

Registration Number of Company: Reg: 1998/042276/23

**NAME OF COMPANY: Real Travel & Tourism Systems CC**

**MANUAL**

**in terms of**

**Section 51 of**

**The Promotion of Access to Information Act**

**2/2000**

**(the "ACT")**

**Compilation Date: 03 September 2014**

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## Introduction

Real Travel and Tourism Systems CC is a company registered in South Africa in accordance with the Companies Act, 71 of 2008. RTTS is a Software Development Company specialising in accommodation and property management software.

## Company Contact Details

Directors:

1. Lorraine Steyn – Group CEO
2. Steve Randles – Managing Director
3. Haseley Mohamed – Parks Business Director
4. Steve Mabbutt – C.I.O
5. Inez de Kock – Director – Head of Operations
6. Ayesha Bagus – HR Director

The Information Officer Contact Details:

MD: Steve Randles  
Contact Email: [steve.randles@krs.co.za](mailto:steve.randles@krs.co.za)  
Contact Number: 021 681 2900

Postal Address: P.O Box 46991, Glosderry, 7702  
Street Address: 49 Bell Crescent, Westlake Business Park, Westlake, 7945

Telephone Number: 021 681 2900  
Website: [www.roomseeker.co.za](http://www.roomseeker.co.za)

## The ACT and Section 10 Guide

- 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.
- 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.
- 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](http://www.sahrc.org.za)

## Form of request

To facilitate the processing of your request, kindly:

1. Use the prescribed form, available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za).
2. Address your request to the Head of the Company (CEO).
3. Provide sufficient details to enable the COMPANY to identify:
  - a) The record(s) requested;
  - b) The requester (and if an agent is lodging the request, proof of capacity);
  - c) The form of access required;
    - i. The postal address or fax number of the requester in the Republic;
    - ii. If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - d) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.
4. If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, state that manner and the necessary particulars to be informed in the other manner.
5. If the request is made on behalf of another person, submit written and adequate proof of the capacity in which the requester is making the request.
6. Once complete, the request must be addressed and mailed to:

The Information Officer  
P.O Box 46991,  
Glosderry,  
7702

## Prescribed fees

(Please attach the Fee schedule to the manual downloadable from the SAHRC website and the prescribed form C which is also available from the SAHRC website:

<http://www.sahrc.org.za/home/21/files/Reports/PAIA%20GUIDE%20english.pdf>)

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

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 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);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the South African Human Rights Commission at [www.sahrc.org.za](http://www.sahrc.org.za)

## Applicable Legislation

No	Ref	Act
1	No 71 of 2008	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 25 of 2002	Electronic Communications and Transactions Act
9	No 2 of 2000	Promotion of Access of Information Act
10	No 30 of 1996	Unemployment Insurance Act
11	No 130 of 1993	Compensation for Occupational Injuries and Disease Act
12	No 9 of 1999	Skills Development Act
13	No 95 of 1967	Income Tax Act
14	No 38 of 1997	Intellectual Property Laws Amendments Act

Please note that while we have made every effort to identify all pertinent legislation, we cannot guarantee that all legislation has been included. Should you be aware of any specific legislation that should be included, and which has been omitted, please contact our Chief Information Officer.

## Schedule of Records

We set out below the subjects/categories and some examples of the records that are held by Real Travel and Tourism Systems and which may be the subject of a request for the purpose of the act. Please note that our Records can be found in various forms including electronic or paper.

### 1. COMPANIES ACT RECORDS

- Documents of incorporation
- Memorandum of Incorporation
- Minutes of Board of Directors meetings
- Records relating to the appointment of directors / auditors and other officers
- Share Register and other statutory registers
- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records, Bank Statements,
- Electronic banking records
- Asset Registers
- Rental Agreements
- Invoices
- Property / equity held or owned
- Financial report, balance sheets, income statement
- Announcements
- Interim results

### 2. REVENUE RECORDS

- PAYE records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances
- VAT
- Regional Services Levies
- Skills Development Levies
- UIF records
- Workmen's Compensation

### 3. PERSONNEL DOCUMENTS AND RECORDS

- Employment contracts
- Employment Equity Plan (if applicable)

- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Training records
- Training Manuals

#### **4. BUSINESS & OPERATIONAL RECORDS**

- Strategy, policy & mission statements
- Business plans
- Minutes of Meetings
- Internal circulars
- Operational records
- E-Mails
- Business process and activity documentation
- Quotations
- Product/ Service specifications
- Policyholder and investor records
- Investor information
- Investment-related documentation
- Policy-related documentation

#### **5. SHAREHOLDERS RECORDS**

- AGM minutes
- Shareholder information
- Subsidiary records

#### **6. DIRECTORS' RECORDS**

- Financial Information
- Personal Information

#### **7. TECHNOLOGY RECORDS**

- Product/ service specifications
- Minutes of meetings

#### **8. MARKETING AND CUSTOMER RELATIONS RECORDS**

- Advertising



- Public relations
- Promotional material
- Description of products & services
- Correspondence

## **9. COMPLIANCE RECORDS**

- Minutes of meetings
- Memos/ reports
- Investigation documents
- Statutory information