

PROMOTION OF ACCESS TO INFORMATION ACT,

ACT 2 OF 2000 (The Act)



CITY LODGE GROUP

SECTION 51 MANUAL FOR CITY LODGE GROUP

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OBJECTS OF THE ACT

In terms of the Promotion of Access to Information Act, each private body is required to publish a manual to facilitate a request for access to a record, in assisting persons seeking information on records held by said private body, and that is required for the exercise or protection of any rights.

The following manual, prepared by the City Lodge Group, is submitted in compliance with the provisions of the Act.

INTRODUCTION TO CITY LODGE GROUP

Through the vision of founder Swiss-born Hans Enderle, City Lodge Hotels Limited (inclusive of interests in joint venture and subsidiary entities and referred to as the City Lodge Group) has grown from a single hotel in 1985 to a multi-brand chain offering a variety of location, feature and budget choices to business and leisure travellers. From the start, the emphasis was placed on quality accommodation, homely ambience and friendly service-still important attributes of the group in the 21st century and core reasons why guests choose our hotels.

After pioneering the quality selected services hotel concept on South Africa, the group was incorporated in July 1986 and has since substantially grown and diversified its product offering to meet different travellers' needs. With six Courtyards, eleven City Lodges, seven Town Lodges and thirteen Road Lodges, the City Lodge Group has 4049 rooms and suites and ranks amongst the 250 largest hotel chains in the world.

Commitment to service excellence from a highly motivated and dedicated staff is a common thread throughout the group's hotels which have developed a loyal base of regular clients over the years and an ever-growing number of new guests.

The City Lodge Group comprises the following companies which are also covered by this manual:

- City Lodge Hotels Limited
- Budget Hotels (Pty) Limited
- City Lodge (Airport Property) (Pty) Limited
- City Lodge Holdings (Share Block) (Pty) Limited
- City Lodge (Randburg) (Pty) Limited
- Courtyard Management Company (Pty) Limited
- Gallic Courtyard (Arcadia) Share Block (Pty) Limited
- Gallic Courtyard (Bruma Lake) Share Block (Pty) Limited
- Gallic Courtyard (Rosebank) Share Block Limited
- Gallic Courtyard (Sandton) Share Block Limited
- Gallic Courtyard (Valkenberg) Share Block (Pty) Limited
- Property Lodging Investments (Pty) Limited
- Twenty Third Floor Investments Seventeen (Pty) Limited

1. PARTICULARS OF CONTACT DETAILS IN TERMS OF SECTION 51

The Chairman of City Lodge Group has duly authorised the Financial Director/Company Secretary as head of the private body or as the Information Officer to deal with all matters in connection with requests for information, in terms of the Promotion of Access to Information Act, No. 2 of 2000.

Postal address: P O Box 782630
Sandton
2146

Street address: The Lodge
38 Wierda Road West
Wierda Valley
Sandton
2146

Telephone: +(27) 11 884 5327

Facsimile: +(27) 11 883 3640

E-mail: andrew@citylodge.co.za

Website: www.citylodge.co.za

2. AVAILABILITY OF THE MANUAL. *[Section 51(3)]*

A guide, as required in Section 10 of the Act, containing information as may reasonably be required by a person who wishes to exercise any right contemplated in this Act, is available from The Human Rights Commission, contact details as follows:

Postal address: Private Bag 2700
HOUGHTON
2041

Telephone: +27 11 484 8300

Facsimile: +27 11 484-0582

Website: <http://www.sahrc.org.za>

This manual is available from the Human Rights Commission (see details above), from the corporate offices of City Lodge Group (see details Section 1 of this document) as well as via the Internet at <http://www.citylodge.co.za>

3. CATEGORIES OF RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS
[Section 51(1)(c)]

3.1 Web site

The web page www.citylodge.co.za is accessible to anyone who has access to the Internet. The City Lodge Group website hosts the following categories of information:

- Hotel Brands
 - Courtyard Suite Hotels
 - City Lodge
 - Town Lodge
 - Road Lodge
- Hotel Info
 - Specials
 - Rates
 - Reservations
 - Hot Links
 - Location Map
- Corporate Info
 - Corporate Profile
 - Financial Results
 - Career Opportunities
 - Annual Report
- www.bid2stay.co.za
- www.stayandgo.com
- Express Reservations; Find A Hotel; New City Savers

4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION. *[Section 51(1)(d)]*

Records are kept in accordance with the following legislation:

- Pension funds Act, 24 of 1956.
- Companies Act, 1973
- Basic Conditions of Employment Act, 1997
- Labour Relations Act, 1995
- Employment Equity Act, 1998
- Income Tax Act, 1962
- Occupational Health and Safety Act, 1993
- Electronic Communications and Transactions Act, 2002
- Insider Trading Act, 1998
- Skills Development Act, 1998
- Value Added Tax Act, 1991; and as per the regulations of the
- JSE Securities Exchange.

5. A DESCRIPTION OF THE SUBJECTS THAT HOLDS RECORDS

5.1 Categories of records kept:

- *Operational information*
This information can be defined as information needed in the day-to-day running of the organization. (Examples of such information are: internal telephone lists, address lists, company policies, company procedures, human resource manual, administration manual, industry related statistical data, guest database, historical guest histories, guest reservation data, management information reports, property development information such as title deeds, lease agreements, construction contracts and architectural drawings)
- *Trademark Certificates*
- *Contractual and legal records*
- *Marketing material and media releases*
- *Library*
- *Personnel records and disciplinary files*
- *Other labour related records such as union negotiation records*
- *Incorporation documents*
 - Memorandum and Articles of Association
 - Company Share register
- *Other statutory records as required*
Examples of such information are:
 - Secretarial records;
 - Minutes of committee meetings (executive; remuneration; board of directors; risk management);
 - Health and Safety records;
 - Register of Land and Buildings;
 - Fixed Assets Register
- *Financial records, including accounting records and auditor's report.*

6. OTHER INFORMATION AS MAY BE PRESCRIBED [Section 51(1)(f)]

Not applicable.

7. FEES DUE AND PAYABLE ON REQUEST OF INFORMATION

7.1. The fee for a copy of the manual is R1, 10 for every photocopy of an A4-size page or part thereof.

7.2. The fees for preparation of records referred to in regulation 54(2)(b) are as follows:

	Rand
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on:	
(i) Electronic media, i.e. diskette	7,50
(ii) Compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00

7.3. The request fee payable by a requester, other than a personal requester, referred to in regulation 54(2)(a) is R50, 00.

7.4. The access fees payable by a requester referred to in regulation 54(6) are as follows:

		Rand	
(1)	(a)	For every photocopy of an A4-size page or part thereof	1,10
	(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
	(c)	For a copy in a computer-readable form on -	
		(i) Electronic media, i.e. diskette	7,50
		(ii) Compact disc	70,00
	(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
		(ii) For a copy of visual images	60,00
	(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(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.	30, 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.	

8. PRESCRIBED REQUEST FORM

8.1 How to request a record

- Section 53 prescribes that the requester must use the prescribed form to make the request for access to a record. This must be made to the information officer, or the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also 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 head of the private body.
- The head of the private body 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.

- The fee for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The head of the private body will then make a decision on the request and notify the requester in the required form.

8. MECHANISMS ESTABLISHED TO REQUEST INFORMATION

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. Particulars of private body

The Information Officer: City Lodge Group

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:

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 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:

E. Fees

- | | |
|-----|---|
| (a) | A request for access to a record, other than a record containing personal information about you, will be processed only after a request fee has been paid. |
| (b) | You will be notified of the amount payable 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:

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 .			
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.		
1. If the record is in written or printed form:			
	Copy of record*		Inspection of record
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*
3. If record consists of recorded words or information which can be reproduced in sound:			
	Listen to the soundtrack (Audio cassette)		Transcription of soundtrack* (Written or printed document)
4. If record is held on computer or in an electronic or machine -readable form:			
	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

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

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