

TABLE A: TRAVEL BOOKING TYPE INDICATIVE VOLUMES

SERVICE FEE TYPES	CONTRACT INDICATIVE VOLUMES
International Air Tickets	60
Domestic Air Tickets	1500
Neighbouring Countries (e.g. Lesotho)	90
ACCOMODATION – Domestic & International	
Accommodation, International	180
Accommodation Domestic	2500
Accommodation Cross border (e.g. Lesotho)	90
Long Term Accommodation (8.10.4 SOW)	45
CAR HIRE	
Car Hire Reservations Domestic	600
Car Hire Reservations International	54
Car Hire Reservations Cross border (e.g. Lesotho)	90
SUPPORT SERVICES	
Visas	60
Air ticket refunds	220
Parking	30
Transfers (point 2 point) and Shuttle services	1500
Domestic Rail / Bus / Railing of vehicles	250
International Rail / Bus services	250
Changes to flights	300
Changes to Car Hire	250
Changes to Hotel	300
Changes to Transfers	300
Arranging air travel insurance Domestic and International	100
Conferences/ Events/ Workshops Bookings (Full Service)	6
	3
	7
	6
	20
Group bookings	40
CANCELLATIONS	
Cancellation of Domestic, International and Cross border (e.g. Lesotho) air tickets	300
Cancellation of car rental bookings	50
Cancellation of Accommodation	200
Cancellation of conference bookings	5
After Hours call centre access	500
OTHER SERVICES	
Monthly management reports	36
SMS Notifications and or WhatsApp	5000
Foreign Exchange	10