



**SOLATUDE TRADING 6 CC t/a TRAVEL LODGE**

**ACCESS TO INFORMATION MANUAL  
(PRIVATE BODY)**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION  
OF ACCESS TO INFORMATION ACT 2 OF 2000**

## **1. Purpose of the Manual in terms of PAIA**

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from Travel Lodge.

## **2. Request for access to information**

In the event that a person or entity requires access to information as contemplated in the Act, the requester must contact:

### **Hariclia Stamatiou**

In terms of section 25(2) states that:

If the request for access is granted, the notice in terms of subsection (1)(b) must state—

(a) the access fee (if any) to be paid upon access;

(b) the form in which access will be given; and

(c) that the requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

If the request for access is refused, the notice in terms of subsection (1)(b) must—

(a) state adequate reasons for the refusal, including the provisions of this Act relied upon;

(b) exclude, from such reasons, any reference to the content of the record; and

(c) state that the requester may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

### **3. Background of Travel Lodge**

Travel Lodge has been in hospitality business since 2001. Previously, the hotel was also a landmark, offering accommodation to travellers destined for the Kruger National Park, prior to the N4 being extended. Travel Lodge is a small hotel establishment furnished with 20 en-suite bedrooms, ranging between single, twin, double and triple capacity rooms. The hotel also offers meal, bar and braai facilities. In recent years, a small boardroom has been added to accommodate approximately 20-30 delegates.

Travel Lodge supports the constitutional right of access to information and we are committed to provide access to our records in accordance with the provisions of the Act, the confidentiality we owe third parties and the principles of South African law.

### **4. Organisation Details**

- a. Name: Travel Lodge
- b. Physical Address: 39 Samora Machel street, Middelburg, Mpumalanga
- c. Postal Address: PO Box 1210, Middelburg, Mpumalanga, 1050
- d. Contact details:
  - Tel: 013 282 6297
  - Fax: 013 282 9260
  - Email: [travellodge@webafrica.org.za](mailto:travellodge@webafrica.org.za)
- e. Website address: [www.travellodge.org.za](http://www.travellodge.org.za)

### **5. Details of the information officer(s)**

Hariclia Stamatiou,

Contact: 013 282 6297 / 079 991 1725, Fax: 013 282 9260

PO Box 1210, Middelburg, Mpumalanga, 1050

Email: [travellodge@webafrica.org.za](mailto:travellodge@webafrica.org.za)

### **6. Voluntary Disclosure**

Travel Lodge has not published a notice in terms of Section 52(2) of the Act, however, it should be noted that the information relating to Travel Lodge and its services is freely available on its website. Certain other information relating to the company is also made available on such website from time to time.

Further information in the form of marketing brochures, advertising material and other public communication is made available from time to time.

#### **7. Section 51(1) (c)**

In terms of Section 52, a private body may, on a voluntary and periodic basis, submit to the Minister a description of categories of records which are automatically available without a person having to request access in terms of this Act. This includes records which are available:

- for inspection
- for purchase or copying from the private body; and
- from the private body free of charge

#### **8. Section 51(1) (d)**

The manual must describe those records which a private body must make available in terms of any other legislation. It is recommended that on completing this portion of the manual, information officers should consult with their Secretarial and Legal Services for input and guidance. In the process, it is recommended that the following legislation be considered. This list is by no means exhaustive, and is intended to serve as a guide only.

- Basic Conditions of Employment Act 75 of 1997
- Closed Corporation Act 69 of 1984
- Close Corporations amendment Act 25 of 2005
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Labour Relations Act 66 of 1995
- Occupational Health and Safety Act 85 of 1993
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Trade Marks Act 194 of 1993
- Unemployment Insurance Act 63 of 2001
- Unemployment Insurance Contributions Act 4 of 2002
- Value Added Tax Act 89 of 1991

#### **9. Section 51(1) (e)**

This section of the manual must set out a description of the subjects on which your organisation holds record, and categories of records held on each subject. These include

operational records of your organisation utilised in the day to day running and administration of its administration, such as *(list all operational documents that are held by the organisation)*:

- Accounting records
- Information Technology
- Intellectual Property
- Personnel Records
- Sales and Marketing
- Statutory Company records
- Client Databases
- Internal Phone lists
- Policies
- Directives
- Minutes of Meetings
- Administrative information

## **10. Obtaining the manual**

### **10.1 Requesting the manual**

A person who wants access to the records must complete the necessary request form attached in Annexure A, and the completed form must be sent to the address or fax number as provided in this manual, and marked for the attention of the information officer(s).

The requester must indicate which form of access is required, and identify the right that is sought to be exercised or protected, and provide an explanation of which the requested record is required for the exercise or protection of that right. Proof of the capacity in which the requester is requesting the information must be to the satisfaction of the Information Officer(s) of Travel Lodge otherwise access will be denied.

### **10.2 Availability of the Manual**

10.2.1 This manual is available for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices *(where is it available)*. Copies of the manual may be made available subject to the prescribed fees and can be emailed to the requester. A copy of this Manual is available on our website ([www.travellodge.org.za](http://www.travellodge.org.za)) or by sending a request for a copy to the Information Officer by email. This Manual will be updated from time to time, as and when required.

10.2.2 Copies may also be requested from the South African Human Rights Commission website or the Department of Justice and Constitutional Development website at the addresses indicated below:

- [www.sahrc.org.za](http://www.sahrc.org.za)
- [www.doj.gov.za](http://www.doj.gov.za) (under “regulations”)

## **HOW TO REQUEST ACCESS TO RECORDS**

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of Travel Lodge.

The standard form that must be used for the making of requests is attached as annexure A. Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

Kindly note that all requests to Travel Lodge will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Travel Lodge does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.

## **HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT**

The Guide described in Section 10 of the Act is due in August 2003. From that date it will be available from the South African Human Rights Commission.

Any queries with regard to this manual should be directed to:

The South African Human Rights Commission; PAIA Unit

Research and Documentation Department

Private Bag 2700

Houghton  
2041  
Phone: 011 484 8300  
Fax: 011 484 0582  
Email: PAIA@sarhc.org.za  
Website:www.sahrc.org.za

### 10.3 Fees

Access to the records held by the private body in question:

i. The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of this Act in terms of section 52(2)

Section 51(1)(c):

Not applicable

ii. Fees in respect of private bodies:

- |  |         |
|--|---------|
| 1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is for every photocopy of an A4-size page or part thereof. | R1, 10  |
| 2. The fees for reproduction referred to in regulation 11(1) are as follows:   |         |
| (a) For every photocopy of an A4-size page or part thereof   | R1,10   |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form           | R0,75   |
| (c) For a copy in a computer-readable form on -  |         |
| (i) stiffy disc  | R7,50   |
| (ii) compact disc  | R70,00  |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof  | R40,00  |
| (ii) For a copy of visual images   | R60,00  |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof  | R20,00  |
| (ii) For a copy of an audio record   | R30,00  |
| 3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is                       | R50,00. |
| 4. The access fees payable by a requester referred to in regulation 11(3) are as follows:  |         |

(1) (a) For every photocopy of an A4-size page or part thereof	R1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	R7,50
(i) compact disc	R70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
(ii) For a copy of an audio record 30,00	
(f) To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation.	R30,00

(2) For purposes of section 54(2) of the Act, the following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) one third of the access fee is payable as a deposit by the requester.

(3) The actual postage is payable when a copy of a record must be posted to a requester.

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fees. Any other requester who is not a personal requester must pay the required fee:

10.3.1 A fee will be required by the head information officer, Hariclia Stamatiou, before further processing of the request in terms of S54 of the Act.

10.3.2 A requester fee as per above should be paid, this amount will be refunded should the request for access be refused.

10.3.3 A portion of the access fee (not more than one third) may be required before the request is considered.

10.3.4 The requester may lodge an application with a court against the payment of the request fee in terms of S54(3)(b) of the Act.

10.3.5 The head may withhold a record until the requester has paid the applicable fees.



## **11. Records held by Travel Lodge**

Travel Lodge maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

### **11.1 Internal Records**

- Company documents
- Financial records
- Operational records
- Intellectual property
- Marketing records
- Internal correspondence
- Service records
- Statutory records
- Internal policies and procedures

### **11.2 Personnel records**

Personnel refers to any person who works for or provides services to or on behalf of Travel Lodge and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Travel Lodge. This includes, without limitation, shareholders, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Travel Lodge by their personnel;
- Any records a third party has provided to Travel Lodge about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

### **11.3 Customer records**

Please be aware that Travel Lodge is very concerned about protecting the confidential information of its customers. Please motivate any request for customer information very carefully, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to Travel Lodge or a third party acting for or on behalf of Travel Lodge;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to Travel Lodge about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;
- Performance research conducted on behalf of customers or about customers;
- Any records a third party has provided to Travel Lodge either directly or indirectly; and
- Records generated by or within Travel Lodge pertaining to customers, including transactional records.

#### **11.4 Other Parties**

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Travel Lodge. The following records fall under this category:

- Personnel, customer or Travel Lodge records which are held by another party as opposed to being held by Travel Lodge; and
- Records held by Travel Lodge pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

#### **11.5 Other Records**

Further records are held including:-

- Information relating to Travel Lodge own commercial activities; and
- Research carried out on behalf of a client by Travel Lodge or commissioned from a third party for a customer;
- Research information belonging to Travel Lodge, whether carried out itself or commissioned from a third party.

## ANNEXURE A

### REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY (Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

[Regulation 10]

**(a) A. Particulars of private body**

The Head:

**(b)**

**(c) B. Particulars of person requesting access to the record**

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

**(d) C. Particulars of person on whose behalf request is made**

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

**D. Particulars of record**

- (e) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (f) If the provided space is inadequate, please continue on a separate folio and attach it to this form.  
The requester must sign all the additional folios.

- 1 Description of record or relevant part of the record:
- 2 Reference number, if available:
- 3 Any further particulars of record:

**(g) E. Fees**

- (a) A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be *notified of* the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends *on* the form *in which* access is required and the reasonable time *required* to search for and prepare a record.
- (d) If you qualify for exemption *of* the payment *of* any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

**(h) F. Form of access to record**

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

**1. If the record is in written or printed form:**

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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**2. If record consists of visual images**

this includes photographs, slides, video recordings, computer-generated images, sketches, etc)				
	view the images		copy of the images"	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>				
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document	
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>				
	printed copy of record*		printed copy of information derived from the record"	copy in computer readable form* (stiffy or compact disc)
'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.				YES NO

**(i) G Particulars of right to be exercised or protected**

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

**(j) H. Notice of decision regarding request for access**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at.....

This the.....day of.....20.....

.....

SIGNATURE OF REQUESTER