higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1610**(E)**(N21)H

NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

21 November 2016 (X-Paper)
09:00–12:00

Candidates require the February 2016 GSA. Calculators and a plain calendar may be used.

This question paper consists of 15 pages and 9 addenda.

GENERAL STUDIES

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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 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. Answer 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. QUESTION 3.5 and QUESTION 4.10 must be done on the QUESTION PAPER. Write your EXAMINATION NUMBER in the space provided, detach the pages and staple them to the inside of the front cover of the ANSWER BOOK.
6. Show ALL calculations.
7. The use of correction fluid or pencil on any documentation is forbidden.
8. All calculations must be rounded to the nearest TWO decimal places.
9. NO rounding (other than that referred to in instruction 8) is required on any question except where specifically instructed in the question.
10. Commission must be calculated as 10% except where indicated otherwise on the question paper or addenda.
11. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–Z) next to the question number (1.1.1–1.1.20) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.1.1	First stage in planning a tour	A	resort
1.1.2	Request by a policyholder for payment under policy terms	B	hold
1.1.3	Hotel that is a destination in itself	C	land arrangements
1.1.4	Amount paid by policy holder to be insured	D	premium
1.1.5	Rail pass used in Europe	E	bank draft
1.1.6	Front of a ship	F	variable
1.1.7	These costs are incurred only if a service is used	G	double
1.1.8	Transfer of travel allowance via financial institutions	H	twin
1.1.9	Car that seats up to four people	I	helm
1.1.10	Travel costs that affect the travel allowance	J	claim
1.1.11	Room for two people with two single beds	K	telegraphic transfer
1.1.12	Rates quoted for car rental include maintenance and oil but exclude petrol	L	bow
1.1.13	Steering mechanism of a ship	M	euro pass
1.1.14	Inclusive tour	N	package tour
1.1.15	First amount payable towards an insurance claim	O	pick up
1.1.16	Point to where a car will be returned	P	bridge
1.1.17	Seats on a train that convert to beds at night	Q	couchette
1.1.18	Cheques drawn on foreign bank accounts	R	terms and conditions
1.1.19	Cargo storage area on a ship	S	excess
1.1.20	Additional charges for extra services	T	petrol policy
		U	incidentals
		V	luxury
		W	Eurail
		X	drop off
		Y	small
		Z	initial consultation

(20 × 1) **[20]**

GENERAL STUDIES

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.2.1–1.2.20) in the ANSWER BOOK.

1.2.1 A domestic car rental voucher will always be printed in English and another foreign language.

1.2.2 A 16-year old is entitled to a foreign exchange allowance per year of ZAR250 000.

1.2.3 Credit card insurance is automatically given to any person who pays for an international air ticket with a credit card.

1.2.4 For insurance purposes hijack insurance cover is applicable when the rental car you are driving is unlawfully taken out of your control.

1.2.5 Hotel vouchers can be completed in any colour pen or pencil.

1.2.6 It is forbidden to take any ZAR banknotes or coins across the borders of South Africa.

1.2.7 SARB licences foreign exchange dealers.

1.2.8 All car rental contracts are subject to a contract fee.

1.2.9 A drop-off charge is levied on all rentals ending at a state airport.

1.2.10 A co-driver will automatically be covered by TLW and CDW when not nominated before commencement of the rental.

1.2.11 Ferry and Ship refer to the waterborne vehicles which serve the same purpose.

1.2.12 A holiday at sea is called a voyage.

1.2.13 When hiring a car there are times when a driver will not be covered by the insurances selected.

1.2.14 SABR controls currencies entering or leaving South Africa.

1.2.15 Markup is the amount paid by a principal to a travel agent as a reward for making a booking.

1.2.16 Amtrak passes are priced in USD.

1.2.17 'Port' refers to the small, round window on a cruise ship.

1.2.18 Day rate is the rate charged for occupying a room during the day only.

1.2.19 IATA controls the use of international airfares as a component of inclusive tours.

GENERAL STUDIES

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1.2.20 A bill back is the voucher used when a client is paying for car rental with a credit card.

(20 × 1) **[20]**

TOTAL SECTION A: 40

SECTION B

Answer any FOUR questions in this section.

ITINERARY

You work for DB Travel in Johannesburg. Your clients, Mr and Mrs Ntsoane, wish to visit the Americas. Both clients are South African citizens.

You have arranged the following tour:

12/04/17	Depart Johannesburg for Lima, Peru
13/04/17	Arrival transfer from Lima airport to your hotel
	½-day city tour
14/04/17	Overnight at hotel
	Transfer from your hotel to Lima airport
	Flight to Puerto Maldondo, Peru
	Arrival transfer to Posada Amazonas Lodge
	Overnight at Posada Amazonas Lodge
15/04/17	Full-day canoe and walking tour of the jungle
	Overnight at Posada Amazonas Lodge
16/04/17	Transfer to Puerto Maldondo
	Flight to Cuzco, Peru
	Arrival transfer to Terra Andina Hotel
	Guided walking tour of Cuzco
	Overnight at Terra Andina Hotel
17/04/17	Day at leisure
	Overnight at Terra Andina Hotel
18/04/17	Bus tour to the Sacred Valley
	Overnight at the Samanapaq Hotel in Ollantaytambo, Peru
19/04/17	Transfer to the train station
	Train journey to Aguas Calientas, Peru
	Day at leisure in Aguas Calientas
	Overnight at Santuario Hotel
20/04/17	Full-day guided tour of Macchu Pichu
	Overnight at Santuario Hotel
21/04/17	Day at leisure in Macchu Picchu and Aguas Calientes
	Transfer to Cuzco
	Overnight at Terra Andina Hotel
22/04/17	Transfer to Cuzco airport
	Flight to La Paz, Bolivia
	Transfer to the Rosario Hotel
	Tour the ruins of Tiahuanaco
	Overnight at the Rosario Hotel

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23/04/17	Downtown walking tour
	Rest of day at leisure
	Overnight at the Rosario Hotel
24/04/17	Transfer to La Paz airport
	Flight to Santiago, Chile
	Transfer to Gen Suites Hotel
	Overnight Gen Suites Hotel
25/04/17	Walking city tour
	Overnight Gen Suites Hotel
26/04/17	Bus trip to Mendoza, Argentina
	Overnight at San Suites
27/04/17	Day trip to Estancia Monte
	Overnight at San Suites
28/04/17	Transfer to Mendoza airport
	Fly to Buenos Aires, Argentina
	Transfer to Hotel Patios De San Telmo
	Walking tour of the city
	Overnight Hotel Patios De San Telmo
29/04/17	Transfer to Buenos Aires airport
	Flight Buenos Aires to New Orleans
	Under own arrangements until
12/05/17	Depart New Orleans for flight to Johannesburg
13/05/17	Arrive Johannesburg

QUESTION 2: TOUR PLANNING AND BUDGETING

Use the ITINERARY above to answer QUESTIONS 2–5.

Mr and Mrs Ntsoane have requested that the following be included in the tour quotation you are preparing for them:

- Airfare as per itinerary of ZAR11 260 per person (1% commission payable)
- Departure taxes of ZAR6 266 per person
- Transfers – Airport/Hotel/Airport (per person one-way)
  - PEN50 in Peru
  - BOB125 in Bolivia
  - CLP10 000 in Chile
  - ARS150 in Argentina
- Accommodation (per person sharing per night)
  - PEN150 in Peru
  - BOB380 in Bolivia
  - CLP31 500 in Chile
  - ARS420 in Argentina
- Tours in Peru (per person):

½ day city tour	PEN125
Full-day canoe and walking tour of the jungle	PEN250
Guided walking tour of Cuzco	PEN90
Bus tour to the Sacred Valley	PEN300
Train journey to Aguas Calientas	PEN85
Full-day guided tour of Macchu Pichu	PEN315

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- Tours in Bolivia (per person):
  Ruins of Tiahuanaco BOB600
  Downtown walking tour BOB275
- Tour in Chile (per person):
  Walking city tour of Santiago CLP25 000
- Tours in Argentina (per person):
  Day trip to Estancia Monte ARS700
  Walking tour of the city of Buenos Aires ARS340

Use only the information provided.

Remember to include a 15% agent's markup.

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 of the following currencies?

2.1.1 PEN in Peru (7)

2.1.2 BOB in Bolivia (5)

2.1.3 CLP in Chile (4)

2.1.4 ARS in Argentina (6)

2.2 What is the total ZAR value of all land arrangements?

Refer to ADDENDUM A 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 The currencies you used to cost this tour are in the exotic section of the foreign exchange rates. What does this mean? (2)

2.6 What TWO travel documents would the passengers require for entrance into Peru? (2)
[40]

AND/OR

GENERAL STUDIES

QUESTION 3: TRAVEL INSURANCE AND INTERNATIONAL RAIL

Refer to the ITINERARY.

Mr Ntsoane has requested that you arrange travel insurance for both himself and his wife for the full duration of their vacation.

He has also requested a first-class rail pass that will allow him to travel by rail around New Orleans and the surrounding areas in the United States of America.

TRAVEL INSURANCE

Refer to ADDENDA B and C to answer the following questions:

3.1 For how long will the Ntsoanes require travel insurance? (2)

3.2 Which insurance option will you suggest to the Ntsoanes? (2)

3.3 What would the cost of the insurance be for both passengers? (3)

3.4 What commission would your agency earn on the insurance? (3)

GENERAL STUDIES

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DETATCH THIS PAGE AND HAND IT IN WITH YOUR ANSWER BOOK.

3.5 Mr Ntsoane has paid for his international air tickets with his platinum American Express charge card and would like to know the amount of cover he has both under his free automatic cover and on the paid option you have just quoted him.

Refer to the GSA and ADDENDA B and C and complete the table below.

	PAID OPTION	**AMEX FREE**
Medical repatriation		
Medical expenses (Total)		
Baggage loss		
Personal accident (in-flight)		
Personal liability		
Medical excess		

(12)

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INTERNATIONAL RAIL

Refer to ADDENDUM D to advise Mr Ntsoane of the following with regard to his intended rail journeys:

3.6 What is the name of the rail pass you would suggest? (1)

3.7 What would the rail pass cost in each of the following currencies?

3.7.1 USD (2)

3.7.2 ZAR (3)

3.8 What is the validity of the pass that you have suggested? (1)

3.9 Advise Mr Ntsoane of the following regarding the rail pass selected:

3.9.1 Through which company in South Africa would you reserve this rail pass? (1)

3.9.2 What is the contact telephone number of this company? (1)

3.9.3 Which direct service no longer operates from New Orleans? Also explain why this is so. (2)

3.9.4 Why would you suggest Mr Ntsoane make use of a rail pass rather than book individual journeys when in the USA? (2)

3.9.5 What would be the procedure to purchase this rail pass? (3)

3.9.6 Could Mr Ntsoane purchase this pass after his departure for South America? Motivate your answer. (2)

[40]

AND/OR

GENERAL STUDIES

QUESTION 4: INTERNATIONAL HOTEL ACCOMMODATION

Refer to the ITINERARY.

Mr and Mrs Ntsoane will be staying in New Orleans as indicated in the itinerary.
Mr Ntsoane is a smoker.

Refer to the hotel extracts on ADDENDA E and F to answer the following questions:

4.1 Which hotel would you suggest to the Ntsoanes? Motivate your choice. (2)

4.2 What would the full cost of the stay be in each of the following currencies?

4.2.1 USD (2)

4.2.2 ZAR (3)

4.3 What meals are included in the rate that the Ntsoanes will pay and what meal code would be used to indicate this on a hotel voucher? (2)

4.4 What commission will this booking earn for your agency? Show your calculations in ZAR only. (2)

4.5 Mrs Ntsoane would like to know what relaxation activities the hotel offers that she could use during the day as Mr Ntsoane has other arrangements made during the daytime.

What would you suggest to her? (3)

4.6 Mrs Ntsoane is also interested in American history.

What attraction would you suggest she visit? Motivate why you have selected this attraction and advise her how far this attraction is from the hotel. (3)

4.7 Mr Ntsoane is a sole proprietor of a company in South Africa. He wants to be able to contact his office and possibly do some office-related work in New Orleans.

What facilities would he use in each of the following settings?

4.7.1 The hotel bedroom

4.7.2 The hotel

(2 × 2) (4)

4.8 What consumables will be provided to the Ntsoanes free of charge? (2)

4.9 Which restaurant would you suggest the clients use if they wish to sample traditional New Orleans cuisine?

Motivate your suggestion. (2)

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

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4.10 Complete the voucher below for Mr and Mrs Ntsoane's stay at the hotel. The booking was confirmed as MSYT08 and they pay by means of Mr Ntsoane's American Express charge card (5678 765334 00101) which expires in January 2020. Spare copy on ADDENDUM I.

<table>
<tr><td colspan="5">✈ DB TRAVEL ALLIANCE
Voucher 12998</td></tr>
<tr><td colspan="5">PASSENGER'S NAME</td></tr>
<tr><td colspan="3">HOTEL</td><td colspan="2">ADDRESS</td></tr>
<tr><td colspan="3">REQUIREMENTS</td><td colspan="2">TEL:</td></tr>
<tr><td colspan="2">DATE OF ARRIVAL</td><td>DATE OF DEPARTURE</td><td colspan="2">RATE</td></tr>
<tr><td rowspan="2">ACCOUNT</td><td>FULL ACCOUNT</td><td></td><td>RESERVED BY DATE</td><td>CONFIRMED BY DATE</td></tr>
<tr><td>EXTRAS TO BE SETTLED DIRECT</td><td></td><td colspan="2">REMARKS</td></tr>
</table>

(15)
[40]

AND/OR

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QUESTION 5: FOREIGN EXCHANGE

Refer to the ITINERARY.

Mr Ntsoane has not yet prepaid any of his land arrangements.

Mrs Ntsoane has already used some of her foreign exchange allowance this year as she has travelled as follows:

Air ticket	JNB–SYD–PER–AKL–SIN–JNB	ZAR12 136 (inc taxes)
Accommodation	Perth	AUD2 000
	Auckland	NZD2 130
	Singapore	SGD15 000

Refer to the exchange rates on ADDENDUM A to answer the following questions:

5.1 Calculate the total amount that Mrs Ntsoane has paid you for her travel arrangements. (6)

5.2 5.2.1 What amount of Mr Ntsoane's foreign exchange allowance is still available to him?

5.2.2 What amount of Mrs Ntsoane's foreign exchange allowance is still available to her?

(2 × 2) (4)

5.3 Calculate the amount Mr Ntsoane would receive each time if he wishes to use his full travel allowance as follows:

5.3.1 25% in USD traveller's cheques

5.3.2 10% in USD cash

5.3.3 15% in BOB traveller's cheques

5.3.4 The remainder in ARS traveller's cheques

(4 × 3) (12)

5.4 Mrs Ntsoane will be taking R200 000 on a cash passport to be used in the USA. Compare the cash passport and traveller's cheques as methods of taking foreign currency out of South Africa referring to the following:

5.4.1 Safety of each method (2)

5.4.2 Convenience of each method (4)

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5.5 Calculate each amount the Ntsoanes will receive if they want to refund their unused currencies after their return.

5.5.1 USD5 200 traveller's cheques

5.5.2 USD250 cash

5.5.3 ARS1 000 cash

(3 × 2) (6)

5.6 Explain to the Ntsoanes the procedure to follow to refund the following unused currencies:

5.6.1 Traveller's cheques

5.6.2 Cash

5.6.3 Cash passport

(3 × 2) (6)
[40]

AND/OR

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QUESTION 6: DOMESTIC CAR RENTAL AND CRUISING

You work for DB Travel in Johannesburg. Your clients, Mr Dylan and Mrs Roberta Osbourne, have requested travel arrangements as follows:

Car hire from 09:00 on 01/12/16 (dropped off at his office) until 09:00 on 01/02/17 (collected from his office). Mr Osbourne expects to travel approximately 7 000 km during the rental period and would like a Jaguar and the best possible insurance cover available. He is a corporate client at your agency and would like the rental to be settled on his account with your agency.

They would then like to go on a cruise and have already decided on the cruise on ADDENDUM H.

DOMESTIC CAR RENTAL

Refer to the car rental extracts on ADDENDUM G to answer the questions.

6.1 Which car group will you suggest to Mr Osbourne? (1)

6.2 Calculate the cost of the rental for Mr Osbourne. (10)

6.3 What commission will your agency earn for this reservation? Show all calculations. (3)

6.4 How would you be able to ascertain the delivery/collection fees on this rental? (1)

6.5 Mr Osbourne is quite concerned about the high cost of the rental.

Explain to him why renting a vehicle is so advantageous. (6)

6.6 What documents would Mr Osbourne need when the vehicle is dropped off at his offices? (2)

6.7 Mr Osbourne is considering allowing Mrs Osbourne to drive the vehicle during the rental. What impact could this have on the rental? (4)

CRUISING

6.8 Refer to ADDENDUM H to answer the questions based on the cruise that the Osbournes selected.

6.8.1 What are the departure and arrival dates, times and ports? (3)

6.8.2 What are the ports of call of this cruise? (3)

6.8.3 How long is the cruise? (2)

6.8.4 What would the total cost be for both passengers in a suite? (3)

6.8.5 What commission would your agency earn on this cruise? (2)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

Currency	Name	Buy notes	Buy T/cheques and transfers	Sell
AUD	Australian dollar	0.1094	0.1004	0.0994
BWP	Botswana pula	0.8883	0.7916	0.7486
CAD	Canadian dollar	0.1101	0.099	0.098
CNY	China yuan renminbi	0.6451	0.5139	0.4939
EUR *	European euro	13.5277	14.1088	14.1413
GBP *	British sterling	17.1872	17.8344	17.9244
MXN	Mexican peso	0.0	1.1595	0.0
NAD	Namibian dollar	1.0	1.0	1.0
NGN	Nigerian naira	0.0	13.45	0.0
NZD	New Zealand dollar	0.1267	0.1105	0.1069
PKR	Pakistani rupee	0.0	9.0601	8.9101
SGD	Singapore dollar	0.1281	0.1099	0.1089
USD *	US dollar	10.7273	11.0793	11.0843

NOTE: * = ZAR per 1 unit of foreign currency
All others = Foreign currency per ZAR 1

EXOTIC CURRENCIES

Currency	Name	Buy	Sell
ARS	Argentinian peso	0.76223	0.75529
BOB	Bolivian bolivano	0.78210	0.62047
BRL	Brazilian real	0.37120	0.22847
CLP	Chilean peso	53.1981	52.587
COP	Columbian peso	187.123	186.48
PYG	Paraguayan guarani	418.3589	411.13580
PEN	Peruvian neuvo sol	0.32511	0.26001
UYU	Uruguayan peso	2.2133	2.1668
VEF	Venezuelan bolivar	0.56887	0.55950

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ADDENDUM B

	BUSINESS	**LEISURE**	**SOUTH AFRICAN**
Maximum age limit	69 years	69 years	69 years
EMERGENCY MEDICAL AND RELATED EXPENSES	R100 000 000	R100 000 000	R5 000 000
A) Medical expenses – Adventure sports	R1 000 000	R5 000 000	R100 000
Medical excess – less than 6 months	R500 outpatient	R500 outpatient	R500 outpatient
Medical excess – more than 6 months	N/A	R1 500 outpatient	N/A
B) Related expenses			
Optical expenses	R2 000	R2 000	R2 000
Provisional pain-stilling dental treatment	R2 000	R2 000	R2 000
Accompanying family member	Real expense	Real expense	Real expense
Repatriation of mortal remains and coffin expenses	Real expense	Real expense	Real expense
Compassionate emergency visit by one person	R15 000	R15 000	Real expense
Hospital cash benefit	Nil	R3 000 (R300 pd)	Nil
C) Medical expenses – Cash benefit	R500 000	R500 000	R100 000
D) Pre-existing medical conditions	R500 000	R500 000	Nil
Pre-existing excess	Hospitalisation of 48 hrs+	Hospitalisation of 48 hrs+	N/A
E) Medical Evacuation/Repatriation/Transportation	Real expense	Real expense	Real expense
PERSONAL ACCIDENT			
In-flight and not in-flight (excl. adventure sports)	R1 000 000	R1 000 000	Nil
ASSISTANCE SERVICES			
Cash advances	Assistance	Assistance	Assistance
Emergency travel and accommodation arrangements	Assistance	Assistance	Assistance
Transmission of urgent messages	Assistance	Assistance	Assistance
Alternative employee or resumption of assignment	R10 000	Nil	Nil
Legal assistance	R15 000	R20 000	R15 000
24 nurse line	Assistance	Assistance	Assistance
Consular referral	Assistance	Assistance	Assistance
Trauma line	Assistance	Assistance	Assistance

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ADDENDUM C

CANCELLATION	**R40 000**	**R30 000**	**R10 000**
Curtailment	R30 000	R20 000	R7 500
Postponement of journey	R10 000	R10 000	Nil
Cancellation due to visa being denied	R40 000	R30 000	Nil
Missed connection (Min 4 hrs connecting time)	R10 000	R10 000	R5 000
Natural disaster cover	R5 000	R3 000	R3 000
Travel supplier insolvency cover	R25 000	R25 000	Nil
Excess	R500	R500	R500
INCONVENIENCE COVER			
Theft or damage of baggage	R30 000	R25 000	Nil
Accidental loss of baggage	R15 000	R10 000	Nil
Baggage excess	R500	R500	N/A
Single item limit on baggage and personal items	R5 000	R5 000	N/A
Sunglasses (no excess applicable)	R1 000	R1 000	N/A
Electronic equipment	R5 000	R5 000	N/A
Single item limit for cellular phones	R5 000	R5 000	N/A
Cash/Travel docs (R250 Excess)	R2 000	R5 000	R1 500
Baggage delay (6 hrs min)	R5 000	R5 000	R1 000
TRAVEL DELAY (6 hrs min)	**R5 000**	**R5 000**	**R1 000**
SECURITY TRAVEL DELAY (6 hrs min)	**R5 000**	**R5 000**	**N/A**
PERSONAL LIABILITY (Excess R1,000)	**R3 000 000**	**R3 000 000**	**R500 000**
HIJACK OF PUBLIC TRANSPORTATION (24 hrs min)	**R100 000 (R5 000 pd)**	**R30 000 (R1 000 pd)**	**Nil**
KIDNAP AND WRONGFUL DETENTION			
Kidnap	R500 000	R500 000	Nil
Wrongful detention	R50 000	R50 000	Nil
ACCUMULATION LIMITS	**R100 000 000**	**R100 000 000**	**R5 000 000**

	BUSINESS	**LEISURE**	**SOUTH AFRICAN**
1–7 days	R410	R405	R240
8–14 days	R605	R590	R360
15–30 days	R900	R880	R480
31–60 days	R1210	R1180	R960
61–90 days	R1450	R1400	R1220

Rates include:

- Commission of 20%

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ADDENDUM D

AMTRAK rail pass

Adult prices	First class	Second class
15 days (8 segments)	USD315	USD158
30 days (12 segments)	USD476	USD238
45 days (18 segments)	USD616	USD308

Travelling together? See below point 3, Eligibility for Saving

This fantastic rail pass allows you to travel throughout the entire United States and more than 500 destinations!

What is the American Dream? Maxing out credit cards in Manhattan? Breaking the bank in Las Vegas? Maybe it is just witnessing incredible natural spectacles like catching the sunrise over the Grand Canyon, seeing Yosemite's Sequoias in the snow, or setting a watch to Yellowstone's Old Faithful geyser?

America offers limitless iconic adventure and unforgettable experiences at every turn and there is no better way to see the USA than with an Amtrak USA rail pass.

Passes are available in coach class travel across the entire United States. Business class and accommodation upgrades are available at an additional charge.

Please note: Passengers travelling from New Orleans to Jacksonville will have to change at Charlotte and Raleigh. This is because the direct service to Jacksonville was discontinued after hurricane Katrina.

For all travellers intending on entering the US from 12th January 2009 on the Visa waiver program, which allows passport holders to visit for up to 90 days without a visa, you will now be required to have an authorisation via the electronic system for travel authorisation (ESTA) prior to boarding a carrier to travel by air or sea to the US. Travellers can register for authorisation online through the **ESTA website** and are advised to do so **at least** 72 hours prior to travel or alternatively your carrier have details also. See the entry requirements section for more details.

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ADDENDUM E

Hyatt Regency New Orleans 3.5 stars
601 Loyola Avenue, New Orleans Tel 0800 991 333

Location

Located in New Orleans (Warehouse District - Convention Centre), Hyatt Regency New Orleans is close to New Orleans Arena, Lafayette Square, and Mercedes-Benz Superdome. Also nearby are Callan Contemporary and Contemporary Arts Centre.

Hotel features

Hyatt Regency New Orleans has *an outdoor pool*, *a spa tub*, and *a 24-hour fitness centre*. *Wireless Internet access* is available in public areas (surcharges apply) and a computer station is located on site. Business amenities at this 3.5-star property include *a 24-hour business centre*, *meeting rooms*, and *limo/town car service*. The hotel offers *3 restaurants* along with *a coffee shop/café*, *a poolside bar*, and *a bar/lounge*. The staff can provide *concierge services*, *tour/ticket assistance*, and *wedding services*. Additional amenities include *multilingual staff*, *gift shops/newsstands*, and *a snack bar/deli*. For a surcharge, guests have access to *a roundtrip airport shuttle (available on request)*. Onsite *parking* is offered for a surcharge. This is a *smoke-free property*. A total renovation of this property was completed in October 2011.

Guestrooms

The 1193 air-conditioned guestrooms at Hyatt Regency New Orleans include *iPod docking stations* and *laptop-compatible safes*. Beds have *pillow top mattresses* and *premium bedding*. *Wireless and wired high-speed Internet access* (surcharge) is provided. *42-inch flat-screen TVs* are equipped with *premium cable channels* and *pay movies*. All accommodations provide *desks*, *complimentary newspapers*, and *phones*. Bathrooms offer *bathtubs or showers*, *hair dryers*, and *complimentary toiletries*. In-room *refrigerators* and *coffee/tea makers* are provided. Additional amenities include *irons/ironing boards* and *blackout drapes/curtains*. In addition, *housekeeping* is offered daily and amenities available on request include *hypo-allergenic bedding*.

Room rates

Standard room, 1 Queen Bed USD 414 pp pns (Breakfast included)

Room details
Air conditioning, Cable TV service, Climate control, Coffee/tea maker, Complimentary newspaper, Cribs/infant beds available, Designer toiletries, Desk, Down comforter, Hair dryer, HDTV, In-room massage available, In-room safe, LCD TV, Pillow top mattress, Premium bedding, Premium TV channels, Private bathroom, Rollaway/extra beds available, Shower/tub combination, Weekly housekeeping provided, Wired high-speed Internet access (surcharge), Wireless Internet access (surcharge).

GENERAL STUDIES

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ADDENDUM F

Hilton New Orleans Riverside 3.5 stars
2 Poydras St, New Orleans 0800 912 259

Location
The Hilton New Orleans Riverside is located in New Orleans, LA., on the banks of the Mississippi River. The Riverwalk Marketplace is adjacent to the hotel. Harrah's New Orleans Casino & Hotel, the National D-Day Museum and Aquarium of the Americas are located within one-quarter mile of this property.

Hotel features
Hotel dining options include Drago's Seafood Restaurant, a local favourite and home of the original charbroiled oyster. The casual Le Croissant Express Café serves your complimentary American breakfast as well as wraps and burgers while River Blends Café offers grab-and-go light fare. Wi-Fi is free in the hotel lobby. Two business centres offer 24-hour self-serve options or a limited hours full-service facility. A total of 130,000 square feet of function space accommodates events. Recreational amenities include two heated outdoor pools and a health club.

Guestrooms
The guestrooms in the main building feature floor-to-ceiling windows that frame panoramic city views. Hilton Suite Dreams beds include pillow top mattresses, 250-thread count linens and six pillows. In-room wireless Internet access is available for a fee. All accommodations include complimentary two-to-go coffeemakers stocked with complimentary LaVazzo coffee. Minibars and bathroom vanities are topped with granite surfaces. Bathrooms contain curved shower rods and La Source toiletries.

Expert tip
This hotel offers some of the area's most extensive recreational facilities. A 100,000-square-foot health club includes tennis, volleyball, racquetball and basketball courts. The fitness room contains Precor cardiovascular theatres and Nautilus weight-training equipment. As of 2008, this hotel offers the area's only indoor tennis courts where two Professional Tennis Registry-listed tennis pros offer private and group lessons.

Room rates
Standard Room, 1 King Bed USD804 pp pns
Room details
Air conditioning, Cable TV service, Climate control, Coffee/tea maker, Complimentary newspaper, Cribs/infant beds available, Designer toiletries, Desk, Down comforter, Hair dryer, HDTV, In-room massage available, In-room safe, LCD TV, Pillow top mattress, Premium bedding, Premium TV channels, Private bathroom, Rollaway/extra beds available, Shower/tub combination, Weekly housekeeping provided, Wired high-speed Internet access (surcharge), Wireless Internet access (surcharge).

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ADDENDUM G

Avis Monthly Rentals
Super and Limited Waiver Options

Group	Description	Maxi Rent Limited Waivers (per month)	Maxi Rent Super Waivers (per month)	Additional per Km Charge	Limited Waiver Liability Incl. Vat	Super Waiver Liability Incl. Vat
A	Hyundai i10 or similar	R5,040	R5,520	R2.21	R15 000	R3 500
B	VW Polo or similar	R5,910	R6,600	R2.44	R21 000	R4 500
C	Toyota Corolla or similar	R7,080	R7,860	R2.88	R25 000	R5 000
D	Hyundai i20 Automatic or similar	R7,260	R8,100	R3.13	R25 000	R5 000
E	Toyota Corolla or similar	R8,310	R9,390	R3.44	R33 000	R6 000
K	Hyundai iX35 or similar	R10,320	R11,370	R4.44	R32 000	R6 000
F	Audi A3 Sedan or similar	R14,250	R15,750	R5.62	R45 000	R8 500
G	Mercedes Benz C-Class or similar	R16,680	R18,180	R5.57	R45 000	R9 000
H	New Mercedes Benz C-Class or similar	R18,360	R20,010	R6.13	R50 000	R11 000
I	Toyota Fortuner or similar	R16,890	R18,660	R6.58	R53 000	R11 000
J	Jaguar XF or similar	R22,500	R24,660	R7.30	R66 000	R14 000
N	Hyundai H1 or similar	R17,070	R18,840	R7.30	R54 000	R11 000
O	Toyota Avanza or similar	R8,310	R9,390	R3.44	R20 000	R4 500

Rates Include: 3000 km's free per month (100 km's free per day), VAT, Commission of 10%, Selected Collision Damage and Theft Loss Waivers.
Rates exclude: Fuel, One Way Fees, Delivery/Collection Fees, Personal Accident Insurance, R60.00 Contract Fee, Additional Drivers Fee, Location surcharge, 1% Tourism levy, Frequent Flyer Miles, Other services e.g. baby seats available on request.

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ADDENDUM H



Itinerary					
Day	**Date**	**Port**	**Arrival**	**Departure**	**Activity***
1	Mon Feb 08	Durban	....	14:30	Docked
2	Tue Feb 09	At Sea	....	....	...
3	Wed Feb 10	At Sea	....	....	...
4	Thu Feb 11	Fort Dauphin	08:00	15:00	Docked
5	Fri Feb 12	At Sea	....	....	...
6	Sat Feb 13	Inhaca and Portuguese Is.	10:00	....	Tender
7	Sun Feb 14	Inhaca and Portuguese Is.	....	14:00	Tender
8	Mon Feb 15	Durban	08:00	....	Docked

CABIN CATEGORY	**INSIDE**	**OCEAN VIEW**	**BALCONY SUITE**
DESCRIPTION	Single beds (can be converted into double bed) except for the cabins for disabled people. Spacious wardrobe. Bathroom with shower. Interactive TV. Telephone. Mini bar and safe. Air conditioning.	Single beds (can be converted into double bed). Bathroom with shower. TV. Telephone. Mini bar and safe. Air conditioning. Note: some cabins on the Brahms Deck have restricted views.	Double bed. Spacious wardrobe. Bathroom with tub. TV. Telephone. Availability of internet connection by your own laptop (on payment). Mini bar and safe. Air conditioning.
COST	Cat 1 – R6 900 pp + R750 pp (Port charges)	Cat 6 – R7 650 pp + R750 pp (Port charges)	Cat 11 – R10 270 pp + R750 pp (Port charges)

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ADDENDUM I

EXAMINATION NUMBER:

EXTRA COPY. DETATCH THIS PAGE AND HAND IT IN WITH YOUR ANSWER BOOK.

GENERAL STUDIES

✈ DB TRAVEL ALLIANCE				
Voucher 12998				
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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