



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE (VOCATIONAL)**

### **TOURISM OPERATIONS NQF LEVEL 4**

(11011074)

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

Calculators may be used.

**This question paper consists of 8 pages and six addenda of 11 pages.**

**TIME: 3 HOURS**  
**MARKS: 200**

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**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. Use only a pen with BLUE or BLACK ink.
  6. Show ALL calculations.
  7. Write neatly and legibly.
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**SECTION A****QUESTION 1**

You work for Sunrise Travel in George. You are approached by Mr Mike Taylor to assist him in booking a tour to Europe for himself, his wife and two children, aged 16 and 18 years, respectively. You need to answer his travel-related queries.

1.1 Describe to Mr Taylor what a discretionary allowance is. (2)

1.2 Calculate how much money the family is allowed to take with them on their trip. Show ALL allowances per member and calculate the sum.  (5)

1.3 You suggested to Mr Taylor to take his money in traveller's cheques.  
Advise the client on TWO advantages and TWO disadvantages of this method of taking forex out of the country. (2 × 2) (4)

1.4 Name THREE other methods the Taylor family can use to take their forex with them to Europe. (3)

1.5 The family is planning a tour to France, Switzerland, Denmark, Norway and the United Kingdom.

Identify the currencies used in the following countries and supply the full name of the currency:

1.5.1 Switzerland

1.5.2 Denmark

1.5.3 UK 

1.5.4 Norway

(4 × 1) (4)

1.6 Mr Taylor wants to take his money as indicated below.

Calculate how much money he would receive in each currency. Refer to ADDENDUM A. Round the amount off with no decimals.


1.6.1 R25 000 in EUR traveller's cheques

1.6.2 R10 000 in DKK traveller's cheques

1.6.3 R15 000 in GBP traveller's cheques 



1.6.4 R5 000 in NOK cash notes


(4 × 3) (12)

- 1.7 Briefly explain to Mr Taylor the steps to follow to encash traveller's cheques. (4)
- 1.8 On arrival back from the tour, Mr Taylor was left with the foreign currencies indicated below. 
- Calculate how much money he would receive back from the South African bank in rands. Round off to the nearest Rand. Refer to ADDENDUM A.
- 1.8.1 GBP400 in traveller's cheques
- 1.8.2 NOK500 in cash notes
- (2 × 3) (6)  
**[40]**

## QUESTION 2


Refer to ADDENDUM B to answer the questions.

- 2.1 Classify the itinerary as a *general* or a *personal* itinerary. Motivate your answer. (1 + 2) (3)
- 2.2 Briefly explain what is meant by an *optional experience*. (2)
- 2.3 Identify an optional experience that is available to clients visiting Amsterdam. (1)
- 2.4 What is the cost of the optional experience referred to in QUESTION 2.3? (1)
- 2.5 Convert the cost in QUESTION 2.4 to ZAR. Refer to ADDENDUM A to  convert the amount to South African Rands. (3)
- 2.6 How many meals are included in the tour? Be specific about the different meals included in the itinerary. (2)
- 2.7 Briefly explain to a client the term *single supplement*. (2)
- 2.8 Read Addendum B and count how many different countries will be visited on this itinerary? (2)
- 2.9 Itineraries must be compiled in a logical order. A new employee at Trafalgar needs training. You compile a checklist for the new employee to ensure the itineraries are logic. List FIVE general criteria used to determine if the itinerary meets the client's needs in the checklist.  (5 × 2) (10)
- 2.10 List FIVE items which are usually excluded from a tour price. (5)


- 2.11 It is important for Trafalgar to obtain feedback at the end of the tour, to be able to evaluate the tour. One can ask open or closed-ended questions in a questionnaire to obtain information from the client about the tour.
- 2.11.1 Formulate an open question and a closed-ended question to illustrate the difference between the two types of questions.  (2 × 2) (4)
- 2.11.2 List FIVE guidelines that Trafalgar can follow when drawing up a questionnaire to evaluate the trip and to plan for future improvement of services. (5)
- [40]**


### QUESTION 3

You are working for Jetset Travel in Cape Town. Mr Tshabalala and his wife approach you to assist them with a tour to KwaZulu-Natal. They prefer a tour compiled especially for them, according to their needs. They would like to spend 10 days in KwaZulu-Natal. Mr Tshabalala is interested in history and culture, while his wife enjoys nature and shopping. They are budget travellers; therefore, they prefer to stay in self-catering accommodation.



- 3.1 What kind of itinerary would you plan for the Tshabalala family? Motivate your answer. (1 + 2) (3)
- 3.2 Mr Tshabalala asks you to recommend the best time to travel to KZN because weather plays an important role in planning for a holiday.   
Study the weather chart on ADDENDUM C to make your recommendation.
- 3.2.1 Decide on the best month/s for the tour. (1)
- 3.2.2 Motivate your answer about the best month/s to visit KZN as answered in question 3.2.1. (2)
- 3.3 Draw up a tour framework scope containing SIX criteria with information to assist you in compiling the tour for the Tshabalala couple. (6 × 2) (12)

You need to assist a client who wants to go on a two-day tour of New York. He requests two-star accommodation that is within walking distance of Central Park. He is interested in history and art.


- 3.4 Study ADDENDUM D and answer the following questions:
- 3.4.1 List FOUR sources you could have accessed to decide on accommodation for the client.  (4)
- 3.4.2 Which hotel would you recommend for the client? (1)
- 3.4.3 Compile a full-day excursion for the client, according to his interests. Name FOUR sites for his attention and ONE activity for the day. (4 + 1) (5)

3.4.4 Name TWO central reservation systems you could use to make a reservation for the client.  (2)

3.5 Choose a term from COLUMN A that matches a description in COLUMN B. Write only the letter (A–F) next to the question number (3.5.1–3.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.5.1	Natural disaster	A	the period from initiating a tour to the period of departure
3.5.2	Lead time 	B	act of God
3.5.3	Force majeure	C	an unexpected large event has taken place that makes somebody do something
3.5.4	Porterage	D	the time from arrival at the departure point to the time of departure
3.5.5	Override	E	fee charged for carrying things for clients 
		F	an additional bonus offered to a travel agency beyond the usual commission

(5 × 1) (5)


3.6 Recommend FIVE sources that can provide information on forex and the exchange rates.  (5) [40]

**QUESTION 4**





4.1 Complete the following sentences by using the word or words in the list below. Write only the missing word or words next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

special-interest tour; cruise; adventure tour; fly–drive tour; inclusive tour


4.1.1 A/An ... includes a flight from Durban to Cape Town and an Avis rental car for five days.

4.1.2 A/An ... is compiled for a group of ten Hospitality Level 4 students travelling to France to learn more about French cooking. 

4.1.3 A/An ...to the Garden Route includes activities such as a treetop canopy tour, bungee jumping and paragliding.

- 4.1.4 A ... comprises a voyage on the Simfonia from Cape Town to Durban. 
- 4.1.5 A/An ... includes elements such as accommodation, return travel tickets and activities. (5 × 2) (10)
- 4.2 Refer to ADDENDUM E to answer the following questions:
- 4.2.1 Differentiate between a *written contract* and an *implied contract*, by means of examples. (2 × 2) (4)
- 4.2.2 Identify the parties to the contract, as shown on ADDENDUM E. (2)
- 4.2.3 Why is it important for the client to pay a deposit to STA Travel? (2)
- 4.2.4 If a client decides to cancel their tour 20 days prior to departure, what is the compensation payable?  (1)
- 4.2.5 Name THREE situations in which STA Travel will not be liable for any compensation towards a client. (3 × 1) (3)
- 4.2.6 Briefly explain the liability of STA Travel and the contracted supplier/client as stated in the responsibility declaration. (3)
- 4.2.7 STA Travel strongly recommends that passengers take out adequate travel insurance for the duration of their trip.
- Briefly explain the following terminology relating to travel insurance:
- a Curtailment
  - b Cancellation 
  - c Personal liability
- (3 × 2) (6)
- 4.3 Suggest to STA Travel what it could do if it has fewer participants than the minimum group size it has anticipated. (3 × 2) (6)
- 4.4 Traveller's cheques offer travellers the benefit of safe means of carrying spendable currency when they travel. 
- What should be provided at the bank during the buying transaction? (3)
- [40]**

**QUESTION 5**


Mrs Naidoo from the local high school approaches Peter to assist her in planning a tour for the first netball team. The ages of the girls vary between 16 and 18 years. They are from a multicultural school. She would like to travel to KZN and wants you to include natural and cultural attractions in between their netball matches. 

5.1 Draw up a client profile to classify the needs for the above tour group. (5 × 2) (10)

5.2 Peter has researched the following information. Use this information to complete a basic cost framework for the tour. Your costing would be per person sharing. Complete the cost framework sheet provided on ADDENDUM F.

4 nights	Hadeda House Backpackers, Durban	R200 p/p per night
Day 1	uShaka Marine World	R150 p/p
Day 3	Kenneth Stainbank Nature Reserve	R20 p/p
Day 2	Durban Ice Arena	R90 p/p
Day 2	Juma Masjid	Free
Day 1	Rickshaw Ride	R50 p/p
Day 4	Netball only	
Transport (5 days)	Bus	R1 000 per day R2,50 /km (1 000 km)
Meals (5 days)		R150 per day
Mark-up at 15%		
Commission at 10%		

(20)

5.3 After the proposal of the tour has been submitted to Mrs Naidoo, she advises Peter that the cost is too expensive. 

Provide Peter with FIVE guidelines for lowering the cost. (5 × 2) (10)  
**[40]**

**TOTAL: 200**



**ADDENDUM A****Absa exchange rate**

<b>Currency</b>	<b>Name</b>	<b>Buy notes and trav. cheques</b>	<b>Sell trav. cheques and transfers</b>	<b>Sell notes</b>
AED	United Arab Emirates dirham	0.2846	0.2625	0.2590
AUD	Australian dollar	0.1049	0.0960	0.0955
BWP	Botswana pula	0.8160	0.7224	0.7199
CAD	Canadian dollar	0.1056	0.0937	0.0932
CHF	Swiss franc	0.0811	0.0703	0.0688
CNY	China yuan renminbi	0.5392	0.4529	0.4504
DKK	Danish krone	0.5221	0.4405	0.4280
EUR	European euro	15.4171	16.0437	16.0772
GBP	British sterling	17.5383	18.2339	18.2749
HKD	Hong Kong dollar	0.6509	0.5487	0.5427
KES	Kenyan shilling	0.0000	7.2309	7.0809
MUR	Mauritian rupee	2.7116	2.4366	2.4136
NOK	Norwegian krone	0.6494	0.5688	0.5588
NZD	New Zealand dollar	0.1171	0.1022	0.1012
SEK	Swedish krona	0.7005	0.6249	0.6099
SGD	Singapore dollar	0.1109	0.0928	0.0918
USD	US dollar	13.4377	13.8481	13.8541

[Source: <https://www.absa.co.za/indices/exchange-rates>]

**ADDENDUM B**



**7 DAYS, 6 COUNTRIES, 12 CITIES**

**GLIMPSE OF EUROPE**

Departure date

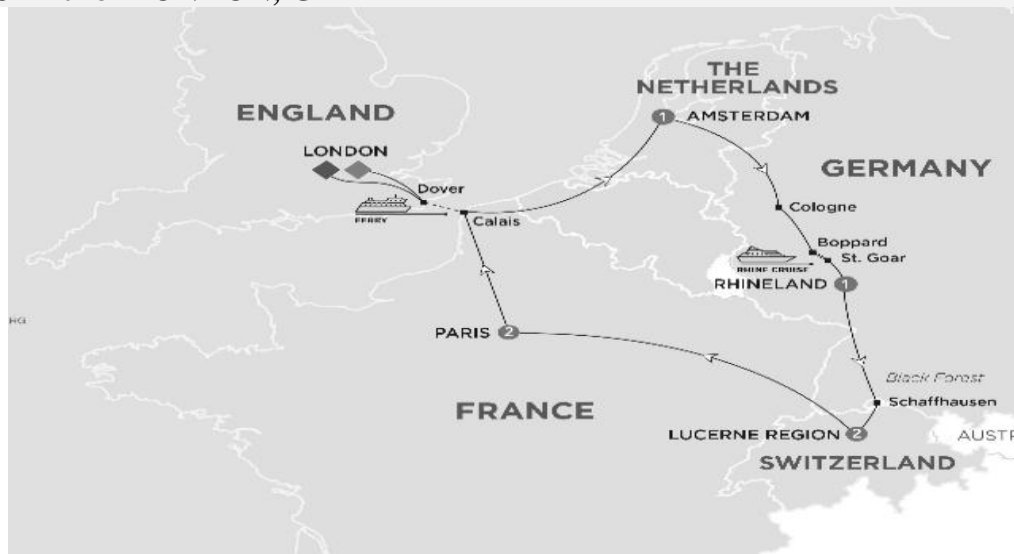
**30 JULY 2018 LONDON, GB**

Return date

**5 AUGUST 2018 LONDON, GB**

**R18 680,00 P/P SHARING**

Single supplement will apply



**YOUR ITINERARY**

**1. LONDON – AMSTERDAM**

See the White Cliffs of Dover this morning as you cross the channel to continental Europe. Travel through Belgium and into The Netherlands where you will pass windmills en route to the lively city of Amsterdam. You may take the opportunity to explore the city further by taking a canal cruise in a glass-covered boat to enjoy views of the famous gabled houses.

**HOTEL** Ibis Schiphol

**OPTIONAL EXPERIENCES**

## Amsterdam Discovery and Canal Cruise

Absolutely the best way to see Amsterdam's wonderful sights! Go on a private cruise in a glass-roofed boat to travel the historic canal ring, showing imposing warehouses, stately merchant homes, houseboats and bridges. Then, on foot with our local specialist, explore the heart of the city, including the not-to-be-missed coffee houses and shop windows of the Red Light District!

Adult price **€39.00**

## 2. AMSTERDAM – COLOGNE – RHINE CRUISE – RHINELAND

Travel through the Dutch countryside this morning before crossing into Germany. Stop to view the spectacular Gothic Cologne Cathedral in Cologne, Germany, before arriving in the picturesque Rhine Valley. Here you embark on a cruise at Boppard which glides past medieval castles and steeply terraced vineyards which produce the well-known, high-quality Rhine wines. Learn about the legends associated with this stretch of the river, including that of the famous Lorelei Rock near St. Goar. Finally, continue to your hotel where you dine tonight.

MEAL(S)      Buffet breakfast/dinner  
**HOTEL**      Achat Premium, Weinstrasse

## 3. RHINELAND – BLACK FOREST – RHINE FALLS – LUCERNE REGION (2 NIGHTS)

Continue south through the Black Forest region which is bordered by the Rhine Valley to the west and south. This beautiful area is renowned for its wood carving, the creation of the original cuckoo clock, and speciality cuisine which includes delicacies such as smoked ham and Black Forest cake. Cross the border into Switzerland before stopping to admire the impressive Rhine Falls at Schaffhausen.

MEAL(S)      Buffet breakfast  
**HOTEL**      Krone Giswil

## 4. LUCERNE ORIENTATION AND FREE TIME

This morning, your orientation tour around this medieval city highlights the poignant Lion Monument, built in memory of Louis XVI's courageous Swiss Guards who tried to defend the Palace of the Tuileries in Paris during the French Revolution. Cross the wooden Chapel Bridge over the River Reuss and view the onion-domed Jesuit Church.

MEAL(S) Buffet breakfast/dinner

#### OPTIONAL EXPERIENCES

##### **Swiss Folklore Evening and Dinner**

Tonight we will enjoy a tasty Swiss meal, including the famous Swiss cheese fondue, in a typical restaurant. While enjoying dinner, you can also join in a lively folklore show which includes yodelling, flag-throwing and Alpine horn-blowing. Two drinks are also included.

Adult price: **FR.99.00**

#### 5. LUCERNE REGION – PARIS (2 NIGHTS)

Today we head north and cross the Rhine River for the final time in the city of Basel as you leave Switzerland and enter France. Then we cross through parts of the renowned wine-producing Burgundy region, with views of the extensive vineyards.

MEAL(S) Buffet breakfast

**HOTEL** Novotel Pont de Sevres

#### 6. PARIS ORIENTATION AND FREE TIME

This morning, you are introduced to this exquisitely planned city with views of the Champs-Élysées, Place de la Concorde, Arc de Triomphe and Eiffel Tower. This evening why not sample Parisian nightlife at a cabaret show?

MEAL(S) Buffet breakfast

#### OPTIONAL EXPERIENCES

##### **Notre Dame and Latin Quarter**

A guided drive through Paris' bohemian Left Bank with our local specialist brings us to amazing Notre Dame to discover one of the world's most famous cathedrals and the epitome of Gothic architecture. Afterwards, we will take a stroll through the delightful Latin Quarter, a medieval maze of winding cobblestone alleyways, where you will have some free time to enjoy the sidewalk bistros, boutiques and hidden squares.

Adult price: **€33.00**

## 7. PARIS – LONDON

We traverse northern France past WWI battlefields. We cross the English Channel to Dover and continue our journey to London, where you say goodbye to your fellow travellers and travel director at the end of a memorable holiday.

MEAL(S) Buffet breakfast

[Source: Adapted from <https://www.trafalgar.com>]

## ADDENDUM C

### Durban: Annual weather averages

February is the hottest month in Durban, with an average temperature of 25 °C (77 °F), and the coldest is June, at 18 °C (64 °F), with the most daily sunshine hours at nine in August. The wettest month is January, with an average of 130 mm of rain. The best month to swim in the sea is January, when the average sea temperature is 26 °C (79 °F).

#### Average temperature: Durban

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	25	25	25	23	20	18	18	19	20	21	22	24
°F	77	77	77	73	68	64	64	66	68	70	72	75

#### Average rainfall: Durban

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
mm	130	130	130	70	40	20	40	70	90	100	120	100
Days	18	15	15	12	7	5	6	9	13	20	20	20

**ADDENDUM D: NEW YORK ACCOMMODATION**



**New York City**

**Apartments Your Home in Harlem**

*3-star hotel*

Harlem, New York City – show on map (5 km from the centre) – subway access

Your Home in Harlem comes with a garden that can be viewed from the lounge and it is housed in a brownstone.

**Apartments Home NYC**

*2-star hotel*

Harlem, New York City – show on map (4.8 km from the centre) – subway access

Home NYC offers self-catering accommodation with free Wi-Fi, just 4,4 km from Central Park in Manhattan. Guests are provided fruits and refreshments upon arrival.

**Days Inn by Wyndham Hotel New York City-Broadway**

*2-star hotel*

This is a preferred property. They provide an excellent service, offer great value, and have awesome reviews.

Upper West Side, New York City (3 km from the centre) – subway access

On the Upper West Side of Manhattan and within walking distance of Central Park, this hotel features an on-site fitness room and accommodation with cable TV.

## **Harlem Grand**

Harlem, New York City – show on map (5 km from the centre) – subway access

Located in New York City, an eight-minute walk from Columbia University, Harlem Grand provides air-conditioned accommodation with free Wi-Fi.

## **Riverside Tower Hotel**

*two-star hotel*

Upper West Side, New York City (1.9 km from the centre) – subway access

Offering complimentary Wi-Fi, the Riverside Tower Hotel is 805 metres from the American Museum of Natural History. This non-smoking property is 2.1 km from the Metropolitan Museum of Art.

## **Hotel Alexander**

*two-star hotel*

Upper West Side, New York City – show on map (3 km from the centre) – subway access

Located in Upper West Side, Hotel Alexander is an extended-stay boutique hotel. The property is 5.3 km from Time Square, 1 km from Central Park and 322 metres away from a subway station.

[Source: <https://www.booking.com>]

**ADDENDUM E****STANDARD TERMS AND CONDITIONS: STA TRAVEL****OUR AGREEMENT WITH YOU**

We are STA Travel (ZA) Limited (STA Travel) and in our agreement with you, we set out what you are legally entitled to expect from us and your obligations to us. We sell products and services as an agent on behalf of airlines, wholesale companies and other service providers, including accommodation and transportation services (third-party suppliers). You should make sure that you understand the terms and conditions which apply to your particular arrangements, in addition to these general terms and conditions, and we will make available to you the terms and conditions or websites of third-party suppliers.

**Your travel booking**

When you make a booking:

- (a) you guarantee that you have the authority to accept and do accept for yourself and on behalf of your party the terms of these booking conditions and any terms and conditions imposed by third-party suppliers.
- (b) it is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately on receiving this document. The names in your booking must be exactly the same as they appear in the traveller's passport.
- (c) you enter into a legally binding contract to acquire the relevant travel or travel-related products and/or services with the third-party suppliers.
- (d) on behalf of someone else, you warrant that you have the authority to accept, and do accept on behalf of that person, to be bound by STA Travel's general terms and conditions and the relevant third-party suppliers' terms and conditions.

STA Travel's role is to assist you in planning your travel arrangements, facilitating your bookings, and arranging payment and refunds as applicable. STA Travel is not a provider of any travel products/services as such and it has no responsibility for products or services provided or not provided by any third-party suppliers. We give and make no warranty or representation regarding the standard of any services or products supplied by third-party suppliers and no person has the authority to make any such representation or warranty on behalf of STA Travel.

If for any reason, any third-party supplier is unable to provide the products/services you purchased through STA Travel, your remedy lies against that third-party supplier and not STA Travel.

These general terms and conditions, together with the relevant terms and conditions of the third-party suppliers, apply to any travel products/services you purchased through us.

**Deposits and payment**

Deposits are non-refundable. Payment of a deposit enables STA Travel to hold a reservation for you but it does not guarantee the fare and/or price. The fare and/or price can only be guaranteed once we have received full payment and tickets and/or other travel documents have been issued. The booking fee is also non-refundable.

STA Travel will advise you of the date at which full payment is required.

**Cancellations and changes**

Your contract with your third-party suppliers may allow suppliers to cancel or amend bookings. We will ensure that you are promptly notified of any significant changes but accept no liability for any changes or costs incurred, which may result.



If we make a significant change to your booking, we will inform you as soon as reasonably possible if there is time before your departure. These may include (but are not limited to) the following changes: a change of accommodation to that of a lower category, a change of departure airport, a change of supplier, and a change in the time of your departure or return flight by more than 12 hours. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us (we will refund any price difference if the alternative has a lower value), or cancelling your booked arrangements and receiving a full refund.

<b>Period before departure when a significant change is notified</b>	<b>Compensation payable per person</b>
More than 56 days	R0
55–29 days	R100
28–15 days	R200
14–7 days	R300
7–0 days	R400

#### **Important note – changes beyond our control**

Compensation will not apply if a significant change is made for reasons beyond our control. These include (but are not limited to) force majeure, war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, and changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type, closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event.

If you have booked a flight and we are alerted to a significant schedule change by your airline before you depart from South Africa, we will contact you by e-mail to advise you of this. Please ensure that you have given your contact e-mail address to STA Travel and that you regularly check for messages before you leave. STA Travel has no control over airline schedule changes and it accepts no liability for costs which may arise because of such changes.

After you have left South Africa, it is your responsibility to check with the airline that any onward or connecting flights (whether local or international), which you have confirmed, are operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines, it is mandatory to confirm with them your intention to fly.

#### **Our responsibility for your arrangements**

We have taken all reasonable care to make sure that all the services that make up the arrangements made by STA Travel are provided by efficient and reputable businesses. These businesses should follow the local and national laws and regulations of the country where these services are provided. However, please be aware that overseas safety standards may be lower than in South Africa. You acknowledge and agree, however, that STA Travel has no liability for any act, omission or default, whether negligent or otherwise, of any third-party supplier.

In circumstances in which liability of STA Travel cannot be excluded, such liability is limited to the value of the purchased travel arrangements.

STA Travel reserves the right to decline to provide services to any individual, legal entity, group or party of travellers.

**YOUR AGREEMENT WITH US**

By finalising your arrangements with us, you are accepting that the terms of this agreement (and conditions of any contract made with any third-party supplier(s)) apply to your booking and your travel arrangements. You also consent to our processing personal information about you and other members of your party. We and the third-party suppliers may disclose your personal information to others when they are directly involved with facilitating your travel arrangements and bookings and the provision of travel services and products. For example, we may disclose your personal information to airlines, hotels, car rental companies and other service providers in facilitating your travel arrangements.

**If you change your booking**

If you wish to change your booking and such a change is permitted and possible, STA Travel will charge you a service fee to process the change. You may also be charged a service fee by your third-party supplier. For changes after departure, please see the 'Global Travel Help' section on [www.statravel.co.za](http://www.statravel.co.za) for details of how to request changes. Please note that all reservation changes are subject to availability and the terms and conditions of the product or service purchased. For changes before departure, please contact the original branch that booked your ticket.

**If you cancel your booking**

If you cancel your booking, the cancellation terms and conditions of your third-party suppliers will apply as well as STA Travel fees outlined on your itinerary and receipt. We need to receive from you written notification of cancellation and your original ticket/voucher before any refund can be considered. If you decide to cancel arrangements before the balance due date, any deposits paid are non-refundable. Refunds will only be paid to you once we have received the funds back from the third-party suppliers.

**Insurance**

Travel insurance is a vital part of your arrangements. We strongly recommend that you take out adequate insurance for the duration of your journey. Travel insurance is a mandatory element of some travel arrangements. We can arrange travel insurance for you and can provide you with a quote and answer any queries you may have regarding the insurance we offer. However, in making or not making insurance arrangements for you, we do so exclusively as agents on your behalf and any right of recourse will be exclusively against the insurer.

[Source: Adapted from <http://www.statravel.co.za/sta-terms-conditions.htm>]

<b>EXAMINATION NUMBER</b>																			
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**ADDENDUM F**

**QUESTION 5.2**

<b>ITEMS</b>	<b>SPECIFICS</b>	<b>AMOUNT PER PERSON</b>
<b>ACCOMMODATION</b>		
<b>ATTRACTIONS</b>		
<b>TRANSPORT</b>		
<b>MEALS</b>		
<b>SUB-TOTAL</b>		
<b>MARK-UP</b>		
<b>COMMISSION</b>		
<b>TOTAL</b>		

(20)