

PLANE

# TALKING



## THIS ISSUE



ADELAIDE AIRPORT LIMITED  
COMMUNITY NEWSLETTER  
APRIL 2014

*Aircraft parking to be expanded*

*Rob Chapman to chair Adelaide Airport Limited Board*

*Cathay connects with China*

*Victoria's Secret revealed*

*Airport abuzz for Mad March*



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Front Cover photo by Trentino Priori  
Performers Cirque No Problem

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We're only a few months into 2014, and it's already a challenge to narrow down the key highlights given there's so much going on at Adelaide Airport.

The Board is delighted to confirm the appointment of Rob Chapman as the new Chairman of Adelaide Airport Ltd. This is a real coup for our company, given Mr Chapman's wealth of experience as the former CEO of the St George Banking Group and his strong advocacy for our State.

As Interim Chairman John Ward has indicated, Mr Chapman is a highly respected business identity with a real passion for South Australia and its economic future.

Aviation growth in 2014, particularly the international sector, shows no signs of slowing. A record 95,000 international passengers passed through Adelaide Airport in January, a staggering 34 per cent increase on the previous year.

We estimate that a total of 25,000 passengers passed through the terminal on both Sunday and Monday of the Australia Day long weekend - among our busiest days on record.

Adelaide Airport is already undertaking new infrastructure upgrades to stay ahead of this growth. Work has started on the expansion of the Southern apron, which will allow us to park extra aircraft and free up space at our gates.

We're also upgrading the international arrivals area to help streamline the movement of passengers.

## MD's comments

Mark Young

Work is continuing on new facilities on our plaza, including a water feature and retail hubs. Our vision to create an innovative, customer-friendly space between the car park and terminal is coming to fruition.

The plaza has recently hosted events connected to the Fringe Festival, and a pole vaulting demonstration as a result of our partnership with Athletics SA.

This year is also an important one for the future of our airport. We expect to release for consultation by the middle of the year, the draft 2014 Adelaide Airport Master Plan. This document will provide a detailed plan for the continued growth and development of the airport over the next 5 years, whilst also providing a strategic longer term view of potential changes over a 20-year planning horizon and beyond for both.

**MH370**  
**Adelaide Airport Ltd would like to convey our thoughts and best wishes to the families of MH370 and Malaysia Airlines Staff following the tragic events of March 8. Malaysia Airlines has made a significant contribution to aviation and tourism in South Australia. We have re-affirmed our support for the airline and will continue to work closely with their local manager and team through this difficult time.**



This extra parking space will provide **GREATER FLEXIBILITY** in managing arrivals and departures.

## Aircraft parking to be expanded

Adelaide Airport Limited (AAL) has started work on expanding its apron area to the south west of Terminal 1 to create more space for aircraft parking.

The expansion will add approximately 20,000 square metres of space to the southern apron. It will create additional parking for an additional four aircraft.

AAL Managing Director, Mark Young, said the expansion was in response to recent and forecast increases in the number of flights, particularly international services, landing at Adelaide Airport.

"The southern apron expansion will largely cater for aircraft that are

'laying over' for a longer period of time between arrivals and departures. Moving these aircraft to the southern apron, once passengers have disembarked, then frees up more space at the terminal gates for other in-bound aircraft," Mr Young said.

"We have longer term plans to expand Terminal 1 to meet continued growth, but for now this extra parking space will provide greater flexibility in managing arrivals and departures."

The project, to be carried out by Lend Lease, will see the airside boundary fence shift 70 metres to the south-west of its current location. The area was previously used for staff car parking.

A section of the Sir Richard Williams Avenue one-way loop road, which currently services the long term car park and Australian Air Express, has been permanently closed to make way for the expansion. Another section of the loop road is now a two-way road to provide access to facilities in this area.

Customers and airport staff affected by the road re-alignment include those using the staff car park, long term car park, Australian Air Express, the Air Traffic Control Tower and the General Aviation Terminal.

The project is due for completion in mid 2015.



## Rob Chapman to Chair AAL Board

"Mr Chapman is a highly respected business identity who has been the head of one of Australia's largest banking groups," Mr Ward said.

"He also has a real passion for South Australia and its economic future, as demonstrated by his roles with the SA Economic Development Board and Brand South Australia."

Mr Chapman was Chief Executive Officer of the St George Banking Group from 2010 to 2012, and Managing Director of BankSA from 2002 to 2010.

He holds several directorships, including roles as Chairman of BankSA and the Adelaide Football Club.

Mr Chapman is a Fellow of the Australian Institute of Company Directors and a Senior Fellow of Financial Services of Australasia.

Mr Chapman replaces former Chairman, David Munt, who passed away in August, 2013 following a prolonged and valiant struggle against major illness.

**Rob has a REAL PASSION for South Australia and its economic future**

Adelaide Airport Limited has announced the appointment of Rob Chapman as the company's new Chairman.

AAL Interim Chairman, John Ward, said Mr Chapman would bring a wealth of experience to the Board as a result of his banking industry expertise and his strong advocacy for the State of South Australia.

## Further 'step change' in international passenger numbers

Pax ('000s)	Quarter to date			Financial Year to Date		
	Dec - 13	Dec - 12	Growth (%)	Dec - 13	Dec - 12	Growth (%)
Domestic	1,627	1,563	4.1%	3,174	3,056	3.9%
International	227	187	21.5%	434	351	23.7
Regional	148	161	-7.7%	294	318	7.6%
<b>Total</b>	<b>2,003</b>	<b>1,910</b>	<b>4.8%</b>	<b>3,902</b>	<b>3,725</b>	<b>4.7%</b>

Adelaide Airport Limited (AAL) reported another 'step change' in international passengers in December 2013, with a record 90,000 international passengers following the commencement of Air Asia X's Kuala Lumpur service and Jetstar's Auckland and Bali services. The record December result was up 24% from the previous record set in July 2013.

Year to date international passengers increased by 23.7%, reflecting both an improvement in load factors and a 13.8% increase in capacity.

Managing Director Mark Young said: "The commencement of Air Asia X and Jetstar this quarter is an important achievement for Adelaide Airport, with the introduction of these carriers bringing both low cost international travel to the Adelaide market and the option of a second carrier on several popular routes."

Domestic passengers grew 3.9% to 3.2 million for the year to date, reflecting an improvement in average load factors and capacity increases across the network, with an additional 86,000

(2.3%) seats in comparison with the previous corresponding period. The Adelaide - Melbourne route provided the largest contribution to growth, with the Darwin and Gold Coast routes also showing solid growth.

Domestic growth is expected to be stimulated in the second half following the commencement of Tigerair's Brisbane and Sydney services.

Regional passengers decreased by 7.6% on prior year primarily as a result of a reduction in resource industry and related traffic.



**It's great to be able to support so many of our YOUNG, BUDDING ARTISTS...**

## Young artists on show

Budding young artists had the opportunity to display their brightly coloured creations as part of the 'Come Fly With Me' exhibition.

A joint collaboration between Adelaide Airport, Little Picassos Art Studios and Walford Anglican School for Girls, the exhibition saw brightly coloured art grace the walls, gates and open spaces throughout the airport.

More than 300 works were displayed - of

butterflies, birds, insects, superheroes, fairies and airplanes - produced by children between the ages of two and 15.

Adelaide Airport Ltd Executive General Manager, People & Culture, Sue Doyle, said the exhibition was one of the biggest held in the terminal.

"We've been a big supporter of South Australian artists with regular exhibitions in the terminal over a number of years," she said.

"It's great to be able to support so many of our young, budding artists and provide an accessible space to display their artworks.

"It certainly adds a lot of colour to the terminal and no doubt brightens up the day for many of our customers."

The event also included a 'Come and Try' session run by Little Picassos which gave children the opportunity to produce their own artistic creations.

# Cathay connects with China

Cathay Pacific has commenced operating a new flight schedule to Hong Kong that will open up new connections to mainland China and other Asian destinations.

The airline has 'de-linked' the outbound service, which previously flew from Adelaide to Hong Kong via Melbourne. The service now flies direct, four days a week, with seat capacity on the route increasing by 14 per cent.

The Federal Government in December approved the flights to land in

Adelaide Airport's curfew 'shoulder' period between 5am and 6am between April and October.

The new northern hemisphere timetable sees flights landing in Adelaide at 5.10am. This will allow the return flight to Hong Kong to land at 1.50pm, which has opened up same day connections to 17 destinations in China including Beijing and Shanghai.

A further 9 same day connections are now available across other northern Asian cities in Japan, Korea and

Taiwan, as well as early afternoon connections to London.

The Tourism and Transport Forum estimates there will be a direct economic benefit to tourism in South Australia of \$24 million a year.

The new schedule will also benefit exporters. Fresh South Australian produce such as seafood can now be on the dinner tables in Hong Kong and available in China and Japan within 24 hours.

**The return flight HAS OPENED UP SAME DAY CONNECTIONS to 17 destinations in China including Beijing and Shanghai.**



The ISS team

## New technology makes airport safer, security faster

Adelaide Airport commuters will feel safer and security checks will be faster and friendlier as a result of new technology to be introduced by Adelaide Airport Limited (AAL).

AAL signed a new four-year contract with facility services company ISS which will see customer feedback systems placed at key locations within the terminal, giving commuters the opportunity to rate the security service they receive in real-time.

Feedback can be given regarding waiting times, staff courtesies, the quality of inspection and how safe they feel within the airport. The information will then be used to monitor and modify security services - from increasing staff numbers at peak screening times

to providing further customer service training for ISS personnel.

AAL Managing Director Mark Young said Adelaide Airport was delighted to deliver an innovative solution to provide a faster and safer experience for commuters.

"The airport has long been committed to ensuring the best possible security standards and now we're focussing on maintaining these high standards in addition to enhancing customer service," he said.

"Security screening is a necessary measure at all airports, and we aim to make this process as smooth and efficient as we can.

"ISS' new technology will help to ensure a faster and friendlier experience for our customers."

The new contract follows a comprehensive review of the airport's security requirements in line with industry best practice both nationally and internationally.

"Our innovative technology solution is giving us fantastic reporting capabilities and enabling us to respond swiftly to issues and minimise disruption at Adelaide Airport," Executive General Manager for ISS Aviation and Transport, Greg Gately said.

"Receiving direct passenger feedback on their experience provides us with the opportunity to optimise the screening process and better understand the link between behaviour and performance of ISS teams. These metrics can then be used to align the services sought by Adelaide Airport and its airline partners."



## New Tigerair services

Tigerair Australia has commenced flying between Sydney and Adelaide and Brisbane and Adelaide, marking a significant increase in the airline's services through Adelaide Airport.

Collectively the new services represent a 70 per cent increase on existing services through South Australia and will provide 240,000 additional visitor seats whilst creating 10 extra ground support jobs in the process.

Tigerair Australia CEO Rob Sharp said: "This is a significant milestone for our

airline, which is embarking on its future Australian expansion as planned and great news for the domestic aviation sector, for consumers and for Australian tourism on multiple levels.

"Our network decisions are a result of extensive analysis and are always based on consumer demand. We believe that our announcement today begins to address an underserved budget market and reinforces Tigerair's long term commitment to the South Australian market."

Adelaide Airport Ltd Managing Director, Mark Young, welcomed Tigerair's new services to Sydney and Brisbane.

"Tiger's new services provide a greater choice for our customers in the low cost carrier market," Mr Young said.

"This benefits South Australians heading interstate and provides local tourism opportunities by attracting more visitors to SA. These new flights are a further boost to the ongoing growth of Adelaide Airport's business across our domestic and international sectors."



AAL Managing Director Mark Young and Tigerair Australia CEO Rob Sharp with Tigerair staff

## Love is in the air

Adelaide Airport hosted its first ever wedding in the main terminal on Valentine's Day.

The newly-wed couple, Trish from Ridgehaven and Duane from Illinois in the US, met for the first time at Adelaide Airport in 2012 having first connected online in 2000.

Following a request from the couple to get married at the airport, Adelaide Airport Ltd decided

to host the wedding in the main terminal concourse.

AAL Executive General Manager, People & Culture, Sue Doyle, said it is not uncommon for people to propose to their partners at the airport, but hosting a wedding is a first.

"Trish and Duane's 'intimate' ceremony was held in front of a select group of family and friends, as well as a few of the thousands of customers who

pass through the terminal each day," Ms Doyle said.

Trish and Duane first met online through a chat website in 2000, however Duane's ongoing role with the US Navy meant that they lost contact until February 2012.

Duane flew out to Australia later that year and they met for the first time at the arrivals gate at Adelaide Airport in June 2012.

## Set to soar with a Parafield Airport Youth Flying Scholarship

Salisbury resident Andrew Marshall was announced as the winner of the 2014 Parafield Airport Youth Flying Scholarship.

Introduced in 2013, the scholarship provides graduates with the skills necessary to seek employment in the aviation industry - covering all tuition fees and uniforms.

Andrew, a former student of Thomas More College, demonstrated a strong desire to fly, combined with a strong academic and co-curricular background.

"We wanted to make a significant commitment to employment in the region and to aviation training," Parafield Airport Ltd Managing Director Mark Young said.

"On completion of the year-long training program, Andrew will be awarded with a Commercial Pilots Licence, which is an invaluable qualification for anyone looking to start a career in aviation."

Valued at \$60,000, the scholarship is provided in conjunction with Flight Training Adelaide, Northern Futures and the City of Salisbury.

# Singapore Airlines celebrates 30 years in Adelaide

Singapore Airlines has just celebrated 30 years of flying to and from Adelaide with a water cannon salute and an event to thank local tourism and travel operators.

The airline's inaugural service, a Boeing 747, landed in Adelaide on March 31, 1984, less than 18 months after the opening of Adelaide Airport's international terminal.

The airline currently operates up to 12 services a week out of Adelaide - more than any other international carrier - and is Adelaide's longest serving international airline.

Adelaide Airport Ltd Managing Director, Mark Young, said Singapore Airlines had long been the backbone of Adelaide's international offerings.

"Singapore Airlines was a groundbreaker in providing South Australians with one-stop connections to Europe and the UK, rather than having to backtrack via Sydney or Melbourne," Mr Young said.

"Back in 1984 there were just a small handful of international flights - now we have more than 50 departures during the peak summer period to multiple destinations and countries.

"They have provided a vital link for South Australians heading overseas, and a catalyst for increasing international visitor numbers to Adelaide and South Australia."

Singapore Airlines Manager, South Australia, Hugh Chevrand-Breton said: "This is a great achievement and we are delighted to celebrate it with Adelaide Airport and the South Australian Tourism Commission. Their continued support along with our loyal customers and trade partners remains a key priority for us.

"We have come a long way to establish ourselves as South Australia's leading international airline in terms of size and quality, with great connectivity to both Europe and Asia. We employ 34 staff here and will continue to

work hard to be the airline of choice for South Australians."

SATC CEO Rodney Harrex said Singapore Airlines had made a significant contribution to South Australia over the past 30 years.

"Tourism is a \$5 billion industry in South Australia and employs 32,000 South Australians, with international visitation worth almost \$700 million annually," Mr Harrex said.

"Since March 1984 this airline has brought hundreds of thousands of visitors from all around the world to our State, who have invested millions of dollars into the local economy.

"Singapore Airlines is also a valued marketing partner of the South Australian Tourism Commission, and we have worked closely together since 2006 on a range of cooperative marketing campaigns in our key international markets."

**We have COME A LONG WAY to establish ourselves as South Australia's leading international airline in terms of size and quality**



## Plaza features taking shape

A new recycled water feature has been completed on the plaza, adding to the number of facilities which offer an improved customer experience.

The interpretive water feature, titled Watercourse, introduces the idea of water and its relationship to Australia's vast, arid continent.

Watercourse shows how water moves through a changeable landscape portrayed by a variety of sculpted forms that create different movements of water in a stream of shallow gradient. This is suggestive of how water carves sand, rock and creek beds as it gushes or meanders on its gravity-directed course of least resistance.

The Watercourse is the latest feature of the plaza, created by architects from Woodhead International, Landscape Architects and Urban Designers Taylor Cullity Lethlean and artist Mark Stoner, providing a dynamic, world class gateway to South Australia.

The overriding design determinant has been to recognise the space as a point of difference, providing airport users with an experience unlike that encountered at most other city airports.

A sculptural, aerodynamic metal mesh screen creates a façade to the car park, as well as forming a curved gesture which moves towards the terminal embracing the three elements of plaza,

car park and terminal into one strong civic urban space.

The design of the plaza and the entrance louvre structure takes its cues from the wider South Australian landscape, with the central oval pattern and colours of the plaza being reminiscent of drier graphic landscapes as experienced from the air. An overhead planting of eucalypts evokes a distinctively Australian experience.

Other facilities on the central plaza are also taking shape. The Thomas Cooper Bar and WHSmith convenience store are already open, and construction of a new 'Subway' retail pod is nearing completion.



New 'Buy-Fly' retail campaign

## Victoria's Secret revealed

In partnership with LS Travel Retail Pacific, leading lingerie and beauty retailer Victoria's Secret has opened its first beauty and accessories store in Adelaide at Adelaide Airport.

The store focuses on an iconic, fashion-forward range of beauty products and accessories designed for the modern jet-setter.

Beauty shoppers will find prestige fragrances like the FiFi Award-winning Victoria's Secret Bombshell, just-launched collections including new Glamour and perennial favourites like the most-loved VS Fantasies. Travel-ready items such as signature lip glosses and body-care products will also be available to charm girls on the go.

LS Travel Retail Pacific has also opened its new Aelia Duty Free store, offering a large range of liquor, perfume, cosmetics, electronics, souvenirs and travel goods at low duty free prices. Travellers can join their Frequent Buyer Club and save up to 10 per cent on purchases.

Other recent changes to retail include the rebranding of the 'Purely Australian' store to become 'Australian Made'.

The new retail offerings have coincided with a new retail campaign at Adelaide Airport, inspiring travellers to 'buy' before they 'fly' at Adelaide Airport.

Entitled 'Buy-Fly', the campaign includes promotional graphics of people flying with branded shopping bags displayed in the terminal and the car park.

'Buy-Fly' was designed to promote shopping at the airport and raise awareness of the great variety of retail shops to visit before people fly.

As part of the campaign, Airport retailers have run a voucher promotion - giving visitors who spent \$80 or more in a specialty store, a \$5 food and beverage voucher.



**TRAVEL READY ITEMS** such as signature lip glosses and body-care products will also be available

## Thomas Cooper Bar and Restaurant now open

A new outdoor bar and restaurant has been opened by Emirates Leisure Retail adjacent the main terminal, on the ground level in the plaza, as part of the ongoing plaza development.

The Thomas Cooper Bar and Restaurant, named after the man who established South Australia's iconic beer brand, has been described as a vibrant, social location, with the beer garden style being a great gathering venue for those travelling or visitors to Adelaide Airport.

The bar features a range of Coopers ales on tap as well as a variety of other beverages.

The restaurant style menu is designed

by Signature Chef Peter Reffell and has a balance of delectable quick eat snacks and sumptuous meals, all at affordable pricing.

Thomas Cooper Bar and Restaurant can also accommodate functions and catering of events with delicious customised food and beverages.





The Adelaide Airport team participating in the 2014 Adelaide Fringe Parade

## Airport abuzz for Mad March

The fun and frivolity of the Adelaide Fringe Festival came to the Airport during March as part of Adelaide Airport Ltd's sponsorship of the iconic event.

The month kicked off with the 2014 Adelaide Fringe parade, where Airport staff dressed up in old-school flight-wear and marched the streets to launch the annual event.

Next was the Fringe Street Theatre Festival on March 10 - which featured super skilled, super funny and super silly performers from across Australia and the world performing at the terminal.

While arrivals and departures tend to be a boring process, the Street Theatre performers put on hugely engaging shows attracting large crowds -

with hula hoop manoeuvres, tight rope walking, acrobatics and magic shows in the plaza.

Visitors were also entertained by roving performances near the international arrivals gate and baggage carousel area.

**We expect to see LOCAL TOURISM GROW from strength to strength**



## Jetstar's new jet setting jobs

Jetstar has launched its newest Australian flying base in Adelaide, which sees the generation of 130 jobs through a mix of new hires and transfers from the closure of the Darwin base.

Jetstar Australia and New Zealand CEO David Hall was joined by the South Australian Minister for Employment Gail Gago at Adelaide Airport to launch the new base on April 7.

Mr Hall said the time was right for Jetstar to establish a base in Adelaide given the recent launch of international services to Auckland and Bali and additional domestic capacity to

Melbourne, Sydney and Darwin.

"We know South Australia - with its famed wineries, thriving food culture and picturesque coastline - is a popular destination for domestic and international visitors alike," Mr Hall said.

"With these fine attractions, and the stimulatory effect of our low fares, we expect to see local tourism grow from strength to strength.

"Importantly, we're also offering better outbound flying options for South Australian travellers."

Jetstar added extra daily return

services to Melbourne and Sydney as well as three extra services a week to Darwin at the end of March 2014.

When combined with the launch of international services in December 2013, this represents more than 10,000 additional seats a week (or 500,000 seats a year) in and out of Adelaide.

Jetstar now offers up to 113 return flights a week from Adelaide to nine destinations across three countries.

Jetstar employs more than 170 people in Adelaide and bases four of its A320 aircraft at Adelaide Airport.

## Pole vaulters fly high

Some of South Australia's best pole vaulters catapulted themselves through the air at Adelaide Airport on February 11 as part of an Athletics SA demonstration.

Held in the new outdoor plaza area on a purpose-built runway, the pole vault demo was set-up to raise awareness of the Adelaide Track Classic (part of the National Athletic Series) - which attracted world-class athletes to Adelaide and saw Olympic hurdles champion Sally Pearson power to victory.

Athletics SA Executive Director Adam Bishop said the event proved to be quite the spectacle at the Airport on the day.

"The pole vault demonstration gave passengers an opportunity to be a part of some of the action that was to come at the Adelaide Track Classic," he said.

"Athletics SA values its long term partnership with Adelaide Airport and



we're grateful for the support which allowed us to bring world-class athletics to Adelaide."

Adelaide Airport Ltd Executive General Manager, People & Culture, Sue Doyle, said the airport was pleased to be able to support South Australia's top

athletes on the national stage.

"It was great to have the opportunity to showcase the skills and athleticism of our sports stars in our new space in front of some of the thousand travellers who pass through the airport each day," she said.

## Food scraps recycling - it's not waste, it's a resource

When food scraps end up in landfill they create methane, a greenhouse gas with 23 times the warming potential of carbon dioxide (CO<sub>2</sub>).

Wasted food also wastes the energy, water, money and resources used to produce, process, store and transport the food.

Food scrap recycling processes leftover food into valuable compost, soil and mulch products.

A waste audit undertaken for the terminal at Adelaide Airport in 2009 found that 36% (509 kg) of waste going to landfill per day was compostable.

The compostable items going to landfill were made up of food scraps 44%, contaminated paper 33% and coffee grinds 23%.

To reduce the amount of this valuable resource being sent to landfill Adelaide Airport Limited (AAL) has implemented food scrap recycling in Terminal 1.

AAL already collects food scraps in its offices for recycling and is now taking food scrap recycling to the next level.

Food scrap recycling at Adelaide Airport started with a trial in February 2014 involving Billie Chu and Cafe Terra Rosa, both owned and managed by Delaware

North, who have shown interest in this project and agreed to participate in the trial. The trial will be expanded to other food outlets in the next couple of months.

Participating food outlets separate their food scraps on their premises and an EPA licensed facility collects food scraps twice per week for composting.



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