First with the news Thursday 24th August 2017

Win A Trip To Bora Bora !



\$3.5m paid for Travel Partners

FLIGHT Centre's annual results announcement this morning confirmed the prices paid for a number of the firm's acquisitions.

Recent deals include the purchase of Travel Partners (**TD** 07 Aug) for \$3.5 million plus additional performance-related payments for founder Jeff Hakim; \$27.75 million for Mexico-based DMC Olympus Tours (**TD** 07 Jul); and \$11.48 million for Canadian group Les Voyages Laurier du Vallon (**TD** 03 Aug).

Flight Centre also paid \$8.3m for New Zealand broker network Travel Managers Group (unrelated to the Australian business of the same name), \$11.1m for Auckland-based TMC Executive Travel Group (**TD** 31 Jul); and \$9.8m for 49% of the Ignite Travel Group (**TD** 14 Sep 2016).

Today's issue of TD

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Flight Centre cracks \$20b

FLIGHT Centre saw record sales in the last year, surpassing \$20.1 billion in total transaction value (TTV) for the first time.

However profit declined almost 5% to \$325 million before tax (**TD** breaking news) due to lower airfare prices, losses in some parts of the business, currency fluctuations and political uncertainty which contributed to soft first half trading.

CEO Graham Turner said the company had now delivered 21 years of TTV growth in 22 years as a listed company, with the result also seeing online leisure TTV exceed \$1 billion.

"We also successfully executed our key global strategies, which

Cruise Weekly role

JASMINE O'Donoghue has been promoted to the role of editor of *TD*'s sister publication *Cruise Weekly*, two years after joining the Business Publishing Group. O'Donoghue also continues to work with the rest of the team on *Travel Daily*, *Business Events News* and *travelBulletin*. More appointments on **page 6**.

ravel

Managers

as you are

As individual

included increasing consultant productivity and developing further growth platforms across our three core business sectors of leisure travel, corporate travel and the TEN (Travel Experience Network)," Turner said.

The StudentUniverse youthfocused leisure business delivered strong growth in the USA, generating about \$420m in TTV while Europe, Middle East and Africa (EMEA) generated almost 20% of group profit.

Top Deck and Back-Roads Touring lost \$1 million during the year - a turnaround from a \$9m profit contribution in FY16.

The company also unveiled details of a transformation program - more on **page three**.

Win a Fiji famil spot

AGENTS can win a three-night trip to Fiji by selling Fiji Airways flights between 15 Aug & 05 Sep.

The incentive will be awarded to the four top agents and four most improved, with the prize including Fiji Airways flights and transfers as well.

More info on page nine.

Sun Island promise

SUN Island Tours is providing agents with confidence its 2018 escorted coach tours will depart as scheduled, guaranteeing its complete range of trips based on a minimum of two passengers.

The commitment has been splashed across the company's 2018 early release brochure for Egypt, Israel and Jordan, with a stamp on the cover wrap.

The program contains 29 coach tours and packages, half of which are escorted itineraries.

"We stand by our guarantee," Sun Island Tours general manager John Polyviou told *Travel Daily*.

Polyviou said the same stamp would feature on Sun Islands' next four brochures representing the Mediterranean.

"This is extra security for our clients when travelling to destinations such as Turkey and Egypt, which we have never discontinued operating, to ensure that once booked, their tour will definitely go ahead," he said.

The new Egypt, Israel & Jordan brochure can be viewed online at sunislandtours.com.au and will be distributed by TIFS new week.



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SureSave appoints

ADVENTURE World's head of sales for the past two years, Matt Endycott, has this month been appointed to the position of head of agency sales - SureSave at World Nomads Group (WNG).

Endycott has 12+ years' industry experience, including previous roles with Virgin Australia, Insider Journeys and the Walt Disney Co.

Bunnik Americas

SIX new itineraries have been rolled out by Bunnik Tours in its newly launched South & Central America 2018/19 program.

Tours span three continents from Havana to Antarctica, taking in the Galapagos Islands, Machu Picchu, the Amazon, Iguazu Falls and Patagonia.

The program contains some shorter trips for travellers who can't spend up to five weeks away, including a 20-day Peru Explorer with a mix of two- and three-night hotel stays.

Capitalising on demand, Cuba features in four itineraries.

Earlybird discounts are available for bookings made by 29 Dec view a copy of brochure HERE.

MU Aus changes

CHINA Eastern will again operate its Boeing 777-300ER aircraft to Sydney and Melbourne during the northern winter peak travel season, GDS show.

The 777s will fly four weekly services from Shanghai Pudong to each of the Australian cities between 08 Dec and 10 Mar.

THE Star Entertainment Group vesterday reported a 20% yearon-year rise in earnings before interest, tax, depreciation and amortisation (EBITDA) of \$586m for the 12 months to 30 Jun.

Revenue for The Star Sydney was down 8.5% (to \$1.6 billion) compared to the year prior, while the group's Queensland portfolio revenue jumped 7.9% (to \$742m).

Collectively, Star's normalised net profit after tax was \$214.5 million, down 11.1% on pcp.

Chairman John O'Neill AO said the financial year saw further advancement in the Group's strategy of investing in its core domestic assets and diversifying its international business.

O'Neill said The Star's gaming and non-gaming offerings at its Sydney and Gold Coast properties had been improved following the completion of major capital works, with "pleasing" feedback. He said the casino operator had

CX Hato update

CATHAY Pacific has advised that flight operations have resumed at Hong Kong Int'l Airport and is warning travellers of "expected delays" in the wake of Tropical Cyclone Hato yesterday.

Special ticketing guidelines have been issued, waiving rebooking & re-routing fees - details HERE.

MEANWHILE, Qantas has also issued a commercial policy for its passengers affected by cyclone Hato - CLICK HERE for info.

achieved "significant process" in Star's desire to "leverage the opportunities that exist today and long-term for Australia in the tourism sector".

O'Neill also confirmed the development application for the proposed approx 400-room The **Ritz-Carlton Hotel & apartments** in Sydney continues to progress.

GPT agent page

A SECURE, travel industry-only microsite has been introduced by Grand Pacific Tours to its website.

Billed as a 'one stop shop' for agents, the platform can be used to download itineraries, maps, images, video, collateral & more.

The portal can also be accessed to check live availability of tours and the latest news and specials. Agents who sign up will go

into the draw to WIN a \$200 Coles-Myer Gift Card - register at grandpacifictours.com/trade.

VRL '17 park results

THE impact of "unprecedented publicity" following Dreamworld's accident last Oct "dramatically" affected the FY17 earnings of rival theme park operator, Village Roadshow Limited (VRL).

VRL today revealed "an extremely disappointing" outcome for its theme park arm, with earnings before interest, tax, depreciation & amortisation (EBITDA) of \$55.9 million, down from \$88 million in FY16, while profit before tax slumped from \$23.4 million last year to a loss of \$8.8 million.

The firm's Gold Coast attractions held on to a slender profit of just \$200,000 for the financial year, down from \$28.2 million.

Membership renewals declined markedly, VRL reported today.

VRL's Wet'n'Wild Sydney water park also felt the effect of the Dreamworld tragedy, with its EBITDA falling from \$9m last year to \$3.1m in FY17, and its profit before tax fell from a loss of \$600K to nudging \$7m in the red.

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Travel Daily travelBulletin



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FLT transformation under way

FLIGHT Centre chief operating officer Melanie Waters-Ryan has been leading a specialist team within the company to oversee a transformation program with the aim of unlocking "further value" from the business.

Steps already taken have included a restructure in Australia, with a number of senior departures (**TD** 04 Jul), as well as "pivoting or closing some loss making businesses".

Changes have seen a smaller shop network in the Canada leisure business, and the leisure operations in Hong Kong and Singapore reshaped to a "direct" (phone and email) offering backed by a flagship location.

In South Africa and New Zealand the Student Flights brand has been integrated into Flight Centre as a product line, while the SMEfocused Corporate Traveller brand will be phased out in parts of Asia and Europe in favour of a primary focus on the FCM brand.

Flight Centre has also closed its Travel Money operations in the USA, with the company saying it aims for "every brand in every country to be materially profitable" within three years.

The company said significant changes were unlikely in the short term given high profitability levels, "although some shops will close and teams will move to better locations".

No provision for fine

FLIGHT Centre has not made any allowance in its annual results for the penalty and ACCC legal costs which may be levied as the outcome of the company's long-running competition law test case brought by the Australian Competition and Consumer Commission.

The case was initially heard in Oct 2012, with a series of judgements going either way including an \$11 million fine paid by Flight Centre which was later reversed on appeal and returned to the company.

Late last year (*TD* 14 Dec 2016) the High Court overturned the previous ruling, with Flight Centre expecting a decision on penalties before the end of 2017.



*Conditions Apply. PRINCESS CRUISES

Bhutan solo trek ban

THE Department of Foreign Affairs and Trade has issued a warning to travellers planning to trek in Bhutan, saying walking alone is not permitted.

"Trekking can be dangerous," the latest Smartraveller advice says.

"If you decide to trek in Bhutan, plan carefully and use reputable trekking companies with professional guides."

The overall level of advice for Bhutan has not changed.

EK PER milestone

EMIRATES is celebrating 15 years of flying between Dubai and Perth, having launched its services in Aug 2002.

The airline has carried more than 4.5 million passengers on the route over that time and increased frequencies from four a week to twice daily, including one daily Airbus A380 flight.

MEANWHILE, EK has renewed its existing European Tour deal with the 2018 Ryder Cup as the golf event's official partner. The 48th Ryder Cup will be at Le Golf National in France in Sep.

Win a Fiji famil spot

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BOARDGAME company Hasbro has created a new option for armchair travellers, teaming up with TripAdvisor to add holiday options to its old favourite The Game of Life.

For the first time in its 60-year history, a new edition of the game will offer players a chance to take a holiday inspired by some of TripAdvisor's topranked family destinations.

Newly introduced vacation card options include a ski trip, a beach break in the Dominican Republic, hiking the Great Wall of China and a visit to the Eiffel Tower in Paris.

But it's not all fun and games for players - possibilities also include a few travel mishaps like camping failures and last minute flight cancellations.

Paramount hotel

THE former headquarters of Paramount Pictures in inner-Sydney Surry Hills is set to become a hotel and restaurant.

Due to open next year, the boutique property will offer 29 rooms with a mix of heritage and contemporary styles, *The Australian* reports.

To be called the Paramount House Hotel, it will be aimed at both business and leisure guests with rooms from \$200-300.

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Helloworld's day at the races



HELLOWORLD Travel agents from across the major capitals converged on the Top End earlier this month for the Qantas Darwin Turf Club Gala Ball.

The group of 18 had a chance to celebrate in fine Territorian style before donning their best trackside fashion for the Darwin Cup races the next day.

Qantas took care of arrangements, flying agents from Melbourne, Brisbane, Sydney, Adelaide and Perth and providing

AC to fly YUL/NRT

AIR Canada has announced plans to fly year-round services between Montreal and Tokyo Narita from 01 Jun next year.

Operating with Boeing 787 Dreamliners, services will fly daily during the northern summer peak and three times weekly in winter, with connections to several other Canadian and US cities. three nights' accommodation in the NT capital.

The group also had a chance to explore local sights, utilising the local hop-on hop-off bus service and taking a sunset cruise on Darwin harbour.

The group is **pictured** ahead of the gala ball, held outdoors at Darwin's Skycity Casino.

NT Round Up regos

REGISTRATIONS are now open for Tourism Northern Territory's annual trade event NT Round Up, to be held in Alice Springs on 21 and 22 Oct.

The event is staged in conjunction with domestic wholesale partners and will involve up to 40 Australian travel agents and reservations staff for a full day workshop and product training, plus a one-day famil. **CLICK HERE** for the prospectus with info and registration details.

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AUGUST SUPER SAVINGS

Apollo expands rentals

CAMPERVAN rental group Apollo Tourism and Leisure has announced a 79% y-o-y increase in profits in the past financial year as it prepares for further growth from its recent acquisitions.

The company's statutory net profit after tax was \$8.6 million in the year to 30 Jun, about 39% up on its earlier forecasts.

Its total revenue was up 81% to \$177 million, while its statutory earnings before interest and tax were up 16% to \$15.8 million.

In Australia, Apollo's rental fleet remained steady at 1,700 vehicles but grew its total rental days by 7.8% to 413,114.

The New Zealand fleet increased 14.8% to 700 and grew rental days by 13% to 166,979 days.

In addition to acquisitions in campervan retailing businesses, the company expanded through

the Feb purchase of online caravan and RV sharing business camplify, in which it took a 25% stake for \$1.75 million.

Apollo said the camplify investment would allow it to exploit synergies between the two businesses and give it exposure to the growing peer-topeer economy.

The company said its rental operations were likely to increase significantly in the 2017/18 financial year after its takeover of Canadian provider CanaDream in Jul (*TD* 17 Jul).

Apollo acquired CanaDream with its purchase of the remaining 80% of shares for a total of \$28 million.

The acquisition supports a growth plan for North America, adding seven rental locations and 1,000 vehicles to its fleet.

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My Hawaii Aloha state famil



IGNITE Travel Group recently sent a group of its My Hawaii Holiday Experts on a trip to their all-time favourite destination of, you guessed it, Hawaii!

The team flew Hawaiian Airlines and spent time getting to know the Prince Waikiki, the Hyatt Regency Waikiki Beach Resort & Spa and Moana Surfrider.

They also managed to cram in

12 resort inspections, a Hidden Gems of Oahu tour, sampling a range of local Hawaiian cuisine and a cultural experience at The Royal Hawaiian's stunning Aha'aina luau.

Pictured above: Alyssa Harrison, Sarah Colman, Ashlee Flick, Cristiana Zovi, Chloe Stableford, Rebecca Rafter, Morgan Moses, and Nicole Beitey.

Ciobo welcomes Singa youth



FEDERAL Minister of Tourism Steven Ciobo is in Singapore this week to promote Australia's new work and holiday visa to young Singaporeans keen to come down under to travel longer, further and immerse themselves in the nation's experiences.

The new visa, valid for working holidays for up to one year, was rolled out on 01 Aug, with Ciobo saying the response has been "overwhelmingly positive". The first round of application appointments for 125 hopeful youth was filled within an hour.

Ciobo (right) is **pictured** with the first group of Singaporean work & holiday visa holders, Deborah Yap, Amira Rahmat and Ryan Kieran Tan, who will be heading to Australia in the near future.

TTC ceo volunteers in Kenya



THE Travel Corporation (TTC) ceo Brett Tollman recently returned from completing a ME to WE purpose driven trip to Kenya with his family.

TTC through its Treadright Foundation launched a global partnership with ME to WE offering immersive volunteer trips supported by seven TTC brands.

Tollman said he was privileged to have been on such an incredible trip and experience it with his family.

"It was a week of learning, exploration, observation and participation. We also got an in-depth view of the social change they have brought to the communities in the Maasai Mara over the past 20 years."

During the trip to Kenya, Tollman and his family assisted ME to WE in building schools and clean water wells.

He added that seeing the impact ME to WE has made firsthand in Kenya makes him more committed than ever to ensure TTC helps them to grow.

Pictured from left: ME to WE co-founder Craig Kielburge, TTC ceo Brett Tollman (middle) and Tollman's family.

PTMs at Club Med Valmorel



RECENTLY a group of personal travel managers (PTMs) from TravelManagers were treated to a summer ski holiday in France at the Club Med Valmorel.

The group was hosted by Club Med bdm for NSW & ACT Luke Skarbek and Malaysia Airlines sales exec for WA, Donna Jones.

Valmorel is located two hours from Lyon and Geneva and is 40km from the site of the 1992 Winter Olympics in Albertville. The resort has over 150km of trails, with most pitched at the intermediate skier.

As part of the trip, the group flew to London with Malaysia Airlines, before catching the train and bus via Paris to the resort.

They enjoyed many of the resort's facilities from the iceskating rink to the swimming pool and jacuzzi.

Pictured is the group in Valmorel: Luke Skarbek, Alma Araullo, Sue Kuti, Peter Carmichael, Elle Bradley, Merran Wiggins, Jeremy Ferguson, Hiten Shah and Donna Jones.



Travelmarvel epic

TRAVELMARVEL will run an epic 31-day trip from Japan to the Rocky Mountains in Canada.

The trip includes exploring the natural and cultural wonders of Japan, before sailing on Holland America Line from Japan through to Alaska's Inside Passage.

Once in North America, the trip concludes with a trip on the Rocky Mountaineer train.

The tour departs 21 Apr 2018. Prices start at \$13,995ppts and include a two-for-one airfare. **CLICK HERE** for more.

Aerotropolis 2026

Thursday 24th August 2017

NSW will hold a summit of world aviation and infrastructure leaders next year, focussing on plans for Western Sydney Airport.

The invitation-only event, Aerotropolis 2026, will see guests from industries such as defence, aerospace, freight, health, education and tourism.

NSW Premier Gladys Berejiklian said the summit would be jointly hosted with the Federal Govt and would help make the airport an economic hub for Greater Sydney when it opened in 2026.



This month Travel Daily together with Philippine Airlines, The Peninsula Manila and Henann Regency Resort and Spa Boracay are giving readers the chance to win an island getaway to the Philippines. The prize for two people includes:

Return economy class tickets from Sydney to Manila flying with Philippine Airlines

Two nights accommodation at The Peninsula Manila

Three nights accommodation at Henann Regency Resort and Spa Boracay



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And remember, you don't have to have been to the Philippines yet, just be creative!

> Philippine Airlines

THE PENINSULA

PHILIPPINES

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.

AccorHotels has announced three key Director of Sales and Marketing appointees in its Australian network. Michael Fletcher will take on the role at Novotel Melbourne South Wharf, which will open its doors in Mar 2018. Jenifer Dwyer Slee will be based out of Brisbane at Pullman Brisbane King George Square. Liz Gifford will also be Director of Sales and Marketing at the recently opened ibis Styles Hobart.

Jason Hyland will be the Representative Officer and President of MGM Resorts Japan. Hyland has lived in Asia for more than 17 years, including 14 in Japan. He was previously Charge d'Affaires at the United States Embassy Tokyo.

QT Melbourne will welcome **Andrew Harmer** in Oct as the hotel's new Executive Chef. Harmer has worked recently at The Point in Albert Park. He will oversee the food offering at the hotel with an initial focus on the Pascale Bar & Grill.

Wendy Fisher has been appointed as New Zealand Sales Ambassador for the Cook Islands' **Edgewater Resort & Spa**. Fisher has 28 years of experience in the industry and joins the company after a long stint with Fiji brands for South Sea Cruises.

Wyndham Worldwide has announced a string of executive leadership appointments to head its hotel business as it spins off from other parts of the company in 2018. Tom Barber will be the Chief Strategy and Development Officer, while Bob Loewen has been appointed to the role of Chief Operating Officer. Paul Cash will take on the role of General Counsel. Chief Marketing Officer will be Barry Goldstein, and Mary Falvey has been appointed Chief Administrative Officer.

Magic Mtn daily

SIX Flags Magic Mountain in Los Angeles will operate 365 days a year from 01 Jan.

Magic Mountain will join Disneyland and Universal Studios which already open daily in LA.

President/ceo Jim Reid-Anderson said the move would allow the park to capture a greater share of the 47m visitors to LA annually.

Philippine food fest

SHANGRI-LA Hotel, Sydney will host the fifth annual Philippine Food Festival from 08-16 Sep. The festival will feature chefs

Jovelyn Adra, Clayford Manuel and Charie Carmel Ferolin.

Dishes such as Sisig, Chicken Inasal and Adobo will be served.

The event costs \$55pp for buffet lunch and dinner, while the Seafood menu is \$85pp.

Thredbo 365 Pass

THE Thredbo 365 Pass Sale is offering mountain bikers, skiers and snowboarders access to the resort year round, plus extra benefits around the world.

Priced at \$849, the pass will allow for 50% off prices at Mountain Collect partner resorts such as Chamonix Mont-Blanc, Mammoth Mountain, The Remarkables and more.

CLICK HERE for more info.

Ramada Phuket

WYNDHAM Hotel Group has announced a new Ramada Plaza will open in Phuket in 2018.

The Ramada Plaza Chaofah Phuket will have 270 rooms and features a ballroom that can seat 700 guests.

It will be owned by Southern Star Hotel co.

Travel Daily

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ed on Twin Share in a non-connecting Club Room for departures on 20th January 2018 for Cherating Beach and La Plantation of Abion, 17th March 2018 for Sahoro, 18th March 2018 for Valmorel. Sun and Snow Holiday. Early Bird Offer for sale until 13 September 2017 for departures between 1 Nov with a minimum 3 night consecutive stay required. Discourt any departing on the Resort and Date of create particular Stress and promotion may vary for stays overlapping two torset periods. Prices advectised are based on Adality 5(15). Offer not valid for Group torset or in and to removed without notice ones reached, 3(16) lessons for different (41) variable are only included, renal may vary the resort and ofference particular stress advectised are based on Adality for a solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based on Adality for Solution of the periods. Prices advectised are based and the periods. Prices advectised are based and the periods. Prices advectised are based and the periods. Prices advectised are periods. Prices advectised are based and the periods. Prices advectised are pe



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Experience in a similar role within the travel industry a must. Strong salary package and career opportunities on offer.

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This unique opportunity will suit a strong Tourism or Hospitality sales manager that understands and is motivated by the sales process and is looking for that something different. This Global Company with over 20 offices worldwide is seeing huge growth in the Australian market and is looking for a strong sales manager with established relationships in the travel and hospitality trade, if you have worked for an OTA this will be highly desirable.

TIME FOR A NEW CHALLENGE? HEAD OF OPERATIONS BROOME - \$100-120K + SUPER

Great opportunity to live and work in beautiful Broome. We are looking for a strong hospitality operations manager to join the team & deliver results. You will be responsible for leading the team & overseeing the tour operations, budgeting and forecasting, providing exceptional customer experiences & achieving targets. Strong operations experience required in 4 or 5 star. Outback experience a plusl Great package & benefits on offer.

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WIN a spot on a Famil with FJ



Consolidated Travel & Fiji Airways are giving the Top 4 agents and 4 most improved agents the opportunity to WIN a spot on a Famil to Fiji for achieving the highest sales between 15 August - 5 September 2017.

Prize Includes: Return airfares, 3 nights accommodation & Transfers

PLUS vouchers to be won!

\$30 voucher for every return Economy class ticket issued
 \$50 voucher for every return Business class ticket issued

CONDITIONS: Valid for tickets issued by Consolidated Travel or via Quikticket between 15 August - 05 September 2017 on FJ International itineraries ex Australia plated on FJ (260) ticket stock on the Consolidated Travel IATA only. Domestic & Trans-Tasman, Child, Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. Tickets must be issued ex Australia to Fiji Airways network destinations. The prizes are open to all full time international selling agents only. Consolidated Travel & Fji Airways reserve the right to alter or cancel the promotion any time. Vouchers are capped and all claims must be emailed to promotions@consolidatedtravel.com.au by COB 12 September 2017. It is a condition of accepting the prize that: the prize winning agency accepts any conditions of use of the various components of the prize. Prizes must be taken as stated and no compensation will be payable if a winning agency is unable to use a prize as stated. Receipt of a prize may have Fringe Benefits Tax (FBT) implications. To the extent that there is any FBT liability, this will be paid for by the employer of the recipient. The grossed-up value of a prize and any other Fringe benefits the recipient receives during the course of the FBT year may be reported on the recipient's annual PAYG Payment Summary as required by taxation law. All prizes include GST where applicable and taxes are included in the price of the ticket and land content. Consolidated Travel Group ABN 60 004 692 791. Date of issue 14 August 2017.



