

ANNEXURE A

BILL BACK SERVICE FEE STRUCTURE

SABFS:00002/2015

NOTE: PLEASE COMPLETE ALL AREAS AND MARK WITH N/A WHERE IT IS NOT RELEVANT TO YOUR BUSINESS

Service Required	Comment	Service Fee
DOMESTIC FLIGHTS		
Domestic One way ticket	Per ticket	
Domestic Return ticket	Return ticket	
Domestic Time change on same day ticket	Per ticket	
Domestic Time change on same day return ticket	Return ticket	
Domestic Change date of ticket to pending for later unknown date	Per ticket or return ticket	
Domestic Change date of ticket to a specific date	Per ticket or return ticket	
Discount rate on one way ticket – Domestic Ticket	Rand	
Discount rate on return ticket – Domestic Ticket	Rand	
Discount rate on one way ticket – Domestic Ticket	Percentage	
Discount rate on return ticket – Domestic Ticket	Percentage	
Upgrade one way ticket to business class – Domestic ticket	Per ticket	

Upgrade return ticket to business class	Return ticket	
Discount rate on one way ticket business class – Domestic Ticket	Rand	
Discount rate on return ticket to business class – Domestic Ticket	Rand	
Discount rate on one way ticket to business class – Domestic Ticket	Percentage	
Discount rate on return ticket to business class – Domestic Ticket	Percentage	
International return ticket	Per ticket	
Discount rate for international ticket	Rand	
Discount rate for international ticket	Percentage	
Re-issue international ticket	Rand	
ACCOMMODATION		
Domestic hotel/guest house	Per person/per booking – on commission rates i.e. hotel/guest house offers a commission to the agent	R
Domestic hotel/guest house	Per person/per	R

	booking – on nett rates i.e. hotel/guest house does not offer a commission to the agent	
Restaurant bookings	Per person/per booking	R
International hotel	Per person/per booking	R
Pre-payments guest houses	Per booking	R
Car hire reservations Domestic/Regional/ International	Per booking- discounted rates	R
Shuttle/transfer reservation/ Domestic/Regional/International	Per trip booking – discounted rates	R
CONFERENCE/VENUE HIRE		
Updating of Shuttle Service Arrangements by Departmental Shuttle Provider	Per person/per booking	R
Conference bookings: payment only	Of Conference Value	R
Conference bookings: Venue sourced and administration	Of Conference Value – on commission	R

	rates i.e. hotel/guest house offers a commission to the agent	
Conference bookings: Venue sourced and administration	Of Conference Value – on nett rates i.e. hotel/guest house does not offer a commission to the agent	R
AFTER HOURS		
After hours fee for hotels/guest houses	In addition to normal fee	R
After hours fee for domestic tickets – New ticket	In addition to normal fee	R
After hours fee for domestic tickets – Changes to a ticket	In addition to normal fee	R
After hours fee for International tickets	In addition to normal fee	R
OTHER RELATED SERVICES		

Please provide any additional notes below relating to the above information:
