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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N5

(22030145)

18 November 2019 (X-Paper)
09:00–12:00

CLOSED-BOOK EXAMINATION

Candidates may use their DTT manual and/or a textbook, and Fares within Africa handouts.

Calculators may be used.

This question paper consists of 15 pages and 7 addenda.

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

To be completed by marker

TOTAL MARKS OBTAINED: ☐ **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. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. ALL the questions must be answered on the QUESTION PAPER. NO ANSWER BOOK is necessary.
5. Show ALL calculations. VAT is 15%.
6. Documents must be completed in PEN. No TIPPEX is allowed on documents.
7. Candidates may request extra copies of answer sheets from the invigilators, but do so at their own risk of time loss.
8. Write neatly and legibly.

TO BE COMPLETED BY MARKER

QUESTION NO.	
Question 1	
Question 2	
Question 3	
Question 4	
Question 5	
Question 6	
TOTAL:	

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SECTION A

Answer ALL the questions in SECTION A.

QUESTION 1

1.1 Choose a description in COLUMN A that matches a term in COLUMN B. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the spaces provided.

COLUMN A		COLUMN B	
1.1.1	Rights to convey revenue-earning traffic between countries	A	conjunction ticket
1.1.2	Any person aged 12 years and over	B	normal fares
1.1.3	Two or more tickets issued at the same time, forming one journey, for one passenger	C	BSP
1.1.4	The way in which seats are arranged in an aircraft	D	Traffic rights
1.1.5	This is the time prior to departure, by which a passenger must report at the check-in counter in order to be accepted on the flight	E	PTA
1.1.6	These are full fares, with no restrictions, and they allow unlimited stopover	F	young passenger
1.1.7	This is an electronic billing plan to help with the flow of data and funds between travel agents and airlines	G	check-in
1.1.8	A service that is rendered when a person in one city pays for the issuance of prepaid transportation to be used by another person in another city	H	configuration
1.1.9	Any person 12 to15 years of age, travelling unaccompanied	I	free baggage allowance
1.1.10	This is an allowance given to passengers for baggage, which may be carried without additional cost	J	adult

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1.1.1 _____

1.1.2 _____

1.1.3 _____

1.1.4 _____

1.1.5 _____

1.1.6 _____

1.1.7 _____

1.1.8 _____

1.1.9 _____

1.1.10 _____

(10 × 1) (10)

1.2 Give FOUR factors that would categorise a refund as 'difficult'.

_____

_____

_____

_____

_____ (4)

1.3 Explain the term *excess baggage.*

_____

_____

_____ (2)

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1.4 Give the difference between the cancellation fee and administration fee.

(4)

1.5 Complete the following table by encoding the cities and give the countries where they are situated.

CITY		CODE	COUNTRY
1.5.1	Mahé		
1.5.2	Nairobi		
1.5.3	Luanda		
1.5.4	Dar-Es-Salaam		
1.5.5	Lagos		
1.5.6	Lusaka		
1.5.7	Bulawayo		
1.5.8	Walvis Bay		
1.5.9	Dakar		
1.5.10	Gaborone		

(10 × 2) (20)
[40]

TOTAL SECTION A: 40

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SECTION B

QUESTION 2

You work for Pleasure Travel in Durban, IATA no. 77235467. Today is 13 September 2019. Mrs Andrea van Rensberg and her daughters Maria (10 years) and Celeste (14 months) come to your office. They would like to make the following booking:

1. BA142	Y	06 OCT	DURJNB	HK2	1450	1700
2. BA3471	B	10OCT	JNBCPT	HK2	0700	0910
3. SA8001	Y	15OCT	CPTBFN	HK2	1200	1330
4. SA352	K	18OCT	BFNDUR	HK2	1100	1140

2.1 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			

(30)

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2.2 Complete the shaded part of the e-ticket below for the **CHILD**.
Form of payment – DINERS CLUB 6574839263548575. Expiry date 01/24.
Payment will be made over 6 months.
Booking reference number: JGN364/1A

NAME: VAN RENSBERG/ MARIA ETKT ITINERARY/RECEIPT

AGENCY NAME: PLEASURE TRAVEL 13SEP2019 IATA: 772 35467

TICKET NO: 1257465930235 PLACE OF ISSUE: DURBAN

ISSUED BY: BA REF: JGN364/1A

FARE: TAX: TAX: TAX:

TOTAL:

FORM OF PAYMENT:

FARE CALCULATION
DUR BA JNB

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE

CARRIER	FLIGHT	CLASS	DATE	FROM	TO	TIME	STATUS	FARE BASIS
BA	142	Y	06OCT	DUR	JNB	1450	OK	
BA	3471	B	10OCT	JNB	CPT	0700	OK	
SA	8001	Y	15OCT	CPT	BFN	1200	OK	
SA	352	K	18OCT	BFN	DUR	1100	OK	

(15)

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2.3 Complete the SCCCF for this ticket. Approval code is DG0875. (10)

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 OF ISSUE

IF EXTENDED PAYMENT DESIRED, CIRCLE NUMBER OF MONTHS

6 12 24 ___

DATE AND PLACE OF ISSUE

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

CURR. TAX

CURR. EQUIV. AMT PD

TOTAL

CUSTOMER FILE REFERENCE

SCCCFY2K

2.4 Show the TAT entry for the **INFANT** passenger**.**

(5)

[60]

QUESTION 3

You work for Travel-Wise, IATA no 77264855, in Johannesburg. Today is 10 November 2019. Mr Themba Mavuso made the following reservations for his team to travel to Nelspruit for a rugby championship.

FRE734/1A

SA5673	H	21NOV	JNBNLP	HK15	0600	0645
SA5674	H	27NOV	NLPJNB	HK15	1915	2000

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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.

(3)

3.3 Calculate the deposit that Mr Mavuso needs to pay for his team. Mr Mavuso will pay a deposit of 25% to secure this booking. He will pay with his VISA 3846570182736593. Expiry date 05/24.

(3)

3.4 Complete the table below:

SERVICE	RFIC	RFISC
No-show fee		
Golfing equipment		
Diabetic meal		
Pets in hold		
Group deposit		

(10)

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3.5 Give a definition of an *electronic miscellaneous document* (EMD).

_____

_____

_____ (2)

3.6 Give TWO types of EMDs.

_____

_____ (2)

[30]

QUESTION 4

You work for SMILES TRAVEL in Cape Town. Mr Gumede has returned to your office with the following ticket (see below). He would like a refund for his totally unused ticket

FROM/TO			ENDORSEMENT /RESTRICTION (CARBON)	ORIGIN/DESTINATION	**FLIGHT COUPON 1**
CPT	CARR	FARE CALC	25%XCL FEE XT 12.00EV 280.00YR	CPTCPT BOOKING REFERENCE GS34/1G	PLACE OF ISSUE-AGENCY SMILES TRAVEL CAPE TOWN 77245367
GRJ	SA	680.00	NAME OF PASSENGER GUMEDE/ SIPHO MR	DATE OF ISSUE 20 JUN2020	ISSUED IN EXCHANGE FOR
CPT	SA	680.00	CONJUNCTION TICKETS	ORIGINAL ISSUE AIRLINE FORM SERIAL NO. PLACE DATE SGENT'S NUMERIC CODE	
					NM

X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
	FROM CAPE TOWN	SA	234	H	01JUL	0900	OK	HOW14		01JUL	PC	PCS / WT
	TO GEORGE	SA	235	H	07JUL	1800	OK	HOW14		01JUL	PC	PCS / WT
	TO CAPE TOWN	V	O	I	D							PCS / WT
	TO VOID	TOUR CODE										

TOTAL FARE CALC	ZAR1360.00	FORM OF PAYMENT VI1837464637048573	PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY **SOUTH AFRICAN AIRWAYS** SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET

FARE	EQUIV.FARE PD	TAX	TAX	TAX
ZAR1360.00		204.00ZV	95.00ZA	292.00XT

TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT
ZAR1951.00	ZAR		1360.00	1	591.00

CPN	AIRLINE CODE	FORM AND SERIAL NUMBER	CK
	083	**3847564756**	**4**

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Calculate the refund due to him.

ORIGINAL FARE	**VAT**	**PSC**	**SC TAX**	**YR TAX**
USED FARE	**VAT**	**PSC**	**SC TAX**	**YR TAX**
FARE REFUND	**VAT**	**PSC**	**SC TAX**	**YR TAX**
CXL. FEE	**VAT**			
ADMIN FEE	**VAT**			

FARE REFUND:_____

MINUS:_____

TOTAL REFUNDABLE:_____

[15]

QUESTION 5

You work for GO-AROUND TRAVEL, IATA no 77265743, in Johannesburg. The following reservation has been made for Mrs Jeanet Roos.

UM364	Y	11AUG	JNB VFA	HK1	0800	1000
UM452	Y	20AUG	VFA JNB	HK1	1600	1800

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5.1 Calculate the airfare, including taxes, using rule **A104**.
Refer to **ADDENDUM G.**

FROM/TO		
	CARR	FARE CALC

(10)

5.2 Issue the portion of the document below.

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

(15)
[25]

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QUESTION 6

Today is 18 OCTOBER 2020. Mr Vuyani Bala comes to your office with the following ticket:

FROM/TO			ENDORSEMENT /RESTRICTION (CARBON)		ORIGIN/DESTINATION DURDUR	FLIGHT COUPON 2 PLACE OF ISSUE-AGENCY
DUR	CARR	FARE CALC	XT 12.00EV 266.00YR		BOOKING REFERENCE GDS345/1A	GO TRAVEL JOHANNESBURG 772 5673 2
JNB	BA	900.00	NAME OF PASSENGER BALA/ VUYANI MR	DATE OF ISSUE 03OCT20	ISSUED IN EXCHANGE FOR	
DUR	BA	900.00	CONJUNCTION TICKETS	ORIGINAL ISSUE AIRLINE FORM SERIAL NO. PLACE DATE SGENT'S NUMERIC CODE		NM

X	GOOD FOR SALE	CARRIER	FLIGHT/CLASS		DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
	FROM DURBAN	BA	311	Y	10OCT	0700	OK	Y		10OCT	PC	PCS / WT
	TO JOHANNESBURG	BA	312	Y	20OCT	1100	OK	Y		10OCT	PC	PCS / WT
	TO DURBAN	V	O	I	D							PCS / WT
	TO VOID	TOUR CODE										

TOTAL FARE CALC	ZAR1800.00	FORM OF PAYMENT DC7463856204869374	PASSENGER TICKET AND BAGGAGE CHECK-ISSUED BY BRITISH AIRWAYS SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET

FARE	ZAR1800.00	EQUIV.FARE PD	TAX 270.00ZV	TAX 100.00ZA	TAX 278.00XT	CPN	AIRLINE CODE	FORM AND SERIAL NUMBER	CK
							125	3847564756	7

TOTAL	CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT
ZAR2448.00	ZAR		1800.00	0	648.00

DO NOT MARK OR WRITE IN THE WHITE AREA

Mr Bala is in Johannesburg. He wishes to travel to Cape Town before going back to Durban. Below is his new itinerary.

New itinerary:

BA526	Y	11SEP	JNB CPT	HK1	1700	1750
BA527	Y	17SEP	CPTDUR	HK1	0700	0800

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6.1 Calculate the changes in fare below.

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	

(16)

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

ORIGIN/DESTINATION						
BOOKING REF.						
ISSUED IN EXCHANGE FOR						
ORIGINAL ISSUE	**AIRLINE**	**FORM**	**SERIAL NO.**	**PLACE**	**DATE**	**AGENT'S NUMERIC CODE**

FORM OF PAYMENT

FARE	**FARE CALCULATION**
EQUIV. FARE PD	
TAX	
TAX	
TAX	
TOTAL	

(14)
[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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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	1900	3800	1280	2550	190	380	1210	2420	820	1630	130	250
VAT	266	532	179.20	357	26.60	53.20	169.40	338.80	114.80	228.20	18.20	35
Y	1500	3000	1010	2010	150	300	900	1800	610	1210	90	180
VAT	210	420	141.40	281.40	21	42	126	252	85.40	169.40	12.60	25.20
B	1200	2400	810	1610	120	240	700	1400	470	940	70	140
VAT	168	336	113.40	225.40	16.80	33.60	98	196	65.80	131.60	9.80	19.60
H		2000		1340		200		1080		730		110
VAT		280		187.60		28		151.20		102.20		15.40
K		1620		1090		170		820		550		90
VAT		226.80		152.60		23.80		114.80		77		12.60
V		1250		840		130		620		420		70
VAT		175		117.60		18.20		86.80		58.80		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	1540	3080	1040	2070	160	310	1900	3800	1010	2010	150	300
VAT	215.60	431.20	145.60	289.80	22.40	43.40	210	420	141.40	281.40	21	42
Y	1200	2400	810	1610	120	240	1500	3000	1010	2010	150	300
VAT	168	336	113.40	225.40	16.80	33.60	210	420	141.40	281.40	21	42
B	1000	2000	670	1340	100	200	1200	2400	810	1610	120	240
VAT	140	280	93.80	187.60	14	28	168	336	113.40	225.40	17	33.60
H		1550		1040		160		2000		1340		200
VAT		217		145.60		22.40		280		187.60		28
K		1260		850		130		1620		1090		170
VAT		176.40		119		18.20		226.80		152.60		23.80
V		1060		720		110		1250		840		130
VAT		148.40		100.80		15.40		175		117.60		18.20

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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	One-way/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 minimum stay being complied with.	Provided K class is available, and change takes place at least 14 days prior to departure, as well as minimum stay being complied with.	Provided V class is available, and change takes place at least 21 days prior to departure, as well as minimum 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	Any time 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 is not available on rebooking, passenger must be upgraded to next highest available fare	Permitted. If class not available on rebooking, passenger must be upgraded to next highest available fare. New flight reservation must be 7 days in advance	Not permitted	Not permitted	Not permitted
Fare basis	COW	Y	BOW	HRT	KRT	VR

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ADDENDUM C

SAA FARES

FROM	TO	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			1250R
	JNB	1840	1390	1140		1620R		
	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			1320		1040R
JNB	HDS		1010					
	KIM		920	840	660	700R		
	MGH		850	760	640	930R	590R	
	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					

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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 infant 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 Sunday after departure from the fare origin.	Return travel from the last stopover must commence no earlier than the first Sunday after departure from the fare origin.	Return travel from the last stopover must commence no earlier than the first Sunday 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. Waiting list not permitted.	Reservations are required for all sectors. Ticketing/payment must be completed at least 14 days before departure. Ticketing 72 hours after reservations. Waiting list 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. Waiting list 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. Waiting list not permitted.

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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 NONEND/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 only on day of departure 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.

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ADDENDUM E

AIRPORT TAXES

COUNTRY	TAX CODE	DOMESTIC TICKET	INTERNATIONAL TICKET	NOTES
BOTSWANA	BW	ZAR15 (BWP10)	ZAR42 (BWP25)	Exempt inf
KENYA	KE	ZAR43 (KES300)		
	TU		ZAR140 (USD20)	Exempt inf
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

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ADDENDUM G

HRE (HARARE)				
*F	2450	388.48	A001	EH
FR	4520	716.72	A001	EH
*J	1980	313.96	A002	EH
JR	3600	570.83	A002	EH
*Y	1730	274.32	A003	EH
YR	3140	497.89	A003	EH
YLEE1M	2270	359.94	A104	EH
YHPX1M	1930	306.03	A029	EH
YLPX1M	1770	280.66	A029	EH

A.104

6 DAYS FOR TRAVEL WITHIN SOUTH AFRICA AND FROM SOUTH AFRICA

The fares are subject to the provisions hereof and standard conditions G200

6.PERIOD OF APPLICATION

A. 1. Seasonal periods: from South Africa to Zimbabwe/Livingstone

Basic L	01 Jan – 31 Mar	peak H	01 Apr- 15 Apr
L	16 Apr – 30 Jun	H	01 Jul-31 Jul
L	01 Aug – 30 Nov	H	01 Dec – 31 Dec

7. MINIMUM STAY

A return journey from the last point outside the country of origin shall not commence until the 10th day after the date of arrival at the first point outside the country of origin
(date of arrival excluded).

EXEMPTION: from BUQ/HRE to DUR – 7 days
From Johannesburg to VFA/LVI no minimum requirement.
6 days for travel within Southern Africa and from Southern Africa

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