



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N4

(22030134)

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

CLOSED-BOOK EXAMINATION

REQUIREMENTS: GSA-tydskrif

This question paper consists of 9 pages and THREE addenda of 11 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
TRAVEL SERVICES N4
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. Start each section on a NEW page.
 5. The use of correction fluid is forbidden on ALL documents.
 6. Use taxes as given in the addendum – VAT is 14%.
 7. ALL addenda that are completed must be stapled and inserted in the ANSWER BOOK.
 8. Write neatly and legibly.
-

SECTION A**QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 Insight Vacations is an example of a ...

- A retailer.
- B principal.
- C tour operator.
- D travel agent.



1.1.2 Flight Centre is an example of a ...

- A retailer.
- B principal.
- C tour operator.
- D travel agent.

1.1.3 The role of a principal is ...

- A to act as an intermediary and sell the travel product.
- B to supply the travel product.
- C to put the package together.
- D to go on the holiday themselves.



1.1.4 The governing body that represents guest houses in South Africa is called ...

- A SATSA.
- B ASATA.
- C CAA.
- D GHASA.

1.1.5 The leading body that represents the private sector of the incoming tourism industry of South Africa is called ...

- A SAARTG.
- B SARTOC.
- C SATOUR.
- D SATSA.



1.1.6 A place at which aeroplanes arrive and take off is called the ...

- A origin.
- B airport.
- C destination.
- D charter.



1.1.7 A short flight that takes under or about two hours is called a ... flight.



- A charter
- B short-haul
- C long-haul
- D transit

1.1.8 The code for a passenger, usually an elderly person, who cannot walk easily or quickly in crowds:

- A WCHR
- B WCHS
- C WCHC
- D WCHT

1.1.9 Checked baggage is ...



- A baggage that is weighed and tagged.
- B baggage that is carried on board with the passenger.
- C baggage that is placed in the hold of the aircraft.
- D baggage that exceeds the prescribed limitation.

1.1.10 Which of the following baggage is NOT an exception to normal baggage?

- A Surfboard
- B Fishing rod
- C Metal nail file
- D Skis

1.1.11 A person who possesses the nationality of a country is called a/an ...



- A citizen.
- B alien.
- C emigrant.
- D tourist.

1.1.12 A person who exits or leaves his/her country is called a/an ...

- A alien.
- B emigrant.
- C citizen.
- D tourist.

1.1.13 A temporary visitor, staying 24 hours or longer on business or leisure:



- A Alien
- B Citizen
- C Tourist
- D Emigrant

1.1.14 The type of visa required when transferring to another flight but not leaving the airport building is called a ...

- A multiple-entry visa.
- B business visa.
- C re-entry visa.
- D transit visa.



1.1.15 The official authority that deals with health matters around the world:

- A IATA
- B ICRA
- C CAO
- D WHO

(15 × 1) (15)

1.2 1.2.1 Give THREE examples of public support services.



(3)

1.2.2 Which TWO items are NOT allowed in luggage taken on an aeroplane?

(2)

1.3 Give the airport/city code for each of the following cities and provinces which you can locate in South Africa:

1.3.1 East London



1.3.2 Port Elizabeth

1.3.3 Umtata

1.3.4 Oudtshoorn

1.3.5 Polokwane

(5 × 2) (10)

1.4 Decode the following passenger-related codes:

1.4.1 BAGG



1.4.2 PAU

1.4.3 FRAG

1.4.4 MSCN

1.4.5 STCR

(5 × 2) (10)
[40]

TOTAL SECTION A: 40

SECTION B**QUESTION 2**

- 2.1 Explain the difference between a *visa* and a *transit visa*. (4)
- 2.2 Describe what the term *pooling of baggage* means. (2)
- 2.3 List THREE examples of private support services.  (3)
- 2.4 Name FIVE basic facilities on an airport for arriving passengers. (5)
- 2.5 Describe what roles the following control points must fulfil:
- A Immigration point
- B Customs and Excise (2 × 2) (4)
- 2.6 Describe the term *free baggage allowance*. (2)
- 2.7 Identify the travel word/term that is described by each of the following statements/definitions:
- 2.7.1 Baggage that exceeds the prescribed limitations
- 2.7.2 A person who possesses the nationality of a country 
- 2.7.3 A person who enters a country with the purpose of staying there permanently
- 2.7.4 The place to which a traveller is going
- 2.7.5 Someone trained to lead tourists on a tour
- 2.7.6 A meal for people with high cholesterol 
- 2.7.7 A meal for people with high blood pressure
- 2.7.8 Baggage that is weighed and tagged and put in the hold of the aircraft (8 × 1) (8)
- 2.8 Refer to your GSA to answer the following questions on Kenya. Advise your clients on the following information: 
- 2.8.1 Dialling code (1)
- 2.8.2 Capital and three-letter IATA code (2)
- 2.8.3 Best time to visit Kenya (2)
- 2.8.4 Compulsory vaccinations (1)

- 2.8.5 Issuing authority  (1)
- 2.8.6 THREE airline operators (3)
- 2.8.7 TWO overland tour operators (2)
- [40]**

QUESTION 3

CLIENT PROFILE

You work for Excel in Johannesburg. Your client wants to book some flights through you and buy the air and train tickets and the accommodation and coach vouchers. Open a client profile for him in ADDENDUM B (attached), using the information below.

Name: Darren Simpson
 Address: 25 Smith Street
 Johannesburg
 4051 
 Date of birth: 8 September 1971
 ID number: 7109080342381
 Credit card: VI 4902 7700 1122 7711 EXP12/2019
 Tel no: (H) 011 999 2157
 (W) 011 907 3700
 (C) 071 878 1880 

FLIGHT DETAILS: PNR QWR113

SA481 Y	21 JUL	ELS	PLZ	19:00	19:35	HK1
SA647 J	25 JUL	PLZ	CPT	08:05	14:25	HK1
CE804 D	28 JUL	CPT	JNB	13:30	15:40	HK1
BA621 B	5 AUG	JNB	DUR	11:10	12:20	HK1

TRAIN DETAILS

BLUE TRAIN

Compartment: Luxury, single
 Departure: Pretoria 30 JUL 08:50
 Arrival: Cape Town 31 JUL 12:00
 Fare: ZAR24 830.00, including single supplement

INTERCOACH DETAILS

INTERCAPE

Departure: Cape Town 2 AUG 11:30
 Arrival: Pretoria 3 AUG 09:15
 Fare: R850.00
 PNR number: PDR113

ACCOMMODATION

The Balmoral
125 Beach Road, Durban, 4001
Date of arrival: 5 AUG
Date of departure: 10 AUG

Tel: 031 368 8220
Fax: 031 304 8265
E-mail: raya-hotels@mweb.co.za



Rate: R450 per single room per night
Confirmed by: Michelle on 8 May Confirmation number: MVR08MAYLL
Special requirements: Non-smoking room



Complete the booking form on ADDENDUM B (attached).

[40]

QUESTION 4

- 4.1 Calculate the fare for an adult, child and infant, using the flight details on ADDENDUM C (attached). (30)
- 4.2 Explain the term *minimum connecting time*. (1)
- 4.3 Name FOUR methods by which a travel agent can make bookings. (4)
- 4.4 List FIVE facilities on a modern coach. (5)
- 4.5 Use the fare handouts in ADDENDUM A (attached) to complete the following table. Write only the answer next to the question number (4.5.1–4.5.10) in the ANSWER BOOK. (10)

FROM	TO	CLASS	DEP TIME	DAY	ARR TIME	DAY	FLIGHT NO
DUR	ELS	Y	14:05	FIVE	4.5.1	4.5.2	SA _____ 4.5.3
ELS	PLZ	Y	4.5.4	SIX	19:35	SIX	SA _____ 4.5.5
PLZ	JNB	Y	13:35	ONE	4.5.6	ONE	BA 6242
JNB	MQP	Y	4.5.7	SEVEN	4.5.8	SEVEN	CE803
MQP	CPT	Y	13:50	ONE	4.5.9	ONE	CE _____ 4.5.10

[50]

QUESTION 5

5.1 What do the following accommodation terms mean?

5.1.1 Occupancy



5.1.2 Adjoining

5.1.3 En suite

5.1.4 Full board

5.1.5 Check-in

5.1.6 Concierge

5.1.7 Continental

(7 × 2) (14)

5.2 Name FOUR types of tours.



(4)

5.3 List the common characteristics of a tour.

(4)

5.4 Discuss what should be considered when choosing the following tour components:

A Transport



B Transfers

C Activities and attractions

D Meals

(4 × 2) (8)

[30]

TOTAL SECTION B: 160
GRAND TOTAL: 200

ADDENDUM A

BRITISH AIRWAYS FLIGHT SCHEDULE

From JOHANNESBURG to Cape Town (JNB-CPT) 1 2 3 4 5 - - 0630 0840 BA 6441 B737 1 2 3 4 5 - - 0700 0910 BA 6401 B737 1 2 3 4 5 6 7 0730 0940 BA 6405 B737 1 2 3 4 5 - - 0930 1140 BA 6411 B737 1 2 3 4 5 - 7 1030 1240 BA 6409 B737 - - - - - 6 - 1130 1340 BA 6415 B737 1 2 3 4 5 6 7 1245 1455 BA 6417 B737 1 2 3 4 5 6 7 1400 1610 BA 6419 B737 1 2 3 4 5 - 7 1500 1710 BA 6425 B737 1 2 3 4 5 6 7 1600 1810 BA 6427 B737 1 2 3 4 5 6 7 1700 1910 BA 6429 B737 1 2 3 4 5 - 7 1800 2010 BA 6431 B737 1 2 3 4 5 - 7 1845 2055 BA 6407 B737	From CAPE TOWN to Johannesburg (CPT-JNB) 1 2 3 4 5 - - 0645 0845 BA6400 B737 1 2 3 4 5 - - 0710 0910 BA6424 B737 1 2 3 4 5 6 7 0730 0930 BA6428 B737 - - - - - 6 - 0830 1030 BA6430 B737 1 2 3 4 5 - - 0910 1110 BA6406 B737 1 2 3 4 5 6 - 1000 1200 BA6410 B737 - - - - - 7 1030 1230 BA6408 B737 1 2 3 4 5 6 - 1100 1300 BA6436 B737 - - - - - 7 1130 1330 BA6404 B737 1 2 3 4 5 - 7 1245 1445 BA6414 B737 1 2 3 4 5 - 7 1400 1600 BA6416 B737 - - - - - 6 - 1430 1630 BA6402 B737 1 2 3 4 5 - 7 1600 1800 BA6418 B737 1 2 3 4 5 - - 1700 1900 BA6422 B737 1 2 3 4 5 6 7 1800 2000 BA6426 B737 1 2 3 4 5 - 7 1845 2045 BA6438 B737
From JOHANNESBURG to Durban (JNB-DUR) 1 2 3 4 5 - - 0645 0755 BA6201 B737 - - - - - 6 - 0800 0910 BA6217 B737 - - - - - 7 0930 1040 BA6203 B737 1 2 3 4 5 - - 0930 1040 BA6203 B737 1 2 3 4 5 - - 1110 1220 BA6211 B737 - - - - - 6 - 1130 1240 BA6205 B737 1 2 3 4 5 - - 1400 1510 BA6209 B737 - - - - - 7 1400 1510 BA6209 B737 1 2 3 4 5 - 7 1545 1655 BA6219 B737 1 2 3 4 5 - 7 1630 1740 BA6229 B737 1 2 3 4 5 - 7 1800 1910 BA6221 B737	From DURBAN to Johannesburg (DUR-JNB) 1 2 3 4 5 - - 0700 0810 BA6200 B737 1 2 3 4 5 6 - 0830 0940 BA6202 B737 1 2 3 4 5 - - 0910 1020 BA6204 B737 - - - - - 6 - 1000 1110 BA6224 B737 1 2 3 4 5 - 7 1120 1230 BA6216 B737 1 2 3 4 5 - 7 1300 1410 BA6214 B737 - - - - - 6 - 1500 1610 BA6212 B737 1 2 3 4 5 - - 1600 1710 BA6218 B737 - - - - - 7 1600 1710 BA6218 B737 1 2 3 4 5 6 7 1730 1840 BA6220 B737
From JOHANNESBURG to Port Elizabeth (JNB-PLZ) 1 2 3 4 5 - - 0630 0810 BA6231 B737 1 2 3 4 5 6 - 1120 1300 BA6241 B737 - - - - - 7 1330 1510 BA6233 B737 1 2 3 4 5 6 - 1600 1740 BA6237 B737 1 2 3 4 - - 7 1800 1940 BA6239 B737 - - - - - 5 - - 1800 1940 BA6239 B737	From PORT ELIZABETH to Johannesburg (PLZ-JNB) 1 2 3 4 5 - - 0645 0820 BA6232 B737 - - - - - 6 - 0900 1035 BA6238 B737 1 2 3 4 5 - - 0900 1035 BA6238 B737 - - - - - 7 1100 1235 BA6234 B737 1 2 3 4 5 6 - 1335 1510 BA6242 B737 - - - - - 7 1600 1735 BA6240 B737 1 2 3 4 5 - - 1815 1950 BA6236 B737
From JOHANNESBURG to Harare (JNB-HRE) 1 2 3 4 5 6 7 1230 1405 BA6267 B737	From HARARE to Johannesburg (HRE-JNB) 1 2 3 4 5 6 7 1500 1640 BA6268 B737
From JOHANNESBURG to Windhoek (JNB-WDH) 1 2 3 4 5 6 7 1200 1300 BA6275 B737	From WINDHOEK to Johannesburg (WDH-JNB) 1 2 3 4 5 6 7 1400 1700 BA6274 B737
From JOHANNESBURG to Vic Falls (JNB-VFA) 1 2 3 4 5 6 7 1115 1255 BA6285 B737	From VICTORIA FALLS to Johannesburg (VFA-JNB) 1 2 3 4 5 6 7 1345 1525 BA6282 B737
From JOHANNESBURG to Lusaka (JNB-LUN) 1 2 3 4 5 6 7 1000 1200 BA6251 B737	From LUSAKA to Johannesburg (LUN-JNB) 1 2 3 4 5 6 7 1245 1445 BA6250 B737
From CAPE TOWN to Durban (CPT-DUR) 1 2 3 4 5 - - 0630 0825 BA6301 B737 1 2 3 4 5 6 7 0925 1120 BA6303 B737 - - - - - 6 - 1200 1355 BA6311 B737 1 2 3 4 5 - 7 1800 1955 BA6307 B737	From DURBAN to Cape Town (DUR-CPT) 1 2 3 4 5 - - 0630 0835 BA6300 B737 - - - - - 6 - 0800 1005 BA6308 B737 - - - - - 7 0800 1005 BA6308 B737 1 2 3 4 5 - - 1200 1405 BA6304 B737

ADDENDUM A (continued)**FARES FOR BRITISH AIRWAYS COMAIR**

		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

		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	1280	2550	190	380
	VAT	215.60	431.20	145.60	289.80	22.40	43.40	266	532	179.20	357	26.60	53.20
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

Please note: Above fares excludes war risk insurance, fuel surcharge, airport tax and safety charges.

FARE RULES FOR BRITISH AIRWAYS

FARE BASIS	CLASSES	RULE
Children and infant fares	C, Y, B, H, K, V	Accompanied children, 2 to 11 years of age: Charge 67% of the fare. Unaccompanied children under the age of 12: Charge 67% of the fare. Infants under 2 years of age, without a seat: Charge 10% of the fare.

ADDENDUM A (continued)

CENTRAL AIRLINES FLIGHT SCHEDULE

Johannesburg - Mpumalanga

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr MQP
Effective 06 Dec 02 - 02 Mar 03										
	CE 801	1		3		5			1215	1255
	CE 803							7	1050	1130
Effective 03 Mar 03 - Open										
	CE 300	1		3	4	5			0710	0750
	CE 801	1	2	3	4	5			1215	1255
	CE 803							7	1050	1130
	CE 302						6		1230	1310
	CE 304	1	2	3		5		7	1620	1700

Cape Town - Mpumalanga

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr JNB
Eff 6 Dec 02	CE 801	1		3		5			0945	1255
Eff 6 Dec 02	CE 803							7	0830	1130
Eff 3 Mar 03	CE 801		2		4				0945	1255

Johannesburg - Durban

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr DUR
Eff 30 Mar 03 Disc 29 Mar 03	CE 404	1	2	3	4	5			0725	0825
	CE 402						6		0900	1000
	CE 406							7	0940	1040
	CE 408	1	2	3	4	5	6	7	1145	1245
	CE 408	1	2	3	4	5	6	7	1205	1305
	CE 414	1	2	3	4				1430	1530
	CE 416					5		7	1640	1740
	CE 412	1	2	3	4	5	6	7	1805	1905

Johannesburg - George

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr GRJ
Eff 10 Dec - 7 Jan	CE 502		*2						0740	0930
Eff 4 Dec - 8 Jan	CE 502			*3					0740	0930
Eff 19 Mar-2Apr 03	CE 502			*3					0740	0930
	CE 502	1			4		6		0740	0930
	CE 504					5			0815	1000
	CE 510							7	1600	1750

Johannesburg - Port Elizabeth

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr PLZ
Eff 07 Dec - open	CE 530	1	2	3	4				0710	0850
	CE 536						*6		0800	0940
	CE 532				4				1545	1725
Eff 06 Dec	CE 528					5			1615	1755
	CE 534							7	1645	1825

Johannesburg - East London

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr ELS
To 25 Nov/Frm 20 Jan	CE 556	1							0605	0730
Eff 2 Dec - 13 Jan	CE 556	1							0705	0830
Disc 13 Nov - 31 Jan	CE 556			3					0605	0730
Eff 01 Feb 03	CE 556			3					0605	0730
	CE 554			3	4				1635	1800
	CE 558					5			1535	1700
	CE 552							7	1625	1750

Durban - Cape Town

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept DUR	Arr CPT
	CE 600	1	2	3	4	5			0915	1125
	CE 604						6		1045	1255
	CE 602							7	1430	1640

Johannesburg - Cape Town

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept JNB	Arr CPT
Eff 30 Mar 03 Disc 29 Mar 03	CE 700	1	2	3	4				0650	0900
	CE 716					5			0705	0915
	CE 702							7	0900	1110
	CE 710						6		0800	1010
	CE 706	1	2	3	4	5	6	7	1115	1325
	CE 706	1	2	3	4	5	6	7	1145	1355
	CE 718					5			1330	1540
	CE 718							7	1330	1540
	CE 804							7	1330	1540
Disc 06 Dec	CE 704					5			1435	1645
Eff 8 Dec	CE 714							7	1500	1710
Disc eff 6 Dec	CE 708	1		3		5		7	1500	1710
Disc 8 Dec	CE 802							7	1500	1710
New eff 6 Dec	CE 802	1		3		5			1500	1710
Disc eff 3 Mar03	CE 708		2		4				1500	1710
New eff 3 Mar03	CE 802		2		4				1500	1710
	CE 712	1	2	3	4	5	6	7	1800	2010

Mpumalanga - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept MQP	Arr JNB
Effective 06 Dec 02 - 02 Mar 03										
	CE 802	1		3		5			1350	1430
New	CE 804							7	1220	1300
Effective 03 Mar 03 - Open										
	CE 301	1		3	4	5			0830	0910
	CE 303						6		1340	1420
	CE 804							7	1220	1300
	CE 802	1	2	3	4	5			1350	1430
	CE 305	1	2	3		5		7	1730	1810

Mpumalanga - Cape Town

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept MQP	Arr CPT
Eff 6 Dec 02	CE 802	1		3		5		7	1350	1710
Eff 6 Dec 02	CE 804							7	1220	1540
Eff 3 Mar 03	CE 802		2		4				1350	1710

Durban - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept DUR	Arr JNB
	CE 413	1	2	3	4	5			0730	0830
	CE 409						6		0915	1015
	CE 407							7	0945	1045
	CE 419							7	1410	1510
	CE 405	1	2	3	4	5			1445	1545
	CE 417	1	2	3	4	5	6	7	1600	1700
	CE 421	1	2	3	4		6		1800	1900
	CE 427					5		7	1815	1915

George - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept GRJ	Arr JNB
Eff 10 Dec - 7 Jan	CE 511		*2						1010	1155
Eff 4 Dec - 8 Jan	CE 511			*3					1010	1155
Eff 19 Mar-2Apr 03	CE 511			*3					1010	1155
	CE 511	1			4		6		1010	1155
	CE 513					5			1040	1230
	CE 519							7	1830	2015

Port Elizabeth - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept PLZ	Arr JNB
Eff 07 Dec - open	CE 531	1	2	3	4				0930	1105
	CE 537						*6		1015	1150
	CE 533				4				1800	1935
	CE 539					5			1830	2005
	CE 535							7	1900	2035

East London - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept ELS	Arr JNB
To 25 Nov/Frm 20 Jan	CE 557	1							0750	0915
Eff 2 Dec - 13 Jan	CE 557	1							0850	1015
Disc 13 Nov - 31 Jan	CE 557			3					0750	0915
Eff 01 Feb 03	CE 557			3					0750	0915
	CE 555			3	4	5			1825	1950
	CE 559					5			1730	1855
	CE 553							7	1850	2015

Cape Town - Durban

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr DUR
	CE 601	1	2	3	4	5			1210	1410
	CE 605						6		1340	1540
	CE 603							7	1150	1350

Cape Town - Johannesburg

Notes	Flight Number	MO	TU	WE	TH	FR	SA	SU	Dept CPT	Arr JNB
Cxl eff 6 Dec New eff 6 Dec Cxl eff 3 Mar03 New eff 3 Mar03	CE 713	1	2	3	4				0700	0900
	CE 711					5			0800	1000
	CE 803							7	0830	1030
	CE 705						6		0850	1050
	CE 717	1		3		5			0945	1145
	CE 801	1		3		5			0945	1145
	CE 717		2		4				0945	1145
	CE 801		2		4				0945	1145
	CE 707						6		1110	1310
	CE 715	1	2	3	4	5		7	1505	1705
	CE 721					5		7	1640	1840
	CE 719					5		7	1730	1930
Eff 04 Nov	CE 723	1	2	3	4	5	6	7	1800	2000

ADDENDUM A (continued)

FARES FOR CENTRAL AIRLINES

Class	JNB-CPT		CPT-DUR		JNB-DUR		JNB-GRJ		JNB-ELS		JNB-PLZ		JNB-MQP		CPT-MQP	
	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN	OW	RTN
C	1840	3680	1840	3680	1160	2320	1600	3200	1350	2700	1480	2960	1140	2280	2470	4940
D	1640	3280	1640	3280	1060	2120	1440	2880	1180	2360	1300	2600	970	1940	2300	4600
DCEL	1260	2520	*** JNB-CPT DCEL service discontinued 31 Dec 2014 ***													
Y	1390	2780	1390	2780	820	1640	1210	2420	1020	2040	1120	2240	860	1720	1690	3380
M	1300	2600	1300	2600	740	1480	1090	2180	900	1800	1030	2060	830	1660	1660	3320
L	1100	2200	1100	2200	640	1280	860	1720	820	1640	950	1900	800	1600	1620	3240
H	1040	2080	1040	2080	580	1160	780	1560	700	1400	860	1720	730	1460	1560	3120
K	910	1820	910	1820	480	960	700	1400	640	1280	660	1320	660	1320	1240	2480
T	820	1640	820	1640	430	860	650	1300	550	1100	540	1080	570	1140	1150	2300
B	700	1400	700	1400	390	780	1100		1030	490	980	960			2150	
V	650	1300	650	1300	320	640			500	1000	430	860	430	860	1020	2040

FARE RULES FOR CENTRAL AIRWAYS

FARE BASIS	CLASSES	RULE
Children and infant fares	C, D	Children/infant discounts do not apply. Charge the FULL adult fare.
Children and infant fares	Y, M, L, H, K, T, B, V	Accompanied children, 2 to 11 years of age: Charge 67% of the fare. Unaccompanied children under the age of 12: Charge 67% of the fare. Infants under 2 years of age, without a seat: Charge 10% of the fare.

ADDENDUM A (continued)

SOUTH AFRICAN AIRWAYS FLIGHT SCHEDULE		
From DURBAN to EAST LONDON 12345 - - 0600 0720 SA1301 67 0730 0850 SA1307 12345 - - 1405 1525 SA1303	From JOHANNESBURG to PHALABORWA 12345 - - 0640 0750 SA8020 123456 - 1040 1150 SA8024 12345 - 1615 1725 SA8026	From JOHANNESBURG to PORT ELIZABETH 1234567 0915 1100 SA405 12345 - - 1015 1200 SA411 12345-7 1650 1835 SA421 - - - - 6 - 1700 1935 SA481
From DURBAN to GEORGE 1234567 1205 1400 SA8214	From GEORGE to DURBAN 1234567 1010 1135 SA8215	From JOHANNESBURG to VICTORIA FALLS 1234567 1000 1145 SA40 - - - 4567 1505 1650 SA44
From EAST LONDON to PORT ELIZABETH 12345 - - 0740 0830 SA8481 12345 - - 1725 1815 SA8489 - - - - 6 - 1900 1935 SA481	From JOHANNESBURG to PIETERMARITZBURG 12345 - - 0630 0755 SA8032 1234567 1400 1525 SA8038 12345 - - 1550 1715 SA8040	From UPINGTON to CAPE TOWN 1234567 0805 0925 SA8343
From JOHANNESBURG to UMTATA 1234567 1000 1140 SA8154 12345-7 1445 1625 SA8158	From UPINGTON to JOHANNESBURG 1234567 1720 1845 SA8165	From JOHANNESBURG to UPINGTON 1234567 0615 0745 SA8160

SOUTH AFRICAN AIRWAYS FARE RULES

FARE BASIS	CLASSES	RULE
Children and infant fares	J, Y, K, H, T, V	Accompanied children, 2 to 11 years of age: Charge 67% of the fare. Unaccompanied children under the age of 12: Charge 67% of the fare. Infants under 2 years of age, without a seat: Charge 10% of the fare.

ADDENDUM A (continued)

SOUTH AFRICAN AIRWAYS FARES

From	To	Via	J	Y	KA3	HOW14
BFN	CPT	Direct		1170	1060	830
	DUR	Direct		1140	1030	850
	ELS	Direct		1490	1360	1130
	JNB	Direct		780	700	540
	PLZ	Direct		1250		940
CPT	DUR	Direct	1840	1390	1140	
	ELS	Direct		1200	1100	850
	GRJ	Direct		880		680
	HDS	Direct		1430	1080	830
	JNB	Direct	1840	1390	1140	
	KIM	Direct		1390	1250	1040
	PLZ	Direct	1080	850	710	560
	MBD	Direct		1430	1080	830
	UTN	Direct		1390	1250	1040
DUR	ELS	Direct		890	810	630
	GRJ	Direct		1210		940
	JNB	Direct	1160	820	650	
	NLP	Direct		1170	1060	880
	PZB	Direct		170		
	PLZ	Direct	1140	900	750	590
	ULD	Direct		170		
ELS	JNB	Direct	1350	1020	830	700
	PLZ	Direct	800	680		510
GRJ	JNB	Direct	1600	1210		
JNB	HDS	Direct		1010		
	KIM	Direct		920	840	660
	MGH	Direct		850	760	640
	NLP	Direct	1170	880	810	680
	PHW	Direct		980	880	740
	PTG	Direct		880	810	680
	PZB	Direct		840	660	480
	PBZ	Direct		1040		
	PLZ	Direct	1480	1120	950	
	RCB	Direct		840	770	590
	NTY	Direct		520	480	390
	UTT	Direct		1280	950	850
	UTN	Direct		1400	1260	1060
PZB	ULD	Direct		170		

ADDENDUM A (continued)**TICKET TAXES**

SOUTH AFRICA	ZA	ZAR 52.00 from JNB. ZAR 48.00 from DUR / CPT ZAR 47.00 from AAM/ELS/PLZ/ KIM/BFN/GRJ/ UTN/PTG/SZK/ NTY/RCB/LLE/ PHW/MGH/UTT/ PBZ/PZB ZAR 110.00 from HDS ZAR 78.00 from NLP/MQP
	EV	ZAR 6.00 per departure from SA airports

YQ AND YR TAXES

YR: CE ZAR160 per flight

YR: SA ZAR140 per flight

YQ: BA ZAR133 per flight

EXAMINATION NUMBER

[illegible]

CENTRE NUMBER

[illegible]

Client surname								
Client first name, as shown on ID/passport								
Date of birth				Year	Month	Day		
Address								
Tel				Home Business Cell				
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR
Flight	Class	City	Date	Time	City	Date	Time	
							FARE	
							PSC	
							VAT	
							SC	
							YQ	
							YR	
							TOTAL	
TRAIN DETAILS								
Train								
Compartment								
Departure (city/date/time)								
Arrival (city/date/time)								
Price								
Other details								
INTERCITY COACH DETAILS								
Company								
Departure (city/date/time)								
Arrival (city/date/time)								
PNR number								
ACCOMMODATION DETAILS								
Hotel name								
Address				Tel: Fax: E-mail:				
Requirements				Rate pppn/prpn				
Date of arrival				Date of departure				
Reserved by (agent)				Confirmed by (hotel)				
Date of reservation (agent)				Date of confirmation (hotel) Confirmation number				
Remarks or special requirements								
Payment details		Client settles directly Credit card/cash		Corporate account – hotel bill to be sent to: Extras to be settled directly by client: (YES/NO)				

Please turn over

QUESTION 3 (extra copy)

[illegible][illegible]

Client surname								
Client first name, as shown on ID/passport								
Date of birth				Year	Month	Day		
Address								
Tel				Home Business Cell				
FLIGHT DETAILS								
Flight		Departure			Arrival			PNR
Flight	Class	City	Date	Time	City	Date	Time	
							FARE	
							PSC	
							VAT	
							SC	
							YQ	
							YR	
							TOTAL	
TRAIN DETAILS								
Train								
Compartment								
Departure (city/date/time)								
Arrival (city/date/time)								
Price								
Other details								
INTERCITY COACH DETAILS								
Company								
Departure (city/date/time)								
Arrival (city/date/time)								
PNR number								
ACCOMMODATION DETAILS								
Hotel name								
Address				Tel: Fax: E-mail:				
Requirements				Rate pppn/prpn				
Date of arrival				Date of departure				
Reserved by (agent)				Confirmed by (hotel)				
Date of reservation (agent)				Date of confirmation (hotel) Confirmation number				
Remarks or special requirements								
Payment details		Client settles directly Credit card/cash		Corporate account – hotel bill to be sent to: Extras to be settled directly by client: (YES/NO)				

ADDENDUM C (Remove this addendum and attach it to the ANSWER BOOK.)**EXAMINATION NUMBER**

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CENTRE NUMBER

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QUESTION 4.1

FROM/TO ELS	CARRIER	CLASS	ADULT	CHILD	INFANT
BFN	SA	K			
DUR	SA	Y			
CPT	CE	C			
JNB	CE	M			
PLZ	BA	B			
ROUTING FARE					
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)

ADDENDUM C (continued) (Remove this addendum and attach it to the ANSWER BOOK.)**EXAMINATION NUMBER**

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CENTRE NUMBER

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QUESTION 4.1 (extra copy)

FROM/TO ELS	CARRIER	CLASS	ADULT	CHILD	INFANT
BFN	SA	K			
DUR	SA	Y			
CPT	CE	C			
JNB	CE	M			
PLZ	BA	B			
ROUTING FARE					
FARE ROUNDED	ZAR				
VAT	ZAR				
PSC	ZAR				
EV	ZAR				
YR	ZAR				
YQ	ZAR				
TOTAL					

(30)