

PAIA Manual

INFORMATION MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 FOR MARY REYNOLDS AGENCY SERVICES T/A REYNOLDS TRAVEL CENTRE (Registration Number 1982/011589/07) and its subsidiaries

1. INTRODUCTION

Mary Reynolds Agency Services (Pty) Ltd trading as Reynolds Travel Centre is a travel management company that provides travel services and other travel related products on behalf of third party service providers such as airlines, transport, tour operators, accommodation, hotels, shipping companies, car hire, visa suppliers, rail and cruise line operators, wholesalers and other providers of air, land, sea or any other travel arrangements, products or service.

2. THIS MANUAL

2.1 The aim of this Manual is to provide assistance to potential Requesters as to the procedure to be followed when requesting access to records held by Mary Reynolds Agency Services (Pty) Ltd trading as Reynolds Travel Centre and its group entities, herein after referred to as Reynolds Travel Centre, as envisaged in the Act.

2.2 The records contained in this Manual are available from Reynolds Travel Centre by means of a Request addressed to the head at the address as set out in clause 4. A Request form is attached hereto. If the Request is granted, all fees, as prescribed in section 54 of the Act must be paid before any Request can be processed. The fees payable were originally published by way of Regulation Gazette No. 23119 Vol. 440.

2.3 Reynolds Travel Centre reserves the right to refuse information where such information falls under a specified exemption as set out in chapter 4 of the Act.



3. DEFINITIONS

3.1 Act – the Promotion of Access to Information Act, 2 of 2000 together with all relevant regulations published.

3.2 Manual – this manual together with all annexures.

3.3 Office Hours – 08:00 am to 16:30 pm Monday to Friday, excluding public holidays.

3.4 Request – a request for access to a record in terms of section 53 of the Act.

3.5 Requester – a person making a request for access to a record, as defined in section 1 of the Act.

3.6 SAHRC – the South African Human Rights Commission.

4. SECTION 51 (1) (a) – OUR DETAILS

Name of Body: Mary Reynolds Agency Service (PTY) Ltd t/a Reynolds Travel Centre

Physical Address: 76 4th Street

Springs

Johannesburg

1559

Telephone Number: 011-812 6800

Website Address: www.reynoldstravel.co.za

Head of Body: Frederick Reynolds

Postal Address: PO Box 163

Springs

1560

Email Address: ricky@reynolds.co.za

Information Officer: Frederick Reynolds

5. SECTION 51 (1) (b) – THE SAHRC GUIDE

5.1 The SAHRC compiled a guide on how to use the Act in terms of section 10 of the Act. The guide contains information required by a person wishing to exercise or protect any right in terms of the Act. The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

5.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

DATE OF COMPILATION: 01/03/2021

DATE OF REVISION: 01/07/2021



5.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041 Telephone Number: +27-11-877 3600

Fax Number: +27-11-403 0625

Website: www.sahrc.org.za

6. SECTION 51 (1) (c) – INFORMATION AUTOMATICALLY AVAILABLE

6.1 No notice has been published in accordance with section 52(2) of the Act regarding the categories of records freely available without a person having to request access in terms of the Act.

6.2 The following categories of records are however freely available without a person having to request access in terms of the Act. The information may be requested from the Information Officer:

6.2.1 Marketing and promotional material published by Reynolds Travel Centre;

6.2.2 Information as published on the website of Reynolds Travel Centre.



7. SECTION 51 (1) (d) – OTHER LEGISLATIVE INFORMATION

Where applicable to the business of Reynolds Travel Centre, records are kept in accordance with the following legislation:

- 7.1 Basic Conditions of Employment Act, 75 of 1997;
- 7.2 Companies Act, 71 of 2008;
- 7.3 Compensation for Occupational Injuries and Diseases Act, 130 of 1993;
- 7.4 Employment Equity Act, 55 of 1998;
- 7.5 Income Tax Act, 58 of 1962;
- 7.6 Labour Relations Act, 66 of 1995;
- 7.7 Occupational Health and Safety Act, 85 of 1993;
- 7.8 Pension Funds Act, 24 of 1956;
- 7.9 The Prescription Act No. 68 of 1969;
- 7.10 Skills Development Act, 97 of 1998;
- 7.11 Skills Development Levies Act, 9 of 1999;
- 7.12 Unemployment Insurance Act, 30 of 1966;
- 7.13 Valued-Added Tax Act, 89 of 1991.

8. SECTION 51 (1) (e) – SUBJECTS AND CATEGORIES OF INFORMATION

Reynolds Travel Centre holds the following categories of records. These records would need to be requested in terms of the Act:

- 8.1 Statutory Company Information.
- 8.2 Financial and Accounting records such audited annual financial statements, financial and tax records, asset register and tax records.
- 8.3 Legal documents, Agreements and Contracts.
- 8.4 Insurance.
- 8.5 Administration.



8.6 Human resources.

8.7 Intellectual property.

8.8 Information technology.

9. SECTION 51 (1) (f) – ADDITIONAL PRESCRIBED INFORMATION

9.1 The following applies to requests (other than personal requests):

9.1.1 A requestor is required to pay the prescribed fees (R35.00) before a request will be processed;

9.1.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);

9.1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;

9.1.4 Records may be withheld until the fees have been paid.

9.1.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.

10. REQUEST PROCEDURE

10.1 Form of request

10.1.1 The Requester must use the prescribed form to make the Request for access to a record. This must be made to the head of Reynolds Travel Centre. This Request must be made to the address, fax number or electronic mail address as stated above.

10.1.2 The Requester must provide sufficient detail on the Request form to enable the head of the Reynolds Travel Centre to identify the record and the Requester. The Requester should also indicate which form of access is required. The Requester should also indicate if any other manner is to be used to inform the Requester and state the necessary particulars to be so informed.

10.1.3 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.

10.1.4 If a Request is made on behalf of another person, the Requester must then submit proof of the capacity in which the Requester is making the request to the satisfaction of the head of Reynolds Travel Centre.

DATE OF COMPILATION: 01/03/2021

DATE OF REVISION: 01/07/2021



10.2 Fees

10.2.1 A Requester who seeks access to a record containing personal information about that Requester is not required to pay the Request fee. Every other Requester, who is not a personal Requester, must pay the required Request fee:

10.2.1.1 The head of Reynolds Travel Centre 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.

10.2.1.2 The Requester may lodge an application to the court against the tender or payment of the Request fee.

10.2.1.3 After the head of Reynolds Travel Centre has made a decision on the Request, the Requester must be notified in the required form.

10.2.1.4 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 the prescribed hours to search and prepare the record for disclosure.

11. AVAILABILITY OF THIS MANUAL

This Manual is available for inspection upon request, during Office Hours and free of charge Reynolds Travel Centre. Copies of the Manual are also available on the website of Reynolds Travel Centre.

12. FORMS

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY - [Download](#)