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Tuesday 3rd May 2016

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APT4164

GOH pushed out by OTAs

ONLINE travel agents have claimed their next victim following the cessation of Bali travel specialist, Garuda Orient Holidays.

The travel arrangement company confirmed the businesses demise yesterday, notifying industry partners its Australian operation in Sydney and Perth has been wound up "based on financial reasons".

Garuda Orient Holidays' office in Bali has also closed.

GM Beanca Daluz cited "tough business conditions" for the 35 year old firm's closure.

"This is due to the nature of the industry which has made it difficult for travel companies to survive," Daluz remarked.

"Online Travel Agents have permanently altered the business model and more people are making their own arrangements

online, forcing traditional travel arrangers redundant".

GOH is no longer accepting new bookings and has shut down its website, however Daluz assured customers it would honour reservations or provide refunds.

Bookings from now until 31 May will be unaffected.

Customers who have paid a deposit can choose to pay in full for their reservation by 31 May, or have their deposit refunded.

Clients with bookings for travel beyond 01 Aug will need to cancel their holiday and apply for a full refund prior to the same date.

GOH said it was working with impacted staff to try find alternate jobs within other parts of Garuda Indonesia Group.

"The airline company, Garuda Indonesia, is not affected by this in any way," the company added.

Today's issue of TD

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

- inPlace Recruitment
- Travel Trade Recruitment
- JITO
- Consolidated/QF promo

Qantas incentive

CONSOLIDATED Travel is giving away a weekend for two to Melbourne for four top sellers of Qantas international & domestic flights between 02-15 May - for full incentive details, see **page 10**.

Switzerland.

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Oman NZ office shut

THE Walshe Group has closed the New Zealand office of Oman Tourism, with future activity in the country to be overseen by Mona Tannous from her Australia-based role of manager Australia/New Zealand.

"Unfortunately due to budget reductions we have had to shift back to having Sultanate of Oman Tourism activity in New Zealand managed by Australia," Walshe Group md Jacqui Walsh told **TD**.

JetGo plans ABX/BNE

NEW nonstop services between Albury & Brisbane are just weeks away, with regional carrier Jetgo proposing to launch the transborder service on 20 Jun.

Subject to regulatory approvals, Jetgo will operate the service using 36-seat Embraer ERJ-135LR four times weekly, with the goal to rise to daily as demand builds.

"We've chosen Albury as our next destination because it has a market with potential to grow and because it is a gateway to the snowfields," said Jetgo managing director Paul Brederick.

The service will save travellers 2hrs on the current journey time.

Govt names new air panel

THE Australian Government has announced the appointment of a new whole-of-Government panel for air travel services for the next five years, commencing 01 May.

In 2014/15, the govt booked approx \$420m of domestic and international air travel, spread over 1.4 million sectors.

The new group replaces the current domestic & international air services panel, with the government saying it is expected to "reduce travel expenditure by departments and agencies".

Airlines in the panel include Air New Zealand, Air Niugini, British Airways, Cathay Pacific Airways, China Eastern Airlines, Emirates, Etihad Airways, Fiji Airways, Finnair, Garuda Indonesia, LATAM Airlines, Qantas (including Jetstar), Qatar Airways, Regional Express, Royal Brunei Airlines, Singapore Airlines, Thai Airways and Virgin Australia.

Interestingly, there are no US-based carriers within the panel.

Minister for Finance Mathias Cormann said the revised panel will provide govt travellers with increased baggage allowances,

reduced or removed fees and more flexible fare conditions.

Cormann said other benefits of the contracts compared to the previous panel include simplified contract management, detailed reporting and competitive route deal fares & discounted point of sale, point of origin and inbound fares, offering "substantial savings" compared to market fares.

Cover-More ceo quits

COVER-MORE Group ceo of five years Peter Edwards will step down from his leadership role, to be succeeded by Mike Emmett, QBE Group Executive, Operations.

Edwards is leaving the position due to "significant personal and family reasons".

He will remain with Cover-More in an advisory capacity until Emmett takes over on 04 Jul.

Emmett has extensive int'l experience assisting companies in the insurance, banking and technology industries in Australia, Asia, Africa, the UK and USA, including QBE, EY, Morse, IBM, Accenture and PwC.

Reitman to Uniworld

THE Travel Corporation has confirmed the appointment of Jeremy Reitman, former head of helloworld.com.au, as the new Chief Marketing Officer for Uniworld Boutique River Cruises.

Reitman's new role is based in Los Angeles, and he will commence with the company in just over a week's time on 11 May.

His departure from Helloworld follows the announcement by the company that it would terminate its ten year Strategic Alliance Agreement with Orbitz Worldwide (**TD** 20 Apr).

At the time Helloworld ceo Andrew Burnes said the Orbitz deal had "created too much conflict with Helloworld's branded and associate members".

QR Adelaide arrival

QATAR Airways will debut its new non-stop flights from Doha to Adelaide today, with the arrival of the first commercial Airbus A350-900 service into Australia.

QR ceo Akbar Al Baker will lead a delegation and will host a gala dinner tomorrow night - see **Travel Daily** later in the week for full details from the event.



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NEW! Hawaiian Airlines industry rates.
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CLICK HERE for further details

FC to sell Cover-More in USA

COVER-MORE Travel Insurance has commenced operations in the USA, partnering with Flight Centre Travel Group to provide travel insurance across the company's outlets in the USA.

Nine Flight Centre brands are covered by the deal including the flagship Liberty Travel stores, with a total of 275 outlets involved.

Cover-More group ceo Peter Edwards, who also today announced his pending departure from the company (see **page 2**), said the company was expecting US sales of AU\$30 million in the first year of operation.

"This is a pleasing start to our new US business...this amount of first year revenue will make

Cover-More's US operations the third largest travel insurance business by volume in the group".

Cover-More also said it is "well advanced" on reaching agreement with Munich Re on a new underwriting model that will reduce volatility in the premium paid by its Australian business.

Edwards confirmed sales in the Australian travel insurance business for Jan-Apr 2016 reflected growth of 6.9% against the prior corresponding period.

A more detailed trading update will be released later this week.

Livn deal on hold

SHARES in listed resources firm Capital Mining Limited were formally suspended from trading on the Australian Stock Exchange this morning.

The company has been widely rumoured as involved in a deal for a back door listing of Sean Cummins' Livn Group (**TD** yesterday), and had initially expected to make an announcement today.

However according to an update issued this morning, "negotiations on the proposed acquisition are incomplete and the company is not yet able to make the announcement".

Capital said it now expected to end the period of voluntary suspension with a formal announcement on or before this Fri, 06 May 2016.

Cousteau reopening

JEAN-MICHEL Cousteau Resort Fiji has today confirmed plans to reopen on 01 Sep 2016.

The resort was battered by Tropical Cyclone Winston on 20 Feb and says it expects to have completed renovations and an extensive restoration.

Radisson VR interface

CARLSON Rezidor Hotel Group has launched its Virtual Reality interface for the Radisson Blu brand in Australasia for the first time this week at AHICE.

The VR tech enables users to engage with the interior designs of Radisson Blu hotels worldwide.

Magellan adds new TMC member

MAGELLAN Travel Group has announced the addition of a new Sydney-based TMC called LOCALE Travel, boosting the network's membership to 123 offices.

LOCALE is founded by former QF staffer Nick Haines, who also has held roles with large TMCs specialising in corporate, sport and entertainment travel, including Moves Travel Group and MP Travel.

Kevin Maloney is also a director of the company, bringing expertise from the finance sector, having worked at ANZ Bank and then as ceo of Elders Resources.

Maloney, who is a regular in the BRW Rich 200 list, was also founder of the MAC services group, which provided mining services accommodation until its \$651m sale in 2010.

His family company is also closely involved with the Sumo Salad franchise, with a 60% stake.

Industry veteran Col Hughes, chair of Ensemble Travel Group, is chairman and an independent director of LOCALE.

Magellan ceo Andrew Macfarlane said he believes LOCALE has a "bright future, and that is why we are pleased to have this new business join our Group effective 01 May 2016".



Window Seat

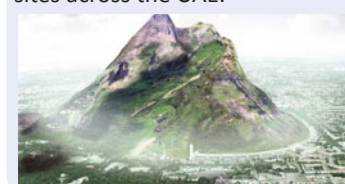
THE United Arab Emirates has come up with a novel way to maximise rainfall to combat its arid desert climate - to build an artificial mountain.

Currently in its first stages of planning, the country has reportedly consulted US-based experts from the University Corporation for Atmospheric Research (UCAR), to study the effects of weather through faux mountains.

"Building a mountain is not a simple thing," commented lead NCAR Scientist and lead researcher Roelof Bruintjes to local media.

"We are still busy finalising assimilation, so we are doing a spread of all kinds of heights, widths and locations [as we simultaneously] look at the local climatology."

The location for the mountain has not yet been determined as experts are still mulling different sites across the UAE.



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New VA A330 Biz

VIRGIN Australia introduced into service its long-awaited new Business class product on select long-haul services aboard its Boeing 777-300ERs last weekend.

The first retro-fitted 777 took flight between Sydney and Los Angeles, equipped with 37 of the spacious 'The Business' seats in a 1-2-1 configuration.

MEANWHILE, Virgin Australia is seeking permission from the International Air Services Comm to allow the use of its capacity on the Solomon Islands route to be operated under its codeshare pact with Singapore Airlines.

Rocky free hotel offer

GUESTS booking a new Rocky Mountaineer package of four nights or more are being offered an extra night's accommodation at the end of their journey free.

The Free Hotel Offer is available from now until 24 Jun in Seattle, Vancouver, Victoria or Calgary, if booking GoldLeaf Deluxe, GoldLeaf or SilverLeaf Service.

SIA Indonesia pact

SINGAPORE Airlines has inked a three-year partnership deal with the Ministry of Tourism of the Republic of Indonesia to boost foreign arrivals into Indonesia.

A memorandum of understanding was penned overnight in Jakarta, with both parties working to finalise details of the partnership in a memorandum of cooperation that will be signed at a later date.

The agreement will see SIA support the Ministry's tourism campaign Wonderful Indonesia.

Viking Sun itineraries

NEWCOMER Viking Sun will depart on Viking's inaugural World Cruise, spanning 141 days, five continents, 35 countries and 55 ports with 12 port overnights.

Highlights include exploration of the Panama Canal, old town experiences in Havana and an over night stays in Auckland.

For more vikingcruises.com.au.

Spirit of Tas \$60 tkts

SAILING to Tassie aboard *Spirit of Tasmania* has been reduced for travel between 17 Sep-18 Dec or 21 Jan-13 May 2017 to \$60.

To qualify for the deal, tickets must be purchased between now and 30 Jun.

Rajasthan welcomes Flighties



ON THE Go Tours treated a group of Flight Centre agents to a fabulous eight day family of Incredible India recently.

Participants explored the sights of the Golden Triangle including old and new Delhi, the Pink City of Jaipur and Agra - home of the Taj Mahal.

The consultants also sampled traditional rural Indian life in the quaint village of Peharsar.

Pictured being welcomed at Jaipur, back row from left are:

Emily Nugara, FC Southland; Kierra Stender, FC Pakington Street; Madi Biggelaar, FC Kings Meadows; Carla Jenkins, FC Carnegie; Adrian Dalle Nogare, FC Docklands Waterfront and Ben Cantwell, FC Hawthorn.

Middle row: Gabrielle Marks, FC Knox; Lisa McCowan, On The Go Tours, Vic/Tas bdm; Demi Thomas, FC Doncaster and Anna Cavasinni, FC Bundoora.

In front is Ashlee Cakebread from FC Bendigo.

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VTO overhauls consumer site

VANUATU Tourism Office (VTO) has unveiled its refreshed consumer campaign website DiscoverVanuatu.com.au to help Australian and New Zealand travellers plan their holiday to the South Pacific archipelago.

The site (**pictured below**) launched this week and is made up of destination content, event calendars, maps and partner

deals and is mobile-friendly.

VTO gm Linda Kalpoi said the premise of the new site is to

make it "as easy as possible for consumers to visit Vanuatu".

"To achieve this we need to ensure that the information they seek and access is inspiring, interesting and at their fingertips," she said.

The site's fresh look is said to "reflect the colours and natural

environment of Vanuatu" with VTO's "Discover What Matters" campaign at the core.

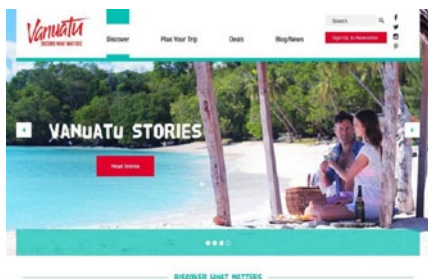
"Our latest campaign and new website are established on what the people of Vanuatu believe in and practice every day," Kalpoi said.

"We want to share these important life values and encourage others to take a

holiday that not only introduces them to new cultures, food and experiences, but that also encourages them to

explore Vanuatu in a way that will help them to reconnect and discover what truly matters".

The portal relaunch is also part of VTO's larger destination awareness campaign and will be highlighted by in-market promotions over the coming months.



Coachella inspired road show



LAST month saw STA Travel fly the red, white and blue flag at six USA-themed events around Australia as part of its push to promote its portfolio of tours and packages to the US.

STA partnered with Brand USA to host festivals at popular student venues in Canberra, Brisbane, Sydney, Melbourne, Adelaide and Perth.

Channelling the US Indie festival vibe, event goers were treated to performances by some of Australia's best upcoming musical talent, while chowing down on traditional American burgers,

tacos and Budweisers.

Each venue was decked out like one of the USA's biggest music festivals Coachella, with face painting and costumes on hand for those really wanting to throw themselves into the spirit.

There were plenty of giveaways, a chance to book some great student travel deals plus a competition with prizes including flights to the US and a California campervan holiday for two.

Thousands flocked to the events, with many taking advantage of STA's \$100 travel voucher given to attendees.

Contiki Splendour

CONTIKI'S Splendour in the Grass experience sold out within hours, a record sell-out in the five years the tour company has had the tickets on offer.

The all inclusive experience includes tickets to the Australian music festival, camping and transport plus access to exclusives areas such as the Contiki Campsite.

Contiki's md Katrina Barry said the speed in which the tickets sold out this year is "testament to the reputation we have built in the festival space".

"I can't reveal what surprises we will have in store for our Splendour travellers this year, but it will certainly create some unforgettable memories," Barry said.

Record visitors to LA

LOS Angeles welcomed 45.6 million visitors in 2015, resulting in more than US\$20.6 billion injected into the local economy.

Although domestic and overnight visitors made up the majority of the figure, the city reported 6.8 million int'l visitors - an increase of 45,000 people driven by additional visitation from China and South Korea (+13,000).

"Tourism isn't just thriving in Los Angeles — it's powering an economic resurgence that touches every corner of our city," commented Los Angeles Mayor Eric Garcetti overnight.

Japan travel show

THE Japan National Tourism Organization has announced its 2016 Japan Snow and Adventure Travel Mart in Sydney on 30 May.

Attendees will have the opportunity to meet key figures in Japan's snow and ski industry and get the latest information on snow tourism in Japan through business sessions which will run throughout the day.

The event will be held at InterContinental Sydney and will take place from 1-4pm.

For more details, **CLICK HERE**.

Tahiti webinar

TAHITI Travel Connection is hosting a free 09 May webinar on their latest brochure.

Register for the 3pm session **HERE** and the 4pm one **HERE**.

Galapagos AW pact

ADVENTURE World has forged a new partnership with Galapagos Safari Camp, releasing a new five-day Galapagos Classic Safari itinerary.

The camp, run by a couple dedicated to conservation, is inspired by African-style safaris and features luxury tented accommodation.

The Galapagos Classic Safari Camp experience is priced from \$5,890pp and includes tailored excursions, locally-sourced lunch at a farm and a visit to the Tortoise Reserve, plus a trip to neighbouring islands by boat.

The journey is available to book through Adventure World and features in their South America Program, call 1300 363 055.



Round 9 Winner

Congratulations

NICOLE CURTIS

from **Maxims Travel**

Nicole is the top point scorer for Round 9 of Travel Daily's NRL footy tipping competition. She's won a double pass to Taronga Zoo.



Major prize for the 2016 footy tipping competition is return economy class airfares flying with **EMIRATES** to any one of the 39 cities they fly direct to in Europe including Rome

Tuesday 3rd May 2016

Wake up with Macao

BETWEEN 09-13 May, commuters disembarking at the bus terminal near Wynyard Park in Sydney will be able to enjoy a complimentary cup of coffee, courtesy of the Macao Government Tourism Office.

The gesture is part of the tourism office's "Wake up with Macao" campaign to promote its new slogan - Experience: Your Own Style.

The campaign's focus will be on Macao's calendar of festivals and events, with consumers given the chance to win a professional coffee maker and barista kit worth \$2,400.

Bali Visa Free policy

THE Deputy Minister of International Marketing at the Indonesian Tourism Ministry has issued a clarifying memorandum regarding usage of the 30-day visa on arrival that is currently available to citizens of 168 different countries.

To obtain a free visa on arrival, visitors to Indonesia must be a citizen of the 168 eligible countries, have at least six months validity remaining on their passports and not be listed on an immigration black list maintained by Indonesian immigration authorities.

Usage of the visa is limited to family and social visits, tourism, cultural and art visits, government assignments, to attend or serve as a speaker at a seminar, to attend a business meeting located in Indonesia, and as a transit point.

Agents soak up South Pacific



MORE than 120 agents across Australia joined tourism office representatives in Melbourne and Hobart this week to gain insights and knowledge on all the South Pacific has to offer.

Four more events will take place across Sydney (02 Aug), Canberra (03 Aug), Brisbane (11 Oct) and the Sunshine Coast (12 Oct).

Pictured standing are: Nicci Foulsham, Tahiti Tourisme; Karen Hitchings, Norfolk Island Tourism; Manuela Nielson, New Caledonia Tourism; Greg Maloney, Destination Asia-Pacific Marketing; Natalie Birks, Travel Representation Services; Nicole Smith, Vanuatu Tourism Office; Lauren Whicker, PNG Tourism Promotion Authority; Donna Tuara, Cook Islands Tourism.

In front: Richard Skewes, Hidden Treasures; Richard Hankin, Solomon Islands Visitors Bureau.

CTM/Plaza premium

COMPLETE Travel Marketing has been appointed to introduce travellers and trade in Australia and New Zealand to Plaza Premium's airport services and facilities.

Plaza Premium manages and operates both SkyTeam Exclusive Lounge and American Express Lounge at Sydney Airport, with its new lounge in Brisbane Airport set to debut in mid May.



Money

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US0.76

IT'S a big day for the currency markets, with speculation the monthly Reserve Bank meeting this afternoon will decide to reduce interest rates in Australia.

Analysts are divided on the need for a drop, with a key factor being a CPI decline last month.

The decision will be followed later tonight by the Federal Budget which will be handed down by treasurer Scott Morrison in Canberra from 7.30pm.

The expected rate cut has seen the Aussie dollar decline in recent days, with negative sentiment particularly hitting the exchange rate with the NZ currency which fell to two month lows last week.

Wholesale rates this morning:

US	\$0.760
UK	£0.520
NZ	\$1.088
Euro	€0.670
Japan	¥82.22
Thailand	฿26.50
China	¥4.535
South Africa	R10.817
Canada	\$0.950
Crude oil	US\$45.92



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This month Travel Daily, New Caledonia Tourism and Aircalin are giving agents the chance to win a trip to New Caledonia. The prize includes:

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- 5 nights at Ramada Hotel & Suites Noumea staying in a one bedroom apartment
- Daily breakfast
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Q2. Do Australian passport holders need a visa to enter New Caledonia?

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Senior Cruise Consultant

Sydney CBD
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For more information please call Paul on
(02) 9113 7272 or click [APPLY](#) now.

Latin America Travel Consultant

Melbourne, \$40-45k, Ref: 2219KF1

Latin America Travel Consultants wanted! Your excellent knowledge of South America & the Galapagos Islands & sales skills will be key for this Travel Consultant vacancy. You will have outstanding customer service skills, be well presented and have a passion for the travel industry. This leading leisure & wholesaler is looking for minimum 3 years experience selling Latin America. You will have ability to meet deadlines, be organised and want to create a suitable itinerary for your client.

For more information please call Kate on
(02) 9113 7272 or click [APPLY](#) now.

Travel Consultant

Adelaide, Up to \$60k, Ref: 2260LM1

We are looking for a strong sales travel consultant who has the ability to create complex travel itineraries in a fast pace working environment. You will have good knowledge on multiple cruise and rail holidays; along with strong international destination knowledge. The suitable candidate will have GDS experience and personal overseas travel experience. This is a reputable travel company that is continuously expanding! Don't miss out on a great opportunity. Interviewing now!

For more information please call Lia on
(02) 9113 7272 or click [APPLY](#) now.

VIP Corporate Travel Consultant

Brisbane, Fantastic Package on Offer, Ref: 2239KH2

To tie in with ongoing success and expansion across the Brisbane corporate travel industry, we are currently searching for a new batch of Corporate Travel Professionals to join a leading travel management company in their luxurious offices in Brisbane CBD. This role isn't just another corporate opening this is the chance to work for a company that has a huge reputation in Australia. Further to that this role offers a rewarding environment and the chance to progress your career!

For more information please call Kate on
(07) 3023 5023 or click [APPLY](#) now.

Bespoke Travel Consultant

South Sydney, \$55k Negotiable, Ref: 2198PE1

This fantastic agency is looking for a new team member to join their boutique travel agency. This opportunity offers great work/life balance & future career prospects. Leave the daily grind of the city commute & work close to home Monday to Friday only. A great mix of new & return high-end business will keep you busy throughout the day. You must have a minimum of 2 years consulting & the drive to be successful. If this sounds like you please apply & reap the rewards in this new travel role.

For more information please call Paul on
(02) 9113 7272 or click [APPLY](#) now.

Specialist Wholesale Reservations

Melbourne, \$48k + Super, Ref: 2036TS12

Exciting opportunity for an experienced wholesale travel consultant to join this renowned travel company in their New Zealand tour division as a Reservations Consultant. This is a varied and stimulating role working with a fantastic team. You will be communicating with agents via phone and email so we need a consultant who can build rapport with ease and provide extraordinary customer service. Passion for New Zealand and strong GDS skills are essential. Generous package on offer!

For more information please call Tammy on
(02) 9113 7272 or click [APPLY](#) now.

Corporate Business Development Manager

Perth, \$110 OTE, Ref: 2231LM1

We are on the look out for a highly motivated BDMs to take on a new and rewarding challenge! If you have a passion for sales and experience in lead generation then apply now to join this leading corporate travel business working with a variety of SME accounts. Main responsibility of this role is to increase business across Perth. This is an autonomous role with regular interstate travel. In return you will be rewarded with an attractive package + superannuation with uncapped commission!

For more information please call Lia on
(02) 9113 7272 or click [APPLY](#) now.



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Photo credit: Roberto Seba

What will you be doing this weekend?

Qantas and Consolidated Travel are giving you the opportunity to win one of four weekend getaways for two.

How to win

Achieve the highest Qantas international and domestic ticketed revenue between 2 to 15 May 2016 plus growth to win.

Grand Prize

- › Return Economy flights for two to Melbourne
- › Luxury hotel accommodation for two nights
- › Double passes to Matilda the Musical
- › Dinner at Rosetta Ristorante

Bonus

Earn a \$30 store voucher for any Qantas international ticket with a combined total of \$2,000 (excluding taxes) for departure in May or June 2016 issued between 2 to 15 May 2016.



Valid for tickets issued by Consolidated Travel or via Quikticket between 2 and 15 May 2016 on Qantas international and domestic itineraries ex Australia plated on QF (081) ticket stock on the Consolidated Travel IATA only. Infant, Group Sales, Wholesale and Cancelled or Refunded tickets are not eligible. The top four agents who have the highest Qantas international and domestic ticketed sales with a minimum of \$15,000 and a minimum 20 per cent growth during the campaign period, when compared to the previous year will qualify for a weekend getaway to Melbourne for two people. *Vouchers are capped and all tickets must have a QF flight number to qualify and issued during the incentive period. All claims are to be emailed to promotions@consolidatedtravel.com.au by close of business 20 May 2016. The prizes are open to all full time international and domestic selling agents only. Consolidated Travel and Qantas Airways reserve the right to alter or cancel the promotion any time. The grand prize includes two return Economy flights to Melbourne from any Qantas domestic port for two people departing Friday 12 August 2016 and returning Sunday 14 August 2016, luxury hotel accommodation for two nights, a double pass to Matilda, the musical, and dinner for two at Rosetta Ristorante on Saturday 13 August 2016. 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 2 May 2016. Qantas Airways Limited ABN 16 009 661 901.