higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1610**(E)**(N19)H

# NATIONAL CERTIFICATE

# TRAVEL SERVICES N6

(22030086)

**19 NOVEMBER 2018 (X-Paper)**
**9:00–12:00**

**CLOSED-BOOK EXAMINATION**

**REQUIREMENTS: February 2018 GSA**

**Calculators and extracts from websites may be used.**

**This question paper consists of 10 pages and an addendum of 14 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

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**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 any 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. NO rounding (other than in instruction 9) is required on any question, except where specifically instructed in the question.
7. The use of correction fluid is forbidden on ALL documents.
8. ALL ADDENDA that are completed must be STAPLED and inserted in the ANSWER BOOK.
9. Write neatly and legibly.

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## SECTION A

## QUESTION 1

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

1.1.1 A tour consisting of 10 or more passengers is referred to as …

A a single supplement.
B a group.
C an all-inclusive tour.

1.1.2 Full car insurance against theft and collision:

A TLW/CLW
B PAI
C STLW/SCLW

1.1.3 Car rental rates are calculated …

A on a 24-hour basis.
B by the number of days.
C per hour.

1.1.4 Extra amounts payable when claiming insurance:

A Policy
B Tariff
C Excess

1.1.5 Rail pass used in the USA:

A VIA
B TGW
C AMTRAK

1.1.6 A privately owned home with rooms to let is referred to as a …

A pension.
B guest house.
C lodge.

1.1.7 Currency used in Canada:

A CAD
B USD
C GBP

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1.1.8 The total amount for travel arrangements:

A Everything booked by passenger
B All except passport, visa, insurance and air ticket from South Africa
C All expenses except the air ticket from South Africa

1.1.9 Full board:

A Accommodation and full price for all meals
B Accommodation and three meals
C Accommodation and breakfast

1.1.10 Seating on a train that resembles seating on a bus:

A Couchette
B Sleeper
C Coach

(10 × 2) (20)

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 (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 TLW is the code for theft, loss and insurance in car rental.

1.2.2 There is no cancellation fee on Eurail passes.

1.2.3 Passengers paying for car rental by credit card will be issued a bill back voucher.

1.2.4 When a passenger purchases foreign currency before departure the bank selling rate is used.

1.2.5 14% VAT is charged on international hotel reservations.

1.2.6 The annual foreign exchange allowance for passengers younger than 18 is R1 000 000.

1.2.7 A ferry is a ship used for transfer over short distances.

1.2.8 The commission travel agents will receive on travel insurance is 10% after VAT has been deducted.

1.2.9 Visa cost forms part of land arrangements.

1.2.10 World Travel is the general sales agent for Eurail passes.

(10 × 2) (20)
**[40]**

**TOTAL SECTION A: 40**

## SECTION B

Answer any FOUR questions in SECTION B.

## QUESTION 2: TOUR PLANNING AND BUDGETING

You work for Executive Travel in Johannesburg and have made the following travel arrangements for Mrs. Mamabolo:

**Airfare:** JNB-NYC-YVR-MOW-WLG-JNB ZAR64 100 (including 1% commission)
**Airport tax:** ZAR10 900
**Agent mark-up:** 15%

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

**TRANSFERS** (net rate per person one way):

| | |
|---|---|
| New York | USD50 |
| Vancouver | CAD100 |
| Moscow | RUB350 |
| Wellington | NZD150 |

**ACCOMMODATION** (per person):

| | |
|---|---|
| New York | USD5 000 |
| Vancouver | CAD6 120 |
| Moscow | RUB12 342 |
| Wellington | NZD7 900 |

**TOURS** (net rate per person)

| | | |
|---|---|---|
| New York | Hop-on hop-off bus | USD300 |
| Vancouver | City tour | CAD550 |
| Moscow | Red square and surrounds | RUB790 |
| Wellington | Kiwi tour | NZD330 |

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

2.1.1 USD

2.1.2 CAD

2.1.3 RUB

2.1.4 NZD

(4 × 4) (16)

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

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

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

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2.5 Name TWO items that form part of an inclusive tour. (2)
**[40]**

**AND/OR**

## QUESTION 3: INTERNATIONAL HOTEL RESERVATIONS

Your passenger, Mr V. Putin, is travelling to Istanbul, Turkey. He has requested hotel accommodation in Istanbul checking in at 12:00 on 13 August and check out on 21 August. He enjoys the outdoors and has requested a hotel where he can participate in outdoor activities. He would like the cheapest room available. He will pay the hotel with his Dinersclub card (DC) 4532 8932 12345 EXP 06/21. The booking was confirmed as AE9203.

Refer to the hotel extracts on ADDENDUM B to answer the questions.

3.1 Which hotel would you suggest to Mr Putin? (1)

3.2 What is the rate in each of the currencies below that Mr Putin will have to pay for his full stay?

3.2.1 EUR (1)

3.2.2 ZAR (3)

3.3 Calculate the commission in ZAR that your agency will earn for this booking. (3)

3.4 Give the email address of the hotel in QUESTION 3.1. (1)

3.5 When was this hotel built? (1)

3.6 Advise Mr Putin on the cancellation policy of this hotel. (1)

3.7 Recommend THREE outdoor activities close to the hotel in which Mr Putin may participate. (3)

3.8 Name THREE guest services offered by this hotel. (3)

3.9 Does the hotel offer any discounts? (1)

3.10 Name the hotel chain to which the hotel belongs. (1)

3.11 Advise Mr. Putin of the hotel policy regarding check-in and check-out times. (2)

3.12 What meals are included in this rate? (1)

3.13 Mr Putin is concerned about his safety in Istanbul.

Name TWO security services offered by the hotel. (2)

3.14 Name ONE method of making a reservation at this specific hotel. (1)

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3.15 Complete the hotel voucher on ADDENDUM G. The booking was confirmed as AE9203. (15)

**[40]**

**AND/OR**

## QUESTION 4: CAR RENTAL AND CRUISING

### CAR RENTAL

Your client, Miss Y. Ndlovu, would like a car to be delivered to her hotel at the Cape Town Waterfront. She has requested a group G car with minimum insurance. The car must be delivered on 5 July at 10:30. She will drop off the car at Cape Town Airport (CPT) on 9 July at 10:30. She will drive approximately 1 000 km during the rental. She will pay for the car rental with her Master card (CA 543409463135023 expiry date 03/22). The reservation number is EUR01.

Refer to ADDENDUM C to answer the questions.

4.1 Give the code for a group G car with Europe car. (2)

4.2 Calculate the total cost of the car rental. (10)

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

4.4 Refer to ADDENDUM H and issue the correct car voucher for Miss Ndlovu, reservation number AV0101. (ADDENDUM I is a duplicate of ADDENDUM H.) (12)

### CRUISING

You work for the Durban branch of Liberty Travel. Your clients, Mr and Mrs Cyrus, have booked a seven night/eight day cruise to Mozambique on the MSC Sinfonia. They have requested a cabin with a balcony.

Refer to ADDENDUM D to answer the questions.

4.5 What will the total cost of the cruise be for BOTH passengers? (3)

4.6 Name TWO ports of call. (2)

4.7 A day excursion to the Portuguese Islands is included in this cruise.

Name THREE excursions that your clients can book at the new excursion centre. (3)

4.8 Name THREE items which is NOT included in this cruise. (3)

4.9 Name TWO conditions of this cruise. (2)

**[40]**

**AND/OR**

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## QUESTION 5: INTERNATIONAL TRAVEL INSURANCE AND RAIL

### INTERNATIONAL TRAVEL INSURANCE

You are working for Fun2Go Travel in Johannesburg (Travel Insurance code FU92011). Your client, Mr K. West, will be travelling to Italy on 16 November and will return on 25 November. He has requested travel insurance with R45 000 medical cover. He will be paying the insurance with his American express credit card.

His details are as follows:

| | |
|---|---|
| ID number<br>Mr K. West: | 730129 1314 086 |
| Address: | 1 Hollywood Drive<br>Hyde Park<br>Johannesburg<br>2000 |
| Tel : | 011 513 1213 (H)<br>011 818 2010 (W) |
| Family doctor:<br>Tel: | Dr. Victor<br>011 390 0012 |

Refer to ADDENDUM E to answer the questions.

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

5.2 What will the total cost be for Mr West? (2)

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

5.4 5.4.1 What is the excess amount for cancellation and curtailment?

5.4.2 What is the amount of cover for kidnap and wrongful detention?

5.4.3 What is the amount of cover for natural disasters?

5.4.4 What is the amount of cover for terrorism extension?

5.4.5 What is the excess amount for travel delay and missed connection?

(5 × 2) (10)

5.5 Complete the insurance application form on ADDENDUM J for Mr K. West. Keep in mind the traveller is paying with his credit card. Agency details: Fun2Go Travel, Johannesburg. Travel Insurance code FU92011 (15)

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**INTERNATIONAL RAIL**

Your client will be travelling to Spain later this year. He has requested a quotation for a pass that will allow him to travel by train for seven days during a one-month period. He would like the cheapest rail pass available.

Refer to ADDENDUM F to answer the questions below.

5.6 Which class of travel would you suggest to your client? (1)

5.7 Give the cost of this pass in each of the following:

5.7.1 EUR (2)

5.7.2 ZAR (3)

5.8 What is the validity of this pass? (1)

5.9 Give the website address for World Travel. (2)
**[40]**

**AND/OR**

**QUESTION 6: FOREIGN EXCHANGE**

Ms K. Kardashian will be travelling overseas later this year. She has already paid for the following travel arrangements:

| | |
|---|---|
| Airticket (JNB-LON-LLW-MRU-JNB) | ZAR 53 500 (Incl. taxes) |
| Accommodation | |
| Hotel in Malawi | MWK 50 900 |
| Hotel in Mauritius | MUR 15 700 |
| Britrail rail pass | GBP 310 |
| Insurance | ZAR 900 |
| Visa | ZAR 1 200 |

Refer to the foreign exchange rate sheet on ADDENDUM A.

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

6.2 Give the total for land arrangements. (2)

6.3 Calculate the total amount still available to Ms Kardashian to purchase foreign currency. (3)

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6.4 Ms Kardashian would like to use her full remaining travel allowance as listed below.

Calculate the amount of foreign currency she will receive in each currency.

6.4.1 20% in MWK traveller's cheques (4)

6.4.2 30% in MUR cash (4)

6.4.3 30% in GBP traveller's cheques (4)

6.4.4 10% on her credit card (2)

6.5 Ms. Kardashian has returned from her vacation and would like to exchange the remaining amounts of foreign currency.

Calculate the ZAR amount that she will receive for the following currencies:

6.5.1 MWK 3 120 traveller's cheques

6.5.2 MUR 990 traveller's cheques

6.5.3 GBP 2 050 cash

(3 × 3) (9)

6.6 How much is the full annual travel allowance for an adult, before any deductions? (1)

**[40]**

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

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## ADDENDUM A

### Foreign exchange rates sheet

| | | Buying | | SELLING |
|---|---|---|---|---|
| **Country** | **Cur** | **Cheques** | **Cash** | |
| BRITSH POUND | GBP | 16.4778 | 16.3937 | **16.9971** |
| EURO | EUR | 14.2268 | 14.1419 | **14.6916** |
| UNITED STATES DOL | USD | 13.2762 | 13.3288 | **13.6538** |
| AUSTRALIAN DOLLAR | AUD | 0.1034 | 0.1028 | **0.0937** |
| BOTSWANA PULA | BWP | 0.8433 | 0.8380 | **0.7221** |
| CANADIAN DOLLAR | CAD | 0.1055 | 0.1081 | **0.0914** |
| SWISS FRANC | CHF | 0.0774 | 0.0882 | **0.0706** |
| CHINESE YUAN | CNY | | 0.5194 | **0.4532** |
| CZECH KRONER | CZK | 2.6816 | | **1.7540** |
| DANISH KRONER | DKK | 0.5455 | 0.5644 | **0.4816** |
| HONG KONG DOLLAR | HKD | 0.6026 | 0.6512 | **0.5489** |
| ISRAELI SHEKEL | ILS | | 0.3722 | **0.2500** |
| INDIAN RUPEE | INR | 5.2574 | | **4.8728** |
| JAPANESE YEN | JPY | 8.7577 | 8.9418 | **8.0750** |
| KENYAN SHILLING | KES | 8.7076 | | **6.7564** |
| SRI LANKA RUPEE | LKR | 11.5180 | | **10.8865** |
| MAURITIAN RUPEE | MUR | 2.7807 | 2.8214 | **2.4746** |
| MALAWI KWACHA | MWK | 57.1237 | | **51.2140** |
| NAMIBIA DOLLAR | NAD | | 1.0000 | **1.0000** |
| NIGERIAN NAIRA | NGN | 25.6730 | | **21.1868** |
| NORWEGIAN KRONOR | NOK | 0.6532 | 0.6629 | **0.5901** |
| NEW ZEALAND DOLLA | NZD | 0.1114 | 0.1133 | **0.0965** |
| RUSSIAN ROUBLE | RUB | 4.5197 | 4.4195 | **4.3762** |
| SAUDI RIYALS | SAR | | 0.3736 | **0.2565** |
| SWEDISH KRONER | SEK | 0.6859 | 0.7384 | **0.6282** |
| SINGAPORE DOLLAR | SGD | 0.1125 | 0.1206 | **0.0982** |
| SWAZILAND LILANGE | SZL | | 1.0000 | **1.0000** |
| THAI BAHT | THB | 2.7115 | 2.9784 | **2.3154** |
| ZAMBIAN KWACHA | ZMW | | | **0.7055** |

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**ADDENDUM B**

# Four Seasons Hotel Sultanahmet, Istanbul

Superior Delux Hotel

Created from a century old neoclassic Turkish prison, in the core of the city. Close to the Blue Mosque and Topkapi Palace.

www.fourseasons.com/istanbul
Tevkifhane Sokak 1, Sultanahmet, Istanbul, 34110, res.istanbul@fourseasons.com
Phone: +90 212 402 3000 Fax: +90 212 402 3010 Toll Free: +800 332 3442

**Build in:** 1918
**Year Last Renovated:** 2008
**Check in Time:** 2:00 PM
**Commission:** 10%
**Number of floors:** 3
**Chain:** Four Seasons Hotels & Resorts
**Check out Time:** 12:00 PM
**Total Rooms:** 76

**Four Seasons Hotel Sulthanahmet GDS Hotel Codes**
Amadeus GDS: FS IST869
Galileo/Apollo GDS: FS 67869
Sabre GDS: FS 023003

**Rates and Policies**
Standard Room: EUR500 per room per night, Suite: EUR1 590 per room per night
Credit Cards: Credit Cards Are Accepted
Reservation Policy: Reservations must be guaranteed with a credit card
Deposit Policy: One night's payment
Cancellation Policy: 48 hrs prior
Discounts offered: Corporate discount, government/military discount, travel agents 10%

**Room Amenities**
Air conditioning, balcony/terrace, coffeemaker, daily maid service, fireplace, mini bar, free newspaper, telephone, voicemail, safe, DVD/VCR, WiFI

**On Site Activities**
Health club, health spa, pool

**Nearby Activities**
Golf course, shopping mall

**Guest Services**
Babysitting/child care, car rental, complimentary coffee, concierge, currency exchange, gift shop, laundry room, dry cleaning service, multi-lingual staff, free parking, room service, wheelchair access

**Security Service**
Smoke alarm in rooms, sprinkler in rooms, uniformed security, valet parking service

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**ADDENDUM B (continued)**

# Ciragan Palace Kempinski

Superior Delux Hotel

Lavish Hotel encompassing a magnificently restored, opulent sultan's palace (1872) & a modern 6-story wing.

www.kempinski-istanbul.com
Ciragan Caddesi No 32, Besiktas, Istanbul, Turkey, 34349
Phone: +90 212-326-4646 Fax: +90 212-259-6687 Toll Free: +800-426-3135
Reservationoffice@ciraganpalace.com

**Build in:** 1990
**Year Last Renovated:** 2006
**Check in Time:** 4:00 PM
**Commission:** 10%
**Chain:** Kempinski Hotels
**Check out Time:** 12:00 PM
**Total Rooms:** 76

**Ciragan Palace Kempinski GDS Hotel Codes**
Amadeus GDS: KI ISTKEM
Galileo/Apollo GDS: KI 09710
Sabre GDS: KI 024035
Worldspan: KI IST01

**Rates and Policies**
Standard single room with bath: EUR671 per room per night, Suite: EUR2 013 per room per night
Meals included: Continental Breakfast
Credit Cards: Credit Cards Are Accepted
Reservation Policy: Reservations must be guaranteed with a credit card
Deposit Policy: One night's payment
Cancellation Policy: 48 hrs prior
Discounts offered: Corporate discount, government/military discount

**Room Amenities**
Air conditioning, balcony/terrace, coffeemaker, daily maid service, microwave, cable/satellite TV, refrigerator, free newspaper, telephone, voicemail, safe, DVD/VCR, WiFI

**On Site Activities**
Health club, hot tub, health spa, pool (indoors and outdoors)

**Nearby Activities**
Bicycling, Boating/sailing, fishing, golf course, horseback riding, jogging trails, shopping mall, tennis

**Guest Services**
ATM/bank, babysitting/child care, barber/hair stylist, car rental, complimentary coffee, concierge, currency exchange, gift shop, laundry room, dry cleaning service, multi-lingual staff, free parking, room service, wheelchair access

**Security Service**
Smoke alarm in rooms, sprinkler in rooms, uniformed security, valet parking service, surveillance cameras on site

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## ADDENDUM C

## EUROPE CAR

### STANDARD

| Vehicle Group | ACRISS CODE | CAR GROUP | 1–6 Days Per day 100 km free per day | 7–13 Days Per day 100 km free per day | 14+days Per day 100 km free per day | Excess Kms |
|---|---|---|---|---|---|---|
| Chevy spark/similar | MDMN | A | R210 | R199 | R179 | R1,18 |
| Hyundaii i10/similar | MCMR | M | R240 | R224 | R210 | R1,34 |
| Opel Corsa 1.6/similar | EDMR | B | R281 | R267 | R243 | R2,30 |
| Toyota Corolla/similar | CDMR | C | R307 | R290 | R268 | R2,65 |
| Chevy Cruze/similar | EDAR | D | R367 | R345 | R319 | R3,31 |
| Honda Accord/similar | CDAR | E | R390 | R367 | R333 | R3,34 |
| Mercedes Benz C class/similar | SDAR | F | R790 | R766 | R756 | R4,01 |
| Mercedes Benz E class/similar | PDAR | G | R830 | R805 | R789 | R4,11 |
| Toyota Avanza/similar | LCAR | J | R421 | R401 | R390 | R4,31 |
| Nissan X-trail/similar | SVMR | I | R897 | R877 | R854 | R4,45 |
| Toyota 2x4 single cab/similar | IFMR | K | R788 | R768 | R750 | R4,62 |
| Toyota 4x4 single cab/similar | PVMR | N | R845 | R820 | R801 | R4,78 |
| Toyota 4x4 double cab/similar | FFMR | L | R900 | R850 | R813 | R5,01 |

### SUPER

| Vehicle Group | ACRISS CODE | CAR GROUP | 1–6 Days Per day 100 km free per day | 7–13 Days Per day 100 km free per day | 14+days Per day 100 km free per day | Excess Kms |
|---|---|---|---|---|---|---|
| Chevy spark/similar | MDMN | A | R215 | R204 | R183 | R1,18 |
| Hyundaii i10/similar | MCMR | M | R245 | R229 | R215 | R1,34 |
| Opel Corsa 1.6/similar | EDMR | B | R286 | R273 | R248 | R2,30 |
| Toyota Corolla/similar | CDMR | C | R312 | R295 | R273 | R2,65 |
| Chevy Cruze/similar | EDAR | D | R372 | R350 | R334 | R3,31 |
| Honda Accord/similar | CDAR | E | R395 | R372 | R338 | R3,34 |
| Mercedes Benz C class/similar | SDAR | F | R795 | R773 | R761 | R4,01 |
| Mercedes Benz E class/similar | PDAR | G | R835 | R810 | R793 | R4,11 |
| Toyota Avanza/similar | LCAR | J | R426 | R406 | R395 | R4,31 |
| Nissan X-trail/similar | SVMR | I | R903 | R880 | R859 | R4,45 |
| Toyota 2x4 single cab/similar | IFMR | K | R793 | R760 | R755 | R4,62 |
| Toyota 4x4 single cab/similar | PVMR | N | R850 | R825 | R806 | R4,78 |
| Toyota 4x4 double cab/similar | FFMR | L | R905 | R855 | R818 | R5,01 |

**INCLUDED IN RATES**

Rates Include: 100km free per day, VAT @ 14%, Insurance, airport surcharge, tourism levy, general public liability insurance, third party contingent liability insurance. These rates are quoted in South African Rand and not discountable

**EXCLUDED IN RATES**

Rates Exclude: Fuel and refuelling charges, windscreen damage, GPD, accident admin fee, fine fandling fee, water and undercarriage damage, Personal accident insurance (PAI), contract fee R25, delivery and collection charges, one way fees, additional driver and other miscellaneous charges

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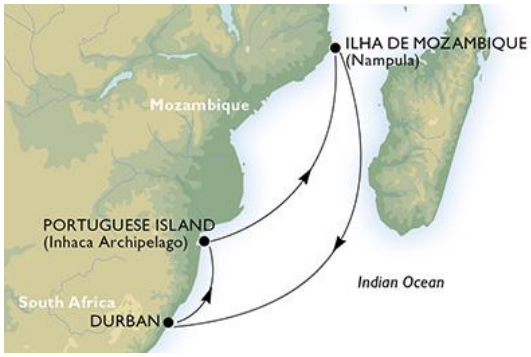
## ADDENDUM D




| Day | Date | Port | Arrival | Departure | Activity |
|---|---|---|---|---|---|
| 1 | Friday, 17 Mar | Durban, South Africa | .... | 14:00 | Docked |
| 2 | Saturday, 18 Mar | Portuguese Island, Mozambique | 09:00 | 18:00 | Tender |
| 3 | Sunday, 19 Mar | At Sea | .... | .... | .... |
| 4 | Monday, 20 Mar | At Sea | .... | .... | .... |
| 5 | Tuesday, 21 Mar | Ilha de Mozambique, Mozambique | 08:00 | 18:00 | Tender |
| 6 | Wednesday, 22 Mar | At Sea | .... | .... | .... |
| 7 | Thursday, 23 Mar | At Sea | .... | .... | .... |
| 8 | Friday, 23 Mar | Durban, South Africa | 07:00 | .... | Docked |

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

**CABINS**

**Suite:** 130 Suite cabins, size approximately 27m². Suites with private balcony, double bed that can be converted into two single beds (on request. Air conditioning, spacious wardrobe, bathroom with bathtub, TV, telephone, wifi, mini bar, safe. **R7 980 per person sharing. Port Charges: R600**

**Balcony:** 94 Balcony cabins, size approximately from 15 to 16 m². !4 Balcony cabins are 2 berth, 80 Balcony cabins are 3 Berth. Cabins with private balcony, with double bed can be converted into two single beds (on request). Air conditioning, bathroom with shower, wireless internet access (for free), TV, telephone, mini bar, safe. **R11 050 per person sharing. Port Charges: R600**

**Ocean View:** 341 Ocean view cabins, size approximately from 13 to 22 m². Double bed that can be converted to two single beds (on request). Air conditioning, bathroom with shower, wireless internet access (for free), TV, telephone, mini bar, safe. **R10 500 per person sharing. Port Charges: R600**

**Travel agent commission: 10%**

**What's included?**
*7 nights' accommodation
*All meals and entertainment onboard
*Service charges
*Ship insurance

**What's not included?**
Return flights, transfers to/from port, port charges, additional travel insurance, drinks, personal spending, room service charge, optional excursions

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## ADDENDUM D (continued)

### Conditions

Prices are per person and subject to change at any time. *All prices are subject to Rate of Exchange and when a deposit is paid the balance of the booking is subject to the rate of exchange on date of full payment. Advance purchase, peak season surcharges, block out periods and minimum stay conditions may apply. Book and pay in full to avoid disappointment. Credit card required for car hire where applicable. Prices and availability are subject to change without notice.. All packages are quoted per person sharing. E&OE.

**A DAY AT PORTUGUESE ISLAND**

Start the day with an exhilarating transfer aboard one of the four new 80-seater **MSC Zodiac** ship-to-shore vessels. When you arrive on the **pristine Portuguese Island beach**, you will find the **Portuguese Origins Market** selling local wares, **shaded beach areas**, the **Fun Zone** which hosts various sporting tournaments, the renewed **Beach Bar**, **Kids Zone**, extended and shaded deck with live music and dining area. The **complimentary buffet** is open from **12pm to 2pm** and passengers can enjoy a **beach barbeque** with all the trimmings. An exclusive **Beach Lounge** is available for guests looking for something a little quieter, offering **sun beds**, **umbrellas** and a **dedicated bar service**. For the more adventurous, visit the new excursion centre to book one of our **excursions**, which includes a visit to Inhaca Island, snorkelling at Santa Maria, sea kayaking, dhow cruises, dolphin watching or fun water sports such as the Snipe Tube and Family

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## ADDENDUM E

| INSURED EVENT | INDIVIDUAL and FAMILY | | |
|---|---|---|---|
| **DETAILS OF INSURED EVENTS** | **PLATINUM** | **GOLD** | **SILVER** |
| 1 Medical & RELATED EXPENSES (Excess 1–6 months:R500, more than 6 months: R2 000: Seniors: (70–79):R2 500 and Super Seniors (80-84): R2 000) | R45 000 000 | R35 000 000 | R5 000 000 |
| Medical Expenses Terrorism Extension | R45 000 000 | R35 000 000 | R5 000 000 |
| Pre-Existing Medical Extension | R300 000 | Nil | Nil |
| 1B Medical Evacuation or Repatriation | Actual Expense | Actual Expense | Actual Expense |
| 1C Hospital Confinement (R750/day) | R20 000 | R15 000 | R2 000 |
| 1D Follow-up Treatment in South Africa | R20 000 | R15 000 | R10 000 |
| **2 PERSONAL ACCIDENT** | | | |
| 2A 24 Hour | R750 000 | R500 000 | R100 000 |
| 2B In-Flight | R900 000 | R700 000 | R100 000 |
| Terrorism Extension | R850 000 | R500 000 | R100 000 |
| **3 CANCELLATION OR CURTAILMENT (EXCESS R500)** | R30 000 | R35 000 | R10 000 |
| **4 BAGGAGE, TRAVEL DOCUMENTS, BAGGAGE DELAY** | Excess R700 | | |
| 4A Theft or Damage of Baggage | R30 000 | R25 000 | R2 000 |
| Accidental Loss of Baggage | R10 000 | R7 000 | R500 |
| Theft of Money, Credit Cards and Traveller's cheques | R10 500 | R7 000 | R2 500 |
| 4B Baggage Delay (delayed for more than 6 hours) | R3 000 | R2 000 | Nil |
| **5 TRAVEL DELAY AND MISSES CONNECTION** (Excess R500) | | | |
| 5A Travel Delay(delayed for more than 4 hours) | R2 000 | R2 000 | Nil |
| 5B Travel Missed Connection (more than 6 hours) | R15 000 | R10 500 | Nil |
| **6 PERSONAL LIABILITY (Excess R1 500)** | R5 000 000 | R4 000 000 | R1 000 000 |
| **7 HIJACK, KIDNAP, WRONGFUL DETENTION** | | | |
| 7A Hijack | R45 000 | R35 000 | Nil |
| 7B Kidnap and Wrongful detention | R3 000 000 | R1 500 000 | Nil |
| **8 NATURAL DISASTERS** (Excess 48hours) | R5 000 | R3 000 | Nil |
| **9 IDENTITY THEFT** | R3 000 | Nil | Nil |
| **10 RED 24** | Assistance Services | Assistance Services | Assistance Services |
| **11 CATTERY AND KENNELS** | R6 000 | Nil | Nil |

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## ADDENDUM E (continued)

| 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 |

**NOTE:** 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 F**

# WorldTravel International Rail Fares

| **EURAIL SPAIN PASS** | | **2nd CLASS** | **1st CLASS** | |
|---|---|---|---|---|
| | 3 days in 2 months | | | |
| | 4 days in 2 months | €195 | €205 | Children up to 3 included on the first day of travel: free when sharing an adult passenger's seat/bed. |
| | 5 days in 2 months | €230 | €245 | |
| | 6 days in 2 months | €245 | €255 | |
| | 7 days in 1 month | €270 | €285 | |
| | 8 days in 1 month | €273 | €298 | |
| | 9 days in 1 month | €323 | €342 | |
| | 10 days in 1 month | €361 | €379 | |
| | | €401 | €415 | |


## Travel Agents

**BOOK YOUR TRAIN TICKETS ONLINE!**
**WEBSITE:** http://www.worldtravel.co.za
**E-MAIL:** info@worldtravel.co.za

***World Travel*** *Tel: (011) 628-2319*

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

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | |

# HOTEL VOUCHER

| | | | | |
|---|---|---|---|---|
| **CLIENT'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 | |

# HOTEL VOUCHER

| | | | | |
|---|---|---|---|---|
| **CLIENT'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 | |

REMEMBER to staple ADDENDUM G in the correct position in the ANSWER BOOK.

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

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Europcar moving your way | Reg. No 05/13135/07 | | **TRAVEL AGENT CHARGE VOUCHER<br>REISAGENT DEBIETBEWYS** | | | T |
| Renter's Name<br>Naam van Huurder | | | Car Group<br>Motorgroep | | Date of Issue<br>Uitreikingsdatum | Issuer's Stamp<br>Stempel |
| Renting Office<br>Huurkantoor | Date<br>Datum | Flight<br>Vlug | Time<br>Tyd | | Issuer's Name<br>Uitreiker | |
| Return Office<br>Terugsendings Kantoor | | | | | Issuer<br>Uitreiker<br>TRAINING PURPOSES ONLY<br>SOUTH AFRICA | |
| Voucher Value – Unlimited unless specified hereunder<br>Motorhuurbewys Waarde – Onbeperk tensy anders hieronder vermeid | | | | | | |
| Remarks<br>Opmerkings | | | Europcar Reservation Reference<br>Europcar Besprekingsverwysing | | RESERVATION ID NUMBER<br>BESPREKING ID-NOMMER | |

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

REMEMBER to staple ADDENDUM H in the correct position in the ANSWER BOOK.

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

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| | | | | | | | | | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Europcar moving your way | Reg. No 05/13135/07 | | **TRAVEL AGENT CHARGE VOUCHER**<br>**REISAGENT DEBIETBEWYS** | | T | | |
| Renter's Name<br>Naam van Huurder | | | Car Group<br>Motorgroep | | Date of Issue<br>Uitreikingsdatum | Issuer's Stamp<br>Stempel | |
| Renting Office<br>Huurkantoor | Date<br>Datum | Flight<br>Vlug | Time<br>Tyd | | Issuer's Name<br>Uitreiker | | |
| Return Office<br>Terugsendings Kantoor | | | | | Issuer<br>Uitreiker<br>TRAINING PURPOSES ONLY<br>SOUTH AFRICA | | |
| Voucher Value – Unlimited unless specified hereunder<br>Motorhuurbewys Waarde – Onbeperk tensy anders hieronder vermeid | | | | | | | |
| Remarks<br>Opmerkings | | | Europcar Reservation Reference<br>Europcar Besprekingsverwysing | | RESERVATION ID NUMBER<br>BESPREKING ID-NOMMER | | |
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| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Europcar moving your way | Reg. No 05/13135/07 | | **TRAVEL AGENT REFERRAL VOUCHER** | | R | | |
| Renter's Name<br>Naam van Huurder | | | Car Group<br>Motorgroep | | Date of Issue<br>Uitreikingsdatum | Issuer's Stamp<br>Stempel | |
| Renting Office<br>Huurkantoor | Date<br>Datum | Flight<br>Vlug | Time<br>Tyd | | Issuer's Name<br>Uitreiker | | |
| Return Office<br>Terugsendings Kantoor | | | | | Issuer<br>Uitreiker<br>TRAINING PURPOSES ONLY<br>SOUTH AFRICA | | |
| Method of Payment (If Bank Card, state number)<br>Metode van Betaling (Indien Bankkaart, meid nommer) | | | | | | | |
| Remarks<br>Opmerkings | | | Europcar Reservation Reference<br>Europcar Besprekingsverwysing | | RESERVATION ID NUMBER<br>BESPREKING ID-NOMMER | | |
| | | | | | | | |

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**ADDENDUM J** **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 whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Postal Address: _____

Total No. of days _____ (both days inclusive)

Postal Code: _____

Furtherest destination: _____

Tel (H) _____

Tel (W) _____

Family Doctor Name: _____

FamilyDoctor 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: _____

REMEMBER to staple ADDENDUM J in the correct position in the ANSWER BOOK.

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**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 whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Postal Address: _____

Total No. of days _____ (both days inclusive)

Postal Code: _____

Furtherest destination: _____

Tel (H) _____

Tel (W) _____

Family Doctor Name: _____

Family 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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