



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

TRAVEL SERVICES N6

(22030086)

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

CLOSED-BOOK EXAMINATION

Calculators may be used.

Candidates will require the February 2018 GSA.

This question paper consists of 10 pages and nine addenda of 12 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
TRAVEL SERVICES N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION




NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do not want to be marked.

INSTRUCTIONS AND INFORMATION

1. SECTION A is compulsory.
 2. SECTION B consists of five questions. Answer only FOUR questions in this section.
 3. Read ALL questions carefully.
 4. Number the answers according to the numbering system used in this question paper.
 5. Show ALL calculations.
 6. The use of correction fluid on ALL documents is not allowed.
 7. Staple ALL ADDENDA that are completed and insert them in the ANSWER BOOK.
 8. Round off ALL calculations to the nearest TWO decimal places.
 9. NO rounding off (other than in instruction 8) is required in any question, except where specifically instructed in the question.
 10. Write neatly and legibly.
-




SECTION A**QUESTION 1**

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 A city commercial hotel has between 30 and 1 000 rooms.
- 1.1.2 Eurail tickets purchased are NOT deductible from a passenger's travel allowance. 
- 1.1.3 In cruising, a porthole refers to the left side of the ship.
- 1.1.4 When paying for car rental on an account (on credit), a referral voucher will be issued to the renter.
- 1.1.5 When a passenger purchases an air ticket on their credit card, they will receive free travel insurance.
- 1.1.6 The Eurostar is a high-speed train in Europe. 
- 1.1.7 The order in which a tour should be produced is costing, planning, reservation and documentation.
- 1.1.8 The code *EP* in hotel accommodation means the price includes breakfast.
- 1.1.9 Eurail passes in South Africa can be obtained through World Travel. 
- 1.1.10 The costing of a tour in South Africa is calculated per couple and given in foreign currency.

(10 × 2) (20)

- 1.2 Choose a term from COLUMN A that matches a description in COLUMN B. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Check-in deadline at hotel 	A	AIG
1.2.2	Car with automatic transmission and air conditioning	B	IT
1.2.3	Travel insurance company in South Africa	C	Knot
1.2.4	The exchange rate used when a passenger returns from their trip	D	18:00
1.2.5	Unit of speed in cruising	E	VIA 
1.2.6	Fares lower than the normal public fares	F	ICAR
1.2.7	Foreign exchange allowance for a 14 year old	G	Saver
1.2.8	Rail service in Canada	H	BBR
1.2.9	Cost in tours that are incurred only if the service is used 	I	exclusion
1.2.10	Rail pass for two to five passengers travelling together all the time	J	R200 000

(10 × 2)

(20)
[40]**TOTAL SECTION A: 40**

SECTION B

Answer FOUR questions in this section.

QUESTION 2: HOTEL

Mr Snoop Dogg is at your office to book a trip for his honeymoon in October. He would like to take his wife-to-be on a gorilla tracking excursion to Rwanda. They will check in on 10 October and check out on 18 October. Mr Dogg will pay for the accommodation with his credit card (AX 5432 1934 2034 2456 EXP06/21).

Refer to ADDENDUM B to answer the questions.




- 2.1 Which hotel would you suggest to Mr Dogg? (2)
- 2.2 What is the rate that they will have to pay for their full stay in the currencies below?
- 2.2.1 USD (for BOTH tourists) (2)
- 2.2.2 ZAR (for BOTH tourists) (3)
- 2.3 Calculate the commission that your agency will earn for this booking. (2)
- 2.4 Give the address of the hotel that you have selected. (1)
- 2.5 Mr Dogg would like to e-mail the hotel to find out about the cost of gorilla tracking. Advise him of the e-mail address that he should use. (1)
- 2.6 Name TWO facilities that are available at the hotel. (2)
- 2.7 How many meals are included in this rate? (1)
- 2.8 Name TWO amenities in the room. (2)
- 2.9 Name TWO activities (except for gorilla tracking) in which Mr and Mrs Dogg can participate. (2)
- 2.10 What other primates will they be able to see when visiting this hotel? (1)
- 2.11 Complete the hotel voucher on ADDENDUM H. The booking was confirmed as VL0001. (15)

2.12 Explain the following terms to Mr Snoop Dogg:

2.12.1 Resort hotel

2.12.2 Pension

2.12.3 Suite 

(3 × 2)

(6)
[40]


QUESTION 3: CAR RENTAL AND RAIL

CAR RENTAL

Mrs B. Molefe has booked a car from Tempest in Cape Town. She will collect the car at the airport in Cape Town (CPT) on 12 June at 12:00 and then drive to Johannesburg. She will drop off the car at OR Tambo Airport (JNB) on 20 June at 12:00. She has requested a group B car with FULL insurance. She will drive approximately 1 900 km during the rental. Tempest charges a ONE-WAY fee of R700.

Mrs Molefe will be paying for the rental on her account with the agency.


Refer to ADDENDUM C (TEMPEST) to answer the questions.


- 3.1 Give the code for a group B car.  (1)
- 3.2 Calculate the cost of the car rental for Mrs Molefe. (13)
- 3.3 What commission would your agency earn for the rental? (3)
- 3.4 Issue the car voucher on ADDENDUM G. The reservation number is TEM310. (12)

RAIL

Mrs Molefe (a South African passport holder) will be travelling to Europe for two months later this year (LOW season). She will be visiting France, Switzerland and Germany. She will only travel by train for eight days.

Refer to ADDENDUM D to answer the questions.


- 3.5 Which rail pass would you suggest to Mrs Molefe? (1)
- 3.6 Give the cost of this pass in the following currencies:
- 3.6.1 EUR  (1)
- 3.6.2 ZAR (3)


- 3.7 What is the validity of this pass? (1)
- 3.8 Is Mrs Molefe eligible to purchase this pass? Substantiate your answer. (2)
- 3.9 Explain to Mrs Molefe the meaning of a *saver pass*.  (1)
- 3.10 Advise Mrs Molefe on the documents she would need in order to travel with this pass in Europe. (2)
- [40]**

QUESTION 4: CRUISING AND INSURANCE

CRUISING

Mr and Mrs Einstein would like to go on a cruise during November. They do NOT have passports and requested a cruise where they will NOT need a passport or visa. They would like to book the most expensive cabin.

Refer to ADDENDUM E to answer the questions. 

- 4.1 Which cruise would you suggest to your passengers, option 1 or option 2? (1)
- 4.2 Calculate the total cost for BOTH passengers. (4)
- 4.3 Calculate the commission that your agency will earn on this booking. (3)
- 4.4 Advise your passengers about the departure and arrival times. (2)
- 4.5 Explain to your passengers what a *port of call* is. (2)
- 4.6 Explain to your passengers why a cruise is seen as value for money. (2)
- 4.7 Name TWO things that will affect the price of a cruise.  (2)

INSURANCE

You are working for Ocean Breeze Travel in Durban, with insurance number 2931TI. Mr and Mrs Einstein will be travelling to Russia from 2 October to 8 October. They would like to take out travel insurance for their trip.

Refer to ADDENDUM F to answer the questions.

The Einsteins' details are as follows:



ID numbers

Mr A. Einstein: 7302071314086 (44 years old)

Mrs C. Einstein: 7401315034089 (43 years old)

Address: 20 Penguin Drive
Norscot
Durban
3000

Tel : 031 413 1213 (H)
031 518 2010 (W)

General practitioner: Dr A. Singh
Tel: 031 210 0012



- 4.8 Which insurance option would you suggest for your clients? (1)
- 4.9 What will the total cost be for BOTH passengers? (1)
- 4.10 Calculate the amount of commission that your agency will earn. (3)
- 4.11 Refer to ADDENDUM F to answer the questions.
- 4.11.1 What is the amount of cover for follow-up treatment in the country of residence? (1)
- 4.11.2 What is the amount of cover for personal liability? (1)
- 4.11.3 What is the amount of cover for luggage delay? (1)
- 4.11.4 What is the amount of cover for a missed connection? (4 × 1) (4)
- 4.12 Complete the insurance form on ADDENDUM I for Mr and Mrs Einstein. They will pay with a credit card. The agency details are as follows: Ocean Breeze, Durban, insurance code 2931TI. (15)



[40]

QUESTION 5: TOUR PLANNING AND BUDGETING

Mr M. Buthelezi would like to arrange a tour for himself. You have already planned the itinerary and need to calculate the final cost for him.

Airfare: JNB–ZRH–NYC–YVR–LHR–JNB: ZAR110 600 (including 1% commission)

Airport tax: ZAR45 000

Agent mark-up: 15%

All other expenses such as those for visas, meals, trips, etc, were not included in the tour price.

TRANSFERS (net rate per person, one way):

Zurich	CHF 220
New York	USD 70
Vancouver	CAD 180
London	GBP 60

ACCOMMODATION

Hotel, Zurich (2 nights)	CHF 700
Hotel, New York (3 nights)	USD 280
Hotel, Vancouver (5 nights)	CAD 300
Hotel, London (4 nights)	GBP170

TOURS (net rate per person)

Tour, Zurich	CHF 350
Tour, New York	USD 250
Tour, Vancouver	CAD 450
Tour, London	GBP 200

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

5.1.1 CHF

5.1.2 USD

5.1.3 CAD

5.1.4 GBP

(4 × 4) (16)

5.2 Calculate the total cost of the travel arrangements in ZAR. (13)

5.3 Calculate the total cost of the tour (using any of the THREE methods). (6)

5.4 Calculate the commission that your agency would earn on this booking (using any of the THREE methods). (3)


5.5 Explain the term *supplier*. (2)




[40]

QUESTION 6: FOREIGN EXCHANGE

Refer to the exchange rate sheet on ADDENDUM A to answer the questions.

Mr Wayne van Niekerk will be travelling overseas later this year. He has paid you for the following travel arrangements:

Air ticket (JNB–NBO–MRU–CMB–JNB)	ZAR 98 000	
Visas	ZAR 1 100	
Accommodation in Nairobi	USD 1 300	
Accommodation in Mauritius	MUR 32 400	
Car rental in Sri Lanka	LKR 12 000	

- 6.1 Calculate the total for the travel arrangements. (Show ALL calculations.) (11)
- 6.2 Give the total for the land arrangements (2)
- 6.3 Calculate the total amount still available to Mr van Niekerk to purchase foreign currency.  (3)
- 6.4 Mr van Niekerk would like to use his full remaining travel allowance as listed below. Calculate the amount of foreign currency he will receive in each currency.
- 6.4.1 45% in USD (4)
- 6.4.2 20% in MUR (4)
-  6.4.3 30% in LKR (4)
- 6.4.4 5% on credit card (2)
- 6.5 Mr van Niekerk has returned from his vacation and would like to refund the remaining amounts of foreign currency.
- Calculate the ZAR amount that he will receive for the following currencies:
- 6.5.1 USD 1 500, cash (3)
- 6.5.2 LKR 3 000, traveller's cheques (3)
- 6.5.3 MUR 900, cash  (3)
- 6.6 Name ONE example of an authorised foreign exchange dealer with a limited licence. (1)

[40]

TOTAL SECTION B: 150
GRAND TOTAL: 200

ADDENDUM A**Foreign exchange rates sheet**

Country	Currency	Selling	Air buy	Sea buy
BRITISH POUND	GBP	16.9971	16.4778	16.3937
EURO	EUR	14.6916	14.2268	14.1419
UNITED STATES DOLLAR	USD	13.6538	13.2762	13.3288
AUSTRALIAN DOLLAR	AUD	0.0937	0.1034	0.1028
BOTSWANA PULA	BWP	0.7221	0.8433	0.8380
CANADIAN DOLLAR	CAD	0.0914	0.1055	0.1081
SWISS FRANC	CHF	0.0706	0.0774	0.0882
CHINESE YUAN	CNY	0.4532		0.5194
CZECH KRONER	CZK	1.7540	2.6816	
DANISH KRONER	DKK	0.4816	0.5455	0.5644
HONG KONG DOLLAR	HKD	0.5489	0.6026	0.6512
EGYPTIAN POUND	EGP	1.8796	2.0921	2.1126
INDIAN RUPEE	INR	4.8728	5.2574	
JAPANESE YEN	JPY	8.0750	8.7577	8.9418
KENYAN SHILLING	KES	6.7564	8.7076	8.6125
SRI LANKA RUPEE	LKR	10.8865	11.5180	11.4562
MAURITIAN RUPEE	MUR	2.4746	2.7807	2.8214
MALAWI KWACHA	MWK	51.2140	57.1237	56.5984
NAMIBIA DOLLAR	NAD	1.0000	1.0000	1.0000
NIGERIAN NAIRA	NGN	21.1868	25.6730	25.4897
NORWEGIAN KRONORE	NOK	0.5901	0.6532	0.6629
NEW ZEALAND DOLLAR	NZD	0.0965	0.1114	0.1133
RUSSIAN ROUBLE	RUB	4.3762	4.5197	4.4195
SAUDI RIYAL	SAR	0.2565	0.4785	0.3736
SWEDISH KRONER	SEK	0.6282	0.6859	0.7384
SINGAPORE DOLLAR	SGD	0.0982	0.1125	0.1206
SWAZILAND LILANGE	SZL	1.0000	1.0000	1.0000
THAI BAHT	THB	2.3154	2.7115	2.9784
ZAMBIAN KWACHA	ZMW	0.7055	0.9542	0.8654

ADDENDUM B**INTERNATIONAL HOTELS****Virunga Lodge**

Address: Bwindi Ave, Rwanda 1806
 Phone: +243 991 715 401 E-mail: virunga@volcanoessafaris.com



The magnificent Virunga Lodge is the premier luxury gorilla lodge of Rwanda and one of Africa's finest and most renowned lodges. The lodge is perched high on a ridge with stunning views of the Virunga volcanoes and the Musanze valley to the west and Lake Bulera and Ruhondo to the east.

It offers the finest views in Africa and uniquely decorated rooms in the Rwandese style. Amenities in the room include a shower, outdoor area, mosquito nets, and a double bed. The lodge also offers fantastic food and exceptional and personalised service by our carefully trained staff. It is the first accommodation choice for the luxury traveller tracking the endangered mountain gorilla and golden monkeys.

Rates

Single room with bath:	USD300 per person per night (full board)
Double room with bath:	USD600 per person per night (full board)
Honeymoon suite with bath:	USD500 per person per night (full board)

Facilities

Wi-Fi
 Bar
 Beauty and wellness therapist
 Curio and gift shop
 Fireplace
 Private balcony or deck

Activities

Animal tracking
 Bird watching
 Guided walks
 Hiking
 Historical tours
 Live music
 Entertainment
 Local village visits
 Cultural tours

Gorilla tracking can be booked at gorilla@trekking.com.

Source: Adapted from <https://visitvirunga.org>.

ADDENDUM B (cont.)

Sabyinyo Silverback Lodge

Address: Ruhengeri Ave, Rwanda 1806
Phone: +243 921 615 301 E-mail: sabyinyo@silverback.com



Sabyinyo Silverback Lodge is located in the foothills of the vast range of the 15,000-foot Virunga Mountains. The lodge has been named after the oldest of the eight volcanoes in the range and it is situated just a few kilometres from the entrance to the park.

Rates

Single room with bath: USD350 per person per night (full board)
Double room with bath: USD650 per person per night (full board)

Facilities

Wi-Fi
Bar
Beauty and wellness therapist
Curio and gift shop
Fireplace,
Private balcony or deck

Activities

Animal tracking
Bird watching
Guided walks
Hiking
Historical tours
Live music
Entertainment
Local village visits
Cultural tours

Source: Adapted from <https://mirusjourneys.com/africa/rwanda/sabyinyo-silverback-lodge>

ADDENDUM C

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

The rates include the following: Limited CDW, limited TLW, VAT, tourism levy and airport surcharge.
The rates exclude the following: Fuel, PAI, a contract fee of R55, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges.

Super		1–6 days, per day	7–14 days, per day	14+ days, per day	Excess kilometres
		200 km free per day	200 km free per day	200 km free per day	
A	EDMN	353	343	332	R2.60
T	CDMN	377	367	356	R2.81
B	EDMR	415	305	298	R2.91
C	CDMR	463	453	443	R2.89
D	CCMR	496	486	475	R3.80
I	ICAR	519	509	495	R4.65
E	SDAR	689	678	667	R4.69
Y	FDMR	792	781	774	R5.40

The rates include the following: SCDW, STLW, VAT, and tourism levy and airport surcharge.
The rates exclude the following: Fuel, PAI, a contract fee of R55, delivery and collection charges, one-way fees, additional driver and other miscellaneous charges.

ADDENDUM D

WorldTravel International Rail Fares

EURAIL GLOBAL PASS	15 days 22 days 01 month 02 months 03 months 05 days in 1 month 07 days in 1 month 10 days in 2 months 15 days in 2 months	FIRST CLASS €516 €664 €816 €1149 €1417 €404 €492 €607 €795		First-class travel only. Consecutive days. Children between 4 and 11 travel free
EURAIL GLOBAL PASS SAVER	15 days 22 days 01 month 02 months 03 months 05 days in 1 month 07 days in 1 month 10 days in 2 months 15 days in 2 months	FIRST CLASS €440 €566 €695 €978 €1206 €345 €419 €517 €677		Valid for 2–5 persons travelling together at all times. Price quoted per person. Children between 4 and 11 travel free
EURAIL GLOBAL YOUTH PASS	15 days 22 days 01 month 02 months 03 months 05 days in 1 month 07 days in 1 month 10 days in 2 months 15 days in 2 months	FIRST CLASS Youth €440 €566 €695 €978 €1206 €345 €419 €517 €677	SECOND CLASS €337 €434 €532 €749 €923 €265 €322 €397 €519	Passengers must be under the age of 26 on first day of travel. Travel days may be used consecutively or non-consecutively.
EURAIL SELECT PASS	<p>LOW</p> <p>First Class 4 COUNTRIES 5 days in 2 months €223 6 days in 2 months €245 8 days in 2 months €286 10 days in 2 months €322</p> <p>3 COUNTRIES 5 days in 2 months €208 6 days in 2 months €231 8 days in 2 months €269 10 days in 2 months €302</p> <p>2 COUNTRIES 4 days in 2 months €174 5 days in 2 months €195 6 days in 2 months €217 8 days in 2 months €251 10 days in 2 months €282</p>	<p>MEDIUM</p> <p>First Class 4 COUNTRIES €322 €355 €414 €467</p> <p>3 COUNTRIES €294 €326 €379 €429</p> <p>2 COUNTRIES €238 €268 €295 €345 €389</p>	<p>HIGH</p> <p>First Class 4 COUNTRIES €368 €402 €468 €535</p> <p>3 COUNTRIES €339 €374 €438 €492</p> <p>2 COUNTRIES €279 €315 €348 €405 €456</p>	Now includes France. Unlimited travel on the national rail networks of any 4 Eurail countries that are connected by ship or train. Price quoted is per person. Travel days may be used consecutively or non-consecutively. Children between 4 and 11 travel free.

ADDENDUM D (cont.)

EURAIL SELECT SAVER PASS	LOW		MEDIUM		HIGH		Valid for 2–5 persons travelling together all the time. Price quoted per person. Children between 4 and 11 travel free
	First Class	Second Class	First Class	Second Class	First Class	Second Class	
5 days in 2 months	€190		€275		€368		
6 days in 2 months	€209		€303		€402		
8 days in 2 months	€244		€353		€468		
10 days in 2 months	€275		€399		€535		
	3 COUNTRIES		3 COUNTRIES		3 COUNTRIES		
5 days in 2 months	€179		€251		€339		
6 days in 2 months	€197		€278		€374		
8 days in 2 months	€230		€323		€438		
10 days in 2 months	€258		€365		€492		
	2 COUNTRIES		2 COUNTRIES		2 COUNTRIES		
4 days in 2 months	First Class	Second Class	First Class	Second Class	First Class	Second Class	
5 days in 2 months	€149	€120	€203	€164	€238	€192	
6 days in 2 months	€166	€135	€229	€184	€269	€217	
8 days in 2 months	€185	€149	€252	€203	€296	€238	
10 days in 2 months	€215	€173	€294	€236	€346	€277	
	€241	€194	€331	€267	€389	€312	

EURAIL SELECT YOUTH PASS	LOW		MEDIUM		HIGH	
	Second Class	First Class	Second Class	First Class	Second Class	First Class
5 days in 2 months	€147	€180	€211	€259	€241	€295
6 days in 2 months	€161	€197	€233	€285	€264	€323
8 days in 2 months	€188	€230	€272	€332	€307	€376
10 days in 2 months	€211	€259	€306	€375	€350	€430
	3 COUNTRIES		3 COUNTRIES		3 COUNTRIES	
5 days in 2 months	Second Class	First Class	Second Class	First Class	Second Class	Second Class
6 days in 2 months	€138	€168	€194	€237	€223	€273
8 days in 2 months	€152	€186	€215	€263	€245	€301
10 days in 2 months	€177	€217	€248	€305	€287	€352
	€198	€242	€281	€345	€322	€395
	2 COUNTRIES		2 COUNTRIES		2 COUNTRIES	
4 days in 2 months	Second Class	First Class	Second Class	First Class	Second Class	First Class
5 days in 2 months	€115	€140	€157	€192	€184	€225
6 days in 2 months	€129	€157	€177	€216	€207	€253
8 days in 2 months	€143	€175	€194	€238	€228	€279
10 days in 2 months	€165	€202	€226	€277	€266	€325
	€186	€227	€254	€312	€298	€366

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Modified from GSA 2016

ADDENDUM E**OPTION 1****Departure date**

25 November

Ship

MSC Sinfonia

Itinerary

South Africa, Durban, Nowhere

Embarkation point

Durban, South Africa

Duration

3 days, 2 nights

Day	Date	Port	Arrival	Departure	Activity
1	Tuesday, 25 Nov	Durban, South Africa	14:00	Docked
2	Wednesday, 26 Nov	Nowhere	At sea		
3	Thursday, 27 Nov	Durban, South Africa	07:00	...	Docked

*Scheduled itineraries are subject to change without prior notice. Please refer to the MSC STCs.

Cabin category	Inside	Outside	Suite
Description	Single beds, wardrobe, bathroom with shower, TV, telephone, mini bar, air conditioning	Single beds (can be converted into double bed), wardrobe, bathroom with shower, TV, telephone, mini bar, air conditioning	Double bed, bathroom with shower and bathtub, mini bar, safe, TV, air conditioning, Wi-Fi
Cost	Category 1–5 R4 710 pps Port charges: R300	Category 6–10 R6 100 pps Port charges: R300	Category 11 R8 910 pps Port charges: R300

Source: <https://www.msccruises.co.za>

ADDENDUM E (cont.)**OPTION 2****Departure date**

10 November

Ship

MSC Sinfonia

Itinerary

South Africa, Durban, Mozambique

Embarkation point

Durban, South Africa

Duration

4 days, 3 nights

Day	Date	Port	Arrival	Departure	Activity
1	Saturday, 10 Nov	Durban, South Africa	14:00	Docked
2	Sunday, 11 Nov	Portuguese Island, Mozambique	09:00	Tender
3	Monday, 12 Nov	Portuguese Island, Mozambique	07:00	Tender
4	Tuesday, 13 Nov	Durban, South Africa	07:00	Docked

*Scheduled itineraries are subject to change without prior notice. Please refer to the MSC STCs.

Cabin category	Inside	Outside	Suite
Description	Single beds, wardrobe, bathroom with shower, TV, telephone, mini bar, air conditioning	Single beds (can be converted into double bed), wardrobe, bathroom with shower, TV, telephone, mini bar, air conditioning	Double bed, bathroom with shower and bathtub, mini bar, safe, TV, air conditioning, Wi-Fi
Cost	Category 1–5 R6 920 pps Port charges: R400	Category 6–10 R8 960 pps Port charges: R400	Category 11 R10 410 pps Port charges: R400

Source: <https://www.msccruises.co.za>

ADDENDUM F


Benefit payable and excesses			
Individual cover			
COVER AND BENEFITS	Senior Age 70–79	Adult Up to age 69 (age 0–69)	Youth Up to age 28 (age 0–28)
Medical and related expenses – illness/injury	R5 000 000	R25 000 000	R10 000 000
War and terrorism	Included	Included	Included
Medical transportation, repatriation & evacuation	Included	Included	Included
Repatriation of children	Included	Included	Included
Repatriation of travel companion	Included	Included	Included
Burial, cremation or return of mortal remains	Included	Included	Included
Compassionate emergency visit	Included	Included	Included
Follow-up treatment in your country of residence	R3 000	R3 000	None
Daily hospital cash benefit during your journey	R3 000 (R500 per day)	R3 000 000 (R500 per day)	None
Daily hospital cash benefit in your country of residence	None	None	R300 000 (R10 000 per day)
Pre-existing medical and related expenses	None	R350 000	None
Medical transportation, repatriation & evacuation	None	Included	None
Compassionate emergency visit	None	Included	None
Repatriation of children and travel companion	None	Included	None
Burial, cremation or return of mortal remains	None	Included	None
Accidental death	R50 000	R250 000	R50 000
Accidental permanent disablement	R50 000	R500 000	R200 000
INTERNATIONAL JOURNEY CANCELLATION	R15 000	R15 000	R10 000
International journey curtailment	R15 000	R15 000	R10 000
International journey extension	R15 000	R15 000	R10 000
Missed connection	R15 000	R15 000	None
Replacement airfare	R15 000	R15 000	None
Travel delay	R15 000	None	R1 000
Weather conditions	R15 000	None	R5 000
Travel supplier insolvency	R15 000	None	R10 000
Denied visa	R15 000	R15 000	R10 000
Personal liability	R2 000 000	R2 000 000	R2 000 000
Hijack and hostage or wrongful detention	R10 000 (R500 per day)	R5 000 (R500 per day)	None
Legal expenses	R7 500	R7 500	R3 000
Luggage (single item limit)	R20 000	R15 000	R15 000
Cash and documents	R2 000	R2 000	R1 000
Luggage delay	R1 000	R1 000	R1 000
Home caretaker service	R3 000	R3 000	R3 000


PREMIUMS			
Period cover	Age 70–79	Age 0–69	Age 0–28
1–8 days	R1 125	R990	R1 265
9–14 days	R2 420	R1 350	R1 725
15–21 days	R3 725	R1 540	R2 520
22–32 days	R3 865	R1 789	R3 450

Rates include 14% VAT and 20% commission.

Source: Adapted from TIC – observo.co.za/wordpress/wp-content/.../04/santam-tic-travel-insurance-brochure.pdf

ADDENDUM G

		Reg. No 05/13135/07		TRAVEL AGENT CHARGE VOUCHER REISAGENTDEBIETBEWYS			T			
Renter's name Naam van huurder				Car group Motorgroep		Date of issue Uitreikings- datum		Issuer's stamp Uitreikerstempel		
Renting office Verhuringskantoor		Date Datum	Flight Vlug	Time Tyd		Issuer's name Uitreiker se naam				
Return office Terugsendingskantoor						Issuer Uitreiker				
Voucher value – unlimited, unless specified hereunder Huurbewyswaarde – onbeperk, tensy hier onder gespesifiseer word						FOR TRAINING PURPOSES ONLY SLEGS VIR OPLEIDINGSDOELEINDES SOUTH AFRICA SUID-AFRIKA				
Remarks Opmerkings				Europcar reservation reference Europcar se besprekingsverwy- sing			RESERVATION ID NUMBER BESPREKINGSIDENTITEITS- NOMMER			

		Reg. No 05/13135/07		TRAVEL AGENT REFERRAL VOUCHER REISAGENTVERWYSINGSBEWYS			R			
Renter's name Naam van huurder				Car group Motorgroep		Date of issue Uitreikingsdatum		Issuer's stamp Uitreikerstempel		
Renting Office Verhuringskantoor		Date Datum	Flight Vlug	Time Tyd		Issuer's name Uitreiker se naam				
Return office Terugsendingskantoor						Issuer Uitreiker				
Method of payment (if by bank card, state the number) Betalingsmetode (indien per bankkaart, vermeld die nommer)						FOR TRAINING PURPOSES ONLY SLEGS VIR OPLEIDINGSDOELEINDES SOUTH AFRICA SUID-AFRIKA				
Remarks Opmerkings				Europcar reservation reference Europcar se besprekingsverwysing			RESERVATION ID NUMBER BESPREKINGSIDENTITEITSNOMMER			

ADDENDUM H

HOTEL VOUCHER				
PASSENGER'S NAME				
HOTEL			ADDRESS	
REQUIREMENTS			TEL	
DATE OF ARRIVAL		DATE OF DEPARTURE		RATE
ACCOUNT	FULL ACCOUNT		RESERVED BY DATE	CONFIRMED BY DATE
	EXTRAS TO BE SETTLED DIRECT		REMARKS	

HOTEL VOUCHER				
PASSENGER'S NAME				
HOTEL			ADDRESS	
REQUIREMENTS			TEL	
DATE OF ARRIVAL		DATE OF DEPARTURE		RATE
ACCOUNT	FULL ACCOUNT		RESERVED BY DATE	CONFIRMED BY DATE
	EXTRAS TO BE SETTLED DIRECTLY		REMARKS	

ADDENDUM I

TRAVEL INSURANCE APPLICATION

AGENCY NAME:		BRANCH:			CONSULTANT:		AGENCY CODE:	
INSURED PERSON(S) SURNAME	INITIALS	GENDER	DATE OF BIRTH	BENEFICIARY	ID/PASSPORT NUMBER	TYPE OF COVER	PRODUCT	TOTAL PREMIUM
1								
2								
3								
4								
								R

Do you intend to stay in any one country for more than 190 days? Yes/No

Have the public conveyance tickets been paid with a valid South African credit card? Yes/No

Person in charge of underage/disabled children: _____

Person whom the insured is going to visit whilst on the journey: _____

Period of insurance cover From: _____ To: _____

Postal address: _____

Total No. of days _____ (both days inclusive)

Postal code: _____

Furthest destination: _____

Tel (H) _____

Tel (W) _____

Declaration:

GP's Name: _____

1. I/We accept the levels of cover chosen and I/we will not expect any additional payment from the underwriters for claims exceeding the sums insured.

GP's tel: _____

Signature: _____ Issuing agent: _____

2. I/We declare that all insured persons are in good health and fit to travel.

Date: _____ Date: _____

3. I/We hereby accept the conditions of this policy document which I/we have received and studied.

4. I/We hereby give AIG the authority to phone my/our doctor in case of an emergency.