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| <p align="center">MANUAL IN TERMS OF SECTION 51(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (“the Act”)</p> |
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1. THE PURPOSE

The purpose of this document is to serve as the Manual of Tourvest Travel Services, a division of Tourvest Holdings (Pty) Ltd (“The Company”), as required in terms of the Promotion of Access to Information Act No. 2 of 2000 (“The Act”).

2. INTRODUCTION

The aim of the manual is to assist potential requesters with understanding the procedure to be followed when requesting access to information/documentation from the Company as contemplated in terms of the Act.

The manual may be amended periodically and once any amendments have been finalised, the latest version of the manual will be made public on the Company’s website namely: www.tourvesttravelservices.co.za.

Requesters are advised to contact the Information Officer should any assistance be requested in respect of the utilisation of this manual and/or the requesting of information/documents from the Company.

3. CONTACT DETAILS: (Section 51(1)(a) of the Act)

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| Name of Company | Tourvest Travel Services |
| Person appointed as Information Officer | Mr. Scholtz Fourie (or nominee) |
| Address: | Tourvest Office Park 1 Wedgewood Link Road. Bryanston 2021 |
| Postal Address: | Postnet Suite 17 Private Bag X75 Bryanston 2021 |
| Telephone: | (011) 790 0000 |
| e-mail: | privacy@travel.co.za |
| Website address: | www.tourvesttravelservices.co.za |

4. GUIDE IN TERMS OF SECTION 10: (Section 51(1)(b) of the Act)

In terms of Section 10 of the Act, the South African Human Rights Commission (SAHRC) has compiled a guide containing information which may reasonably be required by a person who wishes to exercise any

right contemplated in the Act. This guide was published in 2005 and access to it, and to any amended versions thereof can be found on the website of the SAHRC at www.sahrc.org.za, or a copy can be obtained directly from the SAHRC.

The SAHRC's contact details are as follows:

Physical Address: The South African Human Rights Commission
PAIA Unit
The Research and Documentation Department
29 Princess of Wales Terrace
Cnr York and St Andrews Street
Parktown
Johannesburg

Postal address: Private Bag 2700
Houghton
2041

Telephone: (011) 484 8300
Facsimile: (011) 484 0582/1360
E-mail address: PAIA@sahrc.org.za
Web site: www.sahrc.org.za

5. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (Section 51(1)(c) of the Act)

At this stage no notice(s) has/have been published.

6. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d) of the Act)

Records are available, where reasonably required, in accordance with the following current South African Legislation, and only to the extent that the relevant Act makes disclosure of records compulsory. This applies to any amendments of the Act:

- The Occupational Health and Safety Act No. 85 of 1993;
- The Compensation for Occupation Injuries and Diseases Act No. 130 of 1993;
- The Value Added Tax Act No. 89 of 1991;
- The Income Tax Act No. 58 of 1962;
- The Companies Act No. 71 of 2008;
- Basic Conditions of Employment Act No. 75 of 1997;
- Employment Equity Act No. 55 of 1998;
- The Labour Relations Act No. 66 of 1985;
- Skills Development Act No. 97 of 1998;
- The Medical Schemes Act No. 131 of 1998;
- The Pension Funds Act No. 24 of 1956;
- Insolvency Act No. 24 of 1936;
- Copyright Act No. 98 of 1978;
- Skills Development Levies Act No. 9 of 1999;
- Consumer Protection Act No. 68 of 2008;
- National Credit Act No. 34 of 2005;
- Unemployment Insurance Act No.63 of 2001.

7. DETAIL TO FACILITATE A REQUEST FOR ACCESS TO RECORDS (Section 51(1)(e) of the Act)

Any request for access to records should be submitted on the prescribed form (a copy of which is attached) which should be sent to the Information Officer of the Company.

The Company has in its possession the following records on the subject matters referred to hereunder:

- General correspondence
- Accounting
- Administrative
- Property
- Intellectual property

- Statutory
- Human Capital
- Legal

8. ACCESS REQUEST PROCEDURE AND PRESCRIBED FEES

A request for access to records must be made in the prescribed Form (a copy of which is attached) which should be sent to the Information Officer of the Company.

In view of the Company's business operations in the travel industry, all the records of the Company will be treated as having restricted access. The Information Officer will only release records after careful consideration of applications, which complies with the procedural requirements as stipulated in the Act, in particular taking into account the grounds for refusal of access to records.

The requester must provide sufficient detail in the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which manner of access is required.

The requester should indicate if any other manner is to be used to provide the requester with requested information and state the necessary particulars required by the requester.

The requester must identify the right that is sought to be exercised or to be protected 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 another person, the requester must submit a sworn affidavit as proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer of the Company.

An initial, non-refundable request fee is payable on submission of the form. This fee is not applicable to personal requests, i.e. individuals seeking access to records pertaining to those individuals themselves.

In the event that a request for access is successful an access fee will be payable for the search, reproduction and/or preparation of records and will be calculated based on the fee prescribed under the Act. The access fee must be paid prior to access being given to the requested record.

The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.

After the Information Officer has made a decision on the request, the requester must be notified in the required form.

If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded prescribed limits.

9. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The Information Officer may refuse to grant access to information. The grounds for refusal include but are not limited to the following:

- Mandatory protection of privacy of third party who is natural person.
- Mandatory protection of certain records of South African Revenue Service.
- Mandatory protection of commercial information of third party.
- Mandatory protection of certain confidential information, and protection of certain other confidential information, of third party.
- Mandatory protection of safety of individuals, and protection of property.
- Mandatory protection of police dockets in bail proceedings, and protection of law enforcement and legal proceedings.
- Mandatory protection of records privileged from production in legal proceedings.
- Mandatory protection of research information of third party, and protection of research information of public body.

- Manifestly frivolous or vexatious requests, or substantial and unreasonable diversion of resources.

10. OTHER INFORMATION (Section 51(1)(f) of the Act)

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this Section.

11. AVAILABILITY OF THE MANUAL (Section 51(3))

This manual will be available at the Company Head Office at the physical address as indicated under Contact details above as well as on its website at www.tourvesttravelservices.co.za

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act No. 2 of 2000)

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head:

TOURVEST TRAVEL SERVICES, A DIVISION OF TOURVEST HOLDINGS (PTY) LTD

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 facsimile number in South Africa 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: _____

Telephone number: _____ E-mail address: _____

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

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

- (a) 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.
- (b) If the provided space is inadequate, please continue on a separate page and attach it to this form. **The requester must sign all the additional pages.**

Description of record and relevant part of record: _____

Reference number: _____

Other particulars of record: _____

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 therefore.

Reason for exemption of payment for the fee: _____

F. FORM OF ACCESS TO THE 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 _____ Manner in which record is required _____

Mark the appropriate box with an "X"

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (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.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

If the record is in written or printed form:

| | | | | |
|-----------------|--|--|----------------------|--|
| Copy of record* | | | Inspection of record | |
|-----------------|--|--|----------------------|--|

If the record consists of visual images: (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

| | | | | | |
|-----------------|--|------------------|--|------------------------------|--|
| View the images | | Copy the images* | | Transcription of the images* | |
|-----------------|--|------------------|--|------------------------------|--|

If the record consists of recorded words or information which can be reproduced in sound:

| | | | | |
|---|--|--|--|--|
| Listen to the soundtrack (audio cassette) | | | Transcription of the soundtrack* (written or printed document) | |
|---|--|--|--|--|

If the record is held on computer or in an electronic or machine-readable form:

| | | | | | |
|-------------------------|--|---|--|--|--|
| Printed copy of record* | | Printed copy of information derived from record | | Copy in computer readable form* (compact disc) | |
|-------------------------|--|---|--|--|--|

| | | |
|---|-----|----|
| <p>* If you request a copy or transcription of a record (above), do you wish the copy or transcript to be posted to you?</p> <p>Note that postage is payable prior to the posting of the record, the Information Officer shall provide details in this regard.</p> | Yes | No |
|---|-----|----|

G. PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED:

If the provided space is inadequate, please continue on a separate page and attach it to this form.

The requester must sign all the additional pages.

Indicate which right is to be exercised or protected: _____

Explain why the record requested is required for the exercise of protection of the aforementioned right:

Other particulars of record: _____

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 _____ day of _____ 20_____

Signature of requester/person on whose behalf request is made