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| <b>FACULTY/COLLEGE</b>                            | College of Business and Economics                              |
| <b>SCHOOL</b>                                     | School of Tourism & Hospitality                                |
| <b>DEPARTMENT</b>                                 | Tourism Management   |
| <b>CAMPUS(ES)</b>                                 | APB  |
| <b>MODULE NAME</b>                                | Short Learning Program:<br>Travel Operations                   |
| <b>MODULE CODE</b>                                | TRV00A1  |
| <b>SEMESTER</b>                                   | 1 <sup>ST</sup> Semester                                       |
| <b>ASSESSMENT OPPORTUNITY,<br/>MONTH AND YEAR</b> | Supplementary Summative Assessment<br>Opportunity<br>July 2019 |

|                        |                     |                    |     |
|------------------------|---------------------|--------------------|-----|
| <b>ASSESSMENT DATE</b> | TBC                 | <b>SESSION</b>     | TBC |
| <b>ASSESSOR(S)</b>     | Monique Jacobs      |                    |     |
| <b>MODERATOR(S)</b>    | Dr N Wakelin-Theron |                    |     |
| <b>DURATION</b>        | 2 hours             | <b>TOTAL MARKS</b> | 120 |

|   |    |
|---|----|
| <b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b> | 13 |
|---|----|

### INFORMATION/INSTRUCTIONS:

- This is a CLOSED-book assessment.
- **Answer ALL** the questions
- Read the questions carefully and answer only what is required.
- Number your answers clearly and correctly as per the question paper.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
- Students may make use of the following publications and equipment:  
**GSA Magazine Feb 2019 edition**  
**Non-programmable Calculator**
- The general UJ policies, procedures and rules pertaining to written assessments apply to this assessment.

**CASE STUDY**

Please note that all questions in all sections will be based on the case study below.

You work for Excelsior Travel in Durban, IATA number 7721404

**Client information**

Name : Mr Mike Jackson and Mrs Tammy Jackson  
Credit Card : Visa 4901 2567 56982 747 expiry July 2020 (to be used for all travel)  
Purpose : Leisure

**Itinerary**

|             |           |  |
|-------------|-----------|--|
| 13 Apr      | Saturday  | Depart Durban to Pretoria on the Pride of Africa   |
| 15 Apr      | Monday    | Arrive Pretoria<br>Fly from Johannesburg to Cape Town<br>Collect rental car from EuropCar<br>Drive to hotel, check-in and overnight at hotel |
| 15 – 17 Apr |           | Overnight at hotel<br>Table Mountain and City Tour with Springbok Atlas [16Apr]  |
| 17 Apr      | Wednesday | Check out of hotel<br>Return rental car<br>Fly from Cape Town to Zurich in Switzerland   |
| 18 Apr      | Thursday  | Arrive in Zurich<br>Collect Eurail Swiss Pass for 4 days   |
| 22 Apr      | Monday    | Fly from Zurich back to Durban   |
| 23 Apr      | Tuesday   | Arrive Durban<br>Depart on a MSC Cruise  |
| 25 Apr      | Thursday  | Arrive Durban harbour  |

**QUESTION 1 : Luxury Rail****[11 MARKS]**

Mr & Mrs Jackson would like to travel from Durban to Pretoria on the 'Pride of Africa', departing as per the itinerary in the case study.

*Use the rail extract ADDENDUM A to answer the following questions*

- 1.1 Calculate the total cost for this journey. Mr and Mrs Jackson would like a Royal Suite. (3)
- 1.2 Their 21year old daughter wants to join them for this section of their trip. Calculate the cost for her in a Deluxe suite. (3)
- 1.3 What activities are included on Day 2 of their journey? *Name two (2).* (2)
- 1.4 Advise your passengers what is included in their rate. *Name three (3) inclusions.* (3)

**QUESTION 2 : Car Rental****[24 MARKS]**

Mr Jackson will be hiring a car in Cape Town with EuropCar.

He would like to collect the cheapest automatic car at Cape Town airport around 22h00 on the day of their arrival (15 Apr) and return the car to the same depot at 18h00 on the day of their departure (17 Apr) out of Cape Town.

He requests standard insurance, with 100 kilometres free per day as he anticipates driving approximately 250km in total. He also requests PAI for the full duration of his rental.

*Refer to ADDENDUM B to answer the following questions.*

- 2.1 Which car group would you suggest to Mr Jackson? Give as much detail about the car as possible. (2)
- 2.2 Calculate the total cost of his car rental including all extras. (10)
- 2.3 How much commission would this booking earn your agency? *Do the calculation.* (2)
- 2.4 Now complete Mr Jackson's car voucher below. He will be paying with his personal credit card as indicated in the case study above. (10)


|                   |      |        |      |                         |               |                 |
|-------------------|------|--------|------|-------------------------|---------------|-----------------|
| <b>Car Rental</b> |      |        |      | <b>Referral Voucher</b> |               | <b>R 297697</b> |
| Renter's Name     |      |        |      | Car Group               | Date of Issue | Issuer's Stamp  |
| Renting Office    | Date | Flight | Time | Issuer's Name           |               |                 |
| Return Office     |      |        |      | RESERVATION ID NUMBER   |               |                 |
| Method of Payment |      |        |      |                         |               |                 |
| Remarks           |      |        |      | VOUCHER VALUE NIL       |               |                 |

**QUESTION 3 : Accommodation****[20 MARKS]**

In Cape Town, they also require a two (2) night stay at 40 Winks Luxury Guest House in Green Point, checking in and checking out on dates indicated in the case study

*Refer to the accommodation section in your GSA magazine to answer the following questions*

- 3.1 Calculate the full cost of the stay for Mr & Mrs Jackson in a double room. (6)
- 3.2 Work out how much commission you will earn (*40 Winks Guest House informs you that they will pay 15% commission*) (3)
- 3.3 What is the star rating for this Guest House? (1)
- 3.4 Issue their hotel voucher below. Mila from 40 Winks Guest House confirmed their reservation with you today. Mrs Jackson would like fresh flowers in her room, please advise the Guest House. (10)

|                         |                     |  |                      |                                      |  |
|-------------------------|---------------------|--|----------------------|--------------------------------------|--|
| <b>Excelsior Travel</b> |                     |  |                      | <b>VOUCHER NO:</b><br><b>DT 6590</b> |  |
| <b>PASSENGER NAME</b>   |                     |  | <b>NO OF PERSONS</b> |                                      |  |
| <b>HOTEL</b>            |                     |  | <b>ADDRESS</b>       |                                      |  |
| <b>REQUIREMENTS</b>     |                     |  | <b>TEL NO</b>        |                                      |  |
| <b>DATE OF ARRIVAL</b>  |                     | <b>DATE OF DEPARTURE</b>   |                      | <b>RATE</b>                          |  |
| <b>ACCOUNT</b>          | <b>FULL ACCOUNT</b> | <b>RESERVED</b>  | <b>BY DATE</b>       | <b>CONFIRMED BY DATE</b>             |  |
|                         | <b>EXTRAS</b>       |  |                      |                                      |  |
| <b>REMARKS</b>          |                     |  |                      |                                      |  |

**QUESTION 4 : Springbok Atlas Day Tour****[6 MARKS]**

Whilst in Cape Town the Jackson couple would like you to book them on the Table Mountain and City Tour with Springbok Atlas.

*Refer to ADDENDUM D to answer the following questions and do the calculations*

- 4.1 Is this tour a FULL day or HALF day tour? (1)
- 4.2 What is the tour code for the tour that they selected? (1)
- 4.3 How long is this tour? *Provide the hours.* (1)
- 4.4 Work out the total cost for them. *Show all calculations.* (3)

**QUESTION 5 : International Rail****[6 MARKS]**

Now in Zurich, Switzerland the Jackson couple have requested information on a rail pass That will allow them to travel around Switzerland for 4 days.

*Refer to the international rail section in your GSA magazine to answer the following questions*

- 5.1 What is the cost of this pass in EUR? They prefer the cheapest option. (3)
- 5.2 What would be the cost of this pass in ZAR. *Use the foreign exchange rate sheet marked Addendum E to do the calculations.* (3)

**QUESTION 6 : Official documentation****[8 MARKS]**

Mr & Mrs Jackson requests the following information from you their travel professional. Note, they are both South African passport holders.

*Using your GSA magazine answer the following questions regarding SWITZERLAND*

- 6.1 What is the capital city? (1)
- 6.2 Name two (2) of the country's official languages. (2)
- 6.3 What is the best time to visit this country? (1)
- 6.4 Name two (2) airlines that operate in Switzerland. (2)
- 6.5 Would your passengers require a Visa? YES/NO? (1)
- 6.6 If Yes, how long will they wait for the visa to be processed? (1)

**QUESTION 7 : Foreign Exchange****[10 MARKS]**

Mr Jackson has also requested that you arrange foreign exchange for their trip. He however first requests some information regarding foreign exchange.

*Refer to ADDENDUM E to do the calculations*

- 7.1 Which institution decides on the amount of 'travel allowance' permitted to be purchased in any calendar year? (1)
- 7.2 At what amount is, the current 'travel allowance' set for adults. (1)
- 7.3 How far in advance can Mr Jackson purchase their foreign exchange? (1)
- 7.4 How long will Mr Jackson have after their trip to refund any unused foreign currencies? (1)
- 7.5 After their return to South Africa, Mr Jackson wants to refund the following unused currencies. What amount would he receive for each in ZAR?
  - 7.5.1 EUR 58 in cash (3)
  - 7.5.2 EUR 120 in traveller's cheques (3)

**QUESTION 8 : Travel Insurance****[15 MARKS]**

Mr & Mrs Jackson have advised you that they are interested in taking out travel insurance. They would like to take out the CHEAPEST possible travel insurance for the full period of their trip.

*Refer to ADDENDUM C to answer the following questions*

- 8.1 Which insurance option would you suggest to them? Please motivate your answer. (2)

- 8.2 What would the full cost of this insurance be? (2)
- 8.3 Mrs Jackson has asked you to explain a few things about their insurance to her
- 8.3.1 What is personal accident? (2)
- 8.3.2 How much cover would she have for personal accident? (1)
- 8.3.3 What excess would be payable if she had to claim? (1)
- 8.3.4 What is the difference between *cancellation* and *curtailment*? (2)
- 8.3.5 How much cover will she have in case of cancellation in ZAR? (2)
- 8.3.6 What is *personal liability*? (2)
- 8.3.7 Should her gold earrings get stolen for how much will she be covered? (1)

**QUESTION 9 : Tour Planning & Costing****[11 MARKS]**

In Zurich you are organising a tour for Mr & Mrs Jackson. You have sources the following prices,

|                 |   |            |            |                         |
|-----------------|---|------------|------------|-------------------------|
| Airfare         | - | ZAR 15 285 | per person | (1% commission payable) |
| Departure taxes |   | ZAR 3050   | per person |                         |

Transfers – airport to city centre return (per person one way)  
EUR 80

Accommodation in Zurich (per person sharing per night)  
EUR 825

Tours in Zurich (per person)

- Fraumunster Church tour @ EUR 25
- Swiss National Museum @ EUR 80
- Grossmunster Cathedral tour @ EUR 55

Remember to include a 15% agent's mark-up.  
All other expenses such as visas, meals were not included in the tour price.

*Refer to ADDENDUM E to do the calculations*

- 9.1 What is the total cost for land arrangements per person in EUR? (1)
- 9.2 Calculate the net cost of all land arrangements per person in ZAR. (1)
- 9.3 Calculate the total cost per person in ZAR including your 15% mark-up. (6)
- 9.4 Calculate the total amount of commission earned by the agency for this tour per person. (3)

**QUESTION 10 : MSC Cruise****[11 MARKS]**

For the last leg of their itinerary, they would like to book an MSC cruise to the Portuguese Islands as per their itinerary.

*Refer to ADDENDUM F to answer the following questions*

- 10.1 Which cruise would you suggest for Mr & Mrs Jackson? *Provide the cruise number.* (1)

- 10.2 How many nights will they be cruising? (1)
- 10.3 What would the total cost be for both passengers, including all mandatory charges in an outside cabin? (7)
- 10.4 How much commission will your agency earn on this cruise booking? (2)

## ADDENDUM A : ROVOS RAIL EXTRACT 2019

## ROVOS RAIL RATES &amp; DATES 2019-2020

PRETORIA HEAD OFFICE 1 Transnet Ave, Capital Park 0001 • PO Box 2837 Pretoria 0001 South Africa • T: +27 (0) 12 315 8242 F: +27 (0) 12 315 8320

CAPE TOWN OFFICE 1 Adderley St, Cape Town 8002 • PO Box 50241 Waterfront 8002 South Africa • T: +27 (0) 21 421 4020 F: +27 (0) 21 421 4022

ST JAMES GUESTHOUSES Manor 108 Main Rd, Seaforth 96 Main Rd, Homestead 1 Ley Rd, Cape Town 7945 • T: +27 (0) 21 788 4543 F: +27 (0) 21 788 9590

ROVOS.COM reservations@rovos.co.za • STJAMESGUESTHOUSES.COM guesthouses@rovos.co.za • SHONGOLOLO.COM reservations@shongololo.com



## SHORT JOURNEYS: 1 OCTOBER 2019 - 30 SEPTEMBER 2020

| JOURNEY  | Pretoria - Cape Town | Cape Town - Pretoria | Pretoria - Victoria Falls | Victoria Falls - Pretoria | Pretoria - Durban | Durban - Pretoria | JOURNEY DETAILS                  |                                  |         |         | JOURNEY DETAILS         |  |         |         |
|--|----------------------|----------------------|---------------------------|---------------------------|-------------------|-------------------|----------------------------------|----------------------------------|---------|---------|-------------------------|--|---------|---------|
|  |                      |                      |                           |                           |                   |                   | NORTH Cape Town to Pretoria      |                                  |         |         | EAST Pretoria to Durban |  |         |         |
| OCT 2019   | 4,11,16,18,23,25     | 7,14,19,21,26,28,30  | 3,10,17,24,31             | 6,13,20,27                | 25                | 28                | Day 1                            | Cape Town                        | D:11.00 |         | Day 1                   | Pretoria   | D:10.00 |         |
| NOV 2019   | 1,7,8,15,22,29       | 4,11,18,25           | 7,14,21,28                | 3,10,17,24                | 22                | 25                |                                  | Matjiesfontein                   | A:18.00 | D:19.00 | Day 2                   | Game Drive in Nambiti Private Reserve                    | A:07.00 | D:10.30 |
| DEC 2019   | 6,13,20,25,27        | 2,7,9,16,23,28,30    | 19,26                     | 1,22,29                   | n/a               | n/a               | Day 2                            | Kimberley                        | A:14.30 | D:16.00 |                         | Game Drive in Spionkop Reserve OR Battlefields Site Tour | A:15.00 | D:19.00 |
| JAN 2020   | 3,8,10,17,22,24,31   | 6,13,20,25,27        | 2,9,16,23,30              | 5,12,19,26                | 10                | 13                | Day 3                            | Pretoria                         | A:12.00 |         |                         |  |         |         |
| FEB 2020   | 7,14,19,21,26,28     | 3,10,12,17,22,24     | 6,13,20,27                | 2,9,16,23                 | 7                 | 10                | NORTH Pretoria to Victoria Falls |                                  |         |         |                         |  |         |         |
| MAR 2020   | 4,6,11,13,18,20,27   | 2,7,9,14,16,21,23,30 | 5,12,19,26                | 1,8,15,22,29              | 20                | 23                | Day 1                            | Pretoria                         | D:10.00 |         | Day 3                   | Ardmore Ceramics Gallery Excursion                       | A:10.00 | D:12.00 |
| APR 2020   | 3,10,17,24           | 1,6,13,20,27         | 2,9,16,23,30              | 5,12,19,26                | 10                | 13                | Day 2                            | Day on Board                     |         |         |                         |  |         |         |
| MAY 2020   | 1,8,15,22,29         | 4,11,18,25,30        | 7,14,21,28                | 3,10,17,24,31             | n/a               | n/a               | Day 3                            | Game Drive at The Hide in Hwange | A:15.00 | D:19.00 |                         |  |         |         |
| JUN 2020   | 5,12,19,24,26        | 1,8,15,22,29         | 11,25                     | 14,28                     | n/a               | n/a               | Day 4                            | Vic Falls                        | A:10.00 |         |                         |  |         |         |
| JUL 2020   | 3,10,17,24,31        | 6,13,20,27           | 2,9,16,23,30              | 5,12,19,26                | n/a               | n/a               | SOUTH Victoria Falls to Pretoria |                                  |         |         | WEST Durban to Pretoria |  |         |         |
| AUG 2020   | 7,14,21,26,28        | 3,10,17,24,29,31     | 6,13,20,27                | 2,9,16,23,30              | 14                | 17                | Day 1                            | Vic Falls                        | D:17.00 |         | Day 1                   | Durban   | D:10.00 |         |
| SEP 2020   | 4,9,11,16,18,23,25   | 2,7,14,19,21,28      | 3,10,17,24                | 6,13,20,27                | 25                | 28                | Day 2                            | Game Drive at The Hide in Hwange | A:06.00 | D:10.00 |                         | Ardmore Ceramics Gallery Excursion                       | A:15.00 | D:17.00 |
| SUITES AND RATES Prices one way per person sharing – see single supplement |                      |                      |                           |                           |                   |                   | Day 3                            | Day on Board                     |         |         | Day 2                   | Game Drive in Spionkop Reserve OR Battlefields Site Tour | A:08.00 | D:13.00 |
| PULLMAN  | R22 350              | R22 350              | R29 250                   | R29 250                   | R22 350           | R22 350           | Day 4                            | Pretoria                         | A:10.00 |         |                         |  |         |         |
| DELUXE   | R33 750              | R33 750              | R44 000                   | R44 000                   | R33 750           | R33 750           | SOUTH Pretoria to Cape Town      |                                  |         |         |                         |  |         |         |
| ROYAL  | R45 000              | R45 000              | R58 600                   | R58 600                   | R45 000           | R45 000           | Day 1                            | Pretoria                         | D:15.00 |         |                         | Game Drive in Nambiti Private Reserve                    | A:15.00 | D:19.00 |
| SINGLE SUPP.   | 50% all suites       | 50% all suites       | 50% all suites            | 50% all suites            | 50% all suites    | 50% all suites    | Day 2                            | Kimberley                        | A:10.00 | D:12.30 |                         |  |         |         |
|  |                      |                      |                           |                           |                   |                   | Day 3                            | Matjiesfontein                   | A:08.15 | D:10.30 |                         |  |         |         |
|  |                      |                      |                           |                           |                   |                   |                                  | Cape Town                        | A:18.00 |         | Day 3                   | Pretoria   | A:16.00 |         |

**RACK RATE ONE WAY PER PERSON SHARING includes** Accommodation; all meals; all alcoholic and other beverages; 24-hour room service and bar facilities; limited laundry service; guided excursions (where applicable); entrance fees as per itinerary; government tax; on-board historian, doctor and hair stylist (Dar and Lobito only). **RATE EXCLUDES** Pre- and post-tour accommodation, flights and transfers; visas; gratuities; international/French Champagne; souvenirs. **INCLUDED in off-train accommodation on LONG JOURNEYS** Accommodation; meals; water and a limited wine selection at certain establishments; Golf Safari and African Collage include green fees, carts and halfway house. **EXCLUDED from off-train accommodation on LONG JOURNEYS** Beverages (dependent); laundry; telephone calls. Rates and dates are specific. Please reconfirm with: reservations@rovos.co.za - www.rovos.com. Departure/arrival times are approximate and cannot be guaranteed.



**ADDENDUM B: EUROPCAR EXTRACT**

EuropCar Rental Extract

**STANDARD WAIVERS**

| Group |      | 1 – 2 days<br>100 km free p/day | 3 – 14 days<br>100 km free p/day | 15 + days<br>100km free p/day | Excess<br>Per km |
|-------|------|---------------------------------|----------------------------------|-------------------------------|------------------|
| J     | EDMN | 251                             | 219                              | 203                           | 1.54             |
| A     | CDMN | 280                             | 245                              | 228                           | 1.76             |
| T     | EDMR | 292                             | 267                              | 238                           | 1.82             |
| B     | CDMR | 303                             | 273                              | 248                           | 1.87             |
| C     | CCMR | 372                             | 329                              | 307                           | 2.81             |
| D     | ICAR | 455                             | 402                              | 377                           | 3.63             |
| F     | SDAR | 582                             | 516                              | 486                           | 3.77             |
| G     | FDMR | 676                             | 600                              | 565                           | 4.35             |
| H     | FDAR | 710                             | 631                              | 594                           | 5.01             |
| O     | PDAR | 822                             | 730                              | 689                           | 5.34             |
| V     | FVMR | 658                             | 584                              | 548                           | 4.04             |
| E     | LVMR | 1014                            | 902                              | 852                           | 7.26             |

**SUPER WAIVER**

| Group |      | 1 – 2 days<br>100 km free p/day | 3 – 14 days<br>100 km free p/day | 15 + days<br>100km free p/day | Excess<br>Per km |
|-------|------|---------------------------------|----------------------------------|-------------------------------|------------------|
| J     | EDMN | 264                             | 244                              | 226                           | 1.54             |
| A     | CDMN | 294                             | 272                              | 253                           | 1.76             |
| T     | EDMR | 324                             | 283                              | 264                           | 1.82             |
| B     | CDMR | 402                             | 355                              | 332                           | 1.87             |
| C     | CCMR | 415                             | 366                              | 341                           | 2.81             |
| D     | ICAR | 502                             | 446                              | 418                           | 3.63             |
| F     | SDAR | 648                             | 574                              | 539                           | 3.77             |
| G     | FDMR | 752                             | 666                              | 627                           | 4.35             |
| H     | FDAR | 790                             | 700                              | 660                           | 5.01             |
| O     | PDAR | 913                             | 810                              | 765                           | 5.34             |
| V     | FVMR | 731                             | 640                              | 615                           | 4.04             |
| E     | LVMR | 1126                            | 1001                             | 946                           | 7.26             |

Rate Includes: VAT @15%, 100km free per day, Standard or Super damage and theft waivers. Tourism levy (1% of time and kms). Airport surcharge (9% of time and kms), 100 Voyager miles.

Rate Excludes: Contract fee of R 44 per rental, Personal Accident Insurance @ R 25 per day, any additional expenses pick up and drop off fees.

Commission payable to travel agents is 15%

**ADDENDUM C: TIC TRAVEL INSURANCE****AIG Travel Insurance Extract****Premiums**

| INDIVIDUAL COVER              |          |        |        |
|-------------------------------|----------|--------|--------|
| AGE: 3months – 69 years incl. | PLATINUM | GOLD   | SILVER |
| 1 – 7 DAYS                    | R 310    | R 200  | R 140  |
| 8 – 15 DAYS                   | R 670    | R 455  | R 295  |
| 16 – 31 DAYS                  | R 1100   | R 730  | R 505  |
| 32 – 47 DAYS                  | N/A      | R 1205 | R 745  |
| 48 – 62 DAYS                  | N/A      | R 1305 | R 845  |
| 63 – 92 DAYS                  | N/A      | R 1545 | R 1280 |
| 93 – 185 DAYS                 | N/A      | R 2205 | R 1795 |
| ANNUAL                        | N/A      | R 3655 | R 3055 |

\* 1adult and up to 5 dependent children under 25years free of charge

| FAMILY COVER                  |          |         |        |
|-------------------------------|----------|---------|--------|
| AGE: 3months – 69 years incl. | PLATINUM | GOLD    | SILVER |
| 1 – 7 DAYS                    | R 726    | R 547   | R 335  |
| 8 – 15 DAYS                   | R 1579   | R 1174  | R 715  |
| 16 – 31 DAYS                  | R 2591   | R 1 984 | R 1225 |
| 32 – 47 DAYS                  | R 3209   | R 2 679 | R 1530 |
| 48 – 62 DAYS                  | R 3689   | R 3101  | R 1745 |
| 63 – 92 DAYS                  | R 4560   | R 3654  | R 2655 |
| 93 – 185 DAYS                 | R 6507   | R 5216  | R 3720 |
| ANNUAL                        | R 10 772 | R 8618  | R 6330 |

\* 2adults and up to 5 dependent children under 25years free of charge

| GROUP COVER                   |                 |
|-------------------------------|-----------------|
| AGE: 3months – 69 years incl. | GOLD            |
| Daily                         | * R15 p/p/p/day |

\* Minimum 4 days. Only available in groups of 10passengers or more

| INDIAN OCEAN ISLAND           |                |
|-------------------------------|----------------|
| AGE: 3months – 69 years incl. |                |
| 1 – 8 days                    | R 530          |
| 9 Days and more               | R 65 p/p/p/day |

\* Maximum 30 days

| SENIOR COVER  |        |
|---------------|--------|
| 1 – 31 DAYS   | R 940  |
| 32 – 65 DAYS  | R 1020 |
| SUPER SENIORS |        |
| 1 – 31 DAYS   | R 1500 |
| 32 – 65 DAYS  | R 2000 |

Note: All rates include 20% commission and VAT

The cover set out is subject to terms, conditions and exclusions found in AIG policy

| INSURED EVENT  | INDIVIDUAL & FAMILY |                   |                   | GROUP /<br>INDIAN OCEAN<br>ISLANDS | SENIORS          | SUPER<br>SENIORS | STUDENTS<br>& YOUTH | LOCAL<br>COVER |
|--|---------------------|-------------------|-------------------|------------------------------------|------------------|------------------|---------------------|----------------|
| DETAILS OF INSURED EVENTS  | PLATINUM            | GOLD              | SILVER            |                                    | 70 – 79<br>YEARS | 80 – 84<br>YEARS |                     |                |
| <b>MEDICAL &amp; RELATED EXPENSES</b><br><i>Excess Journey 1-6 months: R 350</i><br><i>More than 6 months: R1500</i> |                     |                   |                   |                                    |                  |                  |                     |                |
| Medical Expenses   | R35 million         | R 25 million      | R 1 million       | R 10 million                       | R 5 million      | R 500 000        | R 5 million         | Nil            |
| Pre-Existing Medical Expenses  | R 250 000           | Nil               | Nil               | Nil                                | Nil              | Nil              | Nil                 | Nil            |
| Medical Evacuation   | Actual<br>Expense   | Actual<br>Expense | Actual<br>Expense | Actual Expense                     | R 500 000        | R 500 000        | Actual<br>Expense   | R 30 000       |
| Dental Expenses – Illness  | R 20 000            | R 10 000          | R 2 000           | R 10 000                           | R 5 000          | R 5 000          | Nil                 | Nil            |
| Hospital Confinement (R500 p/day)  | R 15 000            | R 10 000          | R 1 500           | R 2 000                            | Nil              | Nil              | Nil                 | R 15 000       |
| Follow up treatment in SA  | R 15 000            | R 10 000          | R 5 000           | R 5 000                            | R 3 000          | R 3 000          | R 5 000             | Nil            |
| <b>PERSONAL ACCIDENT</b>   | R 500 000           | R 300 000         | R 50 000          | R 250 000                          | Nil              | Nil              | Nil                 | R 50 000       |
| <b>CANCELLATION or CURTAILMENT</b><br><i>Excess R 500</i>  | R 25 000            | R 20 000          | R 5 000           | R 15 000                           | R 10 000         | R 5 000          | R 10 000            | R 5 000        |
| <b>BAGGAGE, MONEY AND BAGGAGE DELAY</b> <i>Excess R 500</i>  |                     |                   |                   |                                    |                  |                  |                     |                |
| Theft or Damage of Baggage   | R 25 000            | R 20 000          | R 1 500           | R 15 000                           | R 10 000         | R 5 000          | R 10 000            | R 2 000        |
| Baggage Single item limit –<br>theft/damage  | R 6 250             | R 5 000           | R 375             | R 3 750                            | R 2 500          | R 1 250          | R 2 500             | R 500          |
| Theft of money or Credit Cards   | R 7 500             | R 5 000           | R 1 500           | R 1 000                            | R 1 000          | R 750            | Nil                 | R 500          |
| Baggage delay (more than 6hours)   | R 2 000             | R 1 000           | Nil               | R 1 500                            | R 750            | R 250            | Nil                 | R 500          |
| <b>TRAVEL DELAY or MISSED CONNECTION</b> <i>Excess R250</i>  |                     |                   |                   |                                    |                  |                  |                     |                |
| Travel delay (more than 4hours)  | R 1 000             | R 1 000           | Nil               | R 750                              | R 750            | R 250            | Nil                 | R 750          |
| Missed connection (more than 6hrs)   | R 10 000            | R 7 500           | Nil               | R 1 000                            | R 1 000          | R 750            | Nil                 | R 750          |
| <b>PERSONAL LIABILITY</b> <i>Excess R 1000</i>   | R 3 million         | R 2 million       | R 500 000         | R 2 million                        | R 2 million      | R 500 000        | R 2 million         | R 250 000      |
| <b>HIJACK, KIDNAP &amp; WRONGFUL DETENTION</b>   |                     |                   |                   |                                    |                  |                  |                     |                |
| Hijack (after 12 hours)  | R 30 000            | R 20 000          | Nil               | R 5 000                            | R 5 000          | R 2 500          | R 5 000             | Nil            |
| Kidnap and Wrongful detention  | R 500 000           | R 500 000         | Nil               | Nil                                | Nil              | Nil              | Nil                 | Nil            |
| <b>NATURAL DISASTER</b> <i>Excess 48 hours</i>   | R 2 500             | R 1 500           | Nil               | R 1 500                            | Nil              | Nil              | Nil                 | Nil            |
| <b>IDENTITY THEFT</b>  | R 1000              | Nil               | Nil               | Nil                                | Nil              | Nil              | Nil                 | Nil            |
| <b>HOME CARETAKER SERVICE</b>  | R 3 750             | R 3 000           | R 2 500           | Nil                                | R 2 500          | R 2 500          | Nil                 | R 500          |

## ADDENDUM D: SPRINGBOK ATLAS DAY TOURS

### Half Day Table Mountain & City Tour

Tour Code: SC3

± 4.5 Hours

01/11/2018 – 31/10/2019 ▼

From **R 540.00**

Rate is per person sharing

#### Tour Departs:

Twice daily at 08h00 & 13h00, except 24-26 Dec & 01 Jan

#### Tour Ends:

±12h30 or ±17h30

#### Tour Notes:

- NB: It is important that you pre-purchase your Table Mountain cableway ticket to avoid long queues at the ticket office on the day. You can buy your ticket [here](#)
- During the Aerial Cableway's annual planned maintenance from Monday 08 July 2019 – Sunday 18 August 2019 (inc.), this tour will visit Signal Hill instead at no extra cost during this period
- Minimum 2 guests for afternoon tour
- Dual language German/English commentary on Sun/Tues/Thurs/Sat (morning tour only)

## ADDENDUM E: FOREIGN EXCHANGE RATE SHEET

| Currency Name     | Currency Code | Selling | Airmail Buy | Seamail Buy |
|-------------------|---------------|---------|-------------|-------------|
| U.S. DOLLARS **   | USD           | 11.3300 | 10.9614     | 10.9534     |
| EURO **           | EUR           | 15.3544 | 14.7617     | 14.7488     |
| BRITISH POUNDS ** | GBP           | 18.5427 | 17.8649     | 17.8529     |
| JAPANESE YEN      | JPY           | 8.8314  | 9.3776      | 9.3847      |
| SWISS FRANC       | CHF           | 0.0785  | 0.0840      | 0.0842      |
| AUSTRALIAN DOLLAR | AUD           | 0.0978  | 0.1043      | 0.1050      |
| BOTSWANA PULA     | BWP           | 0.7635  | 0.8558      | 0.8597      |
| CANADIAN DOLLARS  | CAD           | 0.0968  | 0.1026      | 0.1028      |
| CHINESE YUAN      | CNY           | 0.5255  | 0.0000      | 0.0000      |
| DANISH KRONE      | DKK           | 0.4811  | 0.5109      | 0.5114      |
| HONG KONG DOLLARS | HKD           | 0.6765  | 0.7166      | 0.7173      |
| INDIAN RUPEES     | INR           | 5.4395  | 5.7775      | 5.7862      |

## ADDENDUM F: MSC CRUISE EXTRACT

## 2018-19 CRUISE CALENDAR

Our cruise calendar is an easy reference tool for selecting your ideal itinerary, departure date and price. The prices below are our Standard Fares, which are capacity controlled and can fluctuate in line with demand. (MSC Dynamic Pricing Policy). MSC SA offers up to 50% savings on selected departures; for current pricing and to view the 'Best Price Today' visit our website [msccruises.co.za](http://msccruises.co.za).

|    | DEPARTURE DATE | NTS | ITINERARY  | INTERIOR CABIN FROM | OUTSIDE CABIN FROM | BALCONY CABIN FROM | SUITE FROM | PORT, INSURANCE & SERVICE FEES |
|----|----------------|-----|--|---------------------|--------------------|--------------------|------------|--------------------------------|
| 40 | 25 Mar '19     | 4   | Durban, Portuguese Island & Pomene   | R 7 300             | R 7 900            | R 8 800            | R 10 000   | R 1 235                        |
| 41 | 29 Mar '19     | 3   | Durban, Portuguese Island  | R 6 000             | R 6 500            | R 7 100            | R 8 000    | R 1 005                        |
| 42 | 01 Apr '19     | 4   | Durban, Pomene   | R 7 400             | R 8 100            | R 9 100            | R 9 900    | R 1 235                        |
| 43 | 05 Apr '19     | 3   | Durban, Portuguese Island  | R 7 000             | R 7 800            | R 8 600            | R 9 700    | R 1 005                        |
| 44 | 08 Apr '19     | 4   | Durban, Portuguese Island & Pomene   | R 7 600             | R 8 400            | R 9 000            | R 10 400   | R 1 235                        |
| 45 | 12 Apr '19     | 3   | Durban, Portuguese Island  | R 7 000             | R 7 800            | R 8 600            | R 9 700    | R 1 005                        |
| 46 | 15 Apr '19     | 4   | Durban, Pomene   | R 7 400             | R 8 100            | R 9 100            | R 9 900    | R 1 235                        |
| 47 | 19 Apr '19     | 4   | Durban, Portuguese Island & Pomene   | R 8 600             | R 9 300            | R 9 900            | R 10 800   | R 1 235                        |
| 48 | 23 Apr '19     | 3   | Durban, Portuguese Island  | R 7 000             | R 7 800            | R 8 600            | R 9 700    | R 1 005                        |
| 49 | 26 Apr '19     | 24  | Durban, La Possession, Port Louis, Port Victoria, Aqaba, Suez Canal Transit, Katakolon, Kotor, Split, Venice | R 30 499            | R 32 999           | R 37 199           | R 39 799   | R 4 735                        |

All advertised prices are per person, based on 2 passengers sharing a 2 berth cabin. Prices reflected are indicative only and based on standard season departures. **Red indicates high season cruises.** All cruise offers are capacity controlled, offering selected cabins at a specific price in line with MSC Cruises Dynamic Pricing Policy. Single Supplement applies, multiple berth cabins carry a surcharge. Mandatory Port, Service and Insurance Charges listed are adult fees; children pay reduced fees. All cruises are governed by MSC Standard Terms & Conditions; which together with the current availability and pricing are available on our website [msccruises.co.za](http://msccruises.co.za). Price and Itineraries correct at time of print Oct 2017; but remain subject to availability, foreign exchange and fuel cost fluctuations. E&OE.