



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1600(E)(N15)H

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

(22030145)

15 November 2018 (X-Paper)

09:00–12:00

OPEN-BOOK EXAMINATION

REQUIREMENTS: Candidates will require the 2016 Fares within Africa handout.

Candidates may use their DTT Manual and/or textbook.

Calculators may be used.

This question paper consists of 14 pages and seven addenda of 9 pages.

EXAMINATION NUMBER:

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TO BE COMPLETED BY MARKER

TOTAL MARKS OBTAINED:

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PERCENTAGE

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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.
 2. This is an open-book examination, but individual work is required.
 3. ALL the questions must be answered on the QUESTION PAPER. NO ANSWER BOOK is necessary.
 4. Read ALL the questions carefully.
 5. Show ALL calculations.
 6. VAT is 14%.
 7. Documents must be completed in PEN. NO TIPPEX is allowed on documents.
 8. Write neatly and legibly.
-

SECTION A

QUESTION 1

1.1 Give the airline codes of the following airlines:

AIRLINES	CODES
Air Botswana	
Kenya Airways	
Inter Aviation Services (Interair)	
Egypt Air	
Air Namibia	
Air Seychelles	
South African Airways	
Ethiopian Airlines	
TAAG - Linhas Aereas de Angola	
Air Tanzania	

(10)

1.2 State THREE aims of IATA.

(3 × 2)

(6)

1.3 Decode the following organisations:

ORGANISATIONS	DECODE
ICAO	
IATA	
WHO	
BSPZA	
ASATA	

(5)

1.4 Airlines are granted privileges to overfly or fly into a country. These privileges are called Freedoms of the Air.

State FIVE of these Freedoms of the Air.

(5)

- 1.5 Complete the following table by decoding the cities and give the IATA traffic conference areas for each city.

CITY CODES	DECODE	TRAFFIC CONFERENCE AREA
E.g. CPT	Cape Town	TC2
RIO		
TNR		
TYO		
KUL		
PAR		

(10)

- 1.6 Explain the IATA licence number 77 2 6875 6

77 : _____

2 : _____

6875 : _____

6 : _____

(4 × 1)

(4)
[40]**TOTAL SECTION A: 40**

SECTION B**QUESTION 2**

You work for Siyakha Travel in Nelspruit, IATA number 77256743. Today is 18 November. You made the following booking:

SWANEPOEL/JOHAN/MR
SWANEPOEL/BRIDGET*INF

SWANEPOEL/MARIAAN*CHD

1.SA800	Y	29NOV	NLPDUR	HK2	0600	0645
2.BA3456	Y	01DEC	DURCPT	HK2	0500	0700
3.SA1786	Y	04DEC	CPTBFN	HK2	0745	0900
4.SA2436	Y	06DEC	BFNJNB	HK2	1700	1730

- 2.1 Refer to ADDENDA A–F (attached) and calculate the fare for the ADULT, CHILD and INFANT.

FROM/TO				
	CARR	ADULT	CHILD	INFANT
FARE	ZAR			
ROUNDED FARE	ZAR			
VAT	ZAR			
PSC	ZAR			
SC	ZAR			
YR	ZAR			
YQ	ZAR			
TOTAL	ZAR			

(40)

2.2 Issue the missing sections of an E-TKT below for the ADULT.
Form of payment – VISA3456287645903847
Expiry date 12/19. Booking ref. FND3726/1A

NAME: SWANEPOEL/JOHAN/MR						ETKT ITINERARY/RECEIPT				
AGENCY NAME: SIYAKHA TRAVEL						18NOVEMBER2018				
IATA NO: 772567643										
TICKET NO: 0833286547735 3						PLACE OF ISSUE: NELSPRUIT				
ISSUED BY: SA						REF:				
FARE:		TOTAL:		TAX:		TAX:				
TAX:										
FOP:										
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE										
CARRIER	FLIGHT	DATE	FROM	TO	TIME	STATUS	FARE BASIS	ALLOW	NVB	NVA
SA	800	29NOV	NLP	DUR	0600	OK				
BA	3456	01DEC	DUR	CPT	0500	OK				
SA	1786	04DEC	CPT	BFN	0745	OK				
SA	2436	06DEC	BFN	JNB	1700	OK				

(15)

- 2.3 Complete the CREDIT CARD CHARGE FORM for the ticket.
Mr Swanepoel chose the payment option over 6 months. The approval code is GH5643.

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				DATE AND PLACE OF ISSUE			
				AIRLINE NUMERIC CODE		2. AGENT & CONTRACTOR COPY					
				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 NO.	CHECK DIGIT				
				TICKETS NOT TRANSFERABLE No Cash Refunds CREDIT CARD CODE							
CURR. }	FARE	TOTAL		CUSTOMER FILE REFERENCE							
CURR. }	TAX										
CURR. }	EQUIV. AMT PD										

(10)

- 2.4 Show the TAT entry for the ADULT.

--

(5)
[70]

QUESTION 3

Today is 6 November. You work for Alexander Travel, IATA no. 77264537. The following reservations were made for Mrs Ayanda Msimango and her hockey team to travel to Kimberley for the National Schools Tournament.

JHG465/1G						
SA1003	H	28OCT	JNBKIM	HK12	0500	0620
SA1006	H	05NOV	KIMJNB	HK12	2000	2120

Mrs Msimango needs to pay 35% deposit to secure their reservations. She will make the payment by American Express 38956749302847465 over 12 months. Expiry date 01/20. Authorisation code is GFD3564.

3.1 Calculate the fare per passenger.

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR	ZAR	
TOTAL	ZAR	

(10)

3.2 Calculate the fare for the whole team.

(2)

3.3 Calculate the 35% deposit that is required for the team.

(3)

3.4 Issue the EMD below.

EMD	083 6453789756
TYPE	Check and enter
POI	Check and enter
DOI	6 November 2019
IOI	77264537
LOC	JHG465
RFIC	Check and enter
RFISC	Check and enter
ZAR	Group deposit required as calculated previously

<u>EMD -</u>	<u>TYPE -</u>	<u>SYS -</u>	<u>LOC -</u>
<u>DOM</u>	<u>POI -</u>	<u>DOI -</u>	<u>IOI -</u>
<u>PAX -</u>			
<u>RFIC -</u>			
<u>REMARKS -</u>			
<u>CPN - 1</u>	<u>RFISC -</u>		<u>VALUE -</u>
<u>PRESENT AT -</u>			<u>PRESENT TO -</u>
<u>ICW</u>			<u>DESCR - GROUP DEPOSIT</u>
<u>FARE -</u>		<u>ZAR</u>	
<u>EXCH VAL</u>		<u>ZAR</u>	<u>RFND VAL</u>
<u>TAX -</u>			
<u>TOTAL</u>		<u>ZAR</u>	
<u>/FC</u>			
<u>FP</u>			

(15)
[30]

QUESTION 4

Today is 10 Nov. Mr Jack Dore is holding the travel document below.

FROM/TO		ENDORSEMENT /RESTRICTION (CARBON)		ORIGIN/DESTINATION JNB.JNB		FLIGHT COUPON 2 PLACE OF ISSUE-AGENCY ASAMBE TRAVEL JOHANNESBURG 77245367 NP										
JNB	CARR	FARE CALC	XT 12.00EV 280.00YR		BOOKING REFERENCE GH5431A											
CPT	SA	1390.00	NAME OF PASSENGER DORE/JACK MR		DATE OF ISSUE 10NOV2018									ISSUED IN EXCHANGE FOR		
JNB	SA	920.00	CONJUNCTION TICKETS		ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE ISSUE											
			X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK		
				FROM JOHANNESBURG	SA	3425	Y	24 NOV	0900	OK	Y		24 NOV	PC	PCS WT	
				TO CAPE TOWN	SA	635	Y	29 NOV	1900	OK	Y		24 NOV	PC	PCS WT	
				TO JOHANNESBURG	SA	1008	Y	06 DEC	0600	OK	Y		24 NOV	PC	PCS WT	
				TO VOID	TOUR CODE					PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY						
TOTAL FARE CALC		ZAR2310.00		FORM OF PAYMENT AX2846739047569375					SOUTH AFRICAN AIRWAYS SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET							
FARE		ZAR2310.00		EQUIV.FARE PD		TAX 323.40ZV		TAX 100.00ZA		TAX 292.00XT		CPN AIRLINE CODE FORM AND SERIAL NUMBER CK 083 5006240761 4				
TOTAL		ZAR3025.40		CURRENCY ZAR	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT		DO NOT MARK OR WRITE IN THE WHITE AREA						

Mr Dore is in Cape Town and wants to travel to Kimberley before going back to Johannesburg. Below is his changes:

SA3452	Y	31 NOV	CPTKIM	HK1	0900	1100
SA3453	Y	06 DEC	KIMJNB	HK1	1200	1400

4.1 Endorse the ticket according to the changes.

(1)

4.2 Recalculate the fare and work out the difference.

OLD FARE CALCULATION

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR/YQ	ZAR	
TOTAL	ZAR	

NEW FARE CALCULATION

FROM/TO		
	CARR	FARE CALC
FARE	ZAR	
VAT	ZAR	
PSC	ZAR	
SC	ZAR	
YR/YQ	ZAR	
TOTAL	ZAR	

NEW FARE		OLD FARE		FARE DIFF	
NEW VAT		OLD VAT		VAT DIFF	
NEW PSC		OLD PSC		PSC DIFF	
NEW SC		OLD SC		SC DIFF	
NEW YQ/YR		OLD YQ/YR		YQ/YR DIFF	
				TOTAL	

(15)

4.3 Reissue the portion of the document below. He will pay the additional amount in cash.

FORM OF PAYMENT

FARE	FARE CALCULATION
EQUIV. FARE PD	
TAX	
TAX	
TAX	
TOTAL	

(15)
[31]

QUESTION 5

Mrs Patricia Adams comes to your office with the following ticket:

FROM/TO				ENDORSEMENT /RESTRICTION (CARBON)				ORIGIN/DESTINATION DUR DUR				FLIGHT COUPON 1 PLACE OF ISSUE-AGENCY ALPHA TRAVEL DURBAN 772637452 NP			
DUR	CARR	FARE CALC	XT 12.00EV 280.00YR				BOOKING REFERENCE F35261G								
ELS	SA	810.00	NAME OF PASSENGER ADAMS/PATRICIA MRS				DATE OF ISSUE 08AUG2018								
DUR	SA	810.00	CONJUNCTION TICKETS				ISSUED IN EXCHANGE FOR								
							ORIGINAL AIRLINE FORM SERIAL NO. PLACE DATE SAGENT'S NUMERIC CODE ISSUE								
			X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK	
				FROM DURBAN	SA	2644	K	15 AUG	1400	OK	KA3		15 AUG	PC	PCS WT
				TO EAST LONDON	SA	2645	K	19 AUG	2100	OK	KA3		15 AUG	PC	PCS WT
				TO DURBAN											PCS WT
				TO VOID											PCS WT
				TO VOID	TOUR CODE				PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY						
TOTAL FARE CALC		ZAR1620.00		FORM OF PAYMENT DC3647382916354738				SOUTH AFRICAN AIRWAYS SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET							
FARE		ZAR1620.00		EQUIV.FARE PD		TAX		TAX		TAX		CPN AIRLINE CODE FORM AND SERIAL NUMBER CK			
				226.80ZV		95.00ZA		292.00XT							
TOTAL		ZAR2233.80		CURRENCY ZAR	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT		083 6576240722 3					
						1620.00	1	613.80		DO NOT MARK OR WRITE IN THE WHITE AREA					

Mrs Adams is no longer travelling and would like a refund. Calculate the refund due to her.

ORIGINAL FARE	VAT	PSC	SC TAX	YR TAX
USED FARE	VAT	PSC	SC TAX	YR TAX
FARE REFUND	VAT	PSC	SC TAX	YR TAX
CANCELLATION FEE				
ADMIN FEE				

REFUND DUE: _____

MINUS : _____

TOTAL : _____

[12]

QUESTION 6

You work for CC Africa in Durban. Today is 10 October. You have made the following reservation:

SMITH/PRIMROSE/MRS SMITH/SUZAN*CHD SMITH/VALENTINE *INF

MK	884	Y	13NOV	JNBMRU	HK2	1330	1910
SA	546	M	30NOV	MRUJNB	HK2	1735	1950

6.1 Refer to ADDENDUM G and calculate the fare for a CHILD using rule A014

FROM/TO		
	CARR	CHILD

(8)

6.2 Issue the portion of the document below.

FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW

(9)
[17]

TOTAL SECTION B: 160
GRAND TOTAL: 200

ADDENDUM A**BRITISH AIRWAYS FARES**

	JNB-CPT						JNB-DUR					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C VAT	1900 266	3800 532	1280 179.20	2550 357	190 26.60	380 53.20	1210 169.40	2420 338.80	820 114.80	1630 228.20	130 18.20	250 35
Y VAT	1500 210	3000 420	1010 141.40	2010 281.40	150 21	300 42	900 126	1800 252	610 85.40	1210 169.40	90 12.60	180 25.20
B VAT	1200 168	2400 336	810 113.40	1610 225.40	120 16.80	240 33.60	700 98	1400 196	470 65.80	940 131.60	70 9.80	140 19.60
H VAT		2000 280		1340 187.60		200 28		1080 151.20		730 102.20		110 15.40
K VAT		1620 226.80		1090 152.60		170 23.80		820 114.80		550 77		90 12.60
V VAT		1250 175		840 117.60		130 18.20		620 86.80		420 58.80		70 9.80

	JNB-PLZ						DUR-CPT					
	Adult		Child		Infant		Adult		Child		Infant	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C VAT	1540 215.60	3080 431.20	1040 145.60	2070 289.80	160 22.40	310 43.40	1900 210	3800 420	1010 141.40	2010 281.40	150 21	300 42
Y VAT	1200 168	2400 336	810 113.40	1610 225.40	120 16.80	240 33.60	1500 210	3000 420	1010 141.40	2010 281.40	150 21	300 42
B VAT	1000 140	2000 280	670 93.80	1340 187.60	100 14	200 28	1200 168	2400 336	810 113.40	1610 225.40	120 17	240 33.60
H VAT		1550 217		1040 145.60		160 22.40		2000 280		1340 187.60		200 28
K VAT		1260 176.40		850 119		130 18.20		1620 226.80		1090 152.60		170 23.80
V VAT		1060 148.40		720 100.80		110 15.40		1250 175		840 117.60		130 18.20

ADDENDUM B**BRITISH AIRWAYS FARE RULES**

	C-CLASS	Y-CLASS	B-CLASS	H-CLASS	K-CLASS	V-CLASS
Application	One-Way/Return/Circle or open-jaw trip	One-Way/Return/Circle or open-jaw trip	OneWay/Return/Circle or open jaw trip	Return/Circle trip	Return/Circle trip	Return/Circle trip
Change in reservation	Any time, subject to seat availability	None	Provided B class is available and change takes place at least 7 days prior to departure	Provided H class is available and change takes place at least 10 days prior to departure, as well as min stay being complied with.	Provided K class is available and change takes place at least 14 days prior to departure, as well as min stay being complied with.	Provided V class is available and change takes place at least 21 days prior to departure, as well as min stay being complied with.
Minimum stay	none	none	none	3 days	1 Saturday night	1 Saturday night
Maximum stay	1 year	1 year	6 months	6 months	6 months	6 months
Advance purchase	none	none	7 days prior to departure	10 days prior to departure	14 days prior to departure	21 days prior to departure
Ticketing	2 days prior to departure	5 days prior to departure	Within 48 hours after reservation	Within 48 hours after reservation	Within 48 hours after reservation	Within 48 hours after reservation
Endorsement	none	none	Non-endorsable	Non-endorsable	Non-endorsable	Non-endorsable
Cancellations and refunds	Admin fee of ZAR100 plus ZAR14 VAT applies	Admin fee of ZAR100 plus ZAR14 VAT applies	Anytime 25%	Before departure 25% After departure - no refund	Before departure 25% After departure - no refund	Before departure 25% After departure - no refund
Child/Infant	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare	Child – 67% of adult fare Infant – 10% of adult fare
Open sectors	Permitted	Permitted. If class not available on rebooking, must be upgraded to next highest available fare	Permitted. If class not available on rebooking, must be upgraded to next highest available fare – new flight res. must be 7 days in advance	Not permitted	Not permitted	Not permitted
Fare basis	COW	Y	BOW	HRT	KRT	VR

ADDENDUM C**SAA FARES**

FROM	TO	J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
BFN	CPT DUR ELS JNB PLZ		1170 1140 1490 780 1250	1060 1030 1360 700	830 850 1130 540 940	900R 1260R 1650R 600R 1380R	800R 1080R 880R	
CPT	DUR ELS GRJ HDS JNB KIM PLZ MBD UTN	1840 1840 1080	1390 1200 880 1430 1390 1390 850 1430 1390	1140 1100 1080 1140 1250 710 1080 1250	 850 680 830 1040 560 830 1040	1620R 920R 980R 1620R 1530R 860R 1530R	720R 1010R 600R 1010R	1250R 1250R
DUR	ELS GRJ JNB NLP PZB PLZ ULD	 1160 1140	890 1210 820 1170 170 900 170	810 650 1060 750	630 940 880 590	680R 1700R 820R 1290R 920R	1130R 840R 660R	620R
ELS	JNB PLZ	1350 800	1020 680	830	700 510	1180R 740R	860R 430R	
GRJ	JNB	1600	1210			1320		1040R
JNB	HDS KIM MGH NLP PHW PTG PZB PBZ PLZ RCB NTY UTT UTN	 1170 1480	1010 920 850 880 980 880 840 1040 1120 840 520 1280 1400	 840 760 810 880 810 660 950 770 480 950 1260	 660 640 680 740 680 480 590 390 850 1060	700R 930R 980R 1080R 980R 800R 1260R 630R 570R 1410R 1540R	590R 660R 720R 650R 320R 920R 1010R	840R 1060R
PZB	ULD		170					

ADDENDUM D**SAA FARE RULES**

CLASS	J CLASS	Y CLASS	K CLASS	H CLASS	T CLASS	V CLASS	V CLASS
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-K –class One way fares	Super Saver Fares apply in the economy class and can be sold for one way (OW). Seats are limited	Fares apply within South Africa, subject to T-class seat availability on SA services. Only round trip journeys permitted	Fares apply within South Africa, subject to V-class seat availability on SA services. Only round trip journeys permitted	Fares apply within South Africa, subject to V-class seat availability on SA services. Only round trip journeys permitted
Children and infants fares	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare	Accompanied children 2-11 charge 67% of fare Infant under 2 without a seat charge 10% of fare
Minimum stay					Return travel from the last stopover must commence no earlier than the first Sun after departure from the fare origin.	Return travel from the last stopover must commence no earlier than the first Sun after departure from the fare origin.	Return travel from the last stopover must commence 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			Reservations are required for all sectors. Ticketing must be completed within 48 hours after reservations are made.	Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waitlist not permitted.	Reservations are required for all sectors. Ticketing/Payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waitlist not permitted.	Reservations are required for all sectors. Ticketing must be completed within 72 hours after reservation or at least 21 days before departure whichever is earlier. Waitlist not permitted.	Reservations are required for all sectors. Ticketing must be completed within 72 hours after reservation or at least 21 days before departure whichever is earlier. Waitlist not permitted.

ADDENDUM D (continued)

CLASS	J CLASS	Y CLASS	K CLASS	H CLASS	T CLASS	V CLASS	V CLASS
FARE BASIS	J	Y	KA3	HOW14	TRT14	VBRT	VAP21R
	BUSINESS	ECONOMY					
Ticket entries			The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONEND/NONREF in the endorsement box.	The original and reissued ticket must be annotated- NONREF in the form of payment box and NOEND/NONTRANS and VLD FLIGHTS SHOWN ONLY in the endorsement box.	The original and reissued ticket must be annotated- NONEND/ NONREF in the endorsement box.
Cancellation and refunds	A refund will be made to an amount equal to the unused portion of the ticket less administration.	A refund will be made to an amount 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 provided K-class seats are available and the change takes place at least 3 days before departure. Rerouting-not permitted. Standbys permitted only on day of departure	Penalty 25% for cancel/ no show Upgrading permitted to the next higher fare. A change in reservation in the same booking class is permitted provided H-class seats are available and the change takes place at least 14 days before departure. Rerouting-not permitted. Standbys permitted only on day of departure	Penalty 25% for cancel/no show/refund Complete journey (both sectors) must be upgraded to the next higher applicable return fare. No change in reservation permitted at any time. No refund on a partially used ticket. Standbys permitted on day of departure only. Rerouting not permitted	Penalty 25% Upgrading permitted to the next higher fare. A change in reservation in the same booking class is permitted provided V-class seats are available and the change takes place at least 7 days before departure. Rerouting-not permitted. There will be no refund on a partially used ticket.	Ticket is 100% non-refundable when cancelled completely. A change in reservation in the same booking class is permitted provided V-class seats are available and the change takes place at least 21 days before departure. No refund on a partially used ticket. Rerouting-not permitted. Standbys at any time not permitted.

ADDENDUM E**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,RCB PHW,PLZ,PTG,PZB UTN, UTT ZAR110 Ex HDS ZAR78 Ex NLP/MQP	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

ADDENDUM F

AIRLINE TAXES

AIRLINE	TAX CODE	CHARGE	NOTES
BA	YQ	ZAR133 (USD19)	Payable per flights per passenger. No exemptions
SA	YR	ZAR140 (USD20)	Payable per flights per passenger. NO exemptions



ADDENDUM G**MRU (MAURITIUS)**

*F	5820	922.85	A001	EH
*J	4610	730.99	A002	EH
*Y	4040	640.60	A003	EH
YEE3M	5720	907.00	A014	EH
YKPx1M	3730	591.45	A021	EH

A.014**EXCURSION (YE) FARE FROM SOUTH AFRICA TO MAURITIUS/REUNION**

The fares are subject to the provisions hereof and Standard Conditions G100

1. APPLICATION

A. Economy class round circle or open-jaw trip special excursion fares from Johannesburg/Durban to Mauritius, Reunion on the services of SA/MK/UU only.

4. CHILDREN'S AND INFANTS' FARES

- A. Children 67% of the applicable adult fare
- B. Infants 10% of the applicable adult fare

7. MINIMUM STAY

- A. 1. 10 days
- 2. Where daily flights are not operated and there is no flight on the 10th day, the first preceding flight may be taken.

9. MAXIMUM STAY

- A. Three months

11. STOPOVERS

- A. Only permitted at JNB, DUR, MRU, RUN

12. ROUTING

- A. Travel to/from DUR via JNB is permitted on both legs of the journey and any mileage deviation may be ignored.

14. CONSTRUCTION AND COMBINATIONS

- A. Combinations are only permitted with domestic fares.

31. FARE BASIS/TICKET DESIGNATOR

YKPx1M

ADDENDUM G (continued)

FROM/TO		CARR.		FARE CALC.		ENDORSEMENTS/RESTRICTIONS (CARBON)				ORIGIN/DESTINATION				AUDIT COUPON				THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR CARRIAGE UNLESS PURCHASED FROM AN AUTHORISED TRAVEL AGENT											
		SA								BOOKING REF.				PLACE OF ISSUE - AGENCY															
		SA				NAME OF PASSENGER				NOT TRANSFERABLE				DATE OF ISSUE					ISSUED IN EXCHANGE FOR										
						CONJUNCTION TICKETS				ORIGINAL ISSUE				AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE															
						NOT GOOD FOR PASSAGE				CARRIER		FLIGHT/CLASS		DATE		TIME		STATUS		FARE BASIS		NOT VALID BEFORE		NOT VALID AFTER		ALLOW		BAGGAGE CHECK/UNK	
						FROM																						PCS WT	
						TO																						PCS WT	
						TO				V		O I D																PCS WT	
						TO VOID				V		O I D																PCS WT	
						TO VOID																						PCS WT	
						TOUR CODE																							
						FORM OF PAYMENT																							
TOTAL FARE CALC.																													
FARE		ZAR				EQUIV. FARE PD.				TAX		TAX		TAX		CPR		AIRLINE CODE		FORM AND SERIAL NUMBER		CK							
TOTAL		ZAR				CURRENCY				CASH COLLECTION		CREDIT BALANCE		COMM. RATE		TAX AMOUNT		567		5006240761		4							
		ZAR																											

DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE