

3 December 2002

The Hon J Jackson, MHA
Attorney-General
Minister for Justice and Industrial Relations

Dear Minister

Section 10 (1) of the Travel Agents Act 1987 requires the Board to submit to the Minister a report on its operations during the previous financial year.

I have pleasure in submitting to you on behalf of the Board the Fifteenth Annual Report covering the period 1 July 2001 to 30 June 2002.

Yours sincerely

A handwritten signature in black ink, appearing to read 'AG Wells', with a long horizontal flourish underneath.

AG WELLS
Chairman
Travel Agents Licensing Board

INTRODUCTION

The Travel Agents Act 1987 requires that all travel agents in Tasmania hold a licence to operate. A travel agent may be licensed to arrange travel in four separate categories, ranging from domestic surface travel to international air travel.

Licensing of travel agents is part of a national scheme to protect customer funds until they are passed on to the provider of the travel service. The Travel Agents Licensing Board is the licensing authority for this State.

To hold a licence, a travel agent must be a contributor to the Travel Compensation Fund (TCF), which reimburses consumers in the event of financial loss resulting from the failure of travel agents to account for client funds.

There is a close relationship between the TCF and the Board and this relationship is clearly defined in the Act.

TASMANIAN LEGISLATION

The participation of Tasmania in the national scheme is provided for under the *Travel Agents Act 1987*, which establishes a Travel Agents Licensing Board and defines its membership and functions.

Under the legislation, a person must not carry on the business of a travel agent unless licensed by the Board. The requirements to be met in order to be eligible to obtain a licence are listed in the Act and include:

- a minimum age requirement;
- participation, or eligibility for participation, in the Travel Compensation Fund;
- being a fit and proper person to be a holder of a licence; and
- meeting certain prescribed levels of qualifications and experience in the making of travel arrangements.

A licence may also be issued subject to prescribed conditions and restrictions.

However, the Act provides that a person does not need to be licensed if:

- the gross turnover of the business as a travel agent during the preceding 12 month period did not exceed \$30,000; and
- the only rights to travel or accommodation sold during that period in the course of the business were the rights to travel or accommodation within Australia.

TRAVEL AGENTS LICENSING BOARD

The Travel Agents Licensing Board consists of:

- Glen Wells, who is the current Chairman, appointed by the Governor of Tasmania;
- Carole Bradford, representing members of the Australian Federation of Travel Agents (AFTA);
- Lynn Ayers, representing travel agents who are not members of AFTA; and
- Roy Ormerod, Director of Consumer Affairs and Fair Trading.

The Travel Agents Act requires the Board to:

- licence travel agents;
- ensure that high standards within the industry are maintained;
- ensure that those who hold a licence conduct their business in a competent manner;
- investigate any complaint or charge that a licensed travel agent has contravened or failed to comply with the provisions of the Act; and
- maintain a register of licensed travel agents.

TRAVEL COMPENSATION FUND

The Travel Compensation Fund (TCF) was established in 1987. It is the second part of the national scheme and it set up a deed of trust to compensate consumers who experience financial loss resulting from the collapse of a travel agency.

The TCF monitors the financial viability of travel agents and therefore provides an assessment of their managerial competence. A national register of participants is also maintained by the Fund. Licensed travel agents in all jurisdictions, except the Northern Territory, are required to participate.

The TCF fee structure is:

	Principal Office	Branch Office
	\$	\$
Administration Fee	655.00	405.00
Fund Contribution	7,430.00	1,485.00
GST	<u>808.50</u>	<u>189.00</u>
	\$8,893.50	\$2,079.00

* The Administration Fee is non-refundable. A rebate of up to \$3000 will be made at the first renewal date, dependent on the points score achieved in the TCF's financial ratio tests, as assessed by TCF staff.

TRAVEL COMPENSATION FUND DEED OF TRUST

The operations of the Travel Compensation Fund are established under a Deed of Trust administered by Trustees appointed by the Consumer Affairs Ministers of each participating State and Territory.

In Tasmania, the original Deed is reproduced in Regulations made under the *Travel Agents Act 1987*. However, as various amendments have been made since that time, the Office maintains an up to date copy.

Any person who wishes to view an amended copy of the Deed is welcome to do so by calling into Consumer Affairs and Fair Trading during business hours.

As a result of a major re-drafting of the Deed of Trust, the number of Trustees has been reduced from 16 to 11 and the method of appointment altered. The Ministerial Council now appoints all Trustees as a joint decision (Clause 4.0).

Board Members

Chairperson		Mr John King
Four Industry Trustees	nominees of AFTA Ltd (2) nominee of ATEC non-aligned travel industry representative	Mr B Wild Mr I Spight Ms R McLeod Ms A Templeman-Jones
Four Ministerial Council Representatives	NSW representative VIC representative QLD/WA representative (on a rotating basis) SA/TAS/ACT representative (on a rotating basis)	Mr B Given Ms S Maclellan Mr P Walker Mr R Ormerod
Two Trustees	representing the interest of consumers	Prof D Harland Assoc. Prof S Russell

TRAVEL AGENTS LICENSING BOARD

ACTIVITIES

New Licences

TAS145 ADP Medical P/L Trading as IAT Travel
TAS147 Jane Cooper Trading as Harvey World Travel Burnie
TAS148 EJ & EM Rapley Trading as Tasmania Reservation Specialists
TAS149 Inala – Bruny Island P/L Trading as Inala Nature Tours

New Branches

TAS128 STA Travel P/L - Launceston
TAS031 Flight Centres Ltd – Sandy Bay

Agencies Ceased Trading / Sold

TAS004 Kendell Airlines (Aust) Ltd
TAS048 Ansett Airlines Ltd
TAS067 Pat Young Travel P/L
TAS087 Bruce Ockerby Travel
TAS118 JMP Travel P/L
TAS124 Mowbray Travel
TAS136 Jetset Travel Hobart / Southern Cross Corporate & Leisure Travel

LICENCE RENEWALS

Travel Agents are reminded that licence renewals fall due on 1 July each year, and prompt payment results in considerable savings in staff time and avoids a late payment penalty. The deadline for payment is 31 July.

COMPLIANCE

In May 2002 officers from Consumer Affairs and Fair Trading conducted a compliance audit of Tasmanian travel agents. Eighty-one principal business locations and branches were audited and the following issues were covered:

1. Manager Details

The Manager at the business location at the time of the audit was checked against details recorded in the TALB database.

- Four travel agents had new managers and had not informed the Board. Appropriate documentation was provided.
- Thirteen travel agents had managers absent at the time of the audit. Reasons included annual leave, sick leave, jury duty and meetings.
- Two agencies had closed.

2. Licence Category

Compliance officers checked each agency was selling the appropriate category of travel. One agent was proposing to sell travel not in accordance with the category of licence issued by TALB and therefore could have breached the Travel Agents Act 1987. Appropriate information was provided and the situation monitored.

3. Logo Sticker

It is a requirement of the Travel Agents Act 1987 that an agent display the TALB logo sticker at each place of business. Twenty agents needed to have their logo sticker replaced. Reasons ranged from broken windows/ doors, agents moving premises and agents unaware of the legislative requirement.

4. Travel Agent Comments

Travel agents were asked if they were aware of other agents possibly breaching the Travel Agents Act 1987. Several agents raised concerns. These concerns were documented and the appropriate action taken.

5. Issues

Travel agents were given the opportunity to raise any issues with the Board. The following issues were raised:

- A conflict of interest with the Chairman TALB now employed as Chief Executive Officer of the Travel Compensation Fund.
- Travel Compensation Fund to allow for self funded insurance.
- Delays in processing Travel Compensation Fund claims.

REGISTER OF LICENCES

The Act requires the Travel Agents Licensing Board to keep a register of licence holders, which is available for inspection by any person. The register must include the addresses of the principal and branch locations for each agent, together with the name and address of the manager of each location.

The register is computerised and can be inspected between 9.00 am and 4.30 pm at Consumer Affairs and Fair Trading, 15 Murray Street, Hobart.

A list of current licensed travel agents, together with their principal business address, highest qualification, and manager details is included in Appendix B.

RECEIPTS AND PAYMENTS

The receipts and payments of the Board from 1 July 2001 to 30 June 2002 is shown in Appendix A. The receipts are derived from licence and renewal fees set down in the regulations of the Act, and interest derived from that money.

ADMINISTRATION

Consumer Affairs and Fair Trading provides a secretariat function to the Board, for which the Office is reimbursed. In addition, the Advisory and Compliance Branch of the Office undertakes all compliance activities on behalf of the Board.

TRAVEL AGENTS AND FAIR TRADING

Travellers experience a great diversity of problems and many of these result from innocent mistakes or reasons beyond an agents control. However, an agent has a professional obligation to take precautions to prevent problems occurring.

The most common problems experienced by travel consumers are:

- incorrect flight times shown on airline tickets;
- confirmed bookings being refused by an airline due to local peculiarities;
- not being advised that a booking is waitlisted, or in some cases not advised of the significance of such status being endorsed on a ticket;
- increases in prices of tours and/or airline tickets after consumers have made the final payment, due to currency fluctuations, airlines or consolidators withdrawing special rates for the wrong season;
- vouchers for travel services not being accepted by overseas tour operators;
- tours cancelled or varied at the last moment, leaving insufficient time for consumers to make alternative arrangements;
- not being notified of co-share arrangements;
- standards of accommodation and travel services being inferior to, or shorter duration than those described in tour brochures;
- not being advised of special requirements such as visa, customs, monetary controls, etc.
- not being notified of cancellation charges at the time of booking, or the possibility of lengthy delays in obtaining refunds of unused air tickets, especially 'off-shore' tickets.

The Travel Agents Licensing Board believes the following are essential for the proper conduct of a travel agency.

FULL DISCLOSURE

A consumer cannot be expected to accept a share of responsibility in any transaction if they are unaware of that responsibility. They should be fully informed of all costs, schedules, conditions and cancellation fees. Where special conditions apply to tickets, these should be fully explained, preferably both verbally and in writing.

A travel agent should respond to questions about products or services with detailed information and give detailed written quotations. This will require the agent to have a high standard of product knowledge, which is continually being updated.

FAIR CANCELLATION FEES

The common law recognises the right of a business to fair compensation when consumers cancel an arrangement. Cancellation fees should, however, reflect true costs.

ACCURATE REPRESENTATIONS

It is essential that all promotional material give an accurate overall impression. Representations concerning what is offered should not be false or misleading. This can be conveyed by pictures in brochures and advertisements, as well as by word. Similarly, the prices charged for accommodation or tours may give rise to certain expectations as to the standard offered.

ADEQUATE NOTICE OF VARIATIONS

Consumers must always be informed of variations as soon as they become known rather than waiting until the consumer comes to pick up the tickets.

GOOD OFFICE PRACTICES

Many problems arise because agents do not keep accurate records or operate according to the standards of good office practices. Details of all transactions need to be adequately documented. The more important points should be explained and preferably in writing.

APPENDIX A

STATEMENT OF RECEIPTS AND PAYMENTS

FOR THE YEAR ENDED 30TH JUNE 2002

2001		Notes	2002
\$			\$
25,135	Opening Balance		21,591
	<i>Add Receipts</i>		
3,357	Interest	2	915
10,789	Licence and Application Fees		9,801
14,146	Total Receipts		10,716
39,281	Total Source of Funds		32,307
	<i>Less Expenditure</i>		
15,805	Salaries and Related Expenses	3	446
	Audit Fees	4	1,150
1,885	Other Expenditure		3,365
17,690	Total Expenditure		4,961
21,591	Closing Balance		27,346

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR
THE YEAR ENDED 30 JUNE 2002.**

1. Basis of Accounting – the financial statement has been prepared on a cash basis.
2. Interest Received in 2000-01 related to interest received for both 1999-00 and 2000-01.
3. The Department of Justice and Industrial Relations did not recover the Administrative Officer's salary from the Travel Agents Licensing Board in 2001-02.
4. Audit fees paid in 2001-02 related to audit fees for both 1999-00 and 2000-01.

**STATEMENT BY THE CHAIRMAN OF THE TRAVEL AGENTS
LICENSING BOARD**

The accompanying financial statement of the Travel Agents Licensing Board have been prepared on a cash basis of accounting and are in agreement with the relevant accounts and records to present fairly the financial transactions for the year ending 30 June 2002.

At the date of signing I am not aware of any circumstances which would render the particulars included in the financial statements misleading or inaccurate.

A handwritten signature in black ink, appearing to read 'A G Wells', written in a cursive style.

**A G Wells
CHAIRMAN**

Date:

26 September 2002

INDEPENDENT AUDIT REPORT**To the Members of the Travel Agents Licensing Board****Scope**

I have audited the special purpose financial report comprising a financial statement prepared on the cash basis of accounting of the Travel Agents Licensing Board for the year ended 30 June 2002. The members of the Travel Agents Licensing Board are responsible for the preparation of the financial report on the cash basis of accounting in accordance with the direction given under the provisions of Section 42 (2) of the Financial Management and Audit Act 1990. I have conducted an independent audit of the financial report in order to express an opinion on it to the members. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether in all material respects, the financial report is presented fairly in accordance with the cash basis of accounting which does not require the application of Accounting Standards and other mandatory professional reporting requirements in Australia.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion the financial report presents fairly, in accordance with the cash basis of accounting the financial transactions of the Travel Agents Licensing Board for the year ended 30 June 2002 and such components of financial position at that date as are disclosed in the financial report.



J J Tong
Assistant Director Financial Audit
TASMANIAN AUDIT OFFICE

Delegate of the Auditor-General

2 December 2002

HOBART

**LIST OF LICENSED TRAVEL AGENTS IN TASMANIA INCLUDING HIGHEST
QUALIFICATION AND LICENCE NUMBER AS AT 30 JUNE 2002**

Ace Travel Club

44 Riverway Road
MONTROSE 7010
Manager: C Shearing
Domestic Surface Travel
Licence No: TAS069

**Barbara Birch Travel
Advisory Service**

45 Victoria Street
HOBART 7000
Manager: B J Birch
International Air Travel
Licence No: TAS040

Derwent Travel Centre

43 High Street
NEW NORFOLK 7140
Manager: R Parker
International Air Travel
Licence No: TAS096

Adventures Unlimited

20 Banawarra Road
GEILSTON BAY 7015
Manager: G & S Batten
International Air Travel
Licence No: TAS138

Bini Travel Agency

1st Floor
164 Liverpool Street
HOBART 7000
Manager: N Bini-Maluta
International Air Travel
Licence No: TAS047

Eco Temptations Tasmania P/

2/13 Bayfield Street
ROSNY PARK 7018
Manager: M Park
Domestic Surface Travel
Licence No: TAS102

Airport Ground Handling

82 Stewart Street
DEVONPORT 7310
Manager: PW Jarvis

Wynyard Airport
WYNYARD 7325
Manager: G W Sloane

Domestic Air Travel
Licence No: TAS110

Burnie Travel Centre

18 Wilmot Street
BURNIE 7320
Manager: I Last
International Air Travel
Licence No: TAS062

Executive Travel Consultants

PO Box 923
SANDY BAY 7006
Manager: M Booker
International Air Travel
Licence No: TAS003

**American Express Travel
Agency**

74a Liverpool Street
HOBART 7000
Manager: R Jacker
International Air Travel
Licence No: TAS064

Carole Bradford Travel

49 Liverpool Street
HOBART 7000
Manager: C S Bradford
International Air Travel
Licence No: TAS014

Flight Centres Australia

Shop 3
136 Collins Street
HOBART 7000
Manager: A Bayley

18 Ross Avenue
ROSNY PARK 7018
Manager: J Woodward

Andrew Jones Travel

Level 1/61 Salamanca Place
HOBART 7000
Manager: A Jones
International Air Travel
Licence No: TAS103

Conference Design Pty Ltd

14a Magnet Court
SANDY BAY 7005
Manager: P Archer
Domestic Air Travel
Licence No: TAS088

Shop T2
Northgate Shopping Centre
GLENORCHY 7010
Manager: A McConarchy

182 Sandy Bay Road
SANDY BAY 7005
Manager: S Temple

Anne Shipp Travel Pty Ltd

70 St John Street
LAUNCESTON 7250
Manager: A Shipp
International Air Travel
Licence No: TAS074

Deloraine Travel Pty Ltd

30 Emu Bay Road
DELORAINE 7304
Manager: M McHarg
Domestic Air Travel
Licence No: TAS113

65 Brisbane Street
LAUNCESTON 7250
Manager: M Hardie

International Air Travel
Licence No: TAS031

George Town Travel
5 Bathurst Street
GEORGE TOWN 7253
Manager: L Porteous
International Air Travel
Licence No: TAS075

Groups Tasmania
Suite 1/63 Paterson St
LAUNCESTON 7250
Manager: D Luttrell
Domestic Air Travel
Licence No: TAS144

Harvey World Travel (Burnie)
25 Wilson Street
BURNIE 7320
Manager: T Milne
International Air Travel
Licence No: TAS147

Harvey World Travel (Devonport)
139 William Street
DEVONPORT 7310
Manager: J E O'Donnell
International Air Travel
Licence No: TAS082/TAS083

Harvey World Travel (Hobart)
Shop 1/60 Liverpool Street
HOBART 7000
Manager: K J Plunkett
International Air Travel
Licence No: TAS097

Harvey World Travel (Kingston)
43 Channel Court Shopping Centre
KINGSTON 7050
Manager: CS Burnett-Cosgrove
& R Allen
International Air Travel
Licence No: TAS117

Harvey World Travel (Launceston)
100 St John Street
LAUNCESTON 7250
Manager: M Berryman
International Air Travel
Licence No: TAS019

Harvey World Travel (Sandy Bay)
247 Sandy Bay Road
SANDY BAY 7005
Manager: S Gourlay
International Air Travel
Licence No: TAS030

Harvey World Travel (Ulverstone)
29a Reibey Street
ULVERSTONE 7315
Manager: A Smith
International Air Travel
Licence No: TAS012/TAS013

Heritage Tours of Tasmania
3 Quamby Avenue
SANDY BAY 7005
Manager: B Kile
Domestic Surface Travel
Licence No: TAS027

Huon Travel Centre
37 Main Road
HUONVILLE 7109
Manager: P Geale
International Air Travel
Licence No: TAS099

IAT Travel
55 Liverpool Street
HOBART 7000
Manager: T Banks & M Langridge
Domestic Air Travel
Licence No: TAS145

Inala Nature Tours
Cloudy Bay Road
BRUNY ISLAND 7150
Manager: T Cochran
Domestic Surface Travel
Licence No: TAS149

Jetset Travel (Devonport)
Shop 10
Woolworths Shopping Centre
80 Best Street
DEVONPORT 7310
Manager: R H Knight
International Air Travel
Licence No: TAS125

Jetset Travel Launceston
74 Charles Street
LAUNCESTON 7250
Manager: N Barton
International Air Travel
Licence No: TAS146

Kings Meadows Travel
114 Hobart Road
KINGS MEADOWS 7250
Manager: D Peck
International Air Travel
Licence No: TAS020

Know-How Travel
23 Gordon Street
SORELL TAS 7172
Manager: J E Holloway
Mezzanine Wrest Point
Hotel Casino
SANDY BAY 7005
Manager: G Cripps

International Air Travel
Licence No: TAS130

North West Travel P/L
Cnr Mount & Wilmot Sts
BURNIE 7320
Manager: G Blair

31 Rooke Street
DEVONPORT 7310
Manager: J Cutts

International Air Travel
Licence No: TAS070

Qantas Airways Ltd
77 Elizabeth Mall
HOBART 7000
Manager: J Darling
International Air Travel

Cnr Brisbane & George Sts
LAUNCESTON 7250
Manager: N Blaubaum
International Air Travel

Hobart Airport
LLANHERNE 7170
Manager: P O'Reilly
Domestic Air Travel

Launceston Airport
LAUNCESTON 7250
Manager: P O'Reilly
Domestic Air Travel
Licence No: TAS049

RACT Travel
Cnr Patrick & Murray Sts
HOBART 7000
Manager: P Williams

Cnr York & George Sts
LAUNCESTON 7250
Manager: R Ravani

5 Steele Street
DEVONPORT 7310
Manager: R Evans

24 North Terrace
BURNIE 7320
Manager: K Kelly

Rosny Mall
2 Bayfield Street
ROSNY 7018
Manager: K Curtis

RACT Travel
Shop 45
Northgate Shopping Centre
GLENORCHY 7010
Manager: A Storen

Shop 20
Channel Court
KINGSTON 7050
Manager: C Benbow

International Air Travel
Licence No: TAS025

Roberts Ltd
28 Havelock Street
SMITHTON 7330
Manager: F Blizzard
International Air Travel
Licence No: TAS032

Roses Travel
11 Alfred Street
SCOTTSDALE 7260
Manager: B Wood
International Air Travel
Licence No: TAS043

Smiths Classic Travel
SOUTH RIANA 7316
Manager: P Smith
Domestic Surface Travel
Licence No: TAS109, TAS093

STA Travel
Ground Floor
Student Union Building
University of Tasmania
SANDY BAY 7005
Manager: E McKenzie

Room Z124 Ground Floor
Student Association Building
University of Tasmania
Newnham Drive
LAUNCESTON 7250
Manager: C Griffiths

International Air Travel
Licence No: TAS128

St Helens Travel Centre
20 Cecilia Street
ST HELENS 7216
Manager: C Dewar
Domestic Air Travel
Licence No: TAS035

**Tasmania Reservation
Specialists**
PO Box 286
SORELL 7172
Manager: EJ Rapley
Domestic Surface Travel
Licence No: TAS148

**Tasmanian Tours & Travel/
Tigerline Travel Tasmania**
212 Main Road
MOONAH 7009

Manager: R Di Felice
3 Merino Street
LAUNCESTON 7250
Manager: S Dewsbery

Domestic Surface Travel
Licence No: TAS140

**Tasmanian Travel & Information
Centre Burnie**
Pioneer Village Museum
Little Alexander Street
BURNIE 7320
Manager: CS Cameron
International Air Travel
Licence No: TAS116

**Tasmanian Travel & Information
Centre Devonport**
92 Formby Road
DEVONPORT 7310
Manager: A-M Snell
Domestic Air Travel
Licence No: TAS115

**Tasmanian Travel & Information
Centre Hobart**
20 Davey Street
HOBART 7000
Manager: H Stewart
Domestic Surface Travel
Licence No: TAS105

**Tasmanian Travel & Information
Centre Launceston**
Cnr St John & Paterson
Streets
LAUNCESTON 7250
Manager: K Woolley
Domestic Air Travel
Licence No: TAS112

**Tastrips / Strait-a-Way Travel /
Austrips**
Stubbs Road / PO Box 129
ULVERSTONE 7315
Manager: G Harwood
Domestic Air Travel
Licence No: TAS080, TAS081

Tas Vacations
11-17 Argyle Street
HOBART 7000
Manager: R Crawford
Domestic Air Travel
Licence No: TAS029

The Travel Studio (Tas) P/L
Suite 21A, Level 2
Trafalgar on Collins
110-126 Collins Street
HOBART 7000
Manager: L Ayers
International Air Travel
Licence No: TAS139

Thomas Cook Travel
40 Murray Street
HOBART 7000
Manager: M Pigden
International Air Travel
Licence No: TAS007

Travel 360 Pty Ltd
Prospect Vale Market Place
350 Westbury Road
PROSPECT VALE 7250
Manager: K Bennett &
P Cooper
International Air Travel
Licence No: TAS137

Travel Launceston
54 Brisbane Street
LAUNCESTON 7250
Manager: W Wilson &
M Brown
International Air Travel
Licence No: TAS058

**Wilsons Travel Service/
Travel & Cruise Ulverstone**
38 Reibey Street
ULVERSTONE 7315
Manager: R Sinfield

Travel & Cruise Burnie
72 Wilson Street
BURNIE 7320
Manager: K Edwards

Travel & Cruise Devonport
119 Rooke Street
DEVONPORT 7310
Manager: F Raymond-Crawn

Travel & Cruise Hobart
Shop 1,110 Collins Street
HOBART 7000
Manager: EF Russell

International Air Travel
Licence No: TAS010, TAS011

Travelscape Tasmania P/L
11 Susan Parade
LENAH VALLEY 7008
Manager: Annette Gallagher
International Air Travel
Licence No: TAS141

Travelworld
151 Charles Street
LAUNCESTON 7250
Manager: A Willis
International Air Travel
Licence No: TAS143

Wynyard Travel Service
84 Goldie Street
WYNYARD 7325
Manager: J Seen
International Air Travel
Licence No: TAS095