# Travel Daily First with the news

Friday 13th Oct 2023



### Today's issue of TD

**Travel Daily** today features eight pages of travel industry news, including our Corporate Update page, plus a full page from Infinity Holidays.

#### Final finalists are out

**THE** finalists for the Most **Outstanding Travel Agency** Manager and Sustainabilty in **Business and Supplier categories** at the National Travel Industry Awards (NTIAs) have been released by ATIA this morning.

Five stellar candidates will vie for the mantle of best travel agency manager, they are: Clive Fillingham, Helloworld Travel Rockingham; Georgie Walpole, Global Journeys; Michelle Massey, Amplify - Accessible Travel Specialists; Rebecca McHenry, itravel Liverpool; and Stacey Brownsey, Helloworld.

See the complete list of finalists for the NTIAs taking place in Melbourne in Nov HERE.

## Greece was the word in Aug

**AUSTRALIAN** visits to Greece reached their highest level on record in Aug, according to new figures released today by the Australian Bureau of Statistics.

The monthly Overseas Arrivals and Departures numbers showed 32,190 resident returns from Greece during the month, putting the destination in 8th spot overall for Aussie travel.

Indonesia was the most popular country travelled to, with about 127,000 resident returns but that was still about 5,000 less than the same period in 2019.

Similarly NZ, in second spot, saw 97,000 Australian visitors during the month, down from the 113,000 pre-pandemic figure.

The UK was in third spot with 71,000 visitors, followed by the USA with 52,000 and then Thailand (43,000), Italy (38,000) and Fiji in seventh spot (32,000).

After Greece the top ten were rounded out by Vietnam (25,130) and then Singapore (23,860).

When it came to inbound travel, the overall number of foreign arrivals was 603,360 - still 23.5% lower than pre-COVID levels.

New Zealand was the largest source country, accounting for 17% of all visitor arrivals (105,000 in total), while China was in second spot with 58,790, despite it still being early days for the full resumption of travel from China.

In Aug 2019 China was Australia's top source market, with 128,000 arrivals, meaning it's still down more than 50%.

The third largest cohort of visitors in Aug this year was from the USA with 48,000, followed by Japan (43,000), the UK (31,400), Singapore (31,300), and India (30,250) which was just ahead of South Korea at 30,000.

Malaysia was in ninth position for inbound travel to Australia with 21,860 visitors, ahead of Hong Kong in 10th spot. BP

### Aussie arrested after bomb threat

A SCOOT flight on its way to Perth from Singapore was forced to turn around after an Australian man allegedly threatened staff and passengers with a bomb.

So serious was the scare y'day that a fighter jet was scrambled to escort the Dreamliner back to Changi Airport, where it landed safely with passengers unharmed.

One runway was closed and several inbound flights were delayed in Singapore as a result.

#### Skin in the QF game

**NEWLY** minted Qantas Director, Doug Parker, has put his money where his mouth is, buying 100,000 shares in the airline.

An ASX notice today shows he paid \$497,300 for the stake in an on-market trade on Wed.

The former American Airlines CEO and Chairman joined the Qantas Board in May this year but until now has not held any shares.



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# QF facing more legal action

THE legal challenges are piling up for Qantas, with law firm Piper Alderman revealing it is only weeks away from filing a class action over the carrier's alleged failure to deliver full cash refunds for cancelled flights during COVID.

In response, Qantas told *TD* that "customers whose flights were cancelled by Qantas during COVID have always been eligible for a refund and can claim their refund at any time by contacting us".

If it goes ahead, the case will be the second such class action initiated against Qantas in three months, with Echo Law launching a similar class action in the Federal Court in Aug (TD 22 Aug).

Counsel for Piper Alderman, Thomas Bagley, appeared in Federal Court yesterday to indicate his firm had spent six months investigating the airline and could be prepared to file its proceedings within a fortnight.

Both of the class actions make



similar allegations, namely that Qantas enjoyed significant financial gain at its customers' expense for going down the path of travel credits or vouchers instead of full cash refunds.

But now it appears the beef is not only with Qantas, but with each other, as Echo Law objected to Piper Alderman's suit, stating that a competing class action might serve to slow down action against Qantas altogether.

Echo Law's Counsel, Oren Bigos, objected to Piper Alderman's class action, telling the court the firm did not have a lead applicant and "simply turned up and said they want in".

Bagley admitted there was no specific client but said the firm secured interest from litigation funder Omni Bridgeway. AB

## Around Formosa Taiwan Tour

10 days Taipei to Elephant Mountain from only \$2,699\*



#### RSSC trade push

**REGENT** Seven Seas Cruises (RSSC) is set to roll out what it's describing as an "industry-first co-branded marketing solution for travel advisors" featuring a personal dynamically co-branded website for each agency.

For the full exclusive story on the new trade marketing platform, read Cruise Weekly.

#### 1000 Mile's big Hub

1000 Mile Travel Group has launched a new platform for travel advisors called The Hub, featuring a number of tools and resources to keep advisors up to date with discussions and events.

"We're committed to equipping our advisors with the best tools and resources to thrive in the competitive travel industry and this is like having our own travel advisory powerhouse right at our fingertips," CEO Nicola Veltman said - more corporate news on page seven.

#### JQ cooks up more



JETSTAR will add a fourth weekly non-stop flight between Sydney and Rarotonga in The Cook Islands from 27 Mar 2024.

The new direct service will depart on Wed and deploy an A321neoLR on the route.

"This news is testament to the demand we have seen from Australians wanting to holiday in the Cook Islands and we are delighted that Jetstar is increasing the number of flights," Cook Islands Tourism GM Australasia Graeme West said.

Jetstar has carried more than 8.000 customers between Australia and the Cook Islands since the carrier introduced the route in Jun (TD 29 Jun).





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#### Road trip travellers be warned: ACCC

**THE** Australian Competition and Consumer Commission (ACCC) has warned the caravan industry that it risks hefty penalties if it continues to dabble in misleading sales practices.

Complaints have been made by consumers about a select number of retailers who are accused of changing the price despite promoting the price tag as fixed, as well as fabrications about the weight of vehicles.

"We are concerned that several small and mid-sized caravan retailers may be failing to comply with their obligations under the Australian Consumer Law, and we will continue to investigate complaints and engage with retailers and caravan manufacturers to ensure compliance," the ACCC said.

### **EK bites on Apple**

**EMIRATES** has launched a new strategy called 'One Device', whereby all 20,000 of its cabin crew will receive iPhone 13 or iPad Air to improve passenger services on board.

Over the coming months, an additional 5,000 cabin crew will receive smart devices equipped with custom Emirates apps.

The rollout of the One Device project is being supported by an in-person experience zone at Emirates Headquarters in Dubai, a 24/7 one-stop-shop for cabin crew to query hardware and operating software issues.

# True North pointing younger



#### EXCLUSIVE

WHILE True North founder Chad Avenell (pictured) admits that historically his cruise line has attracted an older 55-65 demographic, he revealed to Travel Daily that more recently a younger profile of traveller is seeking out the allure of premium adventure cruising as well.

"It's definitely getting younger... we're getting a lot more kids in their twenties jumping on board our ships with their parents and they think it's amazing because they have that adventurous nature," he said.

When asked about how True North currently positions itself in the Aussie market, the company's chief conceded "it's a difficult question to answer" at times, because the brand occupies a unique space in cruising.

"It's not necessarily that we don't know who we are but it's sometimes hard to get across to other people who we are," Avenell confides.

"We're different because we go to a destination and go fishing and go snorkelling and with the luxury of the tenders and the helicopters, we get to see the destination from every facet of what we do," he observed.

"Because it is it isn't a cheap holiday and when you look at some of our competitors, some people might say 'for the same kind of price or less I could get a suite with a butler and a couple of restaurants on board'...but for us we are really looking for those with an adventurous spirit."

A testament to the product it offers is also the high 40% customer return rate, with Avenell suggesting part of the reason for the high number is that no cruise it runs is the same.

The helicopters on board its ships for example open up a varied number of ways to explore each destination.

True North is also expanding to new destinations, read CW to find out where and when. AB



# **Window** Seat

WE ALL love to travel but some people decide to do it a little tougher than others, just take the ambitious American gent pictured below, who recently paddled over 60km in a hollowed out pumpkin.

Yes, Steve Kueny from Missouri carved a boat from a giant pumpkin he grew himself (now that's sustainability) and went on to break a world record for, you guessed it, the longest journey by pumpkin boat.

We can't confirm given the sheer obscurity of the challenge if Kueny is also the only man to attempt the journey in a giant fruit bowl, but nonetheless we have to give this eccentric adventurer props for even coming up with the idea.

The man was accompanied by a flotilla of boats from the Paddle KC Padding Club so they could document every paddle of the bizarre journey.

With such travel ingenuity clearly going on in the US state of Missouri, there's little chance any of its citizens will turn into a pumpkin anytime soon.







# Int'l seats have doubled

**THE** total number of seats made available on international scheduled flights to and from Australia during May has more than doubled when compared to the same month last year.

New figures from BITRE showed there were 3.543 million seats available across all flights for the month, more than four times the number that was on offer during the pandemic-impacted period in May 2021.

The report also showed the total number of passengers carried in May continued an arc of recovery for overseas flight traffic, with 2.64 million travellers recorded on flights.

Qantas Group was dominant again in May, accounting for almost one in three passengers carried across its Qantas and Jetstar brands, well ahead of the next strongest carrier Singapore Airlines, which flew just 10.3% of all passengers in and out of the



country in May.

Air New Zealand (7.3%), Emirates (6.4%), Qatar (4.6%), Scoot (3.8%) and a rebounding Cathay Pacific (3.5%) were the next most active players in the market according to BITRE.

Sydney Airport's (pictured) reign as the Australia's busiest hub showed no signs of giving up the mantle, recording 41.2% of the nation's overseas air traffic, well ahead of rival Melbourne Airport, which only accounted for 27.5%.

Australian airlines collectively accounted for 31.2% of total passenger carriage in May, while budget carriers represented just shy of one in five of all passengers. AB



### Jet fuel grounds Air NZ's optimism

AIR New Zealand has released an updated financial guidance to the market, suggesting the soaring price of jet fuel will cut into its profits over the next year.

The revised forecast now has the Kiwi airline delivering earnings before tax of between \$180-230 million, citing the increasing volatility of jet fuel as a primary reason for the significant downgrade.

Air NZ said that its fuel bill had increased by 35% between Jul and Sep and that its softer earnings is likely to be impacted by an average jet fuel price of around US\$110/bbl for the remainder of the first half of the financial year.

Other adverse factors listed by the carrier included a weaker New Zealand dollar affecting exchange rates, increased international competition and ongoing inflationary pressures.

## A"painful" grounding

A BUDGET Malaysian carrier ceased operations suddenly yesterday, citing urgent financial issues as the reason.

The Kuala-Lumpur-based MYAirline only launched in Dec last year and had grand expansion plans as recently as May, however the carrier said that "significant financial pressures" has forced a suspension of operations, pending a possible shareholder restructuring and capitalisation.

"The airline has come to this extremely painful decision..after working tirelessly to explore various partnership and capitalraising options to prevent this suspension," MYAirline said.

There was an inkling last week that the carrier might be experiencing some issues when CEO Rayner Teo stepped down due to health reasons, with COO Stuart Cross stepping in.

A potential white knight investor is reportedly in talks with the carrier about buying a 65% stake.





## Get in touch with vour Italian roots

**THE** Italian National Tourist Board (INTB) is confident it will be able to boost outbound travel from Australia to Italy by appealing more effectively to the estimated 1.2 million Australians of Italian descent who live here.

The country's peak tourism body said its latest global marketing focus will promote roots tourism, "playing on Italians' sense of belonging" and incentivising the estimated 80 million Italian diaspora living in various parts of the globe.

"Italian descendants represent a tourism segment with enormous potential, not only from a visitation numbers perspective but also because of how and where they travel," INTB Australia Country Manager Emanuele Attanasio said.

They often visit smaller regions and travel year-round outside of peak periods," he added.

#### Intrepid extends

**INTREPID** Travel has extended the cancellations of its tour departures in Israel and the Palestinian Territories up until and including 31 Dec, adding it was now in the process of communicating this latest decision to all affected customers and travel agents.

The operator had previously cancelled trips in Israel and the Palestinian Territories up to 31 Oct 2023, but with the conflict continuing to escalate, Intrepid said extending the suspension through to the end of the year "will provide customers with upcoming trips booked with greater certainty and more ability to make alternative travel plans".

While trips in Israel and the Palestinian Territories are now paused for the remainder of the year, Intrepid stressed that tour departures in neighbouring Egypt and Jordan continue to operate as scheduled, with govt advisories for the two nations unchanged.

## The Chat Travel Daily Jenny Which guest on Season ONE has visited, 122 countries? Catch up on episodes to find out. CLICK HERE to listen

# Selling Oz coming to SA

**ATTRACTING** more overseas visitors will be top of the agenda when more than 550 of Australia's export tourism industry leaders gather in Adelaide for the annual Australian Tourism Export Council (ATEC) Meeting Place event at the end of Oct.

The event forms a critical part of the export tourism industry's planning calendar, and also provides a valuable showcase forum for the destination's latest product offerings to be viewed.

"We are pleased to be bringing Meeting Place to South Australia as a vital platform for connection between the people who sell Australia to the world and the amazing product we offer," ATEC MD Peter Shelley said.

"Along with a full day of B2B meetings, Meeting Place kicks off with a welcome function hosted by the South Australian Tourism Commission along with



a conference day of speakers and discussions on the issues most important to the industry today."

South Australian Minister for Tourism Zoe Bettison (pictured with Shelley) welcomed visitors to South Australia.

"There has been incredible momentum for tourism in South Australia over the past 18 months, and we are proud to host Meeting Place, and showcase exactly what we have on offer," Bettison said. AB

# Career opportunity



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## Winds of change for slots, hopes Tim

EXCLUSIVE



**BONZA** CEO Tim Jordan has had his hair blown back by a recent Senate Committee report requesting an urgent review of airport slot allocations (TD 10 Oct), telling Travel Daily he is looking forward to seeing what actions the government will take in regards to the findings.

"Bonza is focused on unserved and underserved domestic aviation markets by offering direct routes at affordable prices," Jordan explained.

"By nature, we are in favour of increased competition and a more even playing field for domestic carriers and we look forward to actions being made to bring more competition to Australian travellers."

Meanwhile Australian Airports Association CEO James Goodwin said the Senate had provided "practical steps" that could see slot reform implemented "immediately".

"It is encouraging to see the report acknowledge the aviation sector is one of the most concentrated markets in Australia, increasing competition...promotes best value for customers," he told TD.

# Hilton sows the seed giving



HILTON'S charity arm has announced a NZ\$420,000 grant for the Whakatipu Reforestation Trust in Queenstown, which will use the funds to help plant up to 22,000 native trees and shrubs in the Slope Hill Reserve.

The generous grant from the Hilton Global Foundation is a first-of-its-kind offer by Hilton in Aotearoa-New Zealand, and represents just one of four awarded across the Asia Pacific.

"This grant not only signifies our dedication to destination stewardship but also underscores our leadership in sustainable business practices across the Australasian region," Hilton New Zealand South Island Cluster GM Chris Ehmann said.

"Together, we look ahead with hope knowing that this partnership will leave a lasting, positive impact on both the environment and the community we cherish," he added.

The announcement corresponds with Hilton's Travel with Purpose Week, an annual week of service across its global corporate and franchised locations.

Pictured: David Butt, NZ Department of Conservation; Emma Thompson, NZ Department of Conservation; John Hollebon, Mana Tahuna; Cora Heister, Mana Tahuna; Mike Rewi, Mana Tahuna; Chris Ehmann, Hilton; Jo Smith, Whakatipu Reforestation Trust; Neill Simpson, Whakatipu Reforestation Trust; Barbara Simpson, Whakatipu Reforestation Trust; and Karen O'Donahoo, Whakatipu Reforestation Trust. AB

#### OTAs riding the wave

THERE is a growing cross-sector collaboration between OTAs and consumer finance companies, a new report from Phocuswright has suggested.

Over the past two years, several finance companies have launched travel booking platforms or announced ambitious plans to do so, the report noted, with the goal of encouraging card usage and providing more ways to earn and redeem loyalty points.

OTAs are leveraging the trend by offering white label versions of its products to the finance sector.

#### Daintree ferry search

THE Douglas Shire Council said it will leave no stone unturned in its quest to find a new operator for its Daintree River Ferry.

Candidates from across Australia will be sought to manage the service, which transports 230,000 vehicles a year from the southern bank of the river to the region's most popular tourist attraction.

## CFO departs AKL

**AUCKLAND** Airport has announced the resignation of CFO Phil Neutze, who departs the hub after a long 13-year tenure with the organisation.

He will remain in the position until 22 Dec, at which time he will start a new gig as the Group CFO for Datacom.

A search for a replacement is underway, with Stewart Reynolds, a senior planning executive, stepping in on an interim basis.



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# **CORPORATE UPDATE**

# Star Alliance grows at CDG

STAR Alliance today opened its second lounge at Paris Charles de Gaulle Airport, with the new facility now welcoming first and business class passengers and Star Alliance Gold members on flights departing from gates 10 to 38 in Terminal 1.

The new airside lounge is located in the newest part of the terminal after immigration and

#### Lounge league table

**GLOBAL** payments and expense management facilitator Tipalti has released a new study comparing airline business lounges and inflight service.

The new Business Travel Index includes factors such as lounge facilities, wi-fi, F&B and comfort, with eight airlines tied in first place for best business class lounge: Oman Air, Cathay Pacific, EVA Air, Qatar Airways, Asiana Airlines, Kenya Airways, Gulf Air and Turkish Airlines.

Qantas, Emirates and Japan Airlines all tied for second spot in the lounge league table.

When it came to inflight business class service, again it was a dead heat between Singapore Airlines, Vistara, Japan Airlines, EVA Air and Qatar Airways for the top spot, followed by Cathay Pacific, Asiana and Oman Air, which was judged to have the most comfortable business class seats.

The full report is online at tipalti.com/business-travel-index.

security controls, with capacity for over 300 guests.

It was designed by architecture firm Gensler, which also created the Star Alliance Los Angeles airport lounge (*TD* 01 Jul 2013) in partnership with Air NZ.

Recently appointed Star Alliance CEO Theo Panagioutoulias said "Star Alliance stands for elevating the experience of its member airline passengers, and airport lounges play a vital role".

"We're very proud to present our new Paris lounge, which is not only a delight to experience, but also thoughtfully designed to meet the needs of the modern frequent traveller," he said.

Key features include an immersive Wine Bar courtesy of master South of France wine maker Gerard Bertrand, and a Tea Salon with a wide assortment from across the globe.

Currently 20 Star Alliance member carriers operate from CDG, offering 464 weekly departures to 34 destinations.

#### UA's third at EWR

**UNITED** Airlines has opened its third club at Newark Liberty International Airport, with capacity for over 400 people in Terminal C featuring high-speed wi-fi and a wellness room.

Members are able to self-scan their boarding passes to enter the lounge area, with the new facility also seeing the closure of a popup lounge in Terminal C. Travel Daily
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#### Perth biz travel up

**NEW** data from Corporate Traveller has shown a 34% uplift in incoming international business travellers to Perth this year.

The increase puts Perth in the running to outpace Melbourne, which only increased its arrival figures by 7% in the same period, while Sydney was up just 8%.

The boom is attributed to WA's mining and resources demand, as well as State Government policies supporting the construction sector which include a range of initiatives to attract skilled workers from overseas.

#### DL record result

**DELTA** Air Lines has reported a whopping US\$1.1 billion quarterly profit, with CEO Ed Bastian citing a strong uptick in business travel, driven largely by companies ordering staff to return to offices rather than work from home.

Bastian said the tech sector and financial services were seeing double digit demand growth, but travel was up in all categories during the three month period.

US domestic passenger revenue was up 6%, while international sales soared 35%, with premium cabins performing very well.

## BCD M&E unveils trends

**DEMAND** for face-to-face meetings and events is now as strong, if not stronger, than prior to the pandemic, according to the seventh annual "What's Trending" report from BCD Meetings and Events.

Signs point to a levelling out of global demand, but there's also an increasing requirement to meet high expectations for return on investment, the report states.

Hybrid and virtual event formats have all but disappeared, but inflation is putting strain on budgets around the world causing many to reduce the size or duration of events, or look to alternative venues to cut costs.

In Asia Pacific more than 90% of events have returned to face-to-face, with high volume straining hotel supply and room rates in some cities have jumped 30% as a result of the demand.



With very low unemployment in Australia, BCD is seeing customers use face-to-face events, reward trips and team building experiences to help retain top talent as well as recreate company culture.

Other trends include boosting attendee engagement with a focus on wellbeing, while clients are also wanting to have savings negotiated on their behalf amid tighter monetary constraints.

The report is available for free-download by **CLICKING HERE**.

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Vibe Hotel Adelaide has launched a Spring Fling package. Located in Adelaide's East End, quests are perfectly placed to enjoy the city's urban dining and cultural districts. With prices starting at \$249 per night, guests can enjoy a welcome drink, complimentary breakfast at Storehouse Flinders East and a late check-out, as well as an overnight stay in a brand-new hotel room. CLICK HERE to book.

Announcing a new Sydney to Singapore sailing in 2024, Viking is offering massive discounts on one of its cruise itineraries in the latest Viking Deals of The Week. Score your clients \$2,500 in flight credits per couple on the new 28-day Jewels of Australia & Asia voyage from Sydney to Singapore, or save up to \$2,000 per couple on the 12-day Paris to the Swiss Alps voyage. Those interested in taking advantage of the deal can call 138 747 for more.

Save up to \$1,000 per couple with Australian Pacific Touring's 20-day Essence of New Zealand itinerary. Travelling between Dec 2023 and May 2024, the journey will allow guests to discover New Zealand "in-depth", with the opportunity to ride on the TranzAlpine train, as well as other signature experiences across the country. Learn more HERE, or call on 1300 278 278 to book.

Ambassador Cruise Line is offering discounts of up to 50% off on second quests for travellers booking select voyages before 25 Oct on the cruise line's 24/25 itineraries. Applicable on any booking of a twin cabin on both Saver and Ambassador fares, the special offer does not include the World Cruise 2024 and the cruise line's shorter sectors cruise. CLICK **HERE** for more information.

In a deal meticulously curated for musical aficionados, Mamma Mia! The Musical's official partner, Sofitel Melbourne On Collins, has launched its Mamma Mia! Entertainment Package, available until 03 Dec. Starting from \$599 per night, the package includes overnight accommodation, two A Reserve tickets to the musical at The Princess Theatre and complimentary valet parking. Call 03 9653 7777 to book.

The luxury 80-night Grand Australia, Asia, and Alaska package by Cruise Traveller is now on sale from \$46,199ppts, with an extra night pre-cruise stay in Sydney. This special package includes a Business Class flight back to Australia, and bonus onboard credit of up to US\$2,000. The package is valid for bookings made before 30 Nov, for departures from Feb 2024. Call Cruise Traveller on 1800 507 777 to book now.

Early bird fares for the 2024 Epic Australia Pass are ending soon, with prices set to increase on 18 Oct. The pass offers incredible value for snow-goers, with unlimited access to Perisher, Falls Creek and Hotham for the 2024 ski season, as well as access to various world-class resorts worldwide. Early bird prices are \$959 for adults, \$549 for school students up to year 12, and \$749 for seniors - purchase a pass HERE.





## The Versailles of Qatar



**QATAR** Airways has unveiled a botanical wonderland as part of this year's EXPO 2023 Doha, which is currently taking place.

The design of 'Qatar Airways Garden' (pictured) was inspired by the "timeless gardens of Versailles", and is said to showcase both Qatar's modern spirit and its cherished traditions.

The garden features iconic landmarks from the Middle East, Europe, and Asia, emphasising Qatar's role as a global hub, and the airline's contribution to connecting continents.

As visitors step into the botanical haven, they are greeted by a giant yellow teddy bear - a nod to the iconic Lamp Bear at Hamad International Airport.

Another standout feature of the garden is its stunning overhead maze, where guests can navigate the winding paths that are mirrored from above.

"Our pavilion at Expo 2023 Doha reflects our dedication to uniting people, promoting

sustainability, and constantly pushing the boundaries of the travel experience," shared Qatar Airways Group Chief Executive, Akbar Al Baker.

"It derives inspiration from botanical marvels across the globe while showcasing Qatar's pivotal role in global connectivity.

"We are thrilled to present visitors with a space that reflects our focus on innovation, customer experience, and deeprooted ties to Qatari heritage."

Qatar Airways is the Official Airline and Strategic Partner of EXPO 2023 Doha, which commenced on 02 Oct, and will run for six months, finishing in Mar next year.

In line with the partnership, Qatar Airways will be offering curated beverages in the air.

Since opening, the pavilion has already seen some star power drop by the attraction for a visit, including football icon and Qatar Ambassador David Beckham and Brazil's Ronaldinho Gaucho. AP



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