



## THIS ISSUE'S HIGHLIGHTS:

03

ATURA OPEN  
FOR BUSINESS

04

COUNTDOWN STARTS  
FOR WORLD ROUTES 2019  
IN ADELAIDE

06

ADELAIDE CHOSEN TO  
LAUNCH SINGAPORE  
AIRLINES' NEW A350-900



## MD's Column

**“I WOULD ALSO LIKE TO AGAIN CONGRATULATE THE TEAM AT THE NEW ATURA HOTEL AND THE BUILDERS BUILT ON A FANTASTIC FACILITY.”**

As most people start to wind down for the festive season, it's quite the opposite at Adelaide Airport as we prepare for one of our busiest times of the year.

In addition to the usual holiday rush, there are exciting developments regarding the terminal expansion, as well as good news from some of our airline partners.

Airport customers will now be starting to see the first sign of construction works inside the terminal as part of our terminal expansion. The initial impact will be minimal, but you can keep up-to-date as works ramp up on our dedicated Terminal Expansion Update page on the Adelaide Airport website.

We're also in the midst of our 'Request For Proposal' for retailers wanting to be a part of the new look terminal, and I'm told there are some innovative and exciting concepts put forward by prospective tenants.

I would also like to again congratulate the team at the new Atura Hotel and the builders Built on a fantastic facility. If you haven't already had a chance to visit, the views from the top floors are stunning with panoramic views across the airport, the city and the coastline. The Hangar Bar and Grill on the ground floor is also highly recommended for a great lunch or quick bite to eat.

Meanwhile, Singapore Airlines has chosen Adelaide as the global launch destination for its first Airbus A350-900 service, starting in December. You may recall we were the first airport in Australia to welcome a scheduled A350 service when Qatar Airways started flying here in 2016, so Adelaide customers have been well and truly benefiting from the latest aircraft technology.

On new aircraft, Fiji Airways is about to introduce its brand new Boeing 737 MAX aircraft on the Adelaide-Nadi route, which will be a significant improvement on their existing product.

Adelaide Airport will also soon welcome its 14th domestic route with news from Qantas it will start flying to Uluru from March next year.

Parafield Airport is usually the quiet achiever of our two airports, but as you'll see in this edition, they've been anything but quiet in recent months.

Aerotech has announced it is building a new hangar, the State Government has just opened SA's largest ambulance station at Parafield, and our team have helped charity provider United Way with a big Open Day at the airport in October to celebrate Children's Week and to encourage childhood literacy.

Next year doesn't get any quieter as we prepare to welcome World Routes 2019 – the world's largest aviation forum. This is an extraordinarily large gathering of around 3,000 aviation professionals from 300 airlines, 700 airports and 130 tourism authorities. It's a real coup to be jointly hosting this event with the SA Tourism Commission, Adelaide Convention Bureau and Tourism Australia.

On behalf of Adelaide and Parafield Airports, I wish you all a Merry Christmas and safe travels in the New Year.

# Atura open for business



The Atura Hotel at Adelaide Airport, officially opened in September, has become the first hotel in Australia to directly link with the main domestic and international terminal of a capital city airport.

The 165-room, seven-storey hotel is operated by premier entertainment, hospitality and leisure company, Event Hospitality & Entertainment Ltd (EVENT). It features the Hangar Bar & Grill, a business centre, eight flexible function and meeting spaces, plus a port-cochere for guest drop off and collection.

Urban, industrial and design-inspired, Atura's signature free-flowing communal spaces are a key design feature. Public spaces such as the bar and grill will be accessible to all Adelaide Airport customers, not just hotel guests.

The 'runway' rooms on the top two floors offer spectacular outlooks over the airport's main runway, the city, Mt Lofty Ranges and the metropolitan coast.

Event Hospitality and Entertainment's Director of Hotels, Norman Arundel, said Adelaide is the first Australian airport to welcome the Atura Hotel brand with the project estimated to have created 350 construction jobs and 65 roles within the hotel. Other Atura hotels are trading successfully in Albury, Blacktown and Dandenong with additional locations in the pipeline.

"Atura Adelaide Airport will provide travellers the opportunity to experience the Atura philosophy of value-driven urban design and great local hospitality," Mr Arundel said.

"We're looking forward to welcoming visitors and the local community into the Hangar Bar and Grill to enjoy our quality food and beverage offerings."

Adelaide Airport Managing Director, Mark Young, said the Atura was the first airport hotel in Australia that directly connected with the main terminal.

"We believe the Atura Hotel offers a real point of difference to the airport precinct. Guests will be able to walk straight between the hotel and the check-in and arrivals halls," Mr Young said.

"More than 8 million people fly in and out of Adelaide Airport each year. Our customers have told us they're delighted they can now have the convenience of staying overnight to catch early morning flights after meetings or conferences.

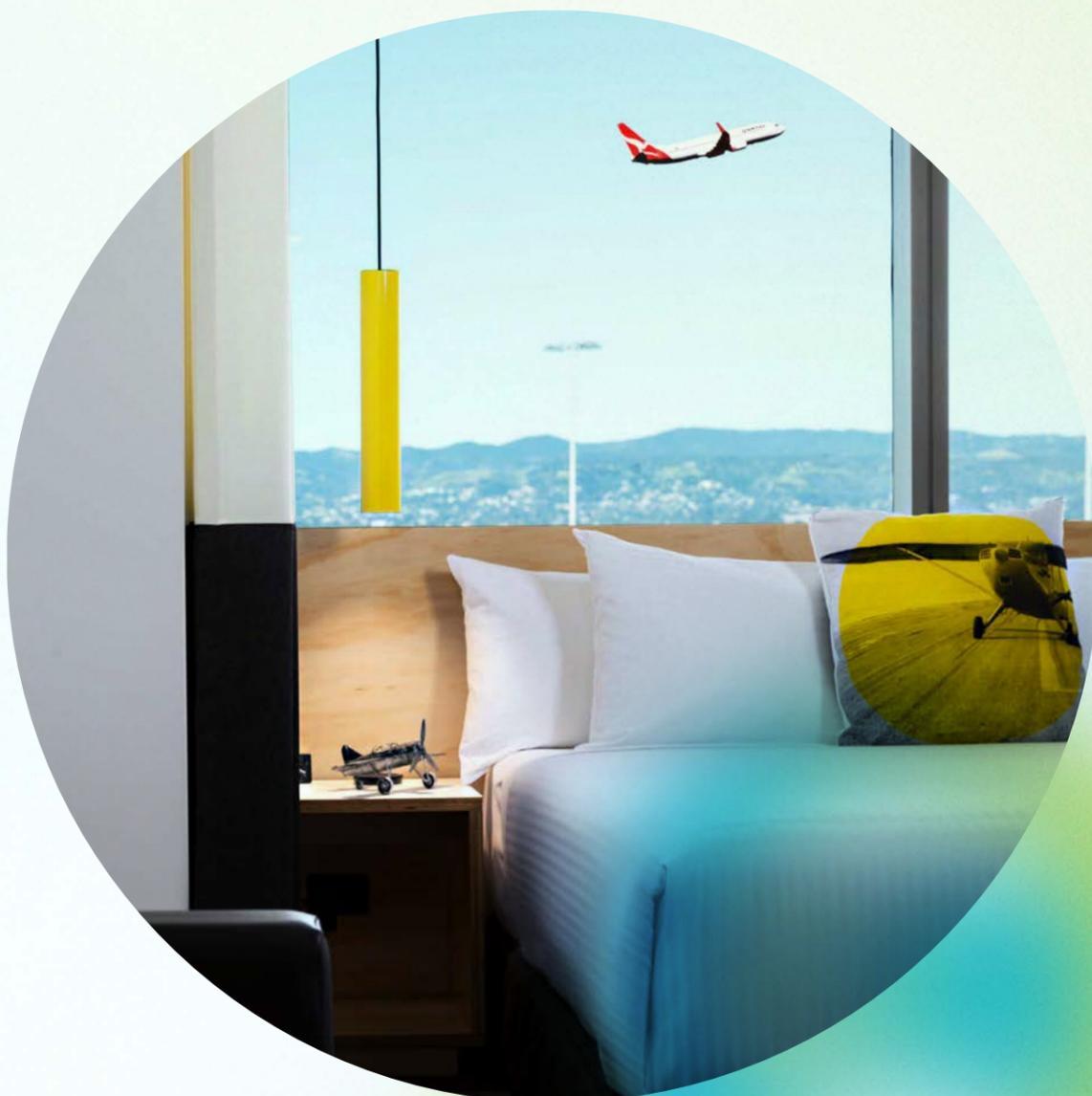
"The hotel will be a focal point of our long-term vision to create an easy, seamless connection between our aeronautical activities and our planned Airport Business District.

"In addition, there are more than 8,700 people directly employed on the airport and many business people fly to Adelaide to conduct business solely at the airport. We expect demand to grow as passenger numbers continue to increase, and we develop our Airport Business District infrastructure and expand our terminal facilities."

Minister for Trade, Tourism and Investment, David Ridgway, said it was fantastic to see a partnership like this come to life.

"The Airport hotel is a great addition to the State - a convenient and close by hotel that is delivering more beds for our growing visitor numbers.

"The Atura Adelaide Airport hotel is a vote of confidence in South Australia's visitor economy and I congratulate EVENT and the Adelaide Airport for working together to bring this project to life."



**"THE HOTEL WILL BE A FOCAL POINT OF OUR LONG-TERM VISION TO CREATE AN EASY, SEAMLESS CONNECTION BETWEEN OUR AERONAUTICAL ACTIVITIES AND OUR PLANNED AIRPORT BUSINESS DISTRICT."**

# Countdown starts for World Routes 2019 in Adelaide

The world's largest aviation forum will head to Australia next year with Adelaide set to host the 25th annual World Aviation Routes conference.

Federal Minister for Trade, Tourism and Investment Simon Birmingham said the global trade event would see around 3,000 aviation professionals from 300 airlines, 700 airports and 130 tourism authorities gather to discuss and develop new aviation routes and strategies.

"This is a unique opportunity for Australia and also South Australia to take centre stage and have the biggest players in world aviation in our own backyard," Mr Birmingham said.

"By hosting this conference, we'll be front of mind when the biggest aviation companies have discussions about new air routes or expanding capacity on existing routes.

"Whilst international aviation capacity to Australia now exceeds 25 million seats per year, further increasing this capacity will only strengthen and help sustain our tourism industry in the long run."

South Australian Minister for Trade, Tourism and Investment David Ridgway – who travelled to Guangzhou, China for the official handover – said the conference is expected to inject more than \$20 million into the state's visitor economy and would be an opportunity for South Australia to showcase why it is a growing destination of choice for international travellers.

"The more international travellers who fly into Adelaide, the better it is for local businesses and the local South Australian economy," Mr Ridgway said.

"More flights into Adelaide means more people dining in our local restaurants and more people staying in our hotels.

"There have been good recent signs for SA with Malaysia Airlines, Cathay Pacific and China Southern all putting on additional Adelaide services and Singapore Airlines also upgrading its Adelaide aircraft to the next-generation Airbus, but we need to keep the momentum going."

The World Routes 2019 conference will take place from 21 to 24 September and will be jointly hosted by the South Australian Tourism Commission, Adelaide Airport, the Adelaide Convention Bureau and Tourism Australia.



# Terminal expansion update: First hoardings go up inside terminal

The first internal construction works for the terminal expansion project have started as the pace picks up on the Adelaide Airport's domestic and international terminal expansion project - improving the international arrivals and departures experience and creating more retail and dining options for all travellers.

Hoardings have been erected along the northern concourse to allow construction to start.

The Relay store is relocating to make way for building works. A pop-up Relay store will open further down the northern concourse.

Cibo will also be partially impacted but will remain open in its current location.

# Drink Dine Design Awards on display

A display in Adelaide Airport's main terminal focusing on South Australia's reputation for great food, wine and dining experiences has proved popular with travellers.

The Drink Dine Design Awards display in October supported and promoted emerging designers, and showcased innovative and exciting product design ideas.

Icons of South Australia worked with designers from the Jam Factory and Adelaide Review's Hot 100 Wines to offer customers a unique experience with wine tastings from the HOT 100 Wines list.

For the second consecutive year, Grieve Gillett Andersen collaborated with the Jam Factory to design and construct a striking installation for the annual Drink Dine Design Emerging Designer Awards.

The installation will transform into a pop up gin bar with Applewood Distillery at the Hot 100 Wines SA Awards in December before being dismantled and re-used by the Jam Factory.



# Premier, travel industry welcome new hotel

The opening of the new Atura Hotel on September 6 attracted leaders across Government and the transport and travel industry.





# Adelaide chosen to launch Singapore Airlines' new A350-900

Singapore Airlines has unveiled Adelaide as the launch destination for its first Airbus A350-900 aircraft fitted with all new medium-haul cabin products.

Launching on 18 December from Adelaide, SQ278/279 will be operated daily by the two-class, 303-seat A350-900, providing South Australian customers first access to an unparalleled level of comfort and technology.

The new A350-900 medium-haul aircraft is equipped with the airline's recently launched new medium-haul Business Class and Economy Class cabin products and features 40 seats in Business Class and 263 seats in Economy Class. The Business Class cabin boasts a 1-2-1 seat arrangement, providing every customer with direct aisle access, while the Economy Class cabin will be arranged in a 3-3-3 configuration.

The A350-900 medium-haul will be fitted with the latest Thales AVANT inflight entertainment system. Designed with a new user interface that offers a more intuitive user experience and navigation options, customers will be able to enjoy Singapore Airlines' myKrisWorld personalised in-flight entertainment (IFE) now with even greater control.

Customers will receive content recommendations based on their preferences and viewing history, while KrisFlyer members can continue to bookmark and resume content, as well as customise and save preferences and playlists for their subsequent flights. KrisFlyer members and Business Class customers will also have access to additional in-flight entertainment content choices.

Complementing this experience, customers can select their choice of playlists from the SingaporeAir mobile app prior to the flight, and transfer these selections to myKrisWorld by pairing their personal electronic devices with the onboard system via Near-Field Communication (NFC).

Customers will also have access to high-speed in-flight WiFi service onboard the new A350-900. The aircraft will be equipped with Inmarsat GX Aviation's broadband connectivity system, offered through SITAONAIR.

Deployment of the A350-900 will deliver an almost 7 per cent increase in overall capacity to Adelaide.

Singapore Airlines Regional Vice President, South West Pacific, Mr Philip Goh, said it was exciting that Adelaide had been selected as the launch destination ahead of the airline's 35th anniversary of operations to the city.

"We have proudly operated services to Adelaide since 1984 and the deployment of our first A350-900 medium-haul aircraft with our new medium-haul cabin products to the South Australian capital is an exciting new chapter in our 34-year history," Mr Goh said.

"The decision to deliver increased capacity to the city reinforces our commitment to South Australia and will provide more opportunities to grow inbound and outbound travel.

"The introduction of the new aircraft will allow us to better serve the South Australian travel market and continue to provide our customers with a premium service offering.

"I am sure our South Australian customers will embrace being the first in the world to experience the new medium-haul cabin products onboard the A350."

Managing Director of Adelaide Airport, Mr Mark Young, welcomed the announcement and said Adelaide customers would again have an opportunity to be among the first to access the latest in aircraft comfort and technology.

"We're excited that one of Adelaide's longest serving international airlines has chosen Adelaide to launch its new aircraft, and in turn boosting capacity," Mr Young said.

"The combination of the Airbus A350-900 technology fitted with the latest cabin product and on top of Singapore Airlines' outstanding levels of service will boost what is already one of Adelaide Airport's strongest routes."



**“WE’RE INVITING ‘BEST IN CLASS’ DUTY FREE OPERATORS TO OPERATE IN THE REDEVELOPED AND UPGRADED TERMINAL AND TERMINAL PRECINCT AT ADELAIDE AIRPORT.**

# Retail RFP for terminal expansion

Adelaide Airport has released its Duty Free Request For Proposal (RFP) for retailers seeking to be part of the airport’s significant terminal expansion.

Last month the airport started construction on a \$165 million expansion of its main terminal, which will significantly upgrade international arrivals and departures, and create more retail and dining options for both domestic and international travellers.

A major focus of the upgrade will be the expansion of Adelaide Airport’s duty free space in international arrivals and departures.

Adelaide Airport Head of Retail and Commercial (Terminal), John Pearce, said it was part of an ambitious 30-month rollout of commercial opportunities linked to the expansion.

“Adelaide Airport is unique in Australia in having both international and domestic passengers dwell and circulate to a large extent under the same roof,” Mr Pearce said.

“The retail opportunities to be made progressively available represent a rare opportunity for retailers to establish a significant presence at one of Australia’s fastest growing airports across a broad range of categories from duty free and specialty retail to food & beverage, news/books and souvenirs.

“We’re inviting ‘best in class’ duty free operators to operate in the redeveloped and upgraded terminal and terminal precinct at Adelaide Airport.

“The duty free concession at Adelaide Airport is the largest single contract. As a result, we’re seeking an experienced duty free operator with a proven track record in category growth, innovation and partnership to potentially operate three retail spaces across the terminal.”

As part of the Duty Free Request for Proposal, Adelaide Airport is also encouraging prospective operators to consider bidding for domestic airside premium fashion sites, an international airside food and beverage site, and an international airside news and books site.

International upgrades as part of the terminal expansion will also include a second, longer baggage belt for arrivals, more space for emigration and immigration processing and expanded security screening. The expansion project is due for completion in 2021.

The terminal expansion will increase the terminal’s overall footprint by 16,500sqm. The total domestic and international retail footprint will increase by more than 80 per cent to 7,257sqm.

# New Patawalonga Creek facilities opened

**AFTER 20 YEARS AND MANY THOUSANDS OF VOLUNTEER HOURS, THE PATAWALONGA CREEK HAS NEVER LOOKED HEALTHIER.**

Staff, volunteers and supporters from Adelaide Airport and Conservation Volunteers Australia have celebrated the completion of the latest stage of improvements along Patawalonga Creek, to the west of the airport.

After 20 years and many thousands of volunteer hours, the Patawalonga Creek has never looked healthier in providing the last remaining refuge for native habitat in western Adelaide.

This year, Adelaide Airport and Conservation Volunteers Australia have worked together to install a pedestrian gate, a beautiful walking trail and seating.

# More customers move to automated check in

More Adelaide Airport customers will now have access to automated departure features including check-in kiosks and bag drop, with two more airlines migrating to the new facilities.

Virgin Australia passengers can now use the airport's common-use kiosk as well as the automated bag drop system.

Cathay Pacific is also making use of the automated bag drop units.

Adelaide Airport's software used to support the automated systems has been developed specifically to assist airlines that may not previously have had the necessary software to make a smooth transition to the facilities.



# Antonov arrival attracts a crowd

ONE OF THE WORLD'S LARGEST AIRCRAFT, THE ANTONOV 124, HAS AGAIN ATTRACTED A LARGE CROWD OF ONLOOKERS DURING A WEEK-LONG VISIT IN LATE AUGUST.

The Antonov was carrying two Rheinmetall Defence military vehicles, which were displayed at the Land Forces 2018 conference at the Adelaide Convention Centre.



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# SA's largest ambulance station opens at Parafield Airport

SA's newest and largest ambulance station has been officially opened at Parafield Airport by Health Minister Stephen Wade.

The \$5.38 million facility gives crew members vital access to Main North Road and communities in the north.

"The location of this new station will lead to improved response times, with easy access to get patients to both Modbury and Lyell McEwin Hospitals," Minister Wade said.

"This investment can give locals the peace of mind that an ambulance is just a call away when they need one and will help our hard-working paramedics continue doing what they do best – saving lives."

With nearly 100 staff at the facility, including around 30 paramedics, the Parafield Ambulance Station is now the largest in the State.

The station will house 14 ambulances and four light fleet vehicles and includes training and study areas, ergonomic work stations and modern staff accommodation.

# Parafield Airport conducts emergency exercise

Parafield Airport staff, regulatory authorities and emergency services took part in an emergency exercise in October to test the airport's emergency and communications procedures.

The exercise, held on the western grass area of the aerodrome, gave all involved an opportunity to assess procedures and training to ensure that any emergency is managed in a professional manner.



# Read Aloud family day a hit

Parafield Airport hosted a special United Way South Australia Read Aloud Open Day for Children's Week at Parafield Airport in October.

Visitors enjoyed a day of fun in the sun with bouncy castles, face painting, monster trucks, up-close animal encounters, carnival rides and the chance to sit in an Airborne Research aircraft.

United Way SA works with families to encourage and support their literacy journey, to arrest the alarming illiteracy rates, which are reported to be as high as 46 per cent in adults in metropolitan SA.

# Flying Kangaroo to Uluru

Adelaide will soon have its first ever direct service to Uluru, with Qantas announcing it will introduce the route from 31 March next year.

Flights will operate twice a week on Wednesdays and Saturdays to Ayers Rock Airport utilising a Boeing 737 aircraft.

Customers would have previously had to travel via Alice Springs, Melbourne or Sydney. The new service will cut travel times by approximately three hours.

Uluru will become Adelaide Airport's 14th domestic (interstate) destination.



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# Desert Voices delight on 'I Choose SA Day'

Adelaide Airport has added its support to 'I Choose SA Day' to celebrate everything great about South Australia.

Travellers in October were offered a taste of South Australian produce with food sampling from the Icons of South Australia store and a special performance by the Desert Voices Choir from Port Augusta.

# Adelaide Airport Retail Awards

Adelaide Airport has recognised the outstanding sales and customer service results of terminal retailers at the 2017/18 Adelaide Airport Retailer of the Year Awards, held at the Australian Dance Theatre headquarters in Norwood. The overall winner was M.A.C. Cosmetics, which has received a \$20,000 oOh! Media package.

The category winners were:

**Excellence Award (Specialty) Winner** - M.A.C Cosmetics, Lagardère Travel Retail  
**Runner Up** - Seed Heritage

**Excellence Award (Food & Beverage) Winner** - Coopers Alehouse, Delaware North  
**Runner Up** - Krispy Kreme, The Peregrine Group

**Rising Star Award** - Carry On

**Retailer of the Year Award** - M.A.C Cosmetics, Lagardère Travel Retail



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