



ANNUAL GENERAL MEETING AND MEMBERS' FORUM

**HERITAGE HOTEL
AUCKLAND
Calder Mackay Room 3**

WEDNESDAY 2 SEPTEMBER 2009

AGENDA & NOTICES OF MOTION
AND MEMBERS' FORUM

*"Without a travel agent
you're on your own".*

**THE ANNUAL GENERAL MEETING OF TAANZ WILL BE HELD AT THE
HERITAGE HOTEL (CALDER MACKAY ROOM 3)
ON WEDNESDAY 2 SEPTEMBER 2009 AT 4.00PM**

AGENDA

1530

Registration Desk Opens

Networking Afternoon Tea sponsored by Telecom

1600

AGM Commences

- 1. Welcome to Members, Past Presidents, Life Members and Overseas Guests from Kindred Associations**
- 2. Apologies**
 - As per the register
- 3. Approval of Proxies**
 - As per the register
- 4. Approval of Proceedings at General Meetings**
 - Standing orders – as per the attached
- 5. Confirmation of Minutes of the Annual General Meeting held in Auckland on Wednesday 17 September 2008**
 - Available from the Secretariat on request
- 6. Matters Arising**
 - Report from the Chief Executive
- 7. Presentation of the Annual Report and the Year Ahead**
 - The Chief Executive
- 8. President Address**
 - Mr Peter Barlow, President of TAANZ
- 9. Presentation of Annual Accounts to 31 May 2009**
 - The Chairman of Finance, Mr Mark Abbot – to be tabled at the meeting
- 10. Membership Fees for 2009/2010 Financial Year – Notice of Motion 1**
 - The Chairman of Finance, Mr Mark Abbot (no change)
- 11. Budget for 2009/2010 Financial Year – Notice of Motion 2**
 - The Chairman of Finance, Mr Mark Abbot
- 12. Bonding Levies for 2009/2010 Financial Year – Notice of Motion 3**
 - The Chairman of Bonding, Mr Mark Abbot
- 13. The President's Allowance and Directors Fee per Meeting – Notice of Motion 4 (no change)**

14. **Disqualifying Circumstances – Change to the Membership Criteria – Notice of Motion 5**
15. **Requirements for Qualifications – Change to the Membership Criteria – Notice of Motion 6**
16. **Insurance Cover – Change to the Membership & Bonding Criteria – Notice of Motion 7**
17. **Powers of Board of Directors – Change to the Constitution & Rules – Notice of Motion 8**
18. **E-Tickets – Change to the Code of Ethics and Practice – Notice of Motion 9**
19. **Election of Officers 2009/2010 Financial Year**
 - Refer attached list of those elected
20. **Appointment of Auditor 2009/2010**
 - Grant Thornton, Chartered Accountant, Wellington
21. **Remits for Discussion**
22. **General Business**
 - Open Forum
23. **Presentation – Outbound Travel Trends & Analysis**
 - Bruce Bassett, Research Manager, Ministry of Tourism

1700 - 1800

24. **Networking Function**
Sponsored by Telecom



**ANNUAL GENERAL MEETING, HERITAGE HOTEL, AUCKLAND
WEDNESDAY 2 SEPTEMBER 2009**

NOTICES OF MOTION

NOTICE OF MOTION 1

MEMBERSHIP FEES FOR 2009/2010

Based on the budget for approval the board recommends that annual subscription fees for full member, branch locations, approved salespersons and allied members be retained at the current levels –

Full Member

Entrance Fee	\$2000	(no change)
Annual Subscription	\$675	(no change)

Branch Location

Entrance Fee	\$500	(no change)
Annual Subscription	\$630	(no change)

Discounts on branch membership will be applied as follows:

1 Office	\$630	(no change)
2 – 5 Offices	\$504	(20% discount - no change)
6 plus Offices	\$441	(30% discount - no change)

Approved Salespersons

Annual Administration Fee	\$50	(no change)
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Allied Supplier Member

Entrance Fee	\$100	(no change)
Annual Subscription	\$440	(no change)

Note: The above subscriptions are subject to GST.

Members should note that TAANZ will be strictly enforcing a 10% penalty on all unpaid annual fees as detailed above if these are unpaid after 30 days, as per Rule 12(d) of the TAANZ Constitution & Rules:

“12(d) The annual subscription and any charges or levies on members made pursuant to Rule 13 hereof shall be paid within 30 days of the date of the invoice. Subscriptions, charges and levies remaining unpaid thereafter shall be increased by 10%. Notice of such increase given to a member shall be deemed to be a notice of default for purpose

of Rule 10(b)(ii) hereof and a failure to pay such increased invoice within a period of one month will have the consequence that membership can be terminated immediately thereafter by a notice in writing sent to the member at the member's last known address."

NOTICE OF MOTION 2

BUDGET FOR 2009/2010 FINANCIAL YEAR

The board recommends that the attached budget for the 2009/2010 financial year as tabled be approved.

NOTICE OF MOTION 3

BONDING LEVIES FOR 2009/2010 FINANCIAL YEAR

The board recommends that the Bonding Levies for the 2009/2010 financial year be held at current levels. These fees are payable in addition to membership fees.

Selling staff annual bonding levy	\$25	Per selling staff per annum in each full member and branch location
Full member Establishment levy	\$4,000	For each new full member (one time charge)
Approved salesperson establishment bonding levy	\$100	For each new Approved Salesperson (one time charge)
Approved salesperson annual bonding levy	\$100	Per Approved Salesperson per annum

Note: The above levies are subject to GST.

NOTICE OF MOTION 4

PRESIDENTS ANNUAL ALLOWANCE & DIRECTORS FEES

The board recommends that the President's Allowance and Directors Fee be held at current levels.

- President's Allowance \$25,000 per annum
- Directors fee per meeting \$1,000 per day/\$500 per half day

The board also recommends that the President remain eligible for meeting fees in addition to the President's Allowance.

NOTICE OF MOTION 5

DISQUALIFYING CIRCUMSTANCES – CHANGE TO THE MEMBERSHIP CRITERIA

The board recommends that Schedule III of the TAANZ Membership and Bonding Criteria be amended by inserting clause 10.1 as stated below. The existing clause 10.1 shall be renumbered as clause 10.2.

"10. Disqualifying Circumstances

10.1 (a) Full members shall not, without the consent of the Board, have as an owner, shareholder, director, manager or employee any person who has been or is convicted of any offence of dishonesty or any other offence for which the maximum penalty is imprisonment for a term of three years or more.

(b) Full members shall, on becoming aware that an owner, shareholder, director, manager or employee has been convicted of an offence of the type referred to in paragraph 10.1(a) hereof disclose the fact to the Chief Executive Officer of TAANZ. If the TAANZ member wishes to retain the services of such person the TAANZ member must apply to the Board for consent to do so. In making the application the TAANZ member is to supply such additional and background material in relation to the offence and the person as it sees fit and any additional material requested by the Board.

(c) The Board shall have unfettered discretion as to whether it gives its consent to the continued involvement of such person in the operation and business of the TAANZ member or declines its consent.

(d) If the Board declines its consent the TAANZ member must terminate the involvement of the person convicted of the offence with the member. A failure to do so will mean that the TAANZ member in question will have ceased to comply with the criteria for membership and shall be sufficient grounds for the Board to terminate its membership pursuant to Rule 10(b) of the TAANZ Constitution and Rules."

NOTICE OF MOTION 6

REQUIREMENTS FOR QUALIFICATIONS – CHANGE TO THE MEMBERSHIP CRITERIA

The board recommends that Schedule III of the TAANZ Membership and Bonding Criteria be amended.

The amended Schedule III will state (with the new words underlined and words to be deleted struck out):

"(A) All new applications for full membership of TAANZ must at the time of application have and continue to have at each approved location and at each approved branch travel office location ~~either:~~

~~(i) at least ~~two~~ one full time selling staff (travel consultant) registered with TAANZ (registered) travel consultants of which one who must have a qualification set out in categories (a), (b), (c) or (d) below: the National Certificate in Travel Level 4 or a nationally recognised sales, marketing or management equivalent that supports industry best practice as determined by the board.~~

Should the approved location or approved branch travel office location have more than 5 full time selling staff (travel consultants) registered with TAANZ then there is a requirement to have additional staff members who meet this same criteria. For every

additional 5 full time selling staff (travel consultants) registered with TAANZ an additional one qualified staff member is required, viz:

1-5 selling staff – one staff member must meet the criteria

6-10 selling staff – two staff members must meet the criteria

11-15 selling staff – 3 staff members must meet the criteria

and so on.

~~(a) a member of the New Zealand Institute of Travel and Tourism (NZITT) – associate or member;~~

~~(b) qualified with the Aviation and Travel Industry Training Board Structured Travel Industry Training Programme Advanced Certificate of Competency (Level 2);~~

~~(c) qualified with the Aviation Tourism and Travel Training Organisation (ATTTO) Certificate in Travel Consultancy. This will require –~~

~~(i) The National Certificate in Travel Level 3 and 4 which includes the unit standards for fares and ticketing (18218);~~

~~(ii) 1 year's work in the Travel Industry;~~

~~(iii) Applicants must have demonstrated a high level of competency in the following:~~

~~• Organisational skills~~

~~• Attention to detail~~

~~• Written language skills~~

~~• Effective work style~~

~~• Suitable temperament~~

~~• Interpersonal relationships~~

~~• Problem solving skills~~

~~• Leadership skills~~

~~• Accounting procedures~~

~~* Measured by an agreed criteria laid down by ATTTO and NZITT;~~

~~(d) have successfully completed in-house training programmes approved by TAANZ and ATTTO and administered by TAANZ member franchise groups or multi branch members. OR~~

~~(ii) at least one travel consultant who has a qualification specified in categories (a), (b) or (c) above and at least one who holds the IATA/UFTAA Foundation/Standard Diploma and/or the IATA/UFTAA Consultant/Advanced Diploma or is a student member of the New Zealand Institute of Travel and Tourism, or a consultant who is deemed to be qualified at the time of employment, having successfully completed a recognised training programme approved by the board and ATTTO.~~

(B) A full report giving evidence of the education background, travel experience and travel qualifications of all staff must be provided to TAANZ before the membership application can be considered (Photocopies of qualifications held are required).

(C) All full members of TAANZ must at all times continue to maintain the above minimum numbers of qualified travel consultants at their approved locations and approved branch travel office locations subject to the right of the Board to waive compliance with this requirement in extenuating circumstances. TAANZ reserves the right to check that the member is complying with this provision at any time.

TAANZ recognises the activities of the New Zealand Institute of Travel and Tourism and expects all travel management personnel of TAANZ members to be practising associates of the Institute but most desirably practising Members of the Institute.

~~In order to maintain an acceptable level of competency in the travel industry the Industry Qualifications developed jointly by TAANZ and ATTTO will enable staff of TAANZ members to work towards three levels of qualifications and competency. These are:~~

~~• TAANZ/ATTTO National Certificate in Travel Consultancy Level 3~~

~~• TAANZ/ATTTO National Certificate in Travel Consultancy Level 4~~

~~• TAANZ/ATTTO National Diploma in Travel Management Level 5/6~~

~~These joint TAANZ/ATTTO Industry Qualifications incorporate national qualifications, developed by ATTTO on behalf of the industry under the auspices of the New Zealand Qualifications Authority (NZQA), as the foundation of the qualifications but are expanded to include additional industry requirements in the area of on-the-job competency."~~

NOTICE OF MOTION 7

INSURANCE COVER – CHANGE TO THE MEMBERSHIP & BONDING CRITERIA

The board recommends that changes be made to the section on Provision of Security - (d) Insurance Cover of the Membership & Bonding Criteria (schedule 1) as follows (with deletions struck out and new words underlined):

"(d) Insurance Cover:

~~TAANZ has approved cover available from three insurance companies as an acceptable form of security. The companies are American Home Insurance (through brokers Mike Henry (NZ) Ltd), Tower Insurance Ltd (through brokers — Comprehensive Insurance) and QBE Insurance (International) Limited. The Insurers provides up to 50% of an indemnity requirement and their cover comes into force after the first 50% of the indemnity provided by the shareholders has been exhausted. Members using this cover therefore need to provide other security for the first 50%. In addition the insurance company concerned may prescribe certain financial requirements which need to be met by the member."~~

TAANZ may accept as security arrangements put up from time to time by insurance and/or bonding companies. These frequently involve the insurance company/bonding company providing up to 50% of the indemnity requirement. Usually these companies provide the second 50% of the indemnity which is exposed and can only be called upon once the first 50% of the indemnity provided by the shareholders has been exhausted. Members opting for this form of security have to be in a position to provide cash or other security to cover the first 50% of their bond. Invariably, the insurance company/bonding company will have its own criteria which will also need to be met by the member before this option is available."

NOTICE OF MOTION 8

POWERS OF BOARD OF DIRECTORS – CHANGE TO THE CONSTITUTION & RULES

The board recommends that changes be made to Rule 35 of the Constitution & Rules to enable the board to levy a fine when a member does not lodge a Change of Shareholding application, with the new clause to read:

"35 (m) To impose a fine of up to \$1,000.00 or such greater sum as shall be approved by the annual general meeting from time to time on any member who fails to ensure that the necessary approvals of TAANZ are given to a transfer of shares in the company before any change of ownership is effected. The requirements in this regard are set out in paragraph 4 of the TAANZ Membership and Bonding Criteria. A failure on the part of a member to ensure that these requirements are adhered to will leave the member

liable for the imposition of a fine. The power vested in the Board to impose a fine under this provision shall be in addition to the powers to terminate membership pursuant to Rule 10(b)(iv) hereof"

NOTICE OF MOTION 9

E-TICKETS – CHANGE TO THE CODE OF ETHICS AND PRACTICE
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The board recommends that the following addition be made to the Code of Ethics and Practice – Part II: TAANZ Members' Responsibilities to Principals, with the new clause to read:

- "2.7 A TAANZ member who issues an e-ticket on behalf of another TAANZ member and does not require payment for the same at or before the time the e-ticket is issued shall be deemed to have extended to the other TAANZ member credit. The TAANZ member so extending credit shall not cancel the e-ticket it has issued and obtain a refund in relation to the same except where:
- (i) the customer in whose name the e-ticket was issued requests that this be done; or
 - (ii) the TAANZ member who issued the e-ticket is requested to cancel the ticket by the TAANZ member on whose behalf the e-ticket was issued because the customer has not honoured the arrangements agreed upon for paying for the ticket."



TRAVEL AGENTS ASSOCIATION OF NEW ZEALAND
BUDGET
1 JUNE 2009 - 31 May 2010

INCOME	2005/2006	2006/2007	2007/2008	2008/2009	2008/2009	2009/2010
	Actual	Actual	Actual	Budget	Actual	Budget
076 Directory and Publications	14,176	13,224	13,245		(28)	-
087 Judicial Committee Fines/Appeal	-	-	-		-	-
091 Interest Received	14,156	41,797	71,960	50,000	88,048	75,000
092 OTOC Income	9,100	7,700	2,100	36,900	43,007	2,100
118 Subscription & 022/047 Entrance Fees	453,925	443,185	408,792	369,509	367,015	349,000
121 UFTAA/WTAAA levy	(25)	-	-		-	-
130 IATA/UFTAA Travel Agents Card	-	1,878	-		-	-
010 Directors Fees	-	-	-		-	-
108 Sponsorship & Commissions	27,750	18,865	15,000	15,000	15,000	15,000
090 Dividends Received-Air NZ/ASB/CBA Shares	30,064	8,146	8,850	10,000	3,163	3,000
089 Office Recoveries	7,703	(6,870)	-		-	-
110 Other Income	459	261	-		3,671	-
197 Profit on sale of shares	-	14,182	8,677		-	-
140 RTONZ Secretariat	-	-	16,667	25,000	28,760	25,000
TOTAL	557,308	542,368	545,291	506,409	548,636	469,100
TAXATION STATEMENT						
Income	557,308	542,368	545,291	506,409	548,636	469,100
Expenditure	484,428	366,232	411,986	449,600	432,600	449,000
Taxation	14,658	17,153	28,372	20,000		
Balance	58,222	158,983	104,933	36,809	116,036	20,100

EXPENDITURE	2005/2006	2006/2007	2007/2008	2008/2009	2008/2009	2009/2010
	Actual	Actual	Actual	Budget	Actual	Budget
210 Asia Pacific Alliance	-	-	-	-	-	-
212 Advertising	4,958	3,610	2,072	5,000	2,774	3,000
215 AGM / Annual Report	16,596	12,302	11,537	12,000	10,507	12,000
216 Airline Negotiations	3,723	15,049	19,507	15,000	15,062	13,000
217 Airline Agreement	-	3,472	-		-	-
227 Audit + Accountancy Fees	4,560	5,713	5,786	5,500	9,570	5,600
255 General Expenses & 239 Bank Fees	1,790	1,573	2,274	2,000	1,342	1,500
266 Computer Costs	1,874	3,007	2,462	4,000	6,482	15,500
296 Directory and Information Guide	16,148	15,642	17,314	17,000	16,566	17,000
329 Members Seminars	890	1,863	2,466	5,000	2,847	3,000
350 Insurance	6,794	5,962	6,202	6,500	5,544	6,000
352+403 Kindred Associations Meetings	-	2,481	2,877	5,000	992	2,000
355 TAANZ Website	37,463	21,303	10,422	10,000	14,269	12,000
356 Legal Fees	24,644	9,193	30,311	40,000	37,469	35,000
386 Board & Committee Meetings	36,470	28,152	27,330	28,000	16,347	20,000
395 TAANZ News Action	-	-	-	-	-	-
401 Subscriptions/Publications	1,563	2,285	882	2,000	1,724	2,000
405 OTOC Expenses	10,230	10,622	1,925	2,100	2,100	2,100
419 Postage/Courier	3,886	5,073	5,240	4,500	5,928	5,500
294 Depreciation	5,641	5,966	18,480	15,000	29,378	28,800
455 Tourism House Exp /Salaries/FBT/Rent	113,664	86,239	122,765	120,000	140,758	130,000
428+429 President & Directors Fees	78,127	54,294	51,500	55,000	55,000	55,000
434 Printing and Stationery	8,616	6,167	8,480	10,000	8,419	9,000
440 Public Relations/Marketing	4,881	10,171	5,779	30,000	6,485	20,000
441 Public Relations Consultant	-	10,497	140		-	-
445 Research/Special Projects	-	420	1,891	5,000	420	4,000
470 NZTIA Annual Subscription	-	1,232	1,099	1,000	954	1,000
472 UFTAA/WTAAA expenses	53,077	17,363	27,380	30,000	26,922	30,000
478 Telephone, Tolls and Fax	7,301	6,840	7,984	7,000	6,647	7,000
480 TAANZ / TIA Accom Agreement	3,939	-	-	-	-	-
490 Travel Expenses	8,780	8,825	9,240	10,000	8,094	9,000
257 Car Expenses	1,795	-	-	-	-	-
Conference (Profit) / Loss	-	-	-	-	-	-
305 Employment costs submissions	-	1,961	5,559	2,000	-	-
393 Air NZ/QF Strategic Alliance	-	5,250	-	-	-	-
256 GDS Channel Fee	1	-	-	-	-	-
447 Remuneration for collection of taxes	-	-	-	-	-	-
408 Office Maintenance	-	1,899	949	1,000	-	-
424 Secretariat restructure	27,017	-	-	-	-	-
494 Unrealised loss/(profit) on investmets	-	1,806	362		-	-
240 Brokerage Fees Admin	-	-	1,771		-	-
TOTAL	484,428	366,232	411,986	449,600	432,600	449,000



**ANNUAL GENERAL MEETING, HERITAGE HOTEL, AUCKLAND
WEDNESDAY 2 SEPTEMBER 2009**

ELECTION OF OFFICERS

Three board members elected at the AGM in 2007 are required to stand down at this AGM but are available for re-election should they so choose:

- o Mark Abbot – House of Travel Holdings, Christchurch
- o Ross Manson – ITN Travel Group, Auckland
- o Murray Tanner – Stella Travel Services, Auckland

Furthermore, due to the resignation during the year of Tony Terrill, who was to continue in office until the AGM in 2010, a fourth vacancy on the board exists.

Nominations were called from all members and four were received by the deadline of 13 August 2009:

- o Mark Abbot – House of Travel Holdings, Christchurch
- o Ross Manson – ITN Travel Group, Auckland
- o Murray Tanner – Stella Travel Services, Auckland
- o John Willson – Independent Retail Network, Auckland

As there are four vacancies and four nominations an election is unnecessary and the four nominees are duly appointed to the board. These members will continue in office until the AGM in 2011.

The following two existing board members will continue in office until the AGM in 2010:

- o Peter Barlow – Williment World Travel, Wellington
- o Andrew Bowman - First Travel Group, Auckland

The board will elect a President and Vice-President after the AGM on 2 September 2009.



STANDING ORDERS FOR PROCEEDINGS AT THE GENERAL MEETING

1. CHAIRPERSON

- (a) The president shall be entitled to be Chairperson at any general meeting at which he or she is present.
- (b) If at any meeting the president is not present or declines to act, the vice president who is present shall be entitled to act as chairperson.
- (c) If no vice president is present or willing to act, the immediate past president shall be entitled to act as chairperson.
- (d) If the immediate past president is not present or declines to act, the members present shall elect a member of the board of directors to act as chairperson, and if no member of the board of directors is present or willing to act then the members present shall elect one of their number to act as chairperson.

2. PROCEDURE

- (a) The mover of a motion will have five minutes to speak and the seconder will have two minutes. An extension can be given with the permission of the meeting. The mover of the motion will have the right of reply.
- (b) Every question submitted to a meeting shall be decided in the first instance on the voices and if requested by the chairperson or by any member present on a show of hands.

- (c) In the case of an equality of votes both on a show of hands or on a poll, the chairperson shall have a casting vote in addition to the vote to which he or she is entitled as a member.
- (d) The chairperson or any three members present may demand a poll, and if a poll is demanded it shall be taken in such manner as the chairperson may direct.
- (e) The demand for a poll shall not prevent the continuance of any of the business of the meeting which is not related to the result of the poll.

3. VOTE OF MEMBERS

- (a) On a show of hands those members present in person or by representative and entitled to vote shall have one vote.
- (b) On a poll every member present in person or by a representative or by a proxy shall have one vote.
- (c) Branches of members shall have 5 additional votes for the first 5 branches and one additional vote thereafter for every 3 locations, with no limit.
- (d) The instrument creating a proxy must be deposited with the association at its registered office at least 48 hours before the time appointed for the meeting. No person shall be appointed a proxy who is not a member or a

representative of a member and qualified to vote.

4. ELECTIONS

- (a) if an election is deemed to be necessary for the position of president or for the board of directors then a secret ballot will take place at the annual general meeting. Scrutineers will be appointed.
- (b) In the event of there being any vacancies for the offices of president, and board of directors after completion of the election, nominations to fill any vacant office will be accepted from the floor of the meeting. If more nominations are received than are required to fill such vacancies a ballot shall be held.

5. VOTING PAPERS

- (a) The chairperson shall announce the number of proxies held by members entitled to vote.
- (b) The chairperson shall announce the result of the election and shall announce the number of votes cast for each nomination.
- (c) The voting papers shall be destroyed after the announcement of the result of the election



PROXY FORM

ANNUAL GENERAL MEETING, HERITAGE AUCKLAND HOTEL, WEDNESDAY 2 SEPTEMBER 2009

MEMBERS FULL COMPANY NAME

TRADING AS - COMPANY NAME AND ADDRESS

being a FULL VOTING member of the TRAVEL AGENTS ASSOCIATION OF NEW ZEALAND INC

HEREBY APPOINT	INDIVIDUAL PERSON
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OF	NAME OF TAANZ MEMBER
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OR FAILING HIM/HER	THE PRESIDENT ACTING AS CHAIRMAN
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As my proxy for me and on my behalf at the Annual General Meeting of the Travel Agents Association of New Zealand Inc to be held at the Heritage Auckland Hotel, Wednesday 2 September 2009 at 4.00pm.

SIGNED FOR AND ON BEHALF OF THE MEMBER BY:
--

.....
(Date)

NOTE RULE 23: At any general meeting of the Association votes may be cast either personally or by proxy provided however that where a vote is to be cast by proxy the instrument appointing the proxy must be deposited with the Association at its registered office at least **48 hours** before the time appointed for the meeting. Companies or firms who are members of the Association may be represented at general meetings by a person who has been authorised by the company or firm to represent it at such meeting. Any person with the appropriate authority to represent a company or firm which is a member of the Association may vote at any general meeting of the Association on behalf of that member company or member firm. To be eligible to be appointed as a proxy a person must be either a member of the Association or a person who is authorised by a company or firm which is a member of the Association to represent such company or firm at the meeting.

ALL PROXY FORMS TO BE SENT TO:

Chief Executive
Travel Agents Association of New Zealand
PO Box 1888 (DX SX10033)
Wellington
Ph: (04) 496-4898
Fax: (04) 499-0786

PLEASE RETURN TO THE SECRETARIAT BY 4PM MONDAY 31 AUGUST 2009
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