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## Marriott 'Pacific 50' goal

A "SIGNIFICANT shortage" of hotel rooms in major Australian cities, particularly in Sydney and Melbourne, is being addressed by Marriott International under its 'Pacific 50' goal, says the group's area vp Australia, New Zealand and Pacific, Sean Hunt.

Currently with a portfolio of 24 hotels in operation and 18 further properties under development or in the pipeline following the acquisition of Starwood, Marriott has set the target of having 50 hotels open in this zone by 2020.

New hotels are already "coming out of the ground", including Ritz Carlton (in Melbourne), Westin (Brisbane) and the Four Points by Sheraton Sydney, Central Park.

"We also have a W [Brisbane], which will see the brand enter

## Uniworld+Insight

**THE** Travel Corporation's Insight Vacations and Uniworld have launched a combination program for 2017, linking Insight's Luxury Gold itineraries with Uniworld's premium river cruise offering.

For more details see the **cover page** of today's *Travel Daily*.

the market here in Australia," Hunt said at an event last night.

Capitalising on continued visitor growth from foreign markets (see page four), Marriott wants to ensure it has a property to suit all markets and budgets.

Growth includes expanding the W hotel brand to two "gateway" cities in Australia where Letters of Intent have already been signed, Hunt told *TD*, understood to likely be for Sydney and Melbourne.

### **Eurostar Ambassadors**

AGENTS are being reminded by Rail Plus to register for the 2016 Eurostar Ambassador program (TD Mon), with some great prizes up for grabs, including high tea, champagne and Belgium goodie bags - see the back page.

## Today's issue of TD

**Travel Daily** today has seven pages of news and photos, a front cover page for **Uniworld** plus full pages from: (click)

- One&Only Hayman Island
- AA Appointments jobs
- Rail Plus

## 30th Birthday

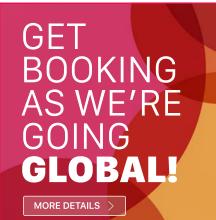


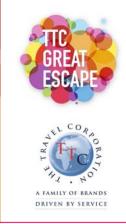
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## New role for Slark

ANDREA Slark, former head of corporate development at Helloworld, has been appointed as the ceo of Zenith Payments, parent company of TravelPay. More appointments on page 5.



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## New QFFF status choice

**QANTAS** has announced a new status option for its Frequent Flyer members, giving them a choice between bonus points or Status Credits for the first time.

Available whenever members reach a Status Credit milestone, the new option provides an additional means of boosting much sought-after credits, which provide the key to reaching new tiers, like Silver and Gold.

Until now, members have only received points, given as a Loyalty

## Pillar-less ballroom for InterCon Sydney

**INTERCONTINENTAL** Sydney is planning to develop a gigantic new ballroom offering panoramic views over Sydney Harbour as part of a \$200 million renovation.

The proposed column-free "Crystal Ballroom" on Level 10 will be part of an extension of the hotel, built over the adjacent Transport House, featuring floor to ceiling glazed windows.

According to papers filed on the NSW Govt's website, owners of the InterCon Sydney admit the current ballroom is "an inferior size relative to contemporary requirements," TD can reveal.

The extensive renovation will also include a new top level floor or rooms, Level 31A, and the relocation of some facilities.

More details in today's issue of **BUSINESS EVENTS NEWS.** 

Bonus when they reach Status Credit milestones upward of 500.

The new option provides a choice between a bonus of 8.000 points or 50 Status Credits.

Qantas Loyalty ceo Lesley Grant said although there were many ways to earn Qantas Points, it was Status Credits that differentiated members as frequent flyers.

"Given that so many of our members consider their status level a reward for their frequent flying, we don't want to dilute the value of how Status Credits are awarded," she said this morning.

"That's why we're keen to make sure we get the balance right between retaining the exclusivity of tier status while exploring new ways to reward them for flying with us "

**CLICK HERE** to find out more.

## Delta, Airbnb pact

**DELTA** Air Lines has become the latest carrier to partner with home-sharing network Airbnb.

program will accrue miles for all Airbnb bookings when securing stays via delta.com/airbnb.

mile per US dollar spent on stays. In addition, Airbnb has signed Delta as a preferred airline supporter to transport employees travelling on company business.

with Airbnb as the first of its kind.

## **Hayman Summer sale**

A SUITE of bonus perks, such as a \$500 dining & bar credit, are for a limited time being thrown in for free when booking a five night stay at One&Only Hayman Island. For full details, see page eight.





Members of Delta's SkyMiles

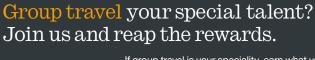
SkyMiles members will amass 1

Last month, Qantas Frequent Flyer announced its partnership



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\* Conditions Apply.

**CLICK HERE for further details** 

## Travel Daily

on location at Flemington, Vic

Today's issue of TD is coming to you courtesy of Emirates, which is hosting key industry partners at Melbourne's Flemington Racecourse for Oaks Day.

**ONCE** again a spot in the Emirates Marquee is the hottest ticket in town for Melbourne's Spring racing carnival.

After the excitement (and global exposure) of the sensational Melbourne Cup on Tue, today is the traditional Ladies' Day at Flemington.

Travel industry people are mingling with celebrities in the marquee, which this year has an Australian theme for a change.

Tomorrow night the festivities continue with a special travel agent event in the marquee, before the carnival wraps up on Sat with Emirates Stakes Day.

## Sheraton on the Park \$40m room upgrade

THE owners of Sydney's five-star Sheraton on the Park will invest \$40 million to upgrade the iconic property's rooms and suites, including bathrooms next year.

Marriott International's vp Aus/NZ/Pacific, Sean Hunt revealed the refit at an event in Sydney last night, telling *Travel Daily* the refurb would entail all 557 rooms, and commence on 28 Feb and run through until 30 Nov.

Two mock-up rooms have been put to the test by travel partners & PCOs already, who have given the new designs the thumbs up.

A key element is moving to a paperless environment.

The room/suite upgrades will complement Sheraton's refit of public spaces which is expected to be completed by Mar.

Sheraton on the Park Sydney will remain open throughout the renovation, blocking out three floors at a time, Hunt told **TD**.

## Travel shares slide

YESTERDAY'S Virgin Australia profit update, where the carrier confirmed "subdued demand" in the domestic market over the last quarter, led to significant trading activity in listed travel companies.

One of the worst affected was Webjet, which saw its shares slide almost 12% in the wake of the Virgin Australia announcement.

Helloworld was also impacted, with its shares diving 8% to \$4.05 - 20c below the offer price of its recent capital raising.

Corporate Travel Management dipped 3% and Flight Centre fell 1.3%, with analysts speculating that companies exposed to the Australian market will be seeing similar subdued demand to that cited by Virgin Australia and Qantas in recent days.

Following yesterday's announcement Virgin Australia shares dropped 4% to a low of 23c, while Qantas was down 1.3% to \$2.95.



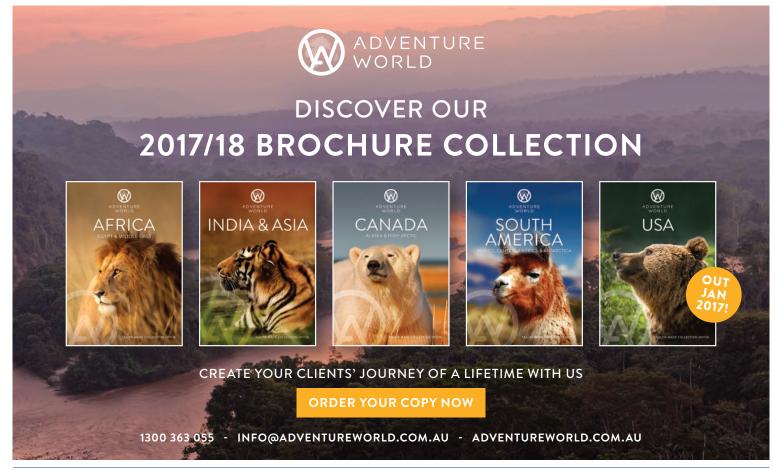
## Window Seat

**HOT** Butterbeer is the newest addition at Wizarding World of Harry Potter at Universal Studios in Hollywood.

The butterscotch and shortbread flavoured drink (pictured below) will be offered seasonally and adds to the traditional and frozen Butterbeers already available at the Three Broomsticks tavern.

And, if you're a true Harry Potter fan you'll know butterbeer is best served warm to heat you from the inside.







## **China driving Marriott growth**



MARRIOTT International is tipping growth out of China to drive demand for hotel rooms in Australia (see page one), with the hotelier expecting to add over 4,500 rooms in this region and create 2,500 new jobs over the next four years.

Hong Kong-based president and md for Marriott Asia Pacific Craig Smith was in Sydney yesterday for a cocktail event, one of his first big outings since the merger with Starwood a few weeks ago.

The group has around 10% of its entire portfolio of 5,700 hotels in Asia Pacific.

In this region, Marriott wants to jack up its current hotel count from 24 to around 50.

"So what that means, is that you shouldn't need to book a hotel at any other competitor as we should have every location at every price point with every type of hotel," Smith quipped to industry partners at the event.

"If you want luxury, lifestyle, moderate tier, we'll have the options for you."

Smith said leisure growth is fuelled by interest from inter-asia travel, which is born from "new travellers coming out of China".

"China is really going to start helping the world in terms of growth, and tourism is actually at all different levels & that creates all new opportunities for all of us."

Smith said coupled with the takeover of Starwood, Marriott Int'l is "easily positioned to double the size of its presence" in Australia and the Pacific area.

Smith is **pictured** (left) at Sheraton on the Park Sydney with Sean Hunt, area vice president Australia, New Zealand & Pacific.

## travelBulletin

## STR/AAoA form partnership

**ACCOMMODATION** providers around the country are expected to benefit from a new alliance announced today between the Accommodation Association of Australia (AAoA) and Londonbased analytics specialist, STR.

Billed as a partnership aimed at "advancing the accommodation industry" in Australia, the deal will see the AAOA gain valuable reporting sample & marketplace insight from STR.

STR will in turn, have a chance to boost awareness of its range of products and services to the 1,500+ hotels in this country.

CEO of the AAoA Richard Munro said the pact would provide local

## **GA Q3 income**

GARUDA Indonesia has announced third quarter income of US\$19.6 million, driven by its 'Sky Beyond' strategy and financial efficiency policy.

In the nine months to 30 Sep the airline achieved total revenue of US\$2.865 billion, up US\$20 million over the same period of 2015, and increased total pax 6.1% to 26 million.

## Air India winner

**CHRISTINE** Mangan from helloworld Torquay has been named the week two winner of Air India's recent comp in *TD*, receiving two return tickets to any of the Al's European cities.

accom industry professionals with the tools and support "to set them up for success," through access to STR's reporting offerings and client services.

Eat your fill in Wellington in the

November issue of travelBulletin.

CLICK HERE to read

STR Pacific bdm Matthew Burke said a goal of the arrangement is to assist hotels & accom providers "optimise their performance and revenue strategies by making better data-driven decisions".

"The level of professionalism and performance in the industry will only continue to grow."

## Italy roadshow axed

**THE** Italian National Tourist Board (ENIT) has postponed its planned Roadshow of Australia and New Zealand this month, due to a low level of participation.

"The dates coincide with many other events around Europe," a spokesperson for ENIT said.

It's expected the show will be moved to early in the new year.

## **EK dismisses Samoa**

**EMIRATES** has dispelled reports out of PNG it is planning to offer services to Apia, Samoa (*TD* breaking news).

A spokesperson for the airline told **TD**: "Emirates continues to explore new destinations where we know there is a demand for our services.

"At this stage no plans have been made regarding Emirates services to Samoa."

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## Industry Appointments

WELCOME to Industry Appointments, Travel Daily's Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Liz Savage is the new Independent Non-Executive Director of Mantra Group, effective from 18 Nov. Savage previously established a successful consulting practice advising senior executives in corporations including travel and tourism. Prior to that she was Group Executive Commercial at Virgin Australia, Managing Director of UK based Monarch Travel Group and Business Development Director of Easyjet.

James Hewlett will fill the newly created role of Head of Marketing for Australia at Collette. Hewlett was most recently with Wendy Wu and has also held marketing roles in the UK with Titan and Hurtigruten.

Katherine Gordon has been appointed as new Regional Director of Sales and Marketing for COMO Metropolitan London, COMO Metropolitan London Apartments and COMO The Halkin. Gordon was previously Commercial Director at Belgraves, a Thompson Hotel.

The Hallway has been engaged as the new PR & Social agency for South African Tourism Australia and New Zealand.

Tonny Kwan Lawrence joins as the new Executive Chef at Sudamala Resorts in Bali, Indonesia.

Hahn Air has appointed Ralf Masermann to the newly created role of Vice President of Travel Management Companies. Prior to this, Masermann served as Hahn Air's Director Global Account Management.

Movenpick Hotel & Apartments Bur Dubai welcomes Eman Abela as its new Food and Beverage Director.

Lindley Thomen has been appointed as the Resort Manager for Four Seasons Resort Mauritius at Anahita where he will now oversee all daily operations. He has 30 years' experience in the industry.

Fairmont Hotels & Resorts has announced the appointment of Kiaran MacDonald to Regional Vice President, Bermuda and Caribbean, and General Manager, Fairmont Southampton. He brings more than 34 years of hospitality experience to this position.

## travelBulletin airline study

THE love-hate relationship between airlines and agents has been dissected in detail in the biggest ever study into flight distribution in Australia.

The Travel Daily/travelBulletin airline survey canvassed more than 600 travel consultants and airline staff, giving insight into how the carriers are viewed.

Outlined in the Nov edition of travelBulletin and conducted by Stollznow Research, the study drew intriguing responses.

The key international airlines sold by agents were headed by Emirates, Etihad, Air New Zealand, Garuda and Virgin Australia, with Qantas failing to make the top 10 despite ranking well in other areas of the survey.

Etihad was seen to offer the most competitive commissions, followed by Emirates, Qatar, THAI and Malaysia Airlines.

More findings are outlined in travelBulletin and the full survey report is available for purchase (for information contact research@travelbulletin.com.au).

The Nov travelBulletin also includes our 2017 Airline Guide, providing comprehensive details on more than 20 top carriers.

The guide offers full profiles on each airline, allowing class-byclass comparisons.

To download the Nov edition visit www.travelbulletin.com.au



## **QR Dreamliner to CRK**

**QATAR** Airways has become the first airline to fly a Boeing 787 Dreamliner to Clark International Airport in the Philippines, operating daily from Doha.



Thursday 3rd Nov 2016

## Second \$2m Scenic agency



## Strand Yangon refit

MYANMAR'S historic hotel The Strand Yangon will reopen 15 Nov after an extensive renovation.

The 31-room property dates from 1901 and has been restored with original details including teak panelling, antique bedsteads and marble flooring.

The hotel also operates a 28-cabin ship on the Irrawaddy.

## \$5 Roaming further

**VODAPHONE** has added six new countries to its \$5 Roaming network ahead of the holidays.

The \$5-a-day service is now accessible in 58 international destinations with the addition of Canada, Samoa, Papua New Guinea, Tonga, Vanuatu and the Solomon Islands.

The telco said the inclusion of Canada meant all of North America was now covered. benefitting the thousands of Australians due to ski at Whistler over the northern winter.

JUST a week after Scenic named its first \$2 million dollar office in Australia for this year (see last Thu's issue of Cruise Weekly), a second office has achieved the sales milestone.

Weston Cruise & Travel in Canberra, Scenic's number one local agency in 2015 & \$1 million Diamond office for the past five years, achieved the momentous sales figure this week.

The team from Weston Cruise & Travel are pictured above and includes, from left: Emma Sullivan. Ria Ligeros and Dave & Deb Long.

## Rad online gift store

**RADISSON** Blu Plaza Sydney has created an online gift store for Christmas ideas, offering packages including accom and dining options.

The property is providing one night stays, vouchers, luxury packages with dinner at its Bentley Restaurant and Bar, and high teas including a Distillers High Tea and more.



## **TRAVEL AGENT - GOLD COAST**

Backa Tours & Travel is looking for a qualified travel agent with experience (amadeus program) if possible for a casual position.

Call Katarina on 0415 363 730 or send your resume to info@backatravel.com if you are interested.



A GROUP of eight Select Travel Group agents recently enjoyed the splendours of Shanghai and Seoul on a recent famil hosted by Express Travel Group & Korean Air.

The troupe of eight spent three nights in the Chinese city and two in South Korea, taking in a local temple in Seoul, watching an acrobatics show, sampling local cuisine, visiting markets and a Tai

Chi class in Shanghai.

Pictured from left are Denny Hsieh, All Way Travel; Jane Kim, BNE 2001 Travel; Katherine Chan, ETG; Elizabeth Lee, Hyundai Travel; Kenny Ahn, Kenny International Travel; Angel Lee, Joy Travel; Jenny Ahn, Kenny International Travel; Mark Shen, Holiday XP and Tim Lim from EC Travel Brisbane.



**BRITISH** Airways and Shangri-La Hotels & Resorts recently hosted a famil to London and Singapore for top selling Helloworld for Business agents.

The group flew British Airways Club World Business class on BA's Boeing 777-300 to Singapore and its A380 superjumbo to London.

Staying at The Shangri-La Hotel, at The Shard London, the party became acquainted with the London Bridge/Southwark area a part of London not commonly known to the Australian market, however within walking distance to the city's many famous sites and a 10 minute walk from the financial district.

Agents took a walking tour around the area focused on

Shakespeare and the location of his original theatre, strolled through the iconic Borough markets and the Tate Modern Gallery.

In the Lion City, the group was hosted by Shangri-La Singapore and Hotel Jen Tanglin and visited Hotel Jen OrchardGateway with its spectacular view of the Singaporean skyline.

Pictured from left are Carol McLaren, Shangri-La Hotels and Resorts; Sylvia Speranza, BCD Travel; Steve Thompson, Anywhere Travel; Marilyn Brown, Reho Travel; Geoff Gaynor, Show Travel; Spencer Bladon, British Airways; Graziano Tavoni, Phil Hoffmann Travel and Chris Cheyne, Goldman Travel.

## Have you been to the EK Marquee?



**THE** travel industry certainly didn't disappoint today at Oaks Day at Flemington Racecourse, with a bevy of beauties turning out for Ladies Day in the Emirates Marquee.

And while the stunning venue this year has an Australian theme, there might have been a hint of San Francisco as well, with a number of guests wearing flowers in their hair.

Some of them included Leonie Brennan from Emirates and Jaculin Lowien from Travel By Wyndham - pictured with Barry Brown of Emirates, upon whose head clearly nothing would grow.

Emirates has been Principal Partner of the Emirates Melbourne Cup since 2004, with Brown telling **TD** "we take great pride in this partnership.

"This year also marks Emirates' 20th year of operation in Australia, which is a proud moment for us and in recognition we have been pleased to host a number of guests this year in our Australian inspired marguee," the EK Divisional Vice President for Australasia added.

Check out our Facebook page at facebook.com/traveldaily for more pics from the marquee during the Spring racing carnival.

## CWT experiences Gate Gourmet



**CARLSON** Wagonlit Travel (CWT) consultants went behind the scenes to learn about how inflight meals are made during a recent tour of an aircraft catering facility in Sydney.

The experience, organised by Delta Air Lines and airline catering partner Gate Gourmet was in celebration of Delta's seasonal menu change.

CWT guests were treated to

lunch and dessert from Delta's onboard menu cycle.

"It's an eye-opener for me. The sheer size of the catering facility was mind-blowing. I had no idea the level of organisation and planning that goes into getting food cooked, packed and up to the passengers," CTW multi travel consultant Catherine Sasa said.

Some of the CTW agents are pictured checking out the facility.



Thursday 3rd Nov 2016

## Celebrity cruise sale

**CELEBRITY** Cruises is offering savings of up to \$400 off global departures and a free classic beverage package per person from now until 30 Nov.



TO MARK its recent opening, Quest Bella Vista Apartment Hotel franchisees Kamal and Sagar Verma presented a \$5,000 cheque to the Lions Club of Crestwood in The Hills Shire.

The Vermas said they were very proud to be able to contribute to a global organisation that focused on local issues of great importance to their community.

The funds will go towards covering transport costs to a camp for Youth InSearch.

Pictured are Kamal & Sagar Verma flanked by John Ebbott & Jen Touzel of the Lions Club.

### eRevMax LIVE OS

**EREVMAX** is unveiling a new platform for hoteliers at World Travel Market in London next week

Demand Central which will be available exclusively on LIVE OS will assist hoteliers wanting to find out data about demand in their city.

### Joe & The Juice SYD

**COPENHAGEN** brand Joe & The Juice has launched its first Australian store in the casual dining section of Sydney Airport's T2 Domestic terminal.

## **More Design Hotels** into SPG & Rewards

STARWOOD Preferred Guest (SPG) program has signed its 100th Design Hotels partner property, The Naka Phuket in Thailand.

SPG is eyeing a rapid expansion, with plans to have 130 Design Hotels by the end of the year and 200 by the end of 2017.

The growing partnership allows travellers to gain two starpoints per every US dollar spent, night and stay credits towards elite status, on property benefits such as high speed internet access & bottled water in-room and free night redemptions.

## NF's new turboprop

AIR Vanuatu took delivery of its first ATR 72-600 aircraft (TD 29 Aug) last week.

**CLICK HERE** to see a video released by aircraft manufacturer ATR, of the plane being painted.

### **Tribute Amsterdam**

TRIBUTE Portfolio has entered the Netherlands with the signing of The Apollo Hotel Amsterdam, A Tribute Portfolio Hotel.

The 223-key property is set to join Tribute in Apr following a major renovation.

## On the Go Myanmar

**ON THE** Go Tours has launched three new itineraries in Myanmar ranging from five to 14 days.

The five-day Yangon City Stay starts from \$695pp and combines both the colonial sights and vibrant atmosphere of Yangon while the eight-day Meet Me in Myanmar leads in at \$2,195pp and takes in the country's landscapes including a journey along the Irrawaddy River.

Finally the 14-day Best of Myanmar & Beach tour kicks off at \$3,995pp and will take travellers through Yangon, Mandalay, Amarapura, Bagan, Mount Popa, Palaung Hills and

**CLICK HERE** for more details.

## Sydney super ferry

**CAPTAIN** Cook Cruises has introduced its largest and fastest commuter catamaran ferry on Sydney Harbour to meet demand.

The 400-pax MV Capricornian Sunrise will be utilised to move more passengers on Watson's Bay, Manly, Parramatta & White Bay services to the city.

MV Capricornian Sunrise has repositioned from SeaLink's Gladstone-based fleet of vessels.

## Alila Rajasthan opens

**ALILA** Hotels and Resorts is opening a new hotel in India, set inside a 230-year-old fort in Rajasthan.

Alila Fort Bishangarh which is slated to open in Feb, is set on a peak in the Aravalli hills and boasts 59 suites with bathtubs and daybeds plus a restaurant, outdoor grill, a lounge and a bar.

There will also be a spa, banquet hall, conference room, swimming pool, fitness centre, kids club and organic garden.

See more HERE.

## Viking river selling

**VIKING** River Cruises for 2018 are now on sale with nine itineraries at 2017 prices.

Book by the end of the year and clients need only deposit \$100pp for the journey.

Phone 1800 131 744 for more.

## **Aqua-Aston webinar**

AGENTS can learn more about Agua-Aston Hotels & Resorts' 50+ properties in Hawaii and on mainland USA by participating in a webinar being hosted at 9:30am on 10 Nov.

Register to participate **HERE**.



This month Travel Daily, Variety Cruises and Discover the World are giving readers a chance to win a yacht cruise experience on the Glories of Spain and Portugal cruise, sailing on board *M/S Panorama II*. The total prize value is AU\$7,710.



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Cruises' fleet?



## SUMMER SALE

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#### **DIRECTOR OF SALES**

#### BRISBANE - \$110K + SUPER + BONUS ++

Are you a creative & innovative Director of Sales? Our client is looking for a dynamic leader to join their team to develop & manage the sales team, implement sales strategies & campaigns across all segments, budgeting & forecasting, all to maximise revenues across the hotel. Executive salary package on offer. Experience as a Director of Sales, track record leading a successful sales team along with great communication, presentation & negotiation skills required.

#### HIGH BASE PLUS UNCAPPED BONUSES

## CORPORATE TRAVEL – SALES MANAGER SYDNEY — \$100k PLUS PLUS

Are you working in a sales role but on a low base? Want to have security of a high base salary plus a very strong commission structure? If you consider yourself a consummate professional in Sales preferably with TMC sales, we have a prestigious new role available now with one of the most dynamic TMCs in the business. Targeting the SME space, you must be driven by winning new business and achieving targets. OTE Over \$100k in first year

## **AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM**

executive@aaappointments.com.au

NSW & ACT - 02 9231 2825 VIC, WA, SA & TAS - 03 9670 2577 QLD & NT - 07 3229 9600







# WANTED

RAIL PLUS IS CALLING FOR BRIGHT AND AMBITIOUS TRAVEL CONSULTANTS TO JOIN THEIR EUROSTAR AMBASSADOR PROGRAM FOR 2016







## WHAT'S INVOLVED:

Consultants are to complete 30 questions + 1 creative question online via the link below. The module will be available beginning the 31<sup>st</sup> October 2016.

This program is designed to educate and expand your knowledge of Eurostar. Eurostar is the only high speed train that directly links the UK to Franceand Belgium via the Channel Tunnel.

Click <u>HERE</u> to register.

## WHAT'S UP FOR GRABS:

Consultants with the highest scores will be eligible for the following prizes, in the case of a draw the winner will be based on most creative answer to the final question.

1st prize(\$1000) - High Tea for you and 5 friends in your local cities including a limo to/from the venue\*

2nd prize(\$650) - 6 bottles of French Champagne

3rd prize(\$350) – Belgium goodie bag (beer, chocolate and waffle maker)

CONDITIONS: Only one attempt per consultant | Training program will close 11.59pm on the 14<sup>th</sup> Nov 2016 |Only opened to registered travel agents | This is a game of skill | Participants who achieve over 60% will receive a certificate of completion | \*where limousine transfers are not available a private car transfer will be booked