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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1600**(E)**(J6)H

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

(22030145)

6 June 2018 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

A pocket calculator and any *Fares within Africa* manual, instructional material, DTT/DTS manual, student portfolio containing class notes, maps, brochures, case studies, assignments and tests may be used.

This question paper consists of 16 pages and 9 addenda.

Candidates must complete the following:

EXAMINATION NUMBER:

CENTRE NUMBER:

To be completed by marker:

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EXAMINATION NUMBER:

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
TRAVEL SERVICES N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions on this question paper.
2. Read ALL the questions carefully.
3. Show ALL calculations.
4. Complete ALL documents in black or blue ink only. Correction fluid is forbidden on ALL documents.
5. Candidates may request extra copies of ANSWER SHEETS from invigilators, but do so at their own risk of losing time.
6. This is an open-book examination, but each candidate must complete ALL work individually.
7. Use the fares and taxes as given in the ADDENDA of this question paper only.
8. Write neatly and legibly.

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QUESTION 1

1.1 Complete the following table by filling in the omitted cities, codes or countries:

CITY	CODE	COUNTRY
	BUQ	
Antananarivo		
	GBE	
		Lesotho
Mahe		
Cairo		
	MPM	
Phalaborwa		
		Swaziland
	LVI	

(20)

1.2 Explain the term *LAGs*.

_____ (1)

1.3 Which *LAGs* are currently permitted in passengers' carry-on luggage?

_____

_____

_____

_____ (4)

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1.4 Complete the following table by filling in the omitted code or term:

CODE	TERM
ETA	
	Bassinet
INF	
	Child meal
CIP	
	Unaccompanied minor
WCHC	
	Passenger service charge
AGT	
	Agent validator plate
KSML	
	Blind passenger
MAAS	
	Young passenger
EXST	

(15)
[40]

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QUESTION 2

You work at ABC Travel in Johannesburg. Today is 6 June 2018. Mr Whale came to your office and made a booking to travel with his son, Jonathan (8 years), and daughter, Susan (4 months).

You have booked them as follows:

WHALE/JONAHMR
WHALE/JONATHANMSTR*P-C08
WHALE/SUSANMISS*25JAN18

1.	SA802	Y	15JUN	JNBBFN	HK2	1200	1315
2.	ARNK						
3.	SA 1203	Y	23JUN	KIMCPT	HK2	0945	1110
4.	BA 6203	C	28JUN	CPTGCJ	HK2	1640	1850
5.	BA 6804	Y	01JUL	GCJJNB	HK2	1700	1800

2.1 Calculate the fare for the adult, child and infant.

FROM/TO	**FB:**			
	CARR	**ADULT**	**CHILD**	**INFANT**
FARE	**ZAR**			
FARE (ROUND)	**ZAR**			
VAT	**ZAR**			
PSC	**ZAR**			
YR	**ZAR**			
YQ	**ZAR**			
SC	**ZAR**			
TOTAL	**ZAR**			

(30)

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2.2 Issue the portion of the ticket document below for the infant.

	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM JOHANNESBURG JNB					
TO BLOEMFONTEIN BFN					
TO KIMBERLEY KIM					
TO CAPE TOWN CPT					
TO DURBAN GCJ					

	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM DURBAN GCJ					
TO JOHANNESBURG JNB					
TO VOID					
TO VOID					
TO VOID					

(11)

2.3 Complete the TAT entry for the infant.

_____

_____ (5)

2.4 Complete the Credit Card Charge Form for the infant's ticket. The infant's ticket number was 125 098789561-62. Mr Whale will pay for the tickets on his Visa Card (4901 0897 8765 0127, expiry 03/20). You obtained approval code AB897 for the straight payment. (10)

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

I ACKNOWLEDGE RECEIPT OF TICKET(S) AND/OR COUPONS FOR RELATED CHARGES DESCRIBED HEREON AND AM AWARE OF APPLICABLE RESTRICTIONS AND/OR PENALTIES AS SHOWN ON SUCH TICKETS AND/OR COUPONS. PAYMENT IN FULL TO BE MADE WHEN BILLED OR IN EXTENDED PAYMENTS IN ACCORDANCE WITH STANDARD POLICY OF COMPANY ISSUING CARD AND AS REFLECTED IN APPLICABLE TARIFFS. X			**STANDARD CREDIT CARD CHARGE FORM** AIRLINE NUMERIC CODE	2. AGENT & CONTRACTOR COPY		DATE AND PLACE OF ISSUE
			DATE OF ISSUE	IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS 6 12 24 ___		
NAME OF PASSENGER IF DIFFERENT FROM CARDHOLDER		OTATO NO.	CONNECTION OF PASSENGER WITH SUBSCRIBER	APPROVAL CODE		
COMPLETE ROUTING	FARE BASIS	CARRIER	AIRLINE FORM SERIAL NUMBER CHECK DIGIT			
			TICKETS NOT TRANSFERRABLE **No cash refunds**			
			CREDIT CARD CODE			
CURR	FARE	TOTAL	CUSTOMER FILE REFERENCE			
CURR	TAX					
CURR	EQUIV. AMT PD					

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2.5 Explain to whom each coupon of the SCCCF would be distributed.

_____

_____

_____ (3)

2.6 Mr Whale is a diabetic.

2.6.1 What meal code should you book for Mr Whale?

_____ (1)

2.6.2 Because Mr Whale suffers from complications due to his diabetes, the airlines have advised you that he will need to be treated as a medical passenger.

Name FIVE pieces of information that you must give to the airline.

_____

_____

_____

_____

_____ (5)

2.7 Mr Whale has noticed that on the itinerary you prepared one of the flights says 'code share'.

Explain the term *code share*.

_____ (1)

2.8 Mr Whale would like to join a frequent-flyer programme as he will be travelling quite frequently for the next few years.

2.8.1 What is the SAA frequent-flyer programme called? (1)

_____

2.8.2 Would Mr Whale still earn frequent-flyer points on code share flights?

_____ (1)

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EXAMINATION NUMBER:

QUESTION 3

You work at ABC Travel in Johannesburg. Today is 6 June 2018. Mrs Queen came into your office to make a booking for her granddaughter to travel from Cape Town to visit her. Mrs Queen will be paying for the ticket.

You have booked the granddaughter, Honey, to travel unaccompanied as follows:

QUEEN/HONEYMISS*P-U08

1.	BA6203	H	14JUN	CPTJNB	HK1	0900	1110
2.	BA6204	H	23JUN	JNBCPT	HL1	1600	1805

Passenger: 415 FIRST STR., CPT, TEL 0219087865
Sponsor: 22 ANDUS RD JNB TEL 011 765 6545
Payment: Cash

3.1 Calculate the travel fare for Honey.

FROM/TO	**FB:**	
	CARR	**FARE**
FARE	**ZAR**	
FARE (ROUND)	**ZAR**	
VAT	**ZAR**	
PSC	**ZAR**	
YR	**ZAR**	
YQ	**ZAR**	
SC	**ZAR**	
TOTAL	**ZAR**	

(10)

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3.2 Considering that Honey is travelling unaccompanied, what information must you give the airline booking?

_____

_____

_____

_____

_____ (5)

3.3 Complete the TAT entry for Honey.

_____

_____ (5)

3.4 Which document must you issue for Honey to travel?

_____ (1)

3.5 Which RFIC code would you use when issuing this document? Write only the correct letter in the space provided.

A A
B B
C 992
D 996

_____ (1)

3.6 Where must Honey collect her travel document?

_____ (1)

3.7 The status codes on the flights you have booked for Honey are different. The first flight shows HK and the second flight shows HL.

What do these codes mean?

_____

_____ (2)

[25]

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QUESTION 4

You work at ABC Travel in Johannesburg. Today is 6 June 2018. Ms Dee came into your agency with a partially used ticket. Ms Dee is uncertain as to whether she wants to change her ticket or cancel it and ask for a refund.

FROM/ TO	CAR	FARE CALC.
DUR		
JNB	BA	700
CPT	BA	1500

ENDORSEMENTS/RESTRICTIONS (CARBON): XT YQ266EV12 NON ENDORSABLE

ORIGIN/DESTINATION: DURCPT

BOOKING REF: AS76F9/1G

AUDIT COUPON: ALPHA TRAVEL DURBAN 77477032 MB

NAME OF PASSENGER TRANSFERRABLE NOT: DEE/SANDRAMS

DATE OF ISSUE: 17 MAR 18

ISSUED IN EXCHANGE FOR

CONJUNCTION TICKETS

ORIGINAL ISSUE — AIRLINE NUMERICAL CODE, FORM, SERIAL NUMBER, PLACE, DATE, AGENTS

X/O	NOT GOOD FOR PASSAGE	CAR	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
	FROM DURBAN GCJ	BA	6214	B	01JUN	1300	OK	BOW		01DEC18	23K	PCS WT
	TO JOHANNESBURG JNB	BA	6427	Y	08JUN	1600	OK	Y		01JUN19	23K	PCS WT
	TO CAPE TOWN CPT	V	O	I	D							PCS WT
	TO VOID	V	O	I	D							PCS WT
	TO VOID											

TOUR CODE

PASSENGER TICKET AND BAGGAGE CHECK – ISSUED BY: BRITISH AIRWAYS

SUBJECT TO TERMS AND CONDITIONS IN THE TICKET

TOTAL FARE CALC: ZAR2200

FORM OF PAYMENT: CHEQUE

FARE	EQUI FARE PD	TAX	TAX	TAX	CPN CK	AIRLINE CODE	FORM AND SERIAL NUMBER	
ZAR2200		ZV308	ZA100	XT278	O	125	4456777811	2

TOTAL	CURR	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMT
ZAR2886	ZAR	2200		0	686

4.1 Ms Dee asked you which refund she would get if she cancelled her unused Johannesburg to Cape Town flight.

Calculate the refund that Ms Dee could expect to receive.

Original fare	Original VAT	Original PSC	Original YQ	Original SC
Used fare	**Used VAT**	**Used PSC**	**Used YQ**	**Used SC**
Fare refund	**VAT refund**	**PSC refund**	**YQ refund**	**SC refund**

Cxl fee	VAT on Cxl fee
Admin fee	**VAT on admin fee**
Refund due	
– Admin/Cancellation	
=	

(10)

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EXAMINATION NUMBER:

Ms Dee has decided not to refund her ticket. Instead she asked you what she would need to pay in if she cancelled her Johannesburg to Cape Town flight and travelled as follows:

JNBPLZ	BA6239	03JUL	1145	C-class
PLZCPT	SA1906	05JUL	1515	Y-class

Ms Dee will pay the additional costs with a cheque.

4.2 Calculate the difference in fares.

OLD FARE

FROM/TO	**FB:**	
	CARR	**FARE**
FARE	**ZAR**	
VAT	**ZAR**	
PSC	**ZAR**	
YQ	**ZAR**	
YR	**ZAR**	
SC	**ZAR**	
TOTAL	**ZAR**	

NEW FARE

FROM/TO	**FB:**	
	CARR	**FARE**
FARE	**ZAR**	
VAT	**ZAR**	
PSC	**ZAR**	
YQ	**ZAR**	
YR	**ZAR**	
SC	**ZAR**	
TOTAL	**ZAR**	

New fare		Old fare		Fare difference	
New VAT		Old VAT		VAT difference	
New PSC		Old PSC		PSC difference	
New YQ		Old YQ		YQ difference	
New YR		Old YR		YR difference	
New SC		Old SC		SC difference	
				Total	

(17)

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4.3 Issue the portion of the ticket document below for Ms Dee's new ticket.

	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM				
TO				
TO				
TO				
TO				

FORM OF PAYMENT
FARE
TAX
TAX
TAX
TOTAL

(10)
[37]

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EXAMINATION NUMBER:

QUESTION 5

Today is 6 June 2018. You have made the booking below for Mr Charles Bartowski. He has asked to travel in the cheapest class possible. Refer to the fares and rules on ADDENDUM H and ADDENDUM I.

1. SW 098	10AUG	JNBWDH	HK1	0700	0810	O*	FR
2. SW235	14AUG	WDHJNB	HK1	0730	0920	O*	TU

Mr Bartowski will be paying in cash.

5.1 Calculate the fare for Mr Bartowski to travel.

FROM/TO	**FB:**	
	CARR	**FARE**

(10)

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5.2 Issue the portion of the ticket document below for Mr Bartowski.

	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
FROM				
TO				
TO				
TO				
TO				

ENDORSEMENTS

(9)

5.3 Write the name of the passenger correctly as on the airline ticket.

NAME OF PASSENGER

(2)

5.4 Complete the TAT entry for Mr Bartowski's journey.

_____

_____ (5)

5.5 Advise Mr Bartowski on the following:

5.5.1 What is the minimum stay on this ticket?

_____ (1)

5.5.2 What is the maximum stay on this ticket?

_____ (1)

5.5.3 Which cancellation fee would he pay if he had not yet travelled?

_____ (1)

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5.5.4 Which cancellation fee would he pay if he had travelled to Windhoek and wanted to refund the return leg of the journey only?

_____ (1)

[30]

TOTAL: 200

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ADDENDUM A

SAA FARES

		J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
BFN	CPT		1170	1060	830	900R		
	DUR		1140	1030	850	1260R	800R	
	ELS		1490	1360	1130	1650R	1080R	
	JNB		780	700	540	600R		
	PLZ		1250		940	1380R	880R	
CPT	DUR	1840	1390	1140		1620R		1250R
	ELS		1200	1100	850	920R		
	GRJ		880		680	980R	720R	
	HDS		1430	1080	830			
	JNB	1840	1390	1140		1620R		1250R
	KIM		1390	1250	1040	1530R	1010R	
	PLZ	1080	850	710	560	860R	600R	
	MBD		1430	1080	830			
	UTN		1390	1250	1040	1530R	1010R	
DUR	ELS		890	810	630	680R		
	GRJ		1210		940	1700R	1130R	
	JNB	1160	820	650		820R		620R
	NLP		1170	1060	880	1290R	840R	
	PZB		170					
	PLZ	1140	900	750	590	920R	660R	
	ULD		170					
ELS	JNB	1350	1020	830	700	1180R	860R	
	PLZ	800	680		510	740R	430R	
GRJ	JNB	1600	1210			1320R		1040R
JNB	HDS		1010					
	KIM		920	840	660	700R		
	NLP	1170	880	810	680	980R		840R
	PHW		980	880	740	1080R	660R	
	PTG		880	810	680	980R	720R	
	PZB		840	660	480	800R	650R	
	PBZ		1040					
	PLZ	1480	1120	950		1260R		1060R
	RCB		840	770	590	630R		
	NTY		520	480	390	570R	320R	
	UTT		1280	950	850	1410R	920R	
	UTN		1400	1260	1060	1540R	1010R	
PZB	ULD		170					

R indicates return fares.

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ADDENDUM B

SAA FARE RULES

CLASS	**J**	**Y**	**K**	**H**	**T**	**V**	**V**
FARE BASIS	**J**	**Y**	**KA3**	**HOW14**	**TRT14**	**VBRT**	**VAP21R**
	BUSINESS	ECONOMY					
APPLICATION	Fares apply to business class. Seating may be prearranged.	Fares apply to economy class only.	Tourist n- K-class one way fares	Super Saver – Fares apply in economy class cabin and can be sold for one way (OW). Seats are limited.	Fares apply within South Africa subject to T-class availability on direct SA services. Only round trip journeys permitted.	Fares apply within South Africa subject to V-class availability on direct SA services. Only round trip journeys permitted.	Fares apply within South Africa subject to V-class availability on direct SA services. Only round trip journeys permitted.
MINIMUM STAY					Return travel must commencement no earlier than the first Sun after departure from the fare origin.	Return travel must commencement no earlier than the first Sun after departure from the fare origin.	Return travel must commencement no earlier than the first Sun after departure from the fare origin.
MAXIMUM STAY	1 year from departure	1 year from departure	6 months from departure	6 months from departure	6 months from departure	6 months from departure	6 months from departure
ADVANCE PURCHASE	N/A	N/A	N/A	14 days	14 days	21 days	21 days
RESERVATIONS / TICKETING			Reservation required for all sectors. Ticketing within 48 hours of reservations.	Reservation required for all sectors. Ticketing within 72 hours of reservations and at least 14 days before travel. Waitlist not permitted.	Reservation required for all sectors. Ticketing within 72 hours of reservations and at least 14 days before travel. Waitlist not permitted.	Reservation required for all sectors. Ticketing within 72 hours of reservations and at least 21 days before travel. Waitlist and standby not permitted.	Reservation required for all sectors. Ticketing within 72 hours of reservations and at least 21 days before travel. Waitlist and standby not permitted.
TICKET ENTRIES			The original and reissued ticket must be annotated – NON END / NON REF – in the endorsements box.	The original and reissued ticket must be annotated – NON END / NON REF – in the endorsements box.	The original and reissued ticket must be annotated – NON END / NON REF – in the endorsements box.	The original and reissued ticket must be annotated – NON REF – in the form of payment box and – NON END / NON TRANS and VLD FLIGHTS SHOWN ONLY - in the endorsements box.	The original and reissued ticket must be annotated – NON END / NON REF – in the endorsements box.

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ADDENDUM C

SAA FARE RULES

CLASS	J	Y	K	H	T	V	V
CANCELLATION & REFUNDS	A refund will be made equal to the unused portion of the ticket less administration.	A refund will be made equal to the unused portion of the ticket less administration.	Penalty 25% Upgrading – permitted to the next higher fare. A change in reservation in the same booking class is permitted	Penalty 25% Upgrading – permitted to the next higher fare. A change in reservation in the same booking class is permitted	Penalty 25% on an unused ticket. No refund on a partially used ticket. Upgrading – permitted to the next higher fare. Both sectors must be upgraded. No change in reservation is permitted	Penalty 25% on an unused ticket. No refund on a partially used ticket. Upgrading – permitted to the next higher fare. Both sectors must be upgraded. No change in reservation is permitted	Ticket is 100% non-refundable when cancelled completely. No refund on a partially used ticket. Upgrading – permitted to the next higher fare. Both sectors must be upgraded. No change in reservation is permitted
CHILD FARES	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare	Accompanied & Unaccompanied children – charge 67% of fare
INFANT FARES	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.	Infant under 2 with a seat - charge 67% of fare. Infant under 2 without a seat – charge 10% of fare.

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ADDENDUM D

BA FARES

	FROM JOHANNESBURG TO																		FROM CAPE TOWN TO					
	CAPE TOWN						DURBAN						PORT ELIZABETH						DURBAN					
	Adult		Child		Infant		Adult		Child		Infant		Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
	1900	3800	1280	2550	190	380	1210	2420	820	1630	130	250	1540	3080	1040	2070	160	310	1900	3800	1280	2550	190	380
C	266	532	179	357	27	53	169	339	115	228	18	35	216	431	146	290	22	43	266	532	179	357	27	53
	2166	**4332**	**1459**	**2907**	**217**	**433**	**1379**	**2759**	**935**	**1858**	**148**	**285**	**1756**	**3511**	**1186**	**2360**	**182**	**353**	**2166**	**4332**	**1459**	**2907**	**217**	**433**
	1500	3000	1010	2010	150	300	900	1800	610	1210	90	180	1200	2400	810	1610	120	240	1500	3000	1010	2010	150	300
Y	210	420	141	281	21	42	126	252	85	169	13	25	168	336	113	225	17	34	210	420	141	281	21	42
	1710	**3420**	**1151**	**2291**	**171**	**342**	**1026**	**2052**	**695**	**1379**	**103**	**205**	**1368**	**2736**	**923**	**1835**	**137**	**274**	**1710**	**3420**	**1151**	**2291**	**171**	**342**
	1200	2400	810	1610	120	240	700	1400	470	940	70	140	1000	2000	670	1340	100	200	1200	2400	810	1610	120	240
B	168	336	113	225	17	34	98	196	66	132	10	20	140	280	94	188	14	28	168	336	113	225	17	34
	1368	**2736**	**923**	**1835**	**137**	**274**	**798**	**1596**	**536**	**1072**	**80**	**160**	**1140**	**2280**	**764**	**1528**	**114**	**228**	**1368**	**2736**	**923**	**1835**	**137**	**274**
		2000		1340		200		1080		730		110		1550		1040		160		2000		1340		200
H		280		188		28		151		102		15		217		146		22		280		188		28
		2280		**1528**		**228**		**1231**		**832**		**125**		**1767**		**1186**		**182**		**2280**		**1528**		**228**
		1620		1090		170		820		550		90		1260		850		130		1620		1090		170
K		227		154		24		115		77		13		176		119		18		227		154		24
		1847		**1244**		**194**		**935**		**627**		**103**		**1436**		**969**		**148**		**1847**		**1244**		**194**
		1250		840		130		620		420		70		1060		720		110		1250		840		130
V		175		118		18		87		59		8		148		101		15		175		118		18
		1425		**958**		**148**		**707**		**479**		**78**		**1208**		**821**		**125**		**1425**		**958**		**148**

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ADDENDUM E

BA FARE RULES

CLASS / FB	C	Y	B	H	K	V
APPLICATION	One-way/round-trip/circle-trip/open-jaw journeys	One-way/round-trip/circle-trip/open-jaw journeys	One-way/round-trip/circle-trip/open-jaw journeys	One-way/round-trip/circle-trip/open-jaw journeys	One-way/round-trip/circle-trip/open-jaw journeys	One-way/round-trip/circle-trip/open-jaw journeys
OPEN SECTORS	Permitted	Permitted. If class not available on rebooking, must be upgraded to the next highest available fare.	Permitted. If class not available on rebooking, must be upgraded to the next highest available fare. New flight res must be at least 7 days in advance.	Not permitted	Not permitted	Not permitted
STANDBY	Permitted	Permitted	Permitted on day of departure subject to availability or psgr must upgrade	Permitted on day of departure subject to availability or psgr must upgrade	Not permitted	Not permitted
CHANGE OF RESERVATION	Anytime subject to seat availability	Anytime subject to seat availability	7 days or more before departure, subject to seat availability.	10 days or more before departure, subject to seat availability. Upgrade entire ticket.	14 days or more before departure, subject to seat availability. Upgrade entire ticket.	21 days or more before departure, subject to seat availability. Upgrade entire ticket.
MIN STAY	None	None	None	3 days	1 Saturday night	1 Saturday night
MAX STAY	1 year	1 year	6 months	6 months	6 months	6 months
ADVANCE PURCHASE	None	None	7 days	10 days	14 days	21 days
TICKETING	2 days prior to departure	5 days prior to departure	Within 48 hrs after reservation	Within 48 hrs after reservation	Within 48 hrs after reservation	Within 48 hrs after reservation
CANCELLATION AND REFUNDS	Admin of R114 incl. 14% vat charged	Admin of R114 incl. 14% vat charged	Anytime – 25%	Before departure – 25% After departure - no refund	Before departure – 25% After departure - no refund	Before departure – 25% After departure - no refund
ENDORSEMENTS			NON ENDORSABLE	NON ENDORSABLE	NON ENDORSABLE	NON ENDORSABLE
CHD / INF	CHD – 67%, INF – 10% of Adult fare	CHD – 67%, INF – 10% of Adult fare	CHD – 67%, INF – 10% of Adult fare	CHD – 67%, INF – 10% of Adult fare	CHD – 67%, INF – 10% of Adult fare	CHD – 67%, INF – 10% of Adult fare
FARE BASIS	COW	Y	BOW	HRT	KRT	VR

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ADDENDUM F

AIRPORT TAXES

COUNTRY	TAX CODE	DOMESTIC TICKET	INTERNATIONAL TICKET	NOTES
BOTSWANA	BW	ZAR15 (BWP10)	ZAR42 (BWP25)	Exempt Inf
KENYA	KE	ZAR43 (KES300)		Exempt Inf
	TU		ZAR140 (USD20)	
MADAGASCAR	HY		ZAR55 (USD8)	Exempt Inf and transfers
	TZ		ZAR207 (USD30)	
MALAWI	LD		ZAR207 (USD30)	Exempt Inf
MAURITIUS	MU		ZAR188 (MUR500)	Exempt Inf
NAMIBIA	NA	ZAR40 (NAD40)	Flights to SACU countries: ZAR100 (NAD100) Flights to other countries: ZAR200 (NAD200)	Exempt Inf SACU countries: Botswana Lesotho South Africa Swaziland
SOUTH AFRICA	ZA	ZAR52 Ex JNB ZAR48 Ex CPT, DUR ZAR47 Ex BFN, ELS, GRJ, KIM, MGH, PBZ,PHW, PLZ, PTG, PZB, RCB, UTN, UTT ZAR110 Ex HDS ZAR78 Ex NLP	Regional flights: ZAR100 International flights: ZAR131	Exempt Inf Regional (from SA to): Botswana Lesotho Namibia Swaziland
	EV	ZAR6 per departure from SA airport	ZAR6 per departure from SA airport	
	WC		Regional flights: ZAR55 International flights: ZAR110	Exempt Inf
UGANDA	UL	ZAR20 (UGX3000)	ZAR280 (USD40)	Exempt Inf
ZIMBABWE	CB	ZAR35 (USD5)	ZAR210 (USD30)	Exempt Inf and transfers

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ADDENDUM G

AIRLINE TAXES

AIRLINE	TAX CODE	CHARGE	NOTES
BRITISH AIRWAYS	YQ	ZAR133 (USD19)	Payable per flights per passenger. No exemptions.
SOUTH AFRICAN AIRLINES (All 3 divisions)	YR	ZAR140 (USD20)	Payable per flights per passenger. No exemptions.

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ADDENDUM H

(WDH) WINDHOEK	MPM EH 880			
*F	1620	256.87	A001	EH
*J	1360	215.65	A002	EH
*Y	1140	180.76	A003	EH
MEE6M	1960	310.79	A008	EH
HEE1M	1740	275.90	A009	EH
SPEX1M	1520	241.02	A027	EH
*SCD3M	790	125.26	A042	EH
SCD3M	1350	214.06	A042	EH
*SSD	690	109.41	A043	EH
SSD	1350	214.06	A043	EH
*SZZ	790	125.26	A043	EH
SZZ	1350	214.06	A043	EH
QAPEX1M	1240	196.62	A031	EH

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ADDENDUM I

A.031 (govt.)
APEX FARES BETWEEN NAMIBIA AND SOUTH AFRICA

The fares are subject to the provisions hereof and Standard Condition G.300

1. APPLICATION
A. Economy class round trip APEX fares between South Africa and Namibia on the services of SA / BA /SW

4. CHILDREN'S AND INFANTS'FARES
A. children: 80% of the applicable adult fare

7. MINIMUM STAY
A. return travel from the point of turnaround may not commence before 0001 hours on the Sunday following the day after outbound travel

9. MAXIMUM STAY
A. one month

10. EXTENSION OF VALIDITY
A. not permitted

11. STOPOVERS
A. not permitted

12. ROUTING
A. restricted to the services of SA / BA / SW only

13. TRANSFERS
A. one permitted in each direction in South Africa or Namibia only

14. CONSTRUCTIONS AND COMBINATIONS
A. 1. constructions: permitted with South African domestic add-on amounts
2. combinations: permitted with domestic fares with South Africa / Namibia and must be shown separately in the fare calculation box of the ticket
B. half of this fare may be combined with half of the applicable PEX fare, provided that the most restricted conditions apply and correct booking classes are booked.

.16. RESERVATIONS
A. 1. to be completed at the same time as ticketing and payment at least one month prior to departure
2. booking class codes: "H" on SW
"Q" on SA
"L" on BA
3. wait listing not permitted

17. TICKETING
A. 1. to be completed at the same time as reservations and payment at least one month prior to departure.
2. tickets must show confirmed reservations for the entire route
tickets must be annotated "NONREF APEX" and "VALID ON SA / SW / BA ONLY

18. PAYMENT
A. 1. to be completed at the same time as reservations and ticketing at least one month prior to departure

19. REFUND FOR CANCELLATION AND NO-SHOW
A. 1. before departure: refund the fare paid less 50%
2. after departure: no refund
3. the non-refundable amount may be used as credit towards payment of any higher normal fare. The original non-refundable amount remains non-refundable; the new ticket and any subsequent reissues must be annotated "NONREF / PEX"

20. REBOOKING AND REROUTING
A. 1. Rerouting: not permitted
2. Rebooking: outbound journey not permitted
inbound journey permitted at a charge of ZAR3OO until expiry of the flight coupon concerned

21. AGENTS DISCOUNTS
A. not permitted

22. TOUR CONDUCTORS DISCOUNTS
A. not permitted

25. PASSENGERS EXPENSES
A. not permitted

31. FARE BASIS / TICKET DESIGNATOR
fare basis: SA-QAPEX1M / / SW- HAPEX 1M / BA-LAPEX1M

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