIES 1st CLASS	4 COUNTRIES 2nd CLASS	4 COUNTRIES 1st CLASS
5 days in 2 months	€147	€180		€259	€241	€295
6 days in 2 months	€161	€197	€211	€285	€264	€323
8 days in 2 months	€188	€230	€233	€332	€307	€376
10 days in 2 months	€211	€259	€272	€375	€350	€430
			€306			
	3 COUNTRIES 2nd CLASS	3 COUNTRIES 1st CLASS	3 COUNTRIES 2nd CLASS	3 COUNTRIES 1st CLASS	3 COUNTRIES 2nd CLASS	3 COUNTRIES 1st CLASS
5 days in 2 months						
6 days in 2 months	€138	€168		€237	€223	€273
8 days in 2 months	€152	€186	€194	€263	€245	€301
10 days in 2 months	€177	€217	€215	€305	€287	€352
	€198	€242	€248	€345	€322	€395
			€281			
	2 COUNTRIES 2nd CLASS	2 COUNTRIES 1st CLASS	2 COUNTRIES 2nd CLASS	2 COUNTRIES 1st CLASS	2 COUNTRIES 2nd CLASS	2 COUNTRIES 1st CLASS
4 days in 2 months						
5 days in 2 months						
6 days in 2 months	€115	€140		€192	€184	€225
8 days in 2 months	€129	€157	€157	€216	€207	€253
10 days in 2 months	€143	€175	€177	€238	€228	€279
	€165	€202	€194	€277	€266	€325
	€186	€227	€226	€312	€298	€366
			€254			

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http://www.worldtravel.co.za

Or contact info@worldtravel.co.za

World Travel Telephone (011) 628-2319

Modified from GSA 2016

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ADDENDUM G

OPTION 1



Cruise ~~S~~ship: -Sinfonia
Cruise n~~r~~o.: -SYM002
Itinerary: -South Africa
Embarkation ~~P~~port: -Durban
Duration: -4 ~~D~~days, 3 ~~N~~nights

DAY	DATE	PORT	ARRIVAL	DEPARTURE	ACTIVITY*
1	Monday, 07 Jan 2019	**Durban, South Africa**	-	18:00	Docked
2	Tuesday, 08 Jan 2019	At sea	-	-	-
3	Wednesday, 09 Jan 2019	At sea	-	-	-
4	Thursday, 10 Jan 2019	**Cape Town, South Africa**	09:00	-	Docked

*Information subject to change as a consequence of final berth or anchorage effective availability

Inside	Outside with partial view	Outside	Balcony	Balcony suites
Cat. 1 R4 900 *Port charges: R600*	Cat. 2 R5 100 *Port charges: R600*	Not available	Cat. 4 R5 200 *Port charges: R600*	Not available
Cat. 2 R5 100 *Port charges: R600*	Not available	Cat. 3 R5 500 *Port charges: R600*	Cat. 5 R5 800 *Port charges: R600*	Cat. 6 R6 000 *Port charges: R600*

OPTION 2



Cruise ~~S~~ship: -Sinfonia
Cruise n~~r~~o.: -SYM003
Itinerary: -South Africa
Embarkation ~~P~~port: -Durban
Duration: -3 ~~D~~days, 2 ~~N~~nights

DAY	DATE	PORT	ARRIVAL	DEPARTURE	ACTIVITY*
1	Friday, 14 Dec 2018	**Durban, South Africa**	-	15:00	Docked
2	Saturday, 15 Dec 2018	-	At sea	-	Not suitable
3	Sunday, 16 Dec 2018	**Durban, South Africa**	07:00	-	Docked

*Information subject to change as a consequence of final berth or anchorage effective availability

Inside	Outside with partial view	Outside	Balcony	Balcony suites
Cat. 1 R3 500 *Port charges: R600*	Cat. 2 R3 900 *Port charges: R600*	Not available	Cat. 4 R5 000 *Port charges: R600*	Not available
Cat. 2 R3 700 *Port charges: R600*	Not available	Cat. 3 R4 000 *Port charges: R600*	Cat. 5 R5 600 *Port charges: R600*	Cat. 6 R5 900 *Port charges: R600*

[Source: *https://www.msccruises.co.za*]

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ADDENDUM H

Benefit payable and excesses			
Individual cover			
COVER AND BENEFITS	**Senior Age 70–79**	**Adult Up to age 69 (age 0–69)**	**Youth Up to age 28 (age 0–28)**
Medical and related expenses – illness/injury	**R5 000 000**	**R25 000 000**	**R10 000 000**
War and terrorism	**Included**	**Included**	**Included**
Medical transportation, repatriation and evacuation	**Included**	**Included**	**Included**
Repatriation of children	**Included**	**Included**	**Included**
Repatriation of travel companion	**Included**	**Included**	**Included**
Burial, cremation or return of mortal remains	**Included**	**Included**	**Included**
Compassionate emergency visit	**Included**	**Included**	**Included**
Follow-up treatment in your country of residence	**R3 000**	**R3 000**	**None**
Daily hospital cash benefit during your journey	**R3 000 (R500 per day)**	**R3 000 000 (R500 per day)**	**None**
Daily hospital cash benefit in your country of residence	**None**	**None**	**R300 000 (R10 000 per day)**
Pre-existing medical and related expenses	**None**	**R350 000**	**None**
Medical transportation, repatriation and evacuation	**None**	**Included**	**None**
Compassionate emergency visit	**None**	**Included**	**None**
Repatriation of children and travel companion	**None**	**Included**	**None**
Burial, cremation or return of mortal remains	**None**	**Included**	**None**
Accidental death	**R50 000**	**R250 000**	**R50 000**
Accidental permanent disablement	**R50 000**	**R500 000**	**R200 000**
International journey cancellation	**R15 000**	**R15 000**	**R10 000**
International journey curtailment	**R15 000**	**R15 000**	**R10 000**
International journey extension	**R15 000**	**R15 000**	**R10 000**
Missed connection	**R15 000**	**R15 000**	**None**
Replacement airfare	**R15 000**	**R15 000**	**None**
Travel delay	**R15 000**	**None**	**R1 000**
Weather conditions	**R15 000**	**None**	**R5 000**
Travel supplier insolvency	**R15 000**	**None**	**R10 000**
Denied visa	**R15 000**	**R15 000**	**R10 000**
Personal liability	**R2 000000**	**R2 000 000**	**R2 000 000**
Hijack and hostage or wrongful detention	**R10 000 (R500 per day)**	**R5 000 (R500 per day)**	**None**
Legal expenses	**R7 500**	**R7 500**	**R3 000**
Luggage (single item limit)	**R20 000**	**R15 000**	**R15 000**
Cash and documents	**R2 000**	**R2 000**	**R1 000**
Luggage delay	**R1 000**	**R1 000**	**R1 000**
Home caretaker service	**R3 000**	**R3 000**	**R3 000**

PREMIUMS			
Period cover	**Age 70–-9**	**Age 0–69**	**Age 0–28**
1–8 days	R1 125	R990	R1 265
9–14 days	R2 420	R1 350	R1 725
15–21 days	R3 725	R1 540	R2 520
22–32 days	R3 865	R1 789	R3 450

Rates include: 15% VAT, 20% commission

Adapted from TIC [Source: *observo.co.za/wordpress/wp-content/.../04/santam-tic-travel-insurance-brochure.pd*]

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ADDENDUM I

EXAMINATION NUMBER: | | | | | | | | | | | | | |

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 while on the journey: _____

Period of insurance cover: From: _____ To: _____

Total no. of days: _____ (both days inclusive)

Furthest 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 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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