



New Power Program for AHLA Members

The AHLA has contracted twice for electrical energy on behalf of our members, first in 2001 and again in 2005. Both programs were five year fixed rate contracts, and resulted in the enrollment of over 300 members. The most recent contract has saved participating members over \$15,000,000 in the last four years. The AHLA's current contract ends December 31, 2010. Now, the AHLA and ENMAX Energy have partnered to offer a new power program that delivers competitive pricing, flexibility and varying levels of risk to meet AHLA members' needs.

Take Advantage of Near Historic Market Lows

Current market conditions make now a great time to secure fixed price electricity, and reduce your property's exposure to the volatile energy market. ENMAX's team of experienced account managers will work with you to meet your hotel, motel or campground's unique energy needs, making it easy to sign up and benefit from the new program right away.

AHLA members have access to:

- ▶ Group wholesale pricing,
- ▶ A choice of plans to meet your property's needs,
- ▶ Flexibility to add locations as needed at current market price,
- ▶ Online dynamic billing and reporting systems,
- ▶ Renewable Energy Certificates (RECs) for energy produced by ecoLogo Certified generation facilities located in the province of Alberta.

Act Now

To participate, members should complete and return the Letter of Interest/Non Disclosure package. Once this has been received by the AHLA, you will be sent contract documents. When ENMAX receives your completed contract documents, your property will be enrolled on the program.

If your hotel, motel or campground does not currently have a power contract, complete the Letter of Interest to get started right away. Members who already purchase electrical energy through the AHLA should complete the Letter of Interest now to participate on the new program.

If you have additional questions or require more information, contact the AHLA office at 1-888-436-6112.

- ▶ Message from the President
- ▶ 2010 Employers of Choice Named
- ▶ Experience Our Energy
- ▶ AHLA Members Elect New Board
- ▶ Johnson Inc. Offers New Benefit
- ▶ Best Practices Guide Released
- ▶ Teach Your Staff to Save
- ▶ Free Training for Front Line Staff

Our Mission

Our purpose is to support our members and strengthen Alberta's Tourism and Hospitality Industry.

Through our Four Pillars of Tourism Marketing, Member Value Programs, Human Resource Development and Government Relations we strive to provide programs and services that enhance the economic prosperity and social fabric of our industry.

We achieve this by living our 8 Key Values of:

- ▶ Respect
- ▶ Honesty
- ▶ Trustworthiness
- ▶ Quality
- ▶ Stewardship
- ▶ Celebration
- ▶ Service
- ▶ Courage

www.ahla.ca

2010 Employers of Choice

Congratulations to the 44 properties who achieved the AHLA's 2010 Employer of Choice designation!

Coast Hotels & Resorts is proud to sponsor the awards luncheon, which will take place at the Fairmont Jasper Park Lodge on Tuesday, April 20.

- ▶ 5 Calgary Downtown Suites
- ▶ Banff Aspen Lodge
- ▶ Banff Park Lodge Resort Hotel & Conference Centre & Bow View Lodge
- ▶ Bellstar Hotels & Resorts
 - ▶ Mystic Springs
 - ▶ Lodges at Canmore
 - ▶ Canmore Crossing
 - ▶ Fire Mountain Lodge
 - ▶ Blackstone Mountain Lodge
- ▶ Best Western Denham Inn & Suites, Leduc
- ▶ Calgary Marriott Hotel
- ▶ Canterra Suites Hotel, Edmonton
- ▶ Edmonton Marriott at River Cree Resort
- ▶ Fairmont Banff Springs
- ▶ Fairmont Chateau Lake Louise
- ▶ Fairmont Jasper Park Lodge
- ▶ Fairmont Hotel Macdonald, Edmonton
- ▶ Fairmont Palliser Hotel, Calgary
- ▶ Four Points By Sheraton Edmonton South
- ▶ Glenmore Inn & Convention Centre, Calgary
- ▶ Mountain Park Lodges, Jasper
 - ▶ Pocahontas Cabins
 - ▶ Amethyst Lodge
 - ▶ Chateau Jasper
 - ▶ Marmot Lodge
 - ▶ Lobstick Lodge

Message from the President & CEO



The implementation of voluntary destination marketing funds (DMFs) is a growing phenomenon across Alberta. Many communities and regions are looking for expanded means to fund local tourism marketing efforts. Many hotel and lodging operators are suffering as a result of the economic downturn and are looking for ways to attract tourism and leisure traffic to their destinations.

The AHLA is aware of 10 DMFs currently operating in or proposed for communities in Alberta. The destination marketing fees collected in these jurisdictions range from a 1% to 3% levy on the hotel room rates charged. We estimate that the total funds generated through these DMFs to be in excess of \$10 million.

As the trustee for 5 of these DMFs, the AHLA is familiar with some of the governance and administrative structures that have been implemented. It is apparent that some DMFs are working better than others. There are no standard guidelines for new hotel groups and communities that are thinking of establishing a DMF. As an industry, we need to consider what challenges the expansion of DMFs may create for Travel Alberta relative to leveraging provincial marketing dollars generated through the Tourism Levy.

To address these issues, our Board of Directors has established a committee to undertake a study of the DMFs across the province. The committee has identified the following goals for the project:

- ▶ To maximize the return on investment of all marketing funds generated through accommodation levies.
- ▶ To ensure alignment between strategic marketing initiatives at the national, provincial and local levels. This includes providing recommendations for governance structures.

The committee will engage a consultant with the requisite background and experience to work on this project. The consultant's scope of work will include:

- ▶ Reviewing all existing DMF structures in Alberta,
- ▶ Talking to the DMFs and the DMOs they are involved in,
- ▶ Reviewing the existing governance arrangements,
- ▶ Providing recommendations that would help the accommodation industry to meet the two goals stated above, and
- ▶ Consulting with Travel Alberta and the Canadian Tourism Commission.

It is our hope that this study will provide a template for success for established and proposed DMFs and will ensure the sustainability of the tourism levy and Travel Alberta Corporation as the most effective model for provincial tourism marketing in Canada.

We look forward to serving you!



AHLA Invites Members to “Experience Our Energy”

The AHLA's Annual Convention & Trade Show returns to the Fairmont Jasper Park Lodge April 18 – 20. In light of the AHLA's new power program with ENMAX and our commitment to serve our members, the theme of this year's event is “Experience Our Energy”.

The convention program includes a full array of business sessions, award presentations recognizing our members and their staff, as well as some down time to let you relax and enjoy the spectacular location! Highlights include:

- ▶ Premier Ed Stelmach will address delegates at the Opening Breakfast, sponsored by Connect Logistics. Following the Premier, HED Insurance & Risk Services is proud to present keynote speaker Warren Macdonald, who will share his amazing story of survival.
- ▶ Members can sign up for the AHLA/ENMAX electrical energy program at the Trade Show Luncheon, sponsored by ENMAX, on Monday April 19.
- ▶ Travel Alberta CEO Bruce Okabe will update delegates on the corporation's marketing activities during his session Monday afternoon.
- ▶ PKF and Alberta Tourism, Parks and Recreation's Tourism Development Branch will present the latest research on our industry during the Alberta Accommodation Outlook on Tuesday, April 20.
- ▶ Coast Hotels & Resorts sponsors the Gold Key & Employer of Choice Awards Luncheon on Tuesday April 20. This event recognizes and celebrates the contributions of outstanding employees and employers in our industry.

With the support of LivClean, the AHLA's partner in offering carbon offsets, our 90th Annual Convention & Trade Show will be carbon neutral.

The AHLA's campground members will meet on Sunday afternoon for an update from the Recreational Vehicle Dealers Association of Alberta. The RVDA has generously sponsored a dinner for the AHLA's campground members.

The 2010 Housekeeping Awards, sponsored by Travel Alberta, will be presented at a gala dinner emceed by Global Edmonton's Lynda Steele on Monday evening. 139 properties have achieved the award this year.

The convention wraps up with the Chairman's Dinner, recognizing those who have contributed to the association's success. The Chairman's Dinner is sponsored by SYSCO Edmonton.



...continued from page 2

- ▶ Prairie Breeze Inn, RV & Camping, Wetaskiwin
- ▶ Radisson Hotel & Conference Center, Canmore
- ▶ Ramada Hotel & Conference Center, Edmonton
- ▶ Rosslyn Inn and Suites, Edmonton
- ▶ Sandman Hotels
 - ▶ Edmonton West
 - ▶ Red Deer
 - ▶ Lethbridge
 - ▶ Grande Prairie
 - ▶ Calgary West
 - ▶ Calgary City Centre
 - ▶ Calgary Airport
- ▶ Sands Hotel & Conference Centre, Edmonton
- ▶ Sawridge Inn & Conference Centre Peace River
- ▶ Sawridge Inn & Conference Centre, Jasper
- ▶ Sheraton Suites Calgary Eau Claire
- ▶ Sutton Place Hotel, Edmonton
- ▶ The Rimrock Resort Hotel
- ▶ The Westin Calgary
- ▶ Varscona Hotel

ahla ALBERTA HOTEL & LODGING ASSOCIATION



EMPLOYER OF CHOICE

2010

Quality Inn & Suites Lethbridge Receives Choice Award

The Quality Inn and Suites Lethbridge has received Choice Hotels Canada's highest level of recognition, the 2009/2010 Gold Hospitality Award.

A Gold Hospitality Award is a clear demonstration of a hotel's operational strength and commitment to hospitality excellence. Recipients were judged upon results of Choice Hotels Canada's comprehensive selection criteria, which included an evaluation of guest surveys (and their likelihood to recommend the Quality Inn to friends and family), third-party quality assurance audits and their desire to meet guest needs. The Quality Inn was one of just 26 hotels that achieved the company's highest level of recognition out of more than 280 Choice hotels across Canada.

"Guest service is the back bone of our industry, and to be recognized by Choice for our hard work is a great achievement," says Lilly George, General Manager. "Without my team, achieving this award would not be possible."

Alberta Hotel & Lodging Association Elects New Board

Lina Venchiarutti, Chair of the AHLA's Governance Committee, is pleased to announce the AHLA's 2010 - 2011 Board of Directors.

"Our members will be well represented by the new board," said Venchiarutti, "Our recruitment process brought forward some outstanding candidates this year. I know that Joseph, Chris, Mark and Tony will bring new energy and perspectives to the table, and I think they will find the AHLA's board to be one of the most effective they have served on."

The AHLA's Board of Directors is responsible for the governance of the association. The new Board includes owners, general managers, and senior staff of a wide range of hotels, motels and campgrounds from around the province. Individuals elected to their position in 2010 are identified with an *. Those marked with ** are new to the AHLA's board, and will serve a two year term.

Chair

- ▶ Mike Shymka, Owner, Town & Country Motel, Calgary*

Directors, North

- ▶ Steven James, General Manager, Grande Prairie Inn
- ▶ Tony Verbisky, Owner, Ramada Inn, Lloydminster**
- ▶ Steven Watters, General Manager, Sawridge Inn & Conference Centre, Jasper*

Directors, Central

- ▶ Thomas Barkowitz, General Manager, Rosslyn Inn & Suites, Edmonton*
- ▶ Perry Batke, General Manager, Best Western Denham Inn & Suites, Leduc*
- ▶ Tina Tobin, General Manager, Sands Hotel & Conference Centre
- ▶ Barry Zwueste, General Manager, Fantasyland Hotel at West Edmonton Mall*

Directors, South

- ▶ Joseph Clohessy, General Manager, Calgary Marriott Hotel**
- ▶ Mark Hope, Executive Director, Coast Hotels & Resorts**
- ▶ Michael Sieger, General Manager, Executive Royal Inn North Calgary
- ▶ Perry Wilford, General Manager, Glenmore Inn & Convention Centre, Calgary*

Director, Campgrounds

- ▶ Christina Eklof, General Manager, Bow RiversEdge Campground, Cochrane**

Past Chair

- ▶ Doug Shandro, Owner, Best Western City Centre Inn, Edmonton

Because there were only enough candidates for the number of seats available (except in the north, where there were only two candidates for three vacancies), all candidates were acclaimed, reducing the time and expense associated with holding online elections.

The first meeting of the new board will take place Wednesday, April 21 at the Fairmont Jasper Park Lodge, at which time Vice Chairs will be elected from the eligible directors.

AHLA Releases 2009 Annual Report

The AHLA's Annual Report gives every member a full report of the progress we achieved in the previous year. Our 2009 Annual Report will be released to members at the Annual General Meeting, which takes place Sunday, April 18 at the Fairmont Jasper Park Lodge.

To give all members access to the 2009 Annual Report and reduce the costs associated with printing and mailing, the full document will be posted at www.ahla.ca. Members who wish to receive a printed copy should contact Ferne Wenger at 1-888-436-6112, or by email at fwenger@ahla.ca.

New Home & Auto Insurance Program for AHLA Members & Their Staff

As a member of the Alberta Hotel & Lodging Association, you and your staff can take advantage of Johnson Inc.'s Preferred Service Home[®] Auto Plan and you may be eligible for AIR MILES[®] reward miles on your home and auto insurance. Eligible customers receive one AIR MILES[®] reward mile for every \$20 in premium paid.

With Johnson, you and your staff have access to a personally-assigned licensed insurance representative who will handle all of your home and/or auto insurance needs. They are available 24 x 7, so, whether it's a holiday weekend or late in the evening, a professional representative will be there to assist you.

Johnson offers a variety of ways through which you may choose to interact with us - in person through our branch network, via telephone, or online. You can also access your policy information at anytime through our secure Members Only website.

Johnson is a national provider of insurance and benefits. With origins dating back more than 125 years, Johnson Inc. has more than 1200 employees in over 65 locations across the country. The company prides itself on offering award-winning customer service and has been recognized as the world leader in customer relationship management by an international benchmarking tool. Johnson has also been recognized as one of Canada's Top 100 Employers for 2010 and as one of the Financial Post's Ten Best Companies to Work For in Canada.

For more information or to receive a no obligation quote on your home and/or auto insurance, please call 1-800-563-0677 or visit www.johnson.ca/ahla.

Home and auto insurance primarily underwritten by Unifund Assurance Company (Unifund). Johnson Inc. and Unifund share common ownership. AIR MILES[®] reward miles awarded only on regular home and auto insurance policies underwritten by Unifund Assurance Company. AIR MILES[®] reward miles awarded at the time premium is paid. [®]TM Trademarks of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Inc. and Johnson Inc. (for Unifund Assurance Company).



Fantasyland Hotel wins Canadian Human Resources Award

The Fantasyland Hotel at West Edmonton Mall was recently presented with the Hotel Association of Canada's Award of Excellence in the category of Human Resources for its outstanding service culture practices.

The hotel has implemented a wide range of career development options, benefits & incentive programs, RRSP matching and in-depth job-specific orientation and training, all of which have contributed to loyal staff and high guest-satisfaction rates. The property regularly recognizes the accomplishments of its staff through in house award programs.

This investment in its people has resulted in the hotel winning numerous awards for its HR practices, including three AHLA Employer of Choice Awards.

Campground Corner

With spring fast approaching and another camping season close at hand, I just thought I would give a heads up on a few items of interest to the AHLA's campground members. The Annual Convention April 18-20 includes the Campground Members' Meeting on Sunday, and the Campground Members' Dinner on Monday which has been graciously sponsored again by the RVDA of Alberta. The AHLA's new power program with ENMAX will be launched at the convention, and Premier Ed Stelmach will be on hand for the opening breakfast to bring remarks to the members. This year's convention will be held at the scenic Fairmont Jasper Park Lodge.

Included with your AHLA membership is your campground's complimentary listing on the Campgrounds Campings Canada website at www.campanada.com. If you have not already done so, please check your listing to make sure all of the information is correct.

In closing, I would like to take this time to let everyone know that this will be my last article for the newsletter as my term as director has come to a close. I would like to say that it has truly been a privilege and an honour to represent the campground membership at the board level for the past four years. The future looks bright in the camping industry and I wish everyone continued success.

I am looking forward to seeing you all at convention.

Adam Ledwon
Owner, Spring Lake RV Park
AHLA Campground Director

Professional Training for Front Line & Supervisory Staff – an Affordable Investment

emerit products help your staff deliver professional service.

Why Use **emerit** Training Products?

- ▶ Increase employee confidence and pride in your property and the industry.
- ▶ Improve service quality and consistency to guests.
- ▶ Increase customer loyalty and profits from guests as a result of professional service.
- ▶ Cost-effective workplace training.
- ▶ Create a positive & professional work environment.
- ▶ Prepare your staff for career advancement opportunities.

Top Quality Training Manuals – FREE!

Many AHLA members use the FREE **emerit** National Occupational Standards to train their staff, establish professional standards and make their service more consistent, boosting staff confidence and morale. The standards outline the knowledge, skills and attitudes your staff need to do their jobs well. The standards can help you and your supervisors in a variety of ways:

- ▶ **As a training tool.** Provide the standards for their position to new hires when they start. Use the standards to guide their training, and to help supervisors ensure nothing gets missed!
- ▶ **To develop job descriptions.** Accurate job descriptions help you find the right person for the job, from placing an ad to sifting through applicants.
- ▶ **To evaluate employee performance.** Clearly defined standards help employees do their work, and help supervisors to identify areas of strength and weakness.

National Occupational Standards for more than 20 positions are available free from the **emerit** website at www.emerit.ca. Visit www.ahla.ca to view the standards for:

- ▶ Housekeeping Room Attendant
- ▶ Front Desk Agent
- ▶ Food and Beverage Server

There's even a guide that shows you how to use the standards for training.

Over the last few years the AHLA has absorbed many of the increased costs associated with the emerit national certification programs. These costs have risen sharply and we are no longer able to absorb them. As of April 6, 2010 prices of **emerit** products and certification packages will be changing. Please visit www.ahla.ca for the current registration form with updated pricing. Remember that the AHLA has scholarship funds available to help offset the cost of emerit training.

For more information, contact Shabeena Habib, Senior Learning and Development Consultant at 1-888-436-6112 x 242, shabib@ahla.ca.

Tell Your Boss Where to Go

Employment Standards Campaign

Alberta Employment Standards' new campaign, "Tell Your Boss Where to Go," targets young workers. You may have already heard radio ads or seen the posters in restaurants or nightclubs. Many of those who work in the hotel and lodging industry are young people. The more that young people understand their rights and responsibilities, the better the chance of positive employment standards outcomes throughout their careers. The goals of the campaign are to:

- ▶ Reinforce the employer's responsibility to be informed about employment standards and to comply with them.
- ▶ Reinforce the employee's responsibility to be informed.
- ▶ Reinforce the employee's right to be treated in accordance with employment standards.
- ▶ Encourage employees to seek information if they are uncertain of their rights and responsibilities.
- ▶ Increase awareness and understanding of employment standards, particularly among young workers.

As a result of this campaign, AHLA members may have more workers asking questions or voicing concerns. This is an opportunity to open the lines of communication between employers and employees, creating a more satisfying work environment for all. Satisfied employees are more likely to stay long term.

To prepare for questions related to employment standards, you, your HR team or payroll staff may want to refresh your knowledge. Employment Standards offers free 4 hour workshops in Edmonton and Calgary to educate employers about the Employment Standards Code and Regulation. If you have a larger group that you would like to attend (10 or more), arrangements can be made to hold the workshop at your property – free of charge. To register for a workshop, get workshop dates, book a workshop for your property or just ask a question, call Tammy Milliken at (780) 644-3940.

Inspection Season Begins!

The AHLA's Quality Assurance Team is beginning their annual inspections for the 2011 Accommodation and Campground Guides and www.TravelAlberta.com. To ensure that your property is ready for your guests and our advisors:

- ▶ Review the Minimum Standards for Approved Accommodation with your housekeeping and maintenance teams.
- ▶ Use the free Guest Room Housekeeping Checklist and Guidelines as a resource to train your housekeeping and maintenance staff. Why not keep the checklist on your housekeepers' carts?

These materials are available in the Resources area of www.ahla.ca.

The AHLA's new Housekeeping Edge seminar can help your housekeeping staff to ensure that your rooms meet the highest standard of cleanliness. You can get a sneak peek of this seminar at the AHLA's 2010 Convention. To book this seminar for your own property please contact Jacquelyn Reynolds at 1-888-436-6112 or by email at jreynolds@ahla.ca.

Canopco and WIND Mobile team up to bring you contract-free mobile service

For an industry that needs competitive pricing, now more than ever, **Canopco** and **WIND Mobile** have partnered together to offer WIND Mobile's wireless services and products to Canopco customers. WIND Mobile was built on the needs and desires of Canadians, bringing to market contract-free, unlimited voice and data plans, no activation fees, and simple non-usage based billing.

WIND Mobile is now available in select areas of Toronto, Calgary, and Edmonton. Canopco's hospitality customers will have the opportunity to add WIND Mobile services to new and existing Canopco services. In addition, all customers will also enjoy their first month of WIND Mobile service free!

"Hospitality industry customers need competitive pricing, especially this year!" stated Ezio D'Onofrio, President and CEO of Globalive Communications Corp., Canopco's parent company. "By choosing Canopco and WIND Mobile for mobile services, customers are supporting a new day in mobile competition in Canada. This allows us to continue to seek out and bring our customers creative products at the right price."

Stop by **Booth 44** at the AHLA's Annual Convention and Trade Show for more information or visit Canopco at www.canopco.com.



C A N O P C O

WE COMMUNICATE HOSPITALITY

New AHLA members

Best Western South Edmonton
 Inn & Suites
 Best Western Wainwright
 Nova Inn, Slave Lake
 Sportsmen Motor Inn, Smoky Lake

New Associate Members

Enviro-Vap Ltd, Edmonton
 Longbow Sales Inc., Calgary
 Poulin's Pest Control, Edmonton
 Rocky Mountain Down & Feather,
 Burnaby BC

**AHLA Releases
 Best Practices Guide
 in Environmental
 Stewardship**

The AHLA's Best Practices Guide in Environmental Stewardship for Hotels, Lodges & Campgrounds can help you and your staff to reduce your property's impact on the environment. Whether you're thinking about starting an environmental stewardship program, or already have one in place, you'll find tips and ideas that can help you reduce waste and energy consumption - and the expenses that go along with them!

A small number of Best Practice Guides are available in hard copy. The guide is available at no charge to all members at www.ahla.ca



StayGreen

ALBERTA

An AHLA Environmental Stewardship Initiative

Teach Your Staff to Save

The Time for the AHLA Group Retirement Plan Is Now



In a Fall 2009 report provided by Advocis it was noted that only 35% of Canadian employees have access to an employer sponsored pension plan, with coverage being only 24% in the private sector. Only 1/3 of Canadians will have adequate income at retirement.

Many of the people who work in our industry are years away from retirement – this is the best time for them to start saving! With the AHLA's Group RRSP Program, you can help your staff save for their retirement. The program offers:

- ▶ Automatic payroll deduction, enabling staff to pay themselves first, and giving them immediate tax relief.
- ▶ No minimum contribution amount, letting staff save as much or as little as little as they can.
- ▶ No front end or back end charges and a low Management Expense Ratio (MER), saving your staff money.
- ▶ A wide range of investment options to chose from, and the services of an advisor who can help your staff make the right choice.

AHLA members can take advantage of our group purchasing power with this RRSP Program, which is underwritten by Manulife Financial.

To find out how you can take advantage of this program to attract and retain staff, contact Sid Kinasewich of Kinasewich Benefits Consulting Ltd. at (780) 434-7200, Toll Free 1-888-312-2343 or email kbc@getbenefits.ca.

RONA

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Doing it right

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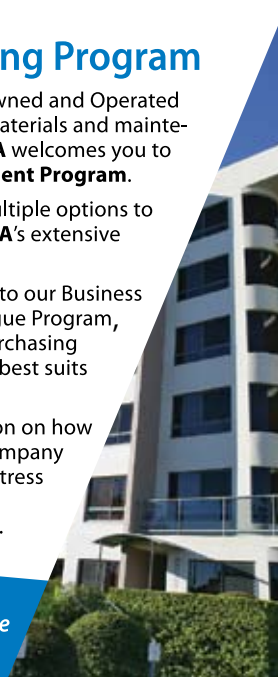
As the largest 100% Canadian Owned and Operated network of hardware, building materials and maintenance suppliers in Canada, **RONA** welcomes you to an **Exclusive Product Management Program**.

This 4 tier program offers you multiple options to purchase products through **RONA's** extensive network of stores.

From our basic **Pro Ad program** to our Business Analysis and Customized Catalogue Program, **RONA** will sit down with your Purchasing Team to develop a program that best suits your needs.

If you would like more information on how these programs can save your company money, time and decrease your stress on large projects, please contact Paul O'Connor at **403-464-1640**.

*We invite all
AHLA members to come take
 advantage of our discounts!*



Don't let **BED BUGS** take a **BITE** out of your guests...and your bottom

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SAVE 10%



Total mattress and box spring encasements for total **Red Bug** protection.
Our three-sided zipper system with our patented BugLock™ Secure Seal is bed bug entry and escape proof.

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Richard Cooper, leading entomologist

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For more information, please contact Johan Bosman

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