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# Travel Daily

First with the news

Wednesday 30th March 2016

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## Wyndham agent charged

THE Australian Securities and Investments Commission has prosecuted a consultant working for Wyndham Vacation Resorts, alleging he defrauded clients to the tune of more than \$100,000.

Following an ASIC investigation, Cymon Fontaine appeared in the Southport Magistrates Court earlier this month, charged with seven cases of fraud while he was an authorised representative and Corporate Upgrades Consultant for Wyndham Vacation Resorts South Pacific.

ASIC said in 2013 Fontaine "exploited the credibility and contacts gained from his position" to contact existing clients, offering to assist them with upgrades and the purchase of

second hand credits at a cheaper rate than offered by Wyndham.

He used the funds received for his own purposes, "never purchasing the agreed second hand credits for the clients".

As soon as Wyndham learned of his behaviour it terminated Fontaine's employment.

Fontaine has been charged with offences having a maximum penalty of 5 to 12 years in prison, and has been bailed to reappear at a further hearing next month.

### 650 INDABA buyers

THE upcoming INDABA 2016 trade show in Durban, South Africa will see exhibitors meet with more than 650 confirmed buyers from the UK, Germany, France, USA, Italy and Australia.

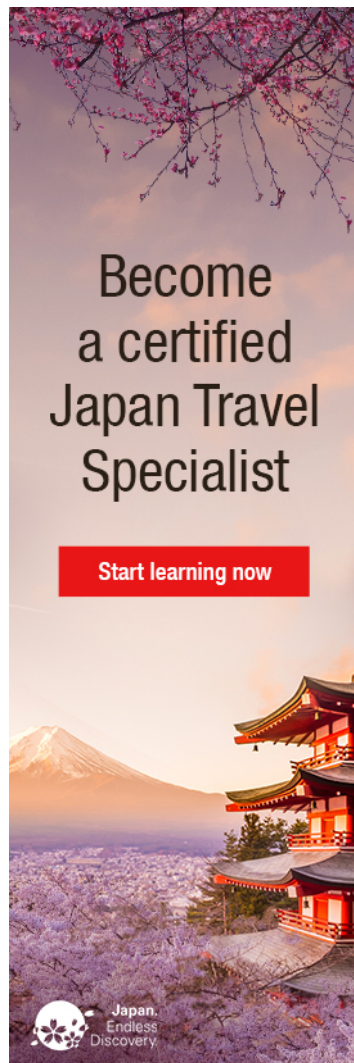
The event has over 1,000 confirmed exhibitors, with South African Tourism acting ceo Sthembiso Diamino saying INDABA will see attendees "come and connect with the roots of Africa's unique tourism offering and leave with business opportunities in hand".

More details on the **cover page**.

### Today's issue of TD

*Travel Daily* today has nine pages of news, including a front cover wrap for **South Africa**, a photo page from **Excite Holidays** plus full pages:

- Albatross Tours NTIA voting
- AA Appointments jobs
- Amadeus jobs
- JITO Hawaii competition



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## VN/Jetstar codeshare

**VIETNAM** Airlines has expanded its codeshare pact with rival Jetstar Pacific, with the VN code appearing on Jetstar Pacific routes from Hanoi to Bangkok and Hong Kong as well as Ho Chi Minh City to Bangkok and Singapore.

## OTA market share stalling

**AIRLINE** direct websites are not expected to grow their market share of bookings in the next three years, according to a new report by US travel industry research group Phocuswright.

The report says airline websites have "managed major gains over online travel agencies in the last few years and now account for around three quarters of online bookings".

However this isn't expected to increase further, said analyst Maggie Rauch, who added "airlines have optimised their advantage selling ancillaries such as extra legroom and checked bags, and now it's the OTAs' turn to grow airline revenue based on new merchandising capabilities".

The *US Airlines: At Cruising Altitude* report gives an overview of travel distribution in the USA including an analysis of trends in market share, technological innovation & consumer behaviour.

It concludes that online air bookings - including desktop, mobile, direct and intermediated

- continue to grow slightly faster than overall flight bookings, increasing from 54% in 2014 to 56% this year.

Rauch said airlines' direct channel strength gives them more leverage than ever, saying she believes it's not out of the question for US carriers to follow the Lufthansa example of charging a fee for GDS bookings "in the near future".

"It remains to be seen if they will develop the technical readiness and commercial resolve necessary to take the plunge," she concluded.

## Border strike update

**THE** Department of Immigration and Border Protection has published updated details on a series of rolling strikes which commenced yesterday and will roll into next week.

SYD, MEL, PER, BNE, CNS, DRW and other airports will all be affected by the strike action, with the Community and Public Sector Union (CPSU) asking travellers to plan for potential delays by arriving at international airports and cruise ship terminals early.

The original strike was due to take place over the Easter weekend, but due to the Brussels terrorist attacks last week, was postponed (**TD** 23 Mar), and will now continue until 07 Apr.

**CLICK HERE** to view the current strike timetable.

## Barnett takes tourism

**WESTERN** Australian Premier Colin Barnett has confirmed he is taking responsibility for the state's tourism portfolio (**TD** yest), saying WA needs to focus more strongly on the sector as it transitions from a resource-based economy.

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## Frasers Jakarta boost

**FRASERS** Hospitality has launched its third serviced residence in Jakarta, Indonesia, with the debut of the 151-unit Fraser Place Setiabudi which has more one- and two-bedroom apartments to cater for a trend of shorter and more frequent stays by business travellers.

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## Guthrey buys Relaxing Journeys

**GLOBAL** Journeys managing director Campbell Harris looks to be concentrating on outbound business, with the sale of his NZ-based inbound firm Relaxing Journeys to Guthrey Holdings, the NZ parent company of ANZCRO, Ski Express and Kirra Holidays.

The deal is effective 01 Apr, with Relaxing Journeys to be managed by Nick Guthrey and the existing Auckland-based staff to continue in their current roles.

Harris established Relaxing Journeys in NZ and later expanded the business across the Tasman in 2010 with the launch of Global Journeys which won the Best Online Travel Agency category in last year's National Travel Industry Awards.

Harris said the purchase was a positive move for the company.

"Joining forces with Guthrey Holdings will ensure that Relaxing Journeys continues its close relationships with our valued

suppliers...on a personal note I'd like to thank those hoteliers, B&B owners, activity providers and coach operators who have supported us over the last decade," he said.

ANZCRO managing director Owen Eagles welcomed Relaxing Journeys to the portfolio, saying he had long admired the development of the company "which has grown into a significant and successful online inbound operator for the New Zealand tourism industry".

### Tigerair Bali glitch

**VIRGIN** Australia offshoot Tigerair is unable to sell one-way fares from Denpasar to Australia on its new Bali flights (**TD** 07 Aug 15) because the airline has not been granted regulatory approval by authorities in Indonesia, with some flights cancelled and replaced with VA services.

## EgyptAir hijack drama

**A PASSENGER** aboard an EgyptAir domestic flight from Alexandria to Cairo yesterday forced the plane to divert to Larnaca in Cyprus by claiming he was wearing an explosive belt.

The drama saw negotiators manage to get all the hostages released once the plane landed, with the hijacker eventually surrendering peacefully.

Authorities in Cyprus said nobody was injured in the incident which was not terrorism related, while the "suicide belt" was actually a fake.

The motives of the hijacker are not clear, with some reports saying the Egyptian man wanted to talk to his estranged wife who lives on Cyprus.

The A320 was carrying 56 passengers along with seven crew members.

The incident forced the closure of Larnaca Airport and the diversion of some inbound flights.



## Window Seat

**THIS** will warm the heart of every gambler heading to Las Vegas, where McCarran International Airport features rows of poker machines in the departure lounges.

A passenger flying out last week decided to kill some time by feeding the one-armed-bandits, and ended up winning almost US\$1 million when he hit the jackpot on the Wheel of Fortune slots.

McCarran, which last year made over \$25m in ancillary income from its 1,300 slot machines, announced the win with a photo on Twitter (**below**).



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**AMA new UL GSA**

**AIRLINE** Marketing Australia (AMA) has been appointed as General Sales Agent for SriLankan Airlines with immediate effect.

The move comes as SriLankan seeks to “firmly establish and strengthen its brand and sales reach among Australian and NZ industry partners,” AMA said.

UL operates from Bandaranaike Int’l Airport in Colombo to 94 destinations in 44 countries.

The Aussie trade can contact Airline Marketing Australia by phone on 1300 853 081.

**SQ/MI Air China c’s**

**SINGAPORE** Airlines and SilkAir have commenced a codeshare agreement with Air China on select Singapore-China routes.

Under the pact, the SQ code will be placed on Air China-operated flights between Singapore and Beijing and the MI code on flights between Singapore-Chengdu.

Air China will add its designator code on the same routes offered by Singapore Airlines and SilkAir.

**REDY2GO private cars**

**SYDNEY’S** airport-to-CBD direct bus transfer operator REDY2GO has expanded its fleet to include private car transfers.

Responding to demand from customers, REDY2GO private car services are available from SYD T1, T2 and T3 terminals to any destination, including residential addresses (prices on application).

The REDY2GO smartphone app has also been rolled out.

**DXB smartwatch app**

**DUBAI** Airports has unveiled a new smartwatch app which can be used to navigate Dubai International Airport (DXB).

Available for iOS and Android platforms, the smartwatch app provides users with the latest status on bookmarked flights, such as arrival/departure times, gates and baggage belt info.

**SLH adds four more**

**ANOTHER** batch of hotels have joined the Small Luxury Hotels of the World collection during Mar.

The four properties include MUSE St Tropez in Ramatuelle, France; Kasara Niseko Village Townhouse in Hokkaido, Japan; RIVA - Das Hotel Am Bodensee at Lake Constance, Germany and Villa Franca in Positano, Italy.

**HA “dubious” about AA/QF ATI**

**HAWAIIAN** Airlines has stepped up its crusade to limit planned antitrust immunity (ATI) between American Airlines and Qantas for a period of just three years.

In the ongoing case before the US Department of Transportation, HA this week submitted a Sur-Reply, questioning aviation policy and fuelling its protest of the requested infinite duration.

“Is the public interest best served by strengthening the major airline alliances or promoting competition by facilitating the market access of independent carriers?” HA asked the US transport regulator.

Counsel for Hawaiian Airlines said the Honolulu-based carrier has “competed aggressively” against the major alliances across the Pacific for the last decade.

“It has done so against the headwind of alliances’ significant advantages of incumbency,” the carrier said.

HA said American and Qantas have failed to demonstrate public benefits of the proposed venture “by continuing to rely on stale and outdated data and economic studies” which does not back the proposed joint venture.

Further, Hawaiian Airlines argues the need for ATI by the Trans-

Pacific partners is “dubious”.

The independent airline said statements provided by AA/QF that immunised airline alliances are procompetitive and “have led to lower fares & expanded output” are contrary to reality.

“The Joint Applicants’ argument that the proposed alliance will lower fares relies heavily on a 2011 study by Jan Brueckner.

“The Parties’ reliance on this study is misplaced for two key reasons: (i) the data is outdated... and (ii) the study reveals that the effects of ATI in lowering fares have diminished over time.”

HA also expressed concern the studies cited do not focus on the Trans-Pacific network.

Within its 18-page Sur-Reply, HA suggested American Airlines and Qantas “seem to believe that the mere fact that the Department granted ATI in the past means DOT should grant approval today”.

In reiterating its stance on a cap of just three years, HA said ATI approval that is permitted by the DOT for an indefinite term “has no procedural mechanism for ensuring the grant of such extraordinary relief is actually required by the public interest”.

HA insists QF/AA’s ATI “must not be approved without conditions”.

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## Rail bookings boom

**INTERNATIONAL** Rail says it has witnessed a 25% increase in sales on 2016 European peak season bookings compared to last year.

The Melbourne-based company attributed the spike in part was due to new booking processes and technology adopted.

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## Japan Private Coll.

**INSIDER** Journeys has launched a 32-page Japan Private Travel collection brochure.

New packages in Tokyo, Kyoto and Osaka have been introduced, which also includes a range of half- and full-day touring options in Tokyo and Kyoto.

The program includes the eight-day Japan Highlights itinerary covering Tokyo, Hakone with its view of Mount Fuji and Kyoto.

See [insiderjourneys.com.au](http://insiderjourneys.com.au).



## Agents hit Hokkaido's slopes

**CLUB** Med recently hosted a group of top sellers on a famil to the all-inclusive specialist's Hokkaido Ski Resort in Japan.

Positioned on Mt Sahoro, Club Med Hokkaido offers pristine ski runs and some of the best powder snow in the world.

Premium packages include ski and snowboarding lessons, providing great value for guests.

**Pictured** in the front row from left are Lynell Reid, Snowscene; Vivienne Olian, Sabra Travel;

# Travel Daily

First with the news

Wednesday 30th Mar 2016

## Capella Lodge deal

**CAPELLA** Lodge on Lord Howe Island is offering a Stay four, Pay three Kentia Dreaming package for travel 01 May-31 Aug.

Prices start at \$2,250 per person - for more details, [CLICK HERE](#).

## Opera House yoga

**THE** Sydney Opera House has introduced a new health initiative named Sunrise on the Steps.

From next week yoga, functional fitness and HIIT classes will be made available on weekdays from 7:00-8:00am, 04 Apr-26 May.

Tickets are \$22pp - more [HERE](#).

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**Category 31:** Best Sales Executive - Industry Supplier

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## Happy birthday to SATO!



**SOUTH** America Tourism put on a traditional feast for agents at Cuban Palace in Sydney this month, in celebration of its 15th

birthday and the launch of its latest brochure.

Agents learned to dance the salsa and gained insight about the new tour programs which include: The Spirit of Peru and Cuba, Patagonian Delights, Tango and Samba Sensations and the Cuban Viva la Revolucion.

TravelManagers' Vicky O'Dea took home the top-prize of two tickets with LATAM to South America.

**Pictured** at the event from left are Matteo Carri, helloworld Circular Quay; Yohan Siva, owner of helloworld Circular Quay; Silva Cuve and Natasha Glazenburg from helloworld Circular Quay.

## Peak music festival

**MUSICIANS** and artists will descend on the Snowy Mountains for the eighth annual Perisher Peak Music Festival, which kicks off from 10-13 Jun.

Headlining the festival are musicians Tinpan Orange, Jordan C Thomas Band and OKA.

Ticket prices include free sightseeing lift rides, snow play, kids entertainment and more.

Visit [peakfestival.com.au](http://peakfestival.com.au).

## APT ups 4WD options

**DUE** to popular demand, APT has announced 18 new departures between Apr and Jul this year for its seven-day Lake Eyre & Flinders Ranges small group 4WD adventure.

Guests will travel in small groups of 20 people and will visit Port Augusta, Lake Eyre, Marree, William Creek, Birdsville, Flinders Range, Wilpena Pound, Clare Valley and Adelaide.

Highlights of the tour include exploring the rugged Oodnadatta Track, the opportunity to walk on the salt flats and a flight experience to observe the lake from the air.

Bookings include all accom, transport and meals.

## Infinity WA 2016-17

**INFINITY** Holidays has unveiled its latest domestic brochure, which explores Western Australia.

Highlights include self drive itineraries such as the South West Wine Travel, The South West Edge, Ultimate Road Trip and Margaret River.

Six mini-stays have also been added, encompassing a Perth foodie break, a Kalgoorlie discovery package and a gourmet Margaret River getaway & more.

**CLICK HERE** to view the online version of the brochure.



## Round 5 Winner

Congratulations

### MICK BLOUNT

from Concierge  
Business Travel

Mick is the top point scorer for Round 5 of Travel Daily's Super Rugby footy tipping competition. He has won a \$100 travel coupon from Expedia.



Major prize for the 2016 footy tipping competition is return economy class airfares to Dubai flying with **EMIRATES**. Emirates has 77 flights per week to DXB.

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## Veranda Pattaya

**THE** 145-key Veranda Resort Pattaya, MGallery by Sofitel has opened across from Na Jomtien beach in Eastern Thailand.

The property features two restaurants, two meeting rooms and a wellness spa.

To celebrate the launch, rates including breakfast for two start at \$US128 (approx \$255) per night for stays until 30 Apr.

## Pride of America refit

**NORWEGIAN** Cruise Line has completed a bow to stern refurb of the *Pride of America* following a three and a half week dry dock.

The revitalisation has seen many of the ship's restaurants, bars and lounges overhauled, the pool deck completely refitted and decor refreshed in all staterooms.

"This is much more than just a fresh coat of paint and new drapes. *Pride of America* is now essentially a new ship," Norwegian Cruise Line president and coo Andy Stuart said.

*Pride of America* returned to her homeport of Honolulu on Sat.

## BRU plans restart

**BRUSSELS** Airport has started erecting temporary constructions as it prepares for a partial reopening following the damage sustained in the terrorist attacks at the facility last week.

An official statement from the airport said no date has been set for a reopening as yet due to the state of the "devastated infrastructure".

There are plans for a departure flow to run via the temporary constructions with another area to be installed with temporary check-in desks.

A construction and fire safety inspection was set to take place this week to try out the passenger flows.

Government authorities must also give their approval before airport activities resume.

## Great Plains new trail

**GREAT** Plains Conservation has launched the five-day Selinda Adventure Trail which starts with a 20 minute helicopter journey to the remote starting point in Selinda Reserve.

Depending on the water levels in the Selinda Spillway, the tour will comprise a walking safari or a combination walking and canoeing expedition.

For more, **CLICK HERE**.



## Accommodation Updates

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



The 12-villa **Anantara Medjumbe Island Resort**, Mozambique has reopened following a refurbishment. The resort's decor has been refreshed and newly designed private splash pools and custom designed furniture and lighting have been added in the villas and public areas. Also new is a Robinson Crusoe-style star bed experience.



**Madinat Jumeirah** in Dubai has launched its new outdoor events space, Fort Island. Set over 1,750m<sup>2</sup>, the space has tripled in size & can cater to banquets, parties, exhibitions, product launches, music concerts, weddings, sports events and festivals for up to 1,400 people. Fort Island is connected to the resort by four bridges.



**Little Bush Camp** at Sabi Sabi Private Game Reserve in South Africa has undergone a transformation. The six suites have been redesigned with hand-painted patterns on the walls and new furniture. The suites have been remodelled to bring in more natural light, with the en-suite bathrooms now larger and floor to ceiling glass French doors have replaced the walls around the bath on three sides.



**Plaza Athénée Bangkok** has unveiled a new events space, Pimarn Siam Hall. The space has a pillarless high-ceilinged main hall and stage area, along with a large breakout area and reception space. Pimarn Siam Hall is equipped with adjustable lighting, audio visual equipment and broadband internet and offers theatre, classroom, U-shape, I-shape, round table and cocktail arrangements.

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to help your AAT Kings team proceed in all 3 nominations

“Thank you!”



# Excite celebrates US 'Live like a local' campaign

**EXCITE** Holidays celebrated their Live Like a Local USA campaign in style with two events hosted in Melbourne and Brisbane.

Agents were treated to champagne and nibbles to start the night, followed by a three course meal.

Excite Holidays were able to thank agents for their support and promote the campaign's microsite, which highlighted USA destinations in conjunction with travel partners at Los Angeles Tourism & Convention board, Visit West Hollywood and Travel Nevada.

Campaign partners were present at both events with Sarah from West Hollywood attending the Melbourne dinner at the Merrywell, and Corey from Travel Nevada attending the Brisbane dinner at Up on Constance.



**RIGHT:** Prize winner Terri Dillon from Cruise Holidays and Mark Morrow from Excite Holidays celebrate the well-deserved reward.

**PICTURED:** All smiles (left) at the Brisbane event are Wendy Ellis, Sara Birtwhistle, Karen Dowling & James Hermiston from TravelManagers.



**ABOVE:** A tasty Excite Holidays gingerbread treat by Gingerbread Corner, sat waiting for attendees to enjoy.



**ABOVE:** Agents Janet Gaist and Wayne Cummins from Harp Tavel, Jacqui from Excite Holidays, Susan Kerr from Travelworks and Joe Khoury from Worldmark Travel discuss all the US has to offer at the Excite Melbourne event.



**BELOW:** Melbourne Event at the Merrywell.



**ABOVE:** Meagan Maynard from Excite Holidays and Corey Marshall from Travel Nevada enjoying the evening's festivities at the Brisbane event.



**RIGHT:** Meagan Maynard and Alana Elphick from Excite Holidays; Wayne Cummins from Harp Travel (Melbourne prize winner); Jacqui Shelly from Excite Holidays & Sarah Thornton from Visit West Hollywood.

**LEFT:** Jacqui Shelly from Excite Holidays and John Caniglia from Give Me Travel.



# WIN WITH TEMPO



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This month *Travel Daily*, Tempo Holidays and Taj Hotels are giving readers the chance to win a trip from two to India, on Tempo Holiday's 8 day Incredible Royal Escape - with Taj Hotels. The prize includes 7 nights accommodation, transfers and comprehensive sightseeing throughout, valued at up to \$8,400.



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To win, have the most correct answers and the most creative answer to the final question. Send your entries to [tempo@traveldaily.com.au](mailto:tempo@traveldaily.com.au)

Q20: Tempo Holidays' India and Sri Lanka health retreats perform what style of treatment?

## Shangri-La Sri Lanka

**SHANGRI-LA** Hotels & Resorts has announced it will open the Shangri-La Hambantota Resort & Spa on 01 Jun, the group's first resort in Sri Lanka.

The southern beachfront resort spans 145 acres with 300 rooms, and an 18 hole golf course.

Guest rooms include 26 suites with private butler service and secluded balconies or terraces.

A multi-purpose events space is also available.

## Adelaide touring

**ADELAIDE** Sightseeing has released a 19-page Day Tours brochure featuring day trips and one-, two- and three-night tours.

Journeys are divided under the categories - City and Hills, Food and Wine, Wildlife and Nature and Murray River Cruising.

New options include the Adelaide City Highlights & RoofClimb at the Adelaide Oval - for additional info, see [adelaidesightseeing.com.au](http://adelaidesightseeing.com.au).



## UA 787-9 flying Aus

**UNITED** Airlines welcomed its first Boeing 787-9 *Dreamliner* to Sydney last weekend as it touched down from San Francisco.

The carbon-composite aircraft has now replaced UA's Boeing 777-200s on the Star Alliance member carrier's trans-Pacific services from Sydney to both San Francisco and Los Angeles.

"We're excited that Australia has become United's first country with multiple daily operations with *Dreamliner*," United Airlines' director of sales for Aus and NZ Julie Reid said of the two-class 252-seat aircraft.

**EXPRESS** Travel Group agents recently flew with Singapore Airlines via Singapore to Sabah for a five-day educational.

The group of travel agents who took part in the trip are **pictured** seated in a Bajau House at Mari Mari Cultural Village, Kota Kinabalu in Sabah.

In the back from left to right are: Hemant Lama; Roni Trieu; Tim Lim and Hien Tieu.

In the front row left to right are: Marissa Williamson, Singapore Airlines; Scott Hirst, Gwenda Zappala, STB; Wijayaaya Maclean; Li Li Sia; Jenny Ke and Elizabeth Lee.

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Postal address: PO Box 1010, Epping, NSW 1710 Australia  
Street address: 4/41 Rawson St, Epping NSW 2121 Australia  
P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

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**Publisher/Managing Editor:** Bruce Piper **Editor:** Guy Dundas **Editorial email:** [info@traveldaily.com.au](mailto:info@traveldaily.com.au)  
**Contributors:** Jasmine O'Donoghue, Bonnie Tai, Nathalie Craig, Jenny Piper, Sarah Piper  
**Advertising and Marketing:** Sean Harrigan and Lisa Martin - [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)  
**Business Manager:** Jenny Piper - [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

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**A WHOLE LOT OF FUN**  
**WHOLESALE TRAVEL CONSULTANTS**  
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**TRAVEL MARKETING**  
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Our award winning client is now looking for a talented marketing assistant to join their team. You will be assisting in developing and delivering marketing campaigns to promote the business including digital, social media advertising & printed collateral. With a passion for online marketing you will use your creative & analytical skills to monitor and analyse results. Previous experience in marketing and using MS Office & Adobe Suite, high communication, organisation & customer service skills are required.

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# TAKE ME TO HAWAII

## beach ball competition

### two return tickets up for grabs

1st way to win

post a photo of the Hawaiian Airlines & Jito beach ball promoting Hawaii as a destination on the JITO CONNECTED app, the most creative photo/location that represents Hawaii wins 1x return ticket to Hawaii

2nd way to win

get your travel & hospitality friends to join the app, comment/like your beach ball photo, the more business friends that join and comment on your post the more chances you have to win. wins 1x return ticket to Hawaii

please note: people working in the travel & hospitality industry will only be accepted. no family or personal life friends.

limited number of beach balls available contact [admin@jito.co](mailto:admin@jito.co) to join the fun and get your beach ball

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