



**Title:**  
Promotion of Access to Information Act,  
2000  
(Act No. 2 of 2000)

**Number:**  
PAIA01

**Revision:**  
2

**Effective Date:**  
21 September 2020

# TRAVEL WITH FLAIR

Registration Number: 1996/011361/07

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## Manual

In terms of section 51

Of the

**Promotion of Access to Information Act 2/2000  
(Act No. 2 of 2000)**

“Services and Records available at TWF”



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## 1. INTRODUCTION

Travel with Flair is a leading black owned travel management company with over 24 years of customer-focused service delivery to government and corporate clients. We are a registered company, (Registration Number 1996/011361/07 and VAT number 4880160835), and an accredited IATA (International Air Transport Association) Travel Agency, as well as a registered ASATA (Association South African Travel Agents) member.

## 2. COMPANY CONTACT DETAILS (Section 51 (1) (a))

### TWF Strategic Management

Group CEO	Johanna Mukoki
COO	Tibor Zsadanyi
Director	Robert Wilke
Director	Basetsana Kumalo

**Information Officer:** Robert Wilke (CEO Pretoria Head Office)

**Postal Address:** Private Bag 11291, Maroelana, Pretoria, 0161

**Street Address:** Landmark East Building, 17 Umgazi Road, Menlo Park, Pretoria, 0081

**Telephone Number/s:** (012) 424 3300 | 0860 777 747

**Fax Number:** (012) 460 6747

**Email:** [robertw@twf.co.za](mailto:robertw@twf.co.za)

### Deputy Information Officer:

DESIGNATION	NAME	CONTACT DETAILS
CIO	Khalil Sattar	Email: <a href="mailto:khalils@twf.co.za">khalils@twf.co.za</a>
Quality & Risk Manager	Santie Visagie	Fax:086 643 2363 Email: <a href="mailto:santiev@twf.co.za">santiev@twf.co.za</a>

## 3. THE ACT (Section 51 (1) (b))

- 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.



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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.co.za](http://www.sahrc.co.za)

#### 4. Applicable Legislation (Section 51 (1) (c))

No	Ref	Act
1	No 61 of 1973	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 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act
13	No 97 of 1998	Skills Development Act
14	No 9 of 1999	Skills Development Levy Act
15	No130 of 1993	Workmen's Compensation Fund COID
16	No 71 of 2008	South African Companies Act
17	No 74 of 1977	Road Transportation Act
18	No 85 of 1993	Occupational Health & Safety Act
<b>19</b>	<b>Not Official Law</b>	<b>Common Law Act</b>
20	No 65 of 2008	Criminal Procedure Amendment Act
<b>21</b>	<b>Not separate Act</b>	<b>Passenger Liability</b>
22	No 4 of 2013	Protection of Personal Information Amendment Act

#### 5. Schedule of Records – available to Public on [www.travelwithflair.co.za](http://www.travelwithflair.co.za) (Section 51 (1) (d))

Travel Tools  
Accommodation Voucher Retrieval  
Car Hire Voucher Retrieval  
Account Enquiries  
Airport Lounge Access  
Travel Info  
Flight Reservations  
CLIQIT on line  
CO2 Footprint

Services  
Corporate On Line Travel  
Leisure Travel  
Film & Production Travel  
Awards & Incentive Travel  
Conferencing  
Global Network  
TWF Mobile Application



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On-line Booking Tool	CLIQIT Corporate and Self Booking Tool Papertrail Client Portal Online Invoicing Online Reporting Online & Mobile Voucher Retrieval
About us	Directors information Clients Transaction volumes per category
News	Social News Awards & Achievements
Contact us	Email to TWF: Name, email address, subject and message
Branches	Location of all branches

**5.1 Internal Documentation – not available to Public (Section 51 (1) (d))**

RECORDS	SUBJECT	AVAILABILITY
<b>Strategic and Business Planning</b>	Director's Meeting Minutes	Availability determined upon request
	Strategic Planning Session meeting Minutes	Availability determined upon request
	MANCO Minutes	Availability determined upon request
	EXCO Minutes	Availability determined upon request
	Business Management System Manual	Availability determined upon request
	TWF Business Plan	Availability determined upon request
	Legal Documentation	Availability determined upon request
	Daily Management Review Meeting Minutes	Availability determined upon request
	BMS review meetings Minutes	Availability determined upon request
<b>Financial</b>	Financial Statements (Company & Supplier)	Availability determined upon request
	Tax Records (Company, Supplier & Staff)	Availability determined upon request
	Internal and External Audit Reports	Availability determined upon request
	Asset Register	Availability determined upon request
	Signed Budget	Availability determined upon request
<b>Financial</b>	Bank Records: Bank statements,	Availability determined upon request
	Electronic Banking Records	Availability determined upon request
	Rental Agreements	Availability determined upon request



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RECORDS	SUBJECT	AVAILABILITY
	Invoices	Availability determined upon request
	Management Accounts	Availability determined upon request
	Client Quarterly Meeting Minutes	Availability determined upon request
	Client Monthly Meeting Minutes	Availability determined upon request
	Auditor Letters to Clients	Availability determined upon request
	Finance Management Meeting Minutes	Availability determined upon request
	Client Payment Remittances	Availability determined upon request
	Client and Supplier Invoices and Statements	Availability determined upon request
	Client and Supplier Payments	Availability determined upon request
	Client orders and Supplier Invoices	Availability determined upon request Availability determined upon request
	Quicktrav vouchers issued	Availability determined upon request
	Supplier meeting minutes	Availability determined upon request
<b>Income Tax Records</b>	PAYE Records	Availability determined upon request
	Documents issued to employees for income tax purposes	Availability determined upon request
	Records of payments made to SARS on behalf of employees	Availability determined upon request
	All other statutory compliances: VAT, Regional Services Levies, Skills Development Levies, UIF, Workmen's Compensation	Availability determined upon request
<b>Sales &amp; Marketing</b>	Market Information – Website	<a href="http://www.travelwithflair.co.za">www.travelwithflair.co.za</a>
	Customer Information	Availability determined upon request
	Marketing Strategies	Availability determined upon request
	Customer Database	Availability determined upon request
	Tender Briefing Meeting Minutes	Availability determined upon request
	Tender Documents	Availability determined upon request
	Tender Presentation Meeting Minutes	Availability determined upon request
	Supplier Agreements	Availability determined upon request
	Clients contracts and SLA's	Availability determined upon request
	Monthly Sales & Marketing Meeting Minutes	Availability determined upon request



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	Clients Files (S&T Policy/Information)	Availability determined upon request
	Customer Care TWF Help Desk	Availability determined upon request
Client Quarterly Meeting Minutes	Availability determined upon request	Availability determined upon request
<b>Business Performance Management</b>	Internal Audit Meeting Minutes	Availability determined upon request
	Team Leader Meetings Minutes	Availability determined upon request
	Customer Care Meetings Minutes	Availability determined upon request
<b>Supply Chain</b>	Supplier Contracts	Availability determined upon request
	Supplier Meetings Minutes	Availability determined upon request
	Finance Meeting Minutes	Availability determined upon request
	Sales Figures	Availability determined upon request
	Supplier Approved Vetting Documents	Availability determined upon request
	Supplier Registration Form	Availability determined upon request
<b>Consulting</b>	Supplier Training Schedules	Availability determined upon request
	Client Travel Profiles	Availability determined upon request
	Weekly Team Leader Reports	Availability determined upon request
	Team Leader Meeting Minutes	Availability determined upon request
<b>Conferences &amp; Events</b>	Client Invoices and Payment Remittances	Availability determined upon request
	Supplier Statements and Invoices	Availability determined upon request
	Client Quarterly Meeting Minutes	Availability determined upon request
	Supplier Quarterly Meeting Minutes	Availability determined upon request
	Tender Documents	Availability determined upon request
	Client Files (Contracts, SLA's, S&T Policies)	Availability determined upon request
	Tender Briefing Sessions Minutes	Availability determined upon request
<b>Purchasing</b>	Supplier Vetting Records	Availability determined upon request
	Purchase Orders	Availability determined upon request
	Supplier Quote Requests	Availability determined upon request
	Supplier Contact Details	Availability determined upon request

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RECORDS	SUBJECT	AVAILABILITY
	Preferred Supplier Register	Availability determined upon request
	Supplier Meeting Minutes	Availability determined upon request
<b>Human Resources</b>	Employment Contracts	Availability determined upon request
	Employment Equity Plan	Availability determined upon request
	Medical Aid Records	Availability determined upon request
	Pension Fund Records	Availability determined upon request
	Disciplinary Records	Availability determined upon request
	Salary Records	Availability determined upon request
	SETA Records	Availability determined upon request
	Training Records	Availability determined upon request
	Disciplinary Code	Availability determined upon request
	Leave Records	Availability determined upon request
	Training Manuals	Availability determined upon request
	TWF Company and Staff certificates	Availability determined upon request
	Acknowledgement of Training Debt	Availability determined upon request

## 6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1 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).
- 6.2 Address your request to the Head of the Company (CEO).
- 6.3 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;
  - (d)
    - (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;
  - (e) 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.
  - (f) PAIA manual are to be submitted directly to Lindiwe Dlamini and not through the Commissions Provincial Offices. Lindiwe Dlamini - 011 877 3803 [lidlamini@sahrc.org.za](mailto:lidlamini@sahrc.org.za)

 <p><b>TWF</b> TRAVEL Travel with Flair (Pty) Ltd</p>	<p align="center"><b>Title:</b> Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)</p>	<p><b>Number:</b> PAIA01</p>	<p><b>Revision:</b> 2</p>	<p><b>Effective Date:</b> 21 September 2020</p>
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## 7. PRESCRIBED FEES

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).



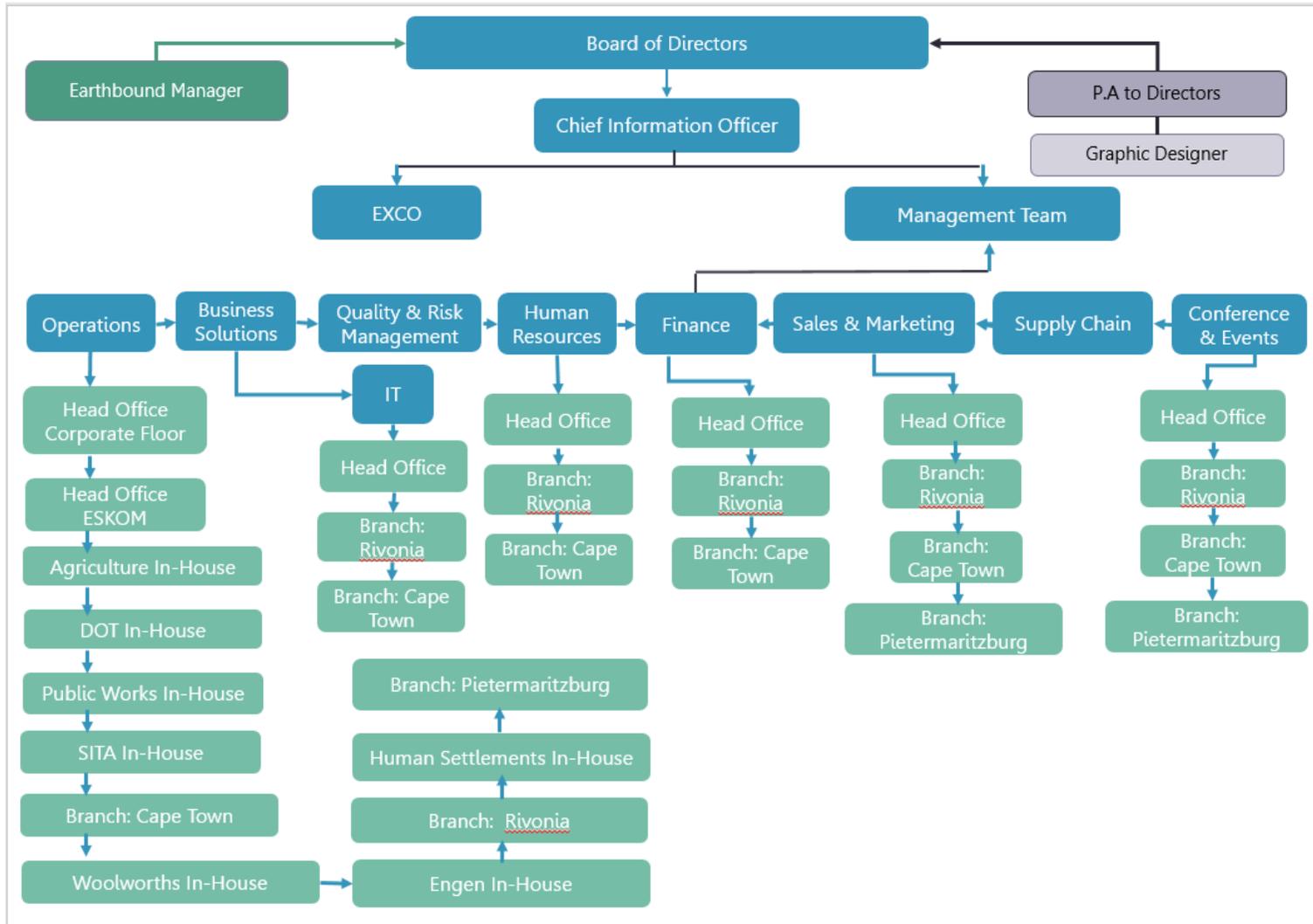
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### 7. TWF Company Organogram





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