

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL
In terms of section 14 of the Access to Information Act No 2 of 2000
FOR

Krasnapolsky Hotels (PTY) Ltd t/a NH The Lord Charles Hotel

Section A

Contact details in terms of Section 51 of the Act

The designated Information Officer who deals with all matters in connection with requests for information, in terms of the Promotion of Access to Information Act, No. 2 of 2000 is as follows -

Contact person: Serge Foulon

Postal address: PO BOX 5151Helderberg 7135

Physical address: Corner Faure & Stellenbosch Roads Somerset West 7130 South Africa

Phone number: 021 855 10 40

Fax number:021 855 1107

E-mail: s.foulon@nh-hotels.co.za

Section B

Introduction

This manual is published in terms of Section 14 of the Promotion of Access to Information Act No 2 of 2000. The Act gives effect to the provisions of Section 32 of the Constitution. The Constitution of the Republic of South Africa, Act No. 108 of 1996 stipulates that everyone has the right of access to any information held by the State, and any information that is held by another person that is required for the exercise or protection of any rights and that national legislation must be enacted to give effect to this right.

The Promotion of Access to Information Act gives effect to this constitutional right and came into effect on 9 March 2001. The object of the Act is to foster a culture of transparency and accountability in public and private bodies and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all of their rights.

South African Human Rights Commission

Section 10 of PAIA provides that the South African Human Rights Commission must compile simple and easily comprehensible guidelines on how to use the Promotion of Access to Information Act. This guide is available for access and viewing in all languages at the South African Human Rights Commission offices Private Bag x2700, Houghton, 2041; Tel - 011 877 3600, Fax - 011 403 0625. Website: www.sahrc.org.za

Due to the fact that some private bodies (private bodies other than public companies in terms of section 20 of the Companies Act) have been temporarily exempted from publishing section 51 manuals the South African Human Rights Commission have not included the contact details of the private bodies in this first



publication of the Guide. An electronic version of the Guide is kept on the website of the South African Human Rights Commission, www.sahrc.org.za and is updated monthly to keep the public abreast of developments and changes regarding the contact details of information officers of public bodies and general information on PAIA.

How to make a request for access to information

A request for access to a record is made by completing a request "Form C" for private bodies. Form C is available on request from the Krasnapolsky Hotels (PTY) Ltd t/a NH The Lord Charles Hotel offices, can be viewed at the end of this manual and can be obtained from the offices and website of the South African Human Rights Commission at www.sahrc.org.za. The request forms must be completed and submitted to the head of the private body from whom access to a record is sought. The head of a private body must respond to the request within 30 days.

For further information on -

- (a) How to make a request for access to information. See Section F of this manual.
- (b) The costs of requests for information from private bodies. See section E of this manual.

A copy of this manual is available for inspection at:

The registered address of the business - PWC

The establishment website – www.nh-hotels.co.za

The South African Human Rights Commission offices - Private Bag x2700, Houghton, 2041

Section C The Business

Business Name(s) *Krasnapolsky Hotels (PTY) Ltd t/a NH The Lord Charles Hotel*

Type of Entity *PTY Ltd*

Type of Business *Restaurant/Hotel*

Location of Business *Somerset West*

Contact details *phone 021 855 1040/fax 021 855 1107/website www.nh-hotels.co.za/email
info@nh-hotels.co.za)*

Description of Business

NH The Lord Charles offers luxurious accommodation for both the business and leisure traveller it is a four-star property, featuring two up-market restaurants, a Scottish-style pub, a health and beauty salon, tennis courts, gymnasium, two designer swimming pools and a giant outdoor chessboard, as well as a large state-of-the-art conference centre and exclusive clothing and gift boutique.

ACCOMMODATION

The property boasts 189 luxuriously appointed en-suite rooms and 10 sophisticated suites, each tastefully decorated for relaxation or business in a clean, contemporary style.

To tailor-make guests' stay, rooms are divided into categories – each of which are individually decorated and uniquely styled, with mountain or garden views. A large number of rooms have a private terrace, leading out onto the splendid 9-hectare estate and gardens.

All rooms offer the standard facilities expected of a four-star establishment.

All suites have a spacious lounge area – with romantic views onto the private lake and gazebo – as well as a private en-suite bathroom with separate shower, designer corner-bath and marble vanity. For larger families, inter-leading suites are available on request.

The Hotel offers easy wheelchair access to all facilities, and specially adapted rooms with space and customised comfort for physically challenged individuals who need wheelchair access and ease of movement.

RESTAURANTS

NH The Lord Charles Hotel takes great pride in its selection of restaurants and the fine cuisine on offer, as well as its capacity to present banquets, meetings, special events and private parties in characteristic flair and style.

Under the leadership of Executive Chef, Bernard Steyn, the Hotel offers top-class cuisine in two restaurants that are popular with local visitors and international guests alike: the stylish signature restaurant, La Vigna, and the more casual buffet-style Garden Terrace Restaurant.

La Vigna offers a trendy, yet elegant, intimate dining experience. The contemporary à la carte menu features an eclectic mix of international and local flavours – prepared wherever possible from the very best Cape and South African produce – guaranteed to tantalise both the conservative and the more adventurous palate.

Opening onto a sunlit terrace, **The Garden Terrace Restaurant** is well-known for its sumptuous buffets. Widely renowned for serving the best breakfast buffet in the Helderberg, the restaurant is equally popular among local patrons for its extensive Sunday carvery and dinner buffet, served in a characteristic warm and inviting ambiance. The menu changes daily to bring guests local and international favourites, complete with live background music on Friday and Saturday nights.

BAR

Fashioned on its renowned namesake at the Royal and Ancient Golf Course in Scotland, **St Andrews 19th Hole Pub** has become a sought-after venue for smaller get-togethers in the Helderberg area. With authentic memorabilia from bygone days, a wide-screen TV allowing patrons to follow all the big games and other sporting events, and serving a selection of the finest Scottish whiskeys and drafts, the warm and inviting ambiance of this pub is a welcome respite after the day's activities.

CONFERENCING



With state-of-the-art conference facilities for up to 600 delegates, a choice of venues to suit any event, however intimate or extravagant, and expert staff, NH The Lord Charles Hotel is one of Cape Town's premier conference and banqueting venues and internationally renowned for its conferencing capabilities. Its layout has also made it a safe and popular venue to host international and local dignitaries and celebrities – honoured guests include President Nelson Mandela, Archbishop Emeritus Desmond Tutu and President Jacob Zuma, to name but a few.

With its outstanding and fully equipped conference centre comprising 11 meeting rooms that can accommodate anything from a half day business meeting for 4 delegates, or a company presentation for 400 – no group is too big or too small for NH The Lord Charles. Teleconferencing, PowerPoint presentations and high impact audio and video presentations are the norm at NH The Lord Charles.

The Grand Ballroom – with its oversized chandeliers, dance floor and outside flow onto the courtyard – is an ideal venue for tailor-made formal dinners, glamorous banquets, or other events.

Weddings are also easily accommodated in a wide selection of venues, e.g. the romantic gazebo, overlooking the lake with its picturesque bridge, or the splendid Grand Ballroom for a spectacular reception.

The Directors, Owners, Partners & Managers

Director(s) of the Business	Serge Foulon
Location of the Director(s)	Corner Faure & Stellenbosch Roads Somerset West 7130 South Africa

R Chollet
JH Simon

Manager(s) of Business	Serge Foulon
Location of Manager(s)	Corner Faure & Stellenbosch Roads Somerset West 7130 South Africa

Section D

Information required by section 51(1)(d) of the Act Records are available in accordance with the following legislation -

Basic Conditions of Employment Act
Broad Based Black Economic Empowerment Act
Certificate of Acceptability for Food Service
Companies Act
Consumer Protection Act
Employment Equity Act



Environmental Health and Safety Act
Hospitality Sectoral Determination No 14
Immigration Act - registration of guests
Income Tax Act
Labour Relations Act
National Liquor Act
Occupational Health and Safety Act
Pension Funds Act
Public Holidays Act
Skills Development Act
Skills Development Levy Act
Tourism Act (National)
Tourism Sector Charter BBBEE Sector code
Unemployment Contributions Act
Unemployment Insurance Act
Value-added Tax Act
Western Cape Tourism Act

Records that may be requested in terms of Section 51(1)(c)

The following general information is available in the public domain and does not require an official request in terms of the Act.

The following information is available from our Information Officer and or from our website at www.....

- Newsletter
- Brochures
- Rates and prices
- Room configuration
- Functions facilities
- Dining facilities
- Menu's
- Wine lists
- Photo gallery
- Packages and Promotions
- Reservation deposit and cancellation policies
- Booking on line
- Products and services
- Location and directions
- Contact details

Records that may be requested in terms of Section 51(1)(e)

Request forms (Form C) and the fees payable for these categories of information are available on the South African Human Rights Commission website at www.sahrc.org.za, in this manual and also available from our Information Officer, whose contact details appear in Section A and Section G of this manual.

Company Secretarial / Legal

- General contracts
- Statutory records
- Incorporation documents
- Building plans and or alterations
- Architectural drawings
- Licences
- Registrations
- Insurance details
- Certificates



- Permits
- Minutes of meetings
- Organogram
- Management Agreements
- Leases

Human Resources

- Employee records
- Attendance registers
- Employee remuneration
- Contracts of employment
- Employment equity reports
- Employee Policies and Procedures
- Pension and Provident Fund details
- Medical Aid details
- Employee Code of Conduct
- Training records
- Employee insurance schemes
- Employee Disciplinary Codes
- Health & Safety records
- Unemployment Insurance
- Collective Agreements
- BBBEE Verification Certificate

Financial

- Audited financial statements
- Taxation records
- Debtor records and agreements
- Creditor records and agreements
- Auditor reports
- Asset register
- Management accounts
- Banking details
- Treasury documents
- Insurance documentation
- Information technology

Liquor and Gaming

- Liquor licences

Front of House

- Guest database
- Guest history
- Guest accounts
- Guest reservation data
- Reservation deposit and cancellation policies
- Management information reports
- Statistical data

Section E

Fees payable on request of information from Private Bodies

Part III of Regulation 187 published in the Government Gazette on the 15 February 2002

1.	The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1, 10 for every photocopy of an A4-size page or part thereof.		
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	R 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	R 0,75
	(c)	For a copy in a computer-readable form on -	
		(i) stiffy disc	R 7,50
		(ii) compact disc	R 70,00
	(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R 40,00
		(ii) For a copy of visual images	R 60,00
	(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R 20,00
		(ii) For a copy of an audio record	R 30,00
3.	The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2)		R 50,00
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
		(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form
		(c)	For a copy in a computer-readable form on -
			(i) stiffy disc
			(ii) compact disc
		(d)	(i) For a transcription of visual images, for an A4-size page or part thereof
			(ii) For a copy of visual images
		(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof
			(ii) For a copy of an audio record
		(f)	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.
	(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;
		(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.	

Section F

Prescribed request form – how to request a record in terms of Section 53

- 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.

Section G

Form C - 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)

A. Particulars of private body

Contact person: Serge Foulon

Postal address: PO Box 5151 Helderberg 7135

Physical address: Corner Faure & Stellenbosch Roads Somerset West 7130 South Africa

Phone number: 021 8551040

Fax number: 021 855 1107

E-mail: s.foulon@nh-hotels.co.za

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 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

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
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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
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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*
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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

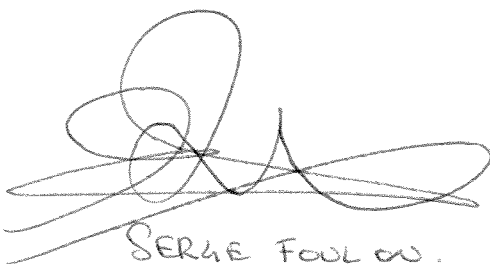
H. Notice of decision regarding request for access

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



SERGE FOULOU.

Somerset West 31 December 2011