Times:

**Conventional Trading Hours:**

**Please note that we are not open on Sundays but we are open on some public holidays. Please check our homepage for more details around the time of public holidays and the festive seasons.**

**Plumstead:**

Tel: 021 761 4828

Mon, Wed, Fri: 9.00 a.m. to 5.30 p.m.

Tues and Thurs: 9.30 a.m. to 5.30 p.m.

Sat: 8.30 a.m. to 2 p.m.

**Claremont:**

Tel: 021 674 4030

Mon, Wed, Fri 9.00 a.m. to 5.30 p.m.

Tues and Thurs: 9.30 a.m. to 5.30 p.m.

Sat: 8.30 a.m. to 2.00 p.m.

**N1 City Value Centre:**

Tel: 021 595 2444

Mon, Wed, Fri 9.00 a.m. to 5.30 p.m.

Tues and Thurs: 9.30 a.m. to 5.30 p.m.

Sat: 8.30 a.m. to 2.00 pm

**Somerset West:**

Tel: 021 852 2030

Mon, Wed, Fri 9.00 a.m. to 5.30 p.m.

Tues and Thurs: 9.30 a.m. to 5.30 p.m.

Sat: 8.30 a.m. to 2.00 p.m.

**West Coast – Parklands:**

Tel: 021 554 3640

Mon to Fri 9:00 a.m. to 6:00 p.m.

Sat: 9:00 a.m. to 2.00 p.m.

**Jean Village Music:**

Tel: 012 644 9200

Mon to Fri 9.00 a.m. to 6.00 p.m.

Sat: 9.00 a.m. to 2.00 p.m.

**Glenwood Village Music:**

Tel: 031 202 7755

Mon to Fri: 8.30 a.m. to 5.00 p.m.

Sat 8.30 a.m. to 1.00 p.m.

**DV Village Music Kimberley:**

Tel: 053 832 2522

Mon to Fri: 9.00 am. to 6:00 pm.

Sat: 9.00 am to 2:00 pm

**DV Village Music Bloemfontein:**

Tel: 051 447 9754

Mon to Fri: 8:30 am to 5:00 pm

Sat: 8:30 am to 1:00 pm

## History

Bothners’ South African origins date back to around 1902, when Charles Bothner, a piano tuner by trade, set up shop in Cape Town. The business was soon importing and selling pianos. Over the next 50 years, with contributions from his wife and sons, Bothners became a countrywide household name.

## Background

In 1970 Charles’s son Paul founded Paul Bothner Music in Claremont, situated in the Southern Suburbs of Cape Town. Gradually the business expanded, and Paul Bothner brought in experts as partners and associates, notably Keith Blacher and Roy Viljoen. Paul Bothner’s son, Charles Bothner, currently oversees operations. Today Paul Bothner Music consists of four stores servicing the greater Cape Town area and enjoys the status of premier musical instrument retailer in the Western Cape. Bothner’s has also recently widened its retail base to Johannesburg.

Logically, with the retail expansion, the company ventured into importing and wholesale distribution. This was encouraged by the acquisition of the Roland representation for South Africa (excluding Gauteng Province) in 1983. The company now imports a wide range of high quality products and supplies retail music shops throughout South Africa and it’s neighboring countries.

Bothners caters for pro, semi-pro, and home musicians, as well as recording studios and the broadcasting industry. Customers are assured of a comprehensive selection of quality products at competitive prices.

The Paul Bothner Group is controlled by the Bothner family, who also act as financiers to the business. From the retail customer’s point of view, this valuable service means that financed purchases are made easier and quicker than bank finance.

## Mission

Paul Bothner Music is a customer driven business and the family believes in nurturing long-term relationships with their customers. The focus is on providing excellent service and expertise with a team of experienced experts. The staff members are highly trained and will assist their customers in a technically competent way. Emphasis has been placed on a strong infrastructure to provide back-up service and support.

Paul Bothner Music actively supports South African music and has close ties with local studios and record companies.

# PAIA Information

BOTHNER GROUP HOLDINGS (PTY) LTD

PROMOTION OF ACCESS TO INFORMATION ACT

NATURE OF BUSINESS

This manual applies to Paul Bothner (Pty) Ltd, Melody Inn (Pty) Ltd and Musical Paradise & Melody Inn (Pty) Ltd, hereinafter referred to as “Bothner Group Holdings (Pty) Ltd”.

Bothner Group Holdings (Pty) Ltd deals in the retail and wholesale of Musical Instruments. It caters for professional, semi-professional, and home musicians, as well as recording studios and the broadcasting industry.

1. CONTACT DETAILS OF THE COMPANY

1.1 Chairman : Mr Charles Bothner

1.2 Physical Address :

Royal Cape Park  
Unit 24  
Londonderry Road  
Ottery  
7800

1.3 Postal Address : P O Box 23032, Claremont 7735

1.4 Telephone Number: (021) 799 4900

1.5 Fax Number: (021) 799 4949

1.6 Website Address: www.bothner.co.za

1.7 E-mail Address: On Request

1.8 Contact Person: Mr Roy Viljoen

1.9 Contact Person Tel Number: (021) 799 4900

1.10 Contact Person Fax Number: (021) 799 4949

1.11 Contact Person E-mail Address: On Request

1.12 Company Auditors:

Grant Thornton Kessel Feinstein

Private Bag X28

Benmore 2010

2. COMPANY DETAILS

2.1 Registered name of the Company: Paul Bothner (Pty) Ltd

2.2 Company Registration Number: 1952/02009/07

2.3 Major Shareholder(s):

\* Mr Charles Bothner

\* Mrs Marian Bothner

2.4 Company Products: Musical instruments

2.5 Registered Trade Name(s) : Paul Bothner

2.6 Branches of the Company:

\* Claremont

\* N1 City Value Centre

\* Plumstead

\* Somerset West

\* Parklands

\* Jean Village Music

\* Glenwood Village Music

\* DV Village Music Bloemfontein

\* DV Village Music Kimberley

3. GUIDE

In terms of Section 10 of the Promotion of Access to Information Act No 2 of 2000, the South African Human Rights Commission (“SAHRC”) is required to compile a guide to the act to assist people to exercise their rights under the Act. This guide has to be published on 31 August 2003. Any enquiries in this regard should be addressed to:

The South African Human Rights Commission

Research and Development Department

Private Bag 2700

2041 Houghton

Telephone : (011) 484 8300

Fax : (011) 484 0582

E-mail : paia@sahrc.org.za

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

4. AVAILABILITY OF MANUAL

4.1 In terms of Regulation 9(1) of the Act, a copy of the manual must be made available to:

4.1.1 The South African Human Rights Commission;

4.1.2 Publish on the Company’s website;

4.1.3 Shall, during office hours and upon request, make available for public inspection, a copy of this manual.

5. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Records are held in accordance with statutory provisions that include those in the following Acts (note: this list is not exhaustive):

\* Basic Conditions of Employment Act, 75 of 1997

\* Companies Act, 61 of 1973

\* Compensation for Occupational Injuries and Diseases Act, 130 of 1993

\* Consumer Affairs (Unfair Business Practices) Act, 71 of 1988

\* Credit Agreements Act, 75 of 1980

\* Debtors Collectors Act, 114 of 1998

\* Employment Equity Act, 55 of 1998

\* Labour Relations Act, 66 of 1995

\* Occupational Health and Safety Act, 85 of 1993

\* Unemployment Contributions Act, 4 of 2002

\* Unemployment Insurance Act, 63 of 2001

\* Usury Act, 73 of 1968

\* Value-Added Tax Act, 89 of 1991

6. ACCESS TO RECORDS

6.1 Notice published in terms of section 52(2):

Note. Bothner Group Holdings (Pty) Ltd holds no information that is freely available without a request for access in terms of the Act.

6.2 Categories of Information held in company records (note: this list is not exhaustive):

\* Financial Records

\* Accounting records

\* Taxation records

\* Statutory Company Information and Records

\* Personnel Records

\* Conditions of Service

\* Employee Records

\* General Correspondence

\* Employment Equity Records

\* Remuneration Records

\* Provident Fund Records

\* Training

\* Marketing and Sales

\* Group Sales and Marketing Records

\* Records related to fixed and moveable property.

\* Legal Documentation

\* Commercial Contracts

7. REQUESTING PROCEDURES

The purpose is to define the manner and form in which a request for information must be submitted.

7.1 Entry Point for Requests:

In order to ensure that Bothner Group Holdings (Pty) Ltd complies with the Act, the Chairman has designated the Financial Director as the only entry point through which any request in terms of the Act must be channelled. All requests in terms of the Act must be addressed to the Financial Director in writing.

Postal Address:

P O Box 23032

Claremont 7735

Fax Number: (021) 799 4949

Email Address: On Request

7.2 Who may request information or records in terms of the Act:

The Act provides that a person may only request information in terms of the Act, if the information is required for the exercise or protection of a right. Information will therefore not be furnished unless a person clearly provides sufficient particulars to enable the company to identify the right the requester is seeking to protect, as well as an explanation of why the requested information is required for the exercise or protection of that right.

7.3 Requester Categories:

The capacity in which a requester requests information will determine the category he or she falls in. Please take note that the requester category has a bearing on the charges pertaining to the access to information (see Request Fees).

Requesters are classified into 4 categories:

7.3.1 Personal Requester

Requests personal information about himself/herself.

7.3.2 Representative Requester

Requests information on behalf of someone else.

7.3.3 Third Party Requester

Requests personal information of another person.

7.3.4 Public Body

Requests information in the public interest.

7.4 Request Procedure

7.4.1 Completion of form

Any request for information must be contained on the prescribed form available on the website of the South African Human Rights Commission at www.sahrc.org.za or the website of the Department of Justice and Constitutional Development (under regulations) at www.doj.gov.za. This formality is prescribed in the Act.

The prescribed form is to be completed in full and returned to the Director together with any other information that Bothner Group Holdings (Pty) Ltd require, in order to consider and decide on the request. A request, which does not comply with the formalities, as prescribed by the Act will be forwarded back to the requester with advice on the steps necessary for compliance. This includes forms that are not completed in full.

The Director will not consider a request unless it is contained on the prescribed form.

7.4.2 Proof of Identity

Proof of identity is required to authenticate the request and the requester. In view hereof, a requester will, in addition to the prescribed form, be required to submit acceptable proof of identity such as a certified copy of their identity document or other legal forms of identity.

7.5 Request Fees

Section 54 of the Act entitles a company to levy a charge or request fee to enable the company to recover the cost of processing a request and giving access to records in terms of the Act. The fees that may be charged have been published by the Minister of Justice and are displayed below.

Note that where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full, and proof of payment furnished.

Access fee for time spent

7.5.2.1 as prescribed in Part II of Regulations in the Government Gazette

7.5.3 Request fee

7.5.3.1 As prescribed in Part II of Regulations in the Government Gazette

7.5.4 Deposit

7.5.4.1 As prescribed in Part II of Regulations in the Government Gazette

7.5.5 Postal fee

7.5.5.1 As prescribed in Part II of Regulations in the Government Gazette

7.5.6 Appeal fee

7.5.6.1 As prescribed in Part II of Regulations in the Government Gazette

7.5.7 VAT

7.5.7.1 As prescribed in Part II of Regulations in the Government Gazette

7.6 Granting or Refusal of Requests

All requests complying with the requirements above will be processed and considered expeditiously.

The Act, however, stipulates the following grounds for refusing requests for information:

\* Mandatory protection of the privacy of a third party who is a natural person (Section 63).

\* Mandatory protection of commercial information of a third party (Section 64).

\* Mandatory protection of certain confidential information of a third party (Section 65).

\* Mandatory protection of safety of individuals and protection of property (Section 66).

\* Mandatory protection of records privileged from production on legal proceedings (Section 67).

\* Commercial information of the Private Body (Section 68).

\* Mandatory protection of research information of third party and of the Private Body (Section 69).

Whatever decision is taken the requester will be given notice of the decision in writing. The Act requires that such notification be given within 30 days of the decision being made. In the case of a request being refused, the notification will include the reasons for the refusal.

Please note that Bothner Group Holdings (Pty) Ltd may extend the thirty-day notice period if it is necessary due to the nature of the request and the amount of time required gathering the information. The requester will however be given notice of the extension prior to the 30-day period’s expiry.

7.7 Appeal

The Act does not require a company to establish an internal appeal structure for the purpose of allowing a requester, who is aggrieved by a decision of the company, to appeal such a decision. This requirement is only applicable to a public body.

A requester aggrieved by Bothner Group Holdings (Pty) Ltd’s decision must therefore approach a court of law.

# Disclaimer

Due to ongoing trading, please be aware that availability and pricing of items listed on our website might fluctuate. However, if a product as listed is unavailable, please be assured that where possible, we will make every effort to supply it to you as soon as possible.

Paul Bothner music does not accept liability for incorrect spelling, printing errors (including prices), incorrect manufacturer’s specifications or changes, or grammatical inaccuracies in any product included on our website. Prices subject to change without notice.