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# Travel Daily

First with the news

Thursday 22nd December 2016



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## Aus-Taiwan open sky

**AUSTRALIA** and Taiwan have inked a new bilateral air services agreement, replacing the previous 6,000-seat capacity cap that has been in place for 10 years between the two countries with unrestricted capacity.

Taiwan's Civil Aeronautics Administration said the revision had taken immediate effect and provides opportunities for airlines to permit new codeshare service options.

Before this week, Taiwanese carriers China Airlines and EVA Airways offered 20 regular round-trip flights from Taiwan Taoyuan International Airport to Sydney, Brisbane and Melbourne.

Tourist numbers from Taiwan have jumped 30% over the past 12 months according to latest data.

## HWFB sures up corp ranks

**HELLOWORLD** Ltd's corporate division Helloworld for Business (HWFB) says the re-signing by many of the group's long-aligned agencies is testament to delivering on results promised.

In recent weeks, HWFB has secured the likes of top corporate agencies Reho Travel, Goldman Travel Group, The Travel Authority (TD 15 Dec), Orba Travel Brokers, Bayview Travel, Complete

Business Travel, Sanford International Travel, Travel & Sports Australia and Eden Travel, in addition to a batch of others currently being processed.

Helloworld ceo and managing director Andrew Burnes lauded the re-signing of the major groups, saying their confidence was an acknowledgement of HWFB's "unique value" to deliver.

"We are delighted to have these major corporate agency groups recommit to Helloworld for Business and are pleased to see the continued confidence and growth in our networks."

"The HWFB brand is continuing to deliver outstanding commercial outcomes to our members and having these major business agents re-sign with Helloworld is evidence of the continued value we are delivering right across our retail & corporate offerings," Burnes said.

HLO head of associate David Padman said the business would continue to build on initiatives rolled out this year into 2017.

## QF Bali year-round

**QANTAS** will upgauge its current seasonal services between Sydney and Denpasar (Bali) to a year-round schedule from Mar.

QF said the move reflected strong and growing demand from travellers wanting a full-service experience on the route.

Budget offshoot Jetstar currently offers 60 return services between Australia and Bali.

QF's Bali service will continue to be operated by two-class Boeing 737 jets on a four weekly basis.

"We've had a fantastic response to Qantas' seasonal service, especially from our frequent flyers, so we felt the time was right to go year-round," Qantas Int'l ceo Gareth Evans said.

"For the past couple of years we've been taking a more agile, flexible approach to our Asian network - responding to growing demand where we see it - and this is the latest example of that strategy in action," Evans added.

## Qingdao going int'l

**CHINA'S** Qingdao Airlines has earmarked an expansion into foreign services, saying it plans to obtain an international operating licence and apply for overseas routes in early 2017.

Qingdao Airlines is owned by Nanshan Group, a shareholder in Virgin Australia Holdings Ltd.

## Complaints register

**THE NSW** Government's Fair Trading Complaints Register for the month of Nov has been released, with electrical companies Samsung, Apple and Android topping the list of most complained about businesses.

Retailers such as Harvey Norman, and The Good Guys along with a number of real estate agents also received complaints.

Qantas received 10 complaints against its name, with seven relating to 'Travel/Tourism' and two for 'Retail - goods not listed'.

## Today's issue of TD

**Travel Daily** today has five pages of news and photos, plus full pages from: **(click)**

- Hawaiian Airlines
- AA Appointments jobs

## Sensational Savai'i



Just a short ferry ride from the island of Upolu lies the Big Island of Savaii. Experience one of the best ocean drives of South Pacific, passing cascading waterfalls, powerful blow holes, alien-like lava fields and thousand year old Banyan trees that you can climb and admire the stunning coastline from. Take a dip and swim with the turtles that call the waters of Samoa home, and after a stunning sunset, spend the nights under a billion stars with the sound of the waves sending you to sleep in a beach fale.

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## Syd Zoo opposition

**FEATHERDALE** Wildlife Park has lodged an objection to the NSW Govt regarding the proposed development of a new zoological facility within the Western Sydney Parklands precinct, near Blacktown.

Dubbed 'Sydney Zoo' (**TD** 07 Sep 15), the flagged attraction is within 5kms of the Doonside-based Featherdale Wildlife Park.

In a submission to NSW Planning & Infrastructure made public recently, owners and operators of Featherdale, Elanor Investors Group said Sydney Zoo would have a major impact on the operation of the 44-year-old park.

"It is entirely clear that the character of the proposed new zoo and its close proximity, will cause significant negative impacts on patronage at Featherdale, reducing the viability of this long established operation, resulting in adverse overall social and economic impacts in the locality."

Elanor said there was "no rational or reasonable basis upon which the consent authority could decide to approve the proposed Sydney Zoo".

The NSW Dept of Planning and Environment said an economic review on the project indicated there would be sufficient market within the greater Sydney region to sustain both Sydney Zoo and Featherdale Wildlife Park.

"The review indicated that if the offering of the proposed development were differentiated to that of Featherdale, there may be an opportunity for the facilities to coexist, creating a tourist destination within Western Sydney," it said.

"Overall, the Dept considers the proposed development satisfies the relevant environmental, economic & social requirements and on this basis, it should be approved, subject to conditions".

If given the go ahead, the 16.5 hectare Sydney Zoo would feature up to 60 enclosures for some 200 animal species, ranging from echidnas through to elephants.

## Aus tourism's \$53b boom

**AUSTRALIA'S** tourism industry has reaped an economic windfall worth \$52.9 billion, with growth out-pacing the rest of the economy by a factor of three.

Figures released yesterday by the Australian Bureau of Statistics (ABS) show tourism's contribution to Gross Domestic Product increased 7.4% during 2015-16, well ahead of the overall national growth figure of 2.3%.

Inbound tourism was the star sector, injecting \$34.2 billion into the national economy and growing at a rate of 11.1% - the biggest surge since the Sydney Olympics in 2000.

The figures are contained in

## Delta/AM partnership

**DELTA** Air Lines and Aeromexico have been given final clearance for their cross-border partnership, allowing them to cooperate on scheduling, operations and airport co-location plans.

The US Department of Transportation has given antitrust immunity to the plan, resulting in the largest airline alliance between America and Mexico.

"Together, Delta and Aeromexico are stronger in the U.S.-Mexico market than either airline can be on its own," said Delta ceo Ed Bastian.

## Air NZ Nov increase

**AIR** New Zealand increased its passenger numbers during Nov, despite a drop in load factors.

The airline carried 1.2 million people during the month, up 4% on Nov last year, and lifted its revenue passenger kilometres by 8%.

Overall load factors were down 1.8 points to 83.3%, and domestic load factors decreased 2.2 points to 80.6% as the Kaikoura earthquake impacted travel.

In the financial year to date, passengers are up 5.3% to 6.2m.

the ABS annual Tourism Satellite Account, which also showed strong growth in spending by Australian travellers.

Outbound spending by Australian residents increased 7.2% to \$38.5 billion during 2015-16, while domestic consumption grew 4.4% to \$95.7 billion.

The Minister for Trade, Tourism and Investment, Steven Ciobo, said tourism had retained its "super growth status".

"The Coalition is supporting the tourism industry with a record \$639 million investment in Tourism Australia for offshore marketing," Ciobo said.

"We are also making substantial improvements to Australia's visa system, including multiple entry visas and premium processing services," he said.

## Indonesia terror fears

**TRAVEL** warnings for Indonesia have been updated after police in Jakarta killed three people suspected of planning terrorist attacks over Christmas.

DFAT says the terror threat remains high and that Australians should be particularly vigilant during the Christmas and New Year period as gatherings of westerners could be targeted.

## Accor buys into ibis

**ACCORHOTELS** has struck an agreement with the Abu Dhabi Investment Authority to restructure a portfolio of 31 Australian hotels, including buying the real estate of 15 ibis properties for \$200 million.

Under the deal AccorHotels will purchase 15 ibis and ibis Budget hotels in Sydney, Melbourne, Brisbane, Canberra and regional centres of NSW.

It will also convert 15 triple-net leases into 50 year management agreements and extend the management term of one hotel to 50 years.

The managed properties include ibis, Mercure, Novotel and Pullman brands, and the overall portfolio involves 4,097 rooms.

## Outrigger acquired

**THE** Hawaiian family behind Outrigger Hotels and Resorts has announced the completion of the group's sale to private equity firm KSL Capital Partners (**TD** 10 Nov).

The Kelley family, who launched Outrigger in 1947, said the current management team, including president and chief executive officer David Carey, would continue to lead the firm.

The sale involves 37 hotels, apartments and resorts in Hawaii, Asia and the Pacific.



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First with the news

Thursday 22nd December 2016



[CLICK TO VIEW DEALS](#)

## China, Australia air partnership

**CHINA** National Tourist Office, Tourism Australia and six Chinese airlines united to celebrate the launch of the China-Australia Year of Tourism 2017 in Sydney this week.

The joint initiative between Australia & China, coordinated by CNTO, will capitalise on a new air services agreement between the Australian and Chinese governments,

opening the door for uncapped flights (**TD** 05 Dec).

China is Australia's second largest inbound market in terms of visitor arrivals and has seen



a significant increase in both carriers and direct routes into China, opening the door for more Aussies to visit the country.

In the past year, over 720,000 Australians travelled to China, up more than 40% over the past five years.

"This is one of the most significant tourism exchange initiatives ever undertaken between

China and another country," CNTO director Luo Weijian said.

"Designating 2017 as the China-Australia Year of Tourism recognises just how important tourism is, not just in terms of export income, but in cultural exchange," Luo commented.

The pact will span a range of promotions and airfare deals with Air China, China Southern, China Eastern, Hainan Airlines, Sichuan Airlines and Xiamen Air over the year on their 13 routes to/from mainland China cities, including Beijing, Shanghai and Guangzhou.

Under the airlines' Memorandum of Understanding, the six carriers will take a coordinated approach towards increasing capacity between China & Australia, along with joint promotional activities.

Gala events to celebrate the partnership are scheduled to be held in Sydney at the Opera House on 05 Feb and in Beijing in the second half of 2017.

### HINN Queenstown

**INTERCONTINENTAL** Hotels Group has announced the debut of the Holiday Inn brand in Queenstown, New Zealand.

Located in the CBD of the South Island's adventure capital, the former 75-room Goldridge Resort is now badged as Holiday Inn Queenstown Frankton Road.

A multi-million dollar facelift of the property currently underway will see an additional 50 rooms introduced to inventory next year.

### Lancemore offers

**IN CELEBRATION** of the silly season, Lancemore Group has launched two great travel agent rates for stays at Larmont Sydney in Potts Point and Alamanda at Palm Cove.

Fresh from an \$8 million facelift, the special offer for a night at the Larmont Sydney starts at \$99; while a discount of 25% applies for stays at the Alamanda.

Terms and conditions apply.

For bookings email [info@larmontsydney.com.au](mailto:info@larmontsydney.com.au) and [info@alamandapalmcove.com.au](mailto:info@alamandapalmcove.com.au).

### HNA Sabre p'ship

**THE** Sabre Corporation has struck a deal with HNA Aviation Group to equip its airlines with technology solutions.

"Our technology will allow HNA's airlines to compete effectively in a very competitive global environment," said Sabre president Hugh Jones.

Chinese-owned HNA, which holds a stake in Virgin Australia, will take advantage of Sabre's AirVision Planning, Scheduling and Aircentre Movement suite of products.

### Korean Air delays

**A NUMBER** of Korean Air flights will be cancelled or delayed between 27-31 Dec as a result of industrial action, warns DFAT.

Flights that are cancelled or delayed due to the strike can be changed at no additional cost or refunded without penalty, Korean Air advised on its website.

To view an updated list of flight cancellations, [CLICK HERE](#).

### Roo Island Cup pkg

**THE** SeaLink Kangaroo Island Cup Carnival will be held from 16 Feb to 18 Feb.

SeaLink's Cup day package departs Adelaide and visits Cape Jervis, Penneshaw and American River and includes morning coach pick-up and set down at selected city hotels - [MORE HERE](#).



## Window Seat

**LOOK** what Santa delivered to Brisbane Airport yesterday!

The gift wrapped plane (**pictured** below) attracted the attention of Christmas travellers who stopped to photograph it and surmise over who the lucky recipient of the jet could be.

As it turns out the Alliance Airlines Fokker 70 beneath the paper was not anyone's extravagant Christmas surprise, it was just a publicity stunt for a Powerball promotion.

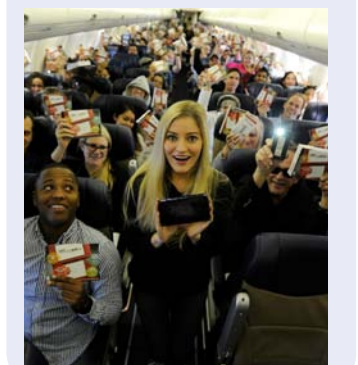
That lottery company used the aircraft as its muse to get "maximum eyeballs and engage travellers in a fun way".



**NINTENDO** surprised a whole flight of Southwest passengers last week with free 3DS XLs and the all-new Mario Maker game.

Reps from the company were on hand to teach the passengers how to create their own courses in the game, with YouTube celebrity iJustine (**pictured**) among those offering tips and tricks.

Upon landing, Mario himself greeted his new fans.



## WIN MARK CARTER'S NEW BOOK

This week *Travel Daily* and Mark Carter are giving five lucky readers the chance to win an autographed copy of his newly published book, *Ignite Your Potential*.

*Ignite Your Potential* is a development book that offers practical advice through a combination of memoir, emotional intelligence and practical tips from a variety of programs and accredited models. Each chapter centres on a theme of personal improvement, through insight or entertaining story, that is then summarised in three quick tips. These can be applied to all areas of life but geared more towards peak performance, personal development and business improvement. The book has been beautifully illustrated with a bespoke set of 25 pieces brought to life by artist Deborah Gillham.



To win, simply be the first person to send through the correct answer to the question below to [markcarter@traveldaily.com.au](mailto:markcarter@traveldaily.com.au)

Name the title of the illustration and theme featured in the book *Ignite Your Potential*, beginning with the letter 'T' also available as canvas art?

Hint! Visit [markcarter.com.au](http://markcarter.com.au)

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First with the news

Thursday 22nd December 2016

## Nexus Holidays scholarship



**THIS** year Nexus Holidays established a new Travel and Tourism Scholarship in conjunction with Sydney TAFE.

The program was developed to help nurture the next generation travel professionals by providing a full scholarship for one student per semester (every six months) who enrol in either the Certificate III in Travel or the Certificate III in Tourism.

In addition to having their course fees covered, the scholarship winner is also offered full-time employment at Nexus

Holidays when they graduate from their course.

The program involves work placement opportunities for select students every semester, offering a practical introduction to the travel industry.

**Pictured** above is head of Nexus Holidays' Western Division Derek Lam awarding Miho Matsushashi, who is now an integral member of Nexus Holidays' Western Division Reservations Team, the 2016 Nexus Holidays Sydney TAFE Travel and Tourism Scholarship.

## Expedia Instant Bkg

**EXPEDIA** has been added to TripAdvisor's Instant Booking platform with select hotels now available via TripAdvisor's US site.

TripAdvisor said the addition of Expedia nicely complemented its existing hotel inventory.

## Hyatt Place Heathrow

**HYATT** Place London Heathrow Airport has officially opened at the UK airport.

The 358-room hotel offers meeting spaces & free wi-fi & debuts following an extensive renovation of the building.

## Virgin leads Nov OTP

**VIRGIN** Australia achieved the highest on-time flight arrivals in Nov, according to the latest On-Time Performance (OTP) monthly report from The Bureau of Infrastructure, Transport and Regional Economics out today.

The carrier had the highest percentage of flights departing as scheduled at 86.1%, followed by Qantas (84.1%), Tigerair Australia (72.2%) and Jetstar coming in least punctual at 69.5%.

VA also had the best on-time arrivals at 83.4% followed by Qantas (80.9%), Jetstar (71.7%) and Tigerair Australia at (71.4%).



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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](mailto:appointments@traveldaily.com.au).

**Melbourne Convention and Exhibition Centre** has appointed **Rick Aylett** as its new Senior Manager of Operations. He joins MCEC from Atlantic Group, where he was Group General Manager Operations.

**Diamond Resorts International** welcomes **Kenneth S. Siegel** as Executive Vice President, Chief Administrative Officer and General Counsel. He has over 20 years' experience at multi-national companies.

**Christine Ourmieres-Widener** is the new Chief Executive of UK regional carrier **flyBe**. Ourmieres-Widener is a former CEO of Dublin-based CityJet and prior to that an Executive at Air France.

**The South Australian Tourism Industry Council (SATIC)** has appointed Hotel and property CEO of the Culshaw Group of Companies **Eoin Loftus** as its new Chairman. SATIC has also appointed **Traci Ayris, Elaine Ratcliffe** and **Anthony Coles** as new Board Members.

**Stephen England-Hall** has been announced as the new Chief Executive at **Tourism New Zealand**. He will start the Auckland-based role next Apr. He joins Tourism New Zealand after three years as Chief Executive at Loyalty New Zealand.

**Rocky Mountaineer** has added **Tristan Armstrong, Ashley Armstrong** and **Chelsea Armstrong** to its panel. Each of the Armstrongs hold senior executive roles internally and externally to the rail company.

UK regional airline **British Midland Regional** has appointed **Discover the World** to provide sales representation in 36 markets worldwide, including Australia, the US, Spain and Japan.

## AS/VX expanding SFO

**ALASKA** Airlines and Virgin America are growing their San Francisco hub by adding flights to three of the most requested destinations.

From summer 2017 the carriers will run nonstop flights from San Francisco International Airport to Orange County, California, Minneapolis and Orlando, Florida.

The new four-times-daily service between San Francisco and Orange County builds on Alaska Airlines' recent growth of intra-California flights.

## Baby travel laws

**THE** US Government has officially signed the Bottles and Breastfeeding Equipment Screening Act into law.

This means the Transportation Security Administration (TSA) will be forced to better accommodate parents travelling with breast milk, infant food and feeding equipment.

Previously, Airport Security in the United States forced parents to discard of their breast milk if they were carrying more than 30 millilitres.



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**New QR Prem kits**

**QATAR** has partnered with BRICS, Castello Monte Vibiano Vecchio and Hasbro Inc to update its Premium class and children's amenity kits.

In the kid's kit new plush toys Elefun and Mr Potato Head will join classic favourites Clue Junior, Guess Who and Monopoly.



The updated First class kits come in four colours: black, grey, burgundy and white.



**Potter promotion**

**HARRY** Potter World is set to be promoted in Australia and New Zealand following the launch of a consumer facing campaign.

A series of television commercials will be aired on Foxtel's Universal Channel, 13th Street and Syfy, coupled with digital and social posts online.

The activity will come just before Australia and New Zealand's peak USA holiday booking period in Feb.

**MH370 search update**

**AUSTRALIAN** investigators leading the search for the missing Malaysia Airlines jet say the current search area in the Southern Indian Ocean is not the final resting place of MH370.

The Australian Minister for Transport Darren Chester said the search is unlikely to be extended unless credible evidence is available which identifies the specific location of the aircraft.



*Tis the season to be creative*  
**Win tickets to New York with Air Canada**

This month Travel Daily and Air Canada are giving readers the chance to win two Economy Class return tickets from BNE/SYD to New York (EWR) and two CityPASSes for NY attractions from NYC & Company.



To win, submit a photo, meme or similar which combines Air Canada with a Canadian and New York theme, showcasing "Air Canada's Canadian connection to NYC via Vancouver". Send your entries to [aircanada@traveldaily.com.au](mailto:aircanada@traveldaily.com.au)



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**Agents keen on Air Canada tix!**

SANTA, All I want for Christmas is to visit New York and see all the sites & shows



Can we fly Air Canada and visit friends and see the sites in Vancouver on the way? Please ????

**TD'S** exclusive Air Canada comp (see left) continues to see the artistic talent of the travel industry come to the fore with a bunch of new entries coming in.

Bayview Travel's Dawn McKiernan sent us an image of Times Square with the AC Maple Leaf on the big screen.

Gay Ring from Travel Dreams submitted a clever Genie wish-granting entry (right) and Matt Welsby from RACQ Travel Brisbane City entered an image showcasing "everything you need" to enjoy New York (below) - for a chance to win tickets to New York, enter now!



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