higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(First paper)

(22030086)

22 September 2020 (X-paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

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

This question paper consists of 12 pages and 12 addenda.

092Q1B2022

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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. SECTION B consists of FIVE questions. Answer only FOUR questions in this section.
3. Read all the questions carefully.
4. Number the answers according to the numbering system used in this question paper.
5. Show all calculations.
6. The use of correction fluid or pencil on any documentation is forbidden.
7. All ADDENDA that are completed must be STAPLED and inserted in the ANSWER BOOK.
8. All calculations must be rounded to the nearest TWO decimal places.
9. NO rounding is required on any question except where specifically instructed in the question.
10. Do not tear any pages out of the ANSWER BOOK.
11. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1–1.20) in the ANSWER BOOK.

1.1 The 9% airport surcharge levied on car rental collected at an airport is charged on …

A total car rental cost.
B kilometres only.
C the total for number of days/months and kilometre cost.
D commission only.

1.2 Travel insurance policy that provides coverage to the policy holder for cancelling a trip after departure.

A Personal liability
B Curtailment
C Personal accident
D Consular referral

1.3 The code for a compact car with automatic steering and air conditioning.

A CDAR
B CDMR
C EDMR
D IDMR

1.4 The ZAR200 000 annual foreign exchange travel allowance is applicable to …

A children under the age of 16 years.
B children under the age of 12 years.
C children under the age of 18 years.
D adult South African residents (including non-South African citizens).

1.5 The definition of a cruise is a …

A boat trip on a lake.
B boat trip on a river.
C voyage on a ship or boat taken for pleasure or as a holiday and usually calling in at several places.
D boat trip where passengers fly to a port and cruise back.

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1.6 The meaning of a select rail pass is …

A unlimited travel on rail networks of any 2, 3 or 4 Eurail countries, including France.
B travel only on consecutive days.
C travel for second class only.
D unlimited travel on rail networks of any 2, 3 or 4 Eurail countries excluding France.

1.7 The definition of a Group Inclusive Tour is …

A a pre-arranged tour that consists of air transportation, land arrangements.
B a tour for a group of people usually pre-arranged, organised through a
C travel operator with a tour guide or group leader.
a tour to an international destination.
D a tour arranged for a minimum of five people, with some common affiliation.

1.8 The excess payable on travel insurance is generally the …

A amount paid by the insured for the policy cover.
B amount that is payable to the estate of the policy holder.
C amount the insurer pays out to the policy holder in case of a claim.
D amount the policy holder pays the insurer in case of a claim.

1.9 Staff member on a cruise ship who is responsible for the welfare and general queries of all passengers.

A Purser
B Hostess
C Steward
D Captain

1.10 The code for limited theft protection in car insurance.

A CDW
B SCDW
C TLW
D STLW

1.11 The purpose of exchange control in South Africa is …

A to provide travellers with their annual travel allowance.
B to convert foreign currencies into South African Rand.
C to regulate the flow of currencies into and out of the country.
D to block off the amount a passenger is authorised to spend on their credit card.

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1.12 TIC, AIG Assist and CHARTIS are examples of …

A car rental companies.
B foreign exchange dealers with limited licence.
C high speed trains in Europe.
D travel Insurance companies.

1.13 The definition of a couchette is a …

A bed on a train which is folded against the wall or used as a seat during the day. Found only in 2nd class.
B seat set up for sitting only, no place to lay down and sleep.
C wider seat with more legroom.
D sleeper carriage on a train.

1.14 The rack rate for a hotel refers to …

A a rate excluding commission.
B a full rate with no discounts and including commission.
C a special rate for corporate companies excluding commission.
D the rate for frequent guests including commission.

1.15 When costing a tour, TRANSFERS refer to …

A car rental book by client for duration of stay.
B any extra cruises of rail tickets booked by passenger.
C airport to hotel and back to airport transport.
D all of the above.

1.16 An English breakfast consists of …

A eggs, meat, potatoes, toast, pancakes or muffins, juice, tea and coffee.
B croissant or other pastry, tea or coffee, juice, cold meats and cheese.
C cereals, yoghurts, juices, tea, coffee, fruits, egg, bacon, sausage, tomatoes, pastries, bread, cheeses, cold meat.
D egg, bacon, toast, sausage, tomatoes, baked beans, juice, tea and coffee.

1.17 The following are examples of discounts applicable when booking a cruise. Which one does not fit?

A Honeymoon discount
B Saver discount (3 or more people travelling together at all time)
C Senior discount
D Advance purchase discount

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1.18 Most Eurail passes allow children to travel for free. The ages for children on Eurail are calculated as …

A 4–11 years.
B 2–12 years.
C 18 years and younger.
D 16 years and younger.

1.19 Eurail passes allows for travel on trains across Europe and …

A the purchaser must not be a citizen of a European Union country.
B the pass must be bought outside Europe.
C the pass does not include travel in Great Britain.
D all of the above.

1.20 In travel insurance the term COVER of BENEFIT refers to the …

A premium a traveller has to pay for the travel insurance.
B excess amount in case of a claim.
C amount the insurance company will pay out for medical bills.
D amount of money a traveller can claim for if anything happens on the trip.

(20 × 2) **[40]**

TOTAL SECTION A: 40

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SECTION B

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

QUESTION 2: TOUR PLANNING AND BUDGETING

You are a travel consultant at Nasara Travel in Johannesburg. You have made the following travel arrangements for your client, Mrs H. Berry. Refer to ADDENDUM A.

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

Airfare: JNB-CAI-LON-ARN-JNB ZAR121 000 (including 5% commission)
Airport tax: ZAR7 800
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):

Cairo	EGP300
London	GBP35
Stockholm	SEK230

ACCOMMODATION (net rate per person):

Cairo:	2 nights	EGP1 200 per night
London:	3 nights	GBP400 per night
Stockholm:	2 nights	SEK900 per night

SIGHTSEEING TOURS (net rate per person)

Cairo	Nile Cruise and dinner	EGP6 972
London	City tour	GBP150
Stockholm	Red Buses Hop-On Hop-Off Day Pass	SEK3 717

Refer to ADDENDUM A to answer the following questions:

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

2.1.1 EGP (4)

2.1.2 GBP (4)

2.1.3 SEK (4)

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

2.3 Calculate the total cost of the TOUR. You may 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 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.5.1–2.5.4) in the ANSWER BOOK.

2.5.1 The annual travel allowance for persons who are 16 years or older is R1 million.

2.5.2 Travellers may use their credit card to pay for travel expenses abroad.

2.5.3 A traveller must resell unused foreign currency within 60 days of returning to South Africa.

2.5.4 ABSA Bank is a semi-authorised dealer from whom travellers can buy foreign currency.

(4 × 2) (8)

2.6 Give the currency code for Sri Lanka rupee. (1)

[40]

QUESTION 3: FOREIGN EXCHANGE

Mr Chris Rock will be travelling to Africa and Europe later this year. You have made the following travel arrangements for him:

Air ticket (JNB - ABV - ALG - GIB - JNB)	ZAR245 000
Visas:	
Accommodation	ZAR2 100
Nigeria	NGN67 000
Algeria	DZD1 030
Gibraltar	GBP1 450
Mediterranean cruise	USD560

Refer to the foreign exchange rate sheet on ADDENDUM A.

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

3.2 What amount of foreign exchange allowance is still available to Mr Rock? (2)

3.3 Mr Rock wishes to use his full remaining travel allowance as listed below:

3.3.1 35% in NGN

3.3.2 25% in DZD

3.3.3 30% in GBP

3.3.4 10% in USD

(4 × 4) (16)

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3.4 Mr Rock returns from his trip and wishes to refund the following currency amounts. Calculate the ZAR amounts that he would receive for:

3.4.1 NGN13 550 in traveller's cheques

3.4.2 DZD12 340 in traveller's cheques

3.4.3 DZD1 500 in cash

(3 × 3) (9)
[40]

QUESTION 4: CAR RENTAL AND RAIL

CAR RENTAL

Mr C. Gooding will be renting a car in Durban. He would like to collect the car at DUR airport on 21 July at 10:00. He will return the car at DUR airport on 01 Aug at 10:00. He would like an automatic car with air-conditioning and maximum insurance. He will be driving a total of 1 500 km during his rental. He has requested a GPS from AVIS as he is not familiar with Durban. Mr Gooding would like the cost to be settled to his account with your agency.

Refer to the AVIS ADDENDUM B to answer the following questions:

4.1 What car group and code will you suggest for Mr Gooding? (2)

4.2 Calculate the cost of the car rental for Mr Gooding. (9)

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

4.4 Issue the car voucher on ADDENDUM G. The reservation number is AVI20392. Avis has informed you that the rental cost for a GPS is R500. (12)

INTERNATIONAL RAIL

Your passenger Mr Toni Braxton (a South African passport holder) is travelling to Europe later this year. He will be visiting at least 7 different countries. He will be in Europe for a total of 20 days.

Refer to ADDENDUM C and the above information to answer following questions:

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

4.6 Give the cost of this pass in:

4.6.1 EUR (2)

4.6.2 ZAR (3)

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4.7 Is Mr Braxton eligible to purchase this pass? Substantiate your answer. (2)

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

4.9 Explain to Mr Braxton what a SAVER pass is. (2)

4.10 Children travel for free on most Eurail passes. Give the ages for children to travel for free. (1)

4.11 What is the maximum number of countries covered by a Eurail select pass? (1)
[40]

QUESTION 5: INTERNATIONAL HOTEL RESERVATIONS

You are a travel consultant at Dream Destinations in Port Elizabeth. Mrs D. Summers has requested you to arrange accommodation for her in Adelaide, Australia. She will check in on 10 January and check out on 14 January. She has requested a hotel close to the airport. She will settle the account with her Diners Club card (card no. 3032 2719 9425 4302; expiry 10/21). Her confirmation number is DRE12012.

Refer to ADDENDUM D and answer the following questions:

5.1 Which hotel would you suggest for Mrs Summers? (1)

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

5.2.1 AUD (2)

5.2.2 ZAR (3)

5.3 What meals are included in the rate you have quoted? (1)

5.4 Advise Mrs Summers on the location of the hotel. (3)

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

5.6 Complete the hotel voucher on ADDENDUM H. (12)

5.7 Name THREE amenities/facilities in the room available to Mrs Summers. (3)

5.8 Give the star grading of the hotel that you have chosen. (1)

5.9 Name THREE hotel facilities/amenities available to Mrs Summers. (3)

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5.10 Explain the following terms to Mrs Summers:

5.10.1 Resort hotel

5.10.2 Airport hotel

5.10.3 Guest house

(3 × 2) (6)

5.11 What meal(s) are included in a HALF BOARD meal plan? (2)

[40]

QUESTION 6: TRAVEL INSURANCE AND CRUISING

TRAVEL INSURANCE

You work for Dream Destinations in East London (AIG number AIG21344). Your client, Mr Denzyl Washington has requested that you assist him with travel insurance for his trip to North Korea. He will be in Pyongyang from 12 June to 15 June. He would like travel insurance with medical cover for R10 000 000 and emergency medical expenses as a result of terrorism for R300 000**.** He will pay with the insurance on his FNB credit card. Refer to ADDENDUM E.

Mr Denzyl Washington's details:

ID:	6312069123086
Address:	1 Beach Rd East London 3021
Tel (H):	431 654 1937
Tel (W):	431 978 2148
Doctor:	Dr M. Oz
Tel:	431 354 8258

6.1 Which insurance option will you offer your client? (1)

6.2 State the number of days that Mr Washington requires travel insurance. (1)

6.3 Calculate the total cost for his travel insurance. (1)

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

6.5 Explain to Mr Washington what the implications are when he purchases his air ticket on a credit card. (2)

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6.6 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–F) next to the question number (6.6.1–6.6.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
6.6.1	Personal liability insurance	A	permanent disability of insured person
6.6.2	Personal accident insurance	B	in most cases not covered
6.6.3	Public conveyance	C	permanently disabled
6.6.4	Pre-existing conditions	D	injury to a third party
6.6.5	Travel cancellation	E	airline, bus, train
		F	cancel or curtail your trip

(5 × 1) (5)

6.7 Issue the policy on ADDENDUM I. (15)

CRUISING

Mr W. Snipes would like to book a cruise to Mozambique for himself, his wife and two children, aged 6 and 9. They want a cruise that depart in February and would like to be back in time for their grandmother's birthday on 5 February. They would like a cabin with a porthole (window).

Refer to ADDENDUM F and answer the following questions:

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

6.9 Calculate the total cost of the cruise for ALL passengers. (5)

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

6.11 Name the port of call on day TWO. (1)

6.12 Give the time of arrival back in South Africa. (1)

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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ADDENDUM A

Foreign Exchange rates sheet

Country	Currency	Selling	Air Buy	Sea Buy
BRITISH POUND	GBP	**16,9971**	16,4778	16,3937
EURO	EUR	**14,6916**	14,2268	14,1419
UNITED STATES DOLLAR	USD	**13,6538**	13,2762	13,3288
AUSTRALIAN DOLLAR	AUD	**0,0937**	0,1034	0,1028
ALGERIAN DINAR	DZD	**0,1121**	0,2132	0,2242
CANADIAN DOLLAR	CAD	**0,0914**	0,1055	0,1081
SWISS FRANC	CHF	**0,0706**	0,0774	0,0882
CHINESE YUAN	CNY	**0,4532**		0,5194
CZECH KRONE	CZK	**1,7540**	2,6816	
DANISH KRONE	DKK	**0,4816**	0,5455	0,5644
HONG KONG DOLLAR	HKD	**0,5489**	0,6026	0,6512
EGYPTIAN POUND	EGP	**1,8796**	2,0921	2,1126
INDIAN RUPEE	INR	**4,8728**	5,2574	
JAPANESE YEN	JPY	**8,0750**	8,7577	8,9418
KENYAN SHILLING	KES	**6,7564**	8,7076	8,6125
SRI LANKA RUPEE	LKR	**10,8865**	11,5180	11,4562
MAURITIAN RUPEE	MUR	**2,4746**	2,7807	2,8214
MALAWI KWACHA	MWK	**51,2140**	57,1237	56,5984
NAMIBIA DOLLAR	NAD	**1,0000**	1,0000	1,0000
NIGERIAN NAIRA	NGN	**21,1868**	25,6730	25,4897
NORWEGIAN KRONE	NOK	**0,5901**	0,6532	0,6629
NEW ZEALAND DOLLAR	NZD	**0,0965**	0,1114	0,1133
RUSSIAN ROUBLE	RUB	**4,3762**	4,5197	4,4195
SAUDI RIYAL	SAR	**0,2565**	0,4785	0,3736
SWEDISH KRONE	SEK	**0,6282**	0,6859	0,7384
SINGAPORE DOLLAR	SGD	**0,0982**	0,1125	0,1206
SWAZILAND LILANGENI	SZL	**1,0000**	1,0000	1,0000
THAI BAHT	THB	**2,3154**	2,7115	2,9784
ZAMBIAN KWACHA	ZMW	**0,7055**	0,9542	0,8654

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ADDENDUM B

STANDARD		1-6 days per day	7-14 days per day	14+ days per day	Excess kilometres
		200 km free per day	200 km free per day	200 km free per day	
A	EDMN	322	316	296	R2,60
T	CDMN	329	342	331	R2,81
B	EDMR	383	375	362	R2,91
C	CDMR	415	396	391	R2,89
D	CCMR	460	459	442	R3,80
I	ICAR	476	465	448	R4,65
E	SDAR	990	981	976	R4,69
Y	FDMR	999	990	969	R5,40

Rates include: Limited CDW, limited TLW, VAT, tourism levy, airport surcharge.
Rates exclude: Fuel, PAI, contract fee of R85, delivery and collection charges, one way fees, additional driver and other miscellaneous charges.

SUPER		1-6 days per day	7-14 days per day	14+ days per day	Excess kilometres
		100 km free per day	100 km free per day	100 km free per day	
A	EDMN	353	343	332	R2,60
T	CDMN	377	367	356	R2,81
B	EDMR	415	305	298	R2,91
C	CDMR	463	453	443	R2,89
D	CCMR	496	486	475	R3,80
I	ICAR	519	509	495	R4,65
E	SDAR	689	678	667	R4,69
Y	FDMR	792	781	774	R5,40

Rates Include: SCDW, STLW, VAT, tourism levy, airport surcharge.
Rates Exclude: Fuel, PAI, contract fee of R85, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges.

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ADDENDUM C

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	€1149		
	03 months	€1417		
	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			Valid for 2-5 persons travelling together at all times. Price quoted per person. Children 4-11 free.
	22 days	€440		
	01 month	€566		
	02 months	€695		
	03 months	€978		
	05 days in 1 month	€1206		
	07 days in 1 month	€345		
	10 days in 2 months	€419		
	15 days in 2 months	€517		
		€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	€1206	€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 4 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		MEDIUM		HIGH		
	1st Class		**1st Class**		**1st Class**		
	4 COUNTRIES		**4 COUNTRIES**		**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		**2 COUNTRIES**		**2 COUNTRIES**		
	1st Class	**2nd Class**	**1st Class**	**2nd Class**	**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	€211	€259	€241	€295
6 days in 2 months	€161	€197	€233	€285	€264	€323
8 days in 2 months	€188	€230	€272	€332	€307	€376
10 days in 2 months	€211	€259	€306	€375	€350	€430
	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	€138	€168	€194	€237	€223	€273
6 days in 2 months	€152	€186	€215	€263	€245	€301
8 days in 2 months	€177	€217	€248	€305	€287	€352
10 days in 2 months	€198	€242	€281	€345	€322	€395
	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	€115	€140	€157	€192	€184	€225
5 days in 2 months	€129	€157	€177	€216	€207	€253
6 days in 2 months	€143	€175	€194	€238	€228	€279
8 days in 2 months	€165	€202	€226	€277	€266	€325
10 days in 2 months	€186	€227	€254	€312	€298	€366

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Or contact info@worldtravel.co.za

World Travel Telephone (011) 628-2319

ADDENDUM D



IBIS HOTEL ADELAIDE

Australia
4-star

Address: 122 Grenfell St, Adelaide SA 5000, Australia
Phone: +61 8 8159 5588
Website: http://www.ibisadelaide.co.au

Single room: AUD520 per room per night (with bath)
Double room: AUD800 per room per night (with bath)

Hotel Details
Offering views of the Adelaide Hills, this sleek, high-rise hotel is a 4-minute walk from the Rundle Mall and 8 minutes' walk from the Art Gallery of South Australia and 7 km from Adelaide Airport.

Modern, minimalist rooms feature Wi-Fi (FREE), flat-screen TVs, and tea and coffee making facilities. Upgraded quarters add city views. Room service is offered.

A breakfast buffet is available for a surcharge (AUD20 per person). There's also an informal restaurant/bar with a balcony, plus a gym.

Agent commission: 10%

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PULLMAN HOTEL AT ELAIDE

5-star hotel

Address: 16 Hindmarsh Square, Adelaide SA 5000, Australia
Phone: +61 8 8206 8888
Website: https://www.pullmanadelaide.co.au

Single room: AUD900 per room per night (with bath)
Double room: AUD1310 per room per night (with bath)



Hotel details

Set on Hindmarsh Square, this upscale hotel surrounded by casual eateries is 6 km from Adelaide Airport and 13 km from Glenelg Beach along the Gulf Saint Vincent. Featuring views of the square, the bright, streamlined rooms have flat-screen TVs, MP3 docks and Wi-Fi (free), as well as mini-fridges, sitting areas, and tea and coffee making facilities. Upgraded rooms add balconies. Suites offer separate living areas. Room service is available 24/7.

Hotel amenities include a relaxed restaurant with terrace dining, along with a cafe/bar and a gym. There's also an indoor pool, a hot tub and a sauna, laundry service, business centre, fitness centre. Parking and an airport shuttle can be arranged.

Agent commission: 10%

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ADDENDUM E

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

	Platinum Cover	Gold Cover	Silver Cover
1-9 days	R410	R405	R240
10-19 days	R605	R590	R360
20-30 days	R900	R880	R480
31-50 days	R1 210	R1 180	R960
51+ days	R1 450	R1 400	R1 220

Rates include: VAT and 20% commission

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ADDENDUM F: CRUISING

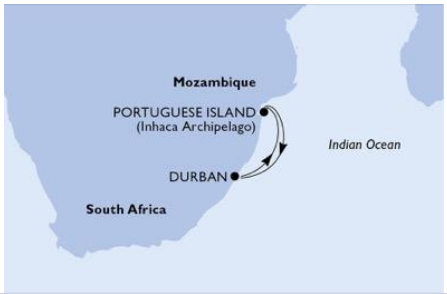


Cruise Ship: MSC CORSICA
Cruise nr: COR1023
Itinerary: Mozambique
Embarkation port: Durban, Mozambique
Duration 5 days, 4 nights

DAY	DATE	PORT	ARRIVAL	DEPARTURE	ACTIVITY*
1	Monday, 04 Feb 2019	**Durban, South Africa**	-	15:00	Docked
2	Tuesday, 05 Feb 2019	At Sea	-	-	-
3	Wednesday, 06 Feb 2019	**Pomene, Mozambique**	08:00	18:00	Tender
4	Thursday, 07 Feb 2019	At Sea	-	-	-
5	Friday, 08 Feb 2019	**Durban, South Africa**	05:30	-	Docked

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

Inside	**Outside**	**Balcony**	**Balcony Suites**
Cat. 1 R3 300 *Port charges: R400*	Cat. 2 R4 120 *Port charges: R400*	Cat. 4 R4 900 *Port charges: R400*	Not Available
Cat. 2 R3 900 *Port charges: R400*	Cat. 3 R4 500 *Port charges: R400*	Cat. 5 R5 300 *Port charges: R400*	Cat. 6 R5 750 *Port charges: R400*



Cruise ship: MSC CORSICA
Cruise no: COR9201
Itinerary: Mozambique
Embarkation port: Durban, Mozambique
Duration: 4 days, 3 nights

DAY	DATE	PORT	ARRIVAL	DEPARTURE	ACTIVITY*
1	Friday, 01 Feb 2019	**Durban, South Africa**	-	15:00	Docked
2	Saturday, 02 Feb 2019	**Portuguese Island, Mozambique**	08:00	-	Tender
3	Sunday, 03 Feb 2019	**Portuguese Island, Mozambique**	-	07:00	Tender
4	Monday, 04 Feb 2019	**Durban, South Africa**	07:00	-	Docked

Inside	**Outside**	**Balcony**	**Balcony Suites**
Cat. 1 R3 620 *Port charges: R400*	Cat. 2 R3 820 *Port charges: R400*	Cat. 4 R4 144 *Port charges: R400*	Not Available
Cat. 2 R3 700 *Port charges: R400*	Cat. 3 R4 000 *Port charges: R400*	Cat. 5 R4 100 *Port charges: R400*	Cat. 6 R4 300 *Port charges: R400*

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ADDENDUM G

AVIS TRAVEL VOUCHER To Avis Rent A Car	1 Avis HQ Copy	1355678 4	Agency Validation Stamp
Customer's name	Reservation no.	Agency file no.	
Rental location / Airport / Downtown	Date of rental		
Return location	Date of return		
Rate name / Rate code	No. of days / Car group		IATA assigned no. 77233564 Date of issue
Remarks			Avis account no. AV884097300011
Voucher value (amount in words)	Amount		Travel agency name & address (Print clearly) TRAINING PURPOSES ONLY SOUTH AFRICA
Avis uses only rate of exchange applied Avis uses only rental agreement number	This voucher is subject to the terms and conditions on the inside cover.	Voucher value includes CDW _____ TLW (TP) _____ PAI _____ Tax _____ Other _____	

AVIS TRAVEL REFERRAL	1 Agency copy	1357866 4	Agency validation stamp
Name of customer	Reservation no.	Agency file no.	
Rental location / Airport / Down town	**Date of rental**		IATA-assigned no. 77233564 Date of issue
Return location			
Rate name / Rate Code	No. of days / Car group		
Remarks			Avis account no.
			Travel agency name & address (Print clearly) TRAINING PURPOSES ONLY SOUTH AFRICA

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ADDENDUM H

HOTEL VOUCHER				
NAME OF PASSENGER				
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	

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 I

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: _____

Total no. of days _____ (both days inclusive)

Furthest destination: _____

Postal address: _____

_____

_____

Postal code: _____

Tel (H) _____

Tel (W) _____

House doctor's name: _____

House doctor's tel.: _____

Declaration:

1. I accept the levels of cover chosen and will not expect any additional payment from the underwriters for claims exceeding the sums insured.
2. I declare that all Insured persons are in good health and fit to travel.
3. I\We hereby accept the conditions of this policy document which I have received and studied.
4. I hereby give AIG the authority to phone my doctor in case of an emergency.

Signature: _____ Issuing agent: _____

Date: _____ Date: _____

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Please turn over

ADDENDUM J

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: _____

Total no. of days _____ (both days inclusive)

Furthest destination: _____

Postal address: _____

_____

_____

Postal code: _____

Tel (H) _____

Tel (W) _____

House doctor's name: _____

House doctor's 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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