



## Global Windstar eyes Australia/NZ

The company's purchase of three Seabourn ships could see itineraries spreading as far as Asia, Australia and New Zealand.

**TWO** of the world's most luxurious lines have unveiled significant transformations in the style and size of their fleets.

Windstar Cruises, under the project name Global Windstar, has overnight claimed the title of "market leader in small-ship cruising with 300 or fewer passengers" after snapping up half of rival Seabourn's six-ship fleet.

The acquisition doubles Windstar's operation, which had previously consisted of three masted sailing yachts.

Meanwhile, Seabourn has shed its smallest ships, whose maximum 208-pax capacity used to be one of its signature attractions.

Seabourn instead is holding onto its 450-pax *Quest*, *Sojourn* and *Odyssey* and ordering a fourth vessel of a similar size.

This addition would give Seabourn the newest fleet in the industry.

Windstar's acquisition of *Seabourn Pride*, *Legend* and *Spirit* will open up access to Asia and South America, the company said, in addition to the 50 countries already on its program.

Last month, the line announced a return to Tahiti next year.

So, will any of the Seabourn trio, which are past visitors to the seas down under, sail further into the South Pacific?

Hans Birkholz, Windstar's CEO, told **CW**: "We've had our eye on the Australia and New Zealand region as a Windstar cruise destination and are seriously considering it for future deployment."

An email also confirmed that Windstar had no intention of retiring or selling its other vessels, the recently renovated *Wind Star*, *Wind Surf* and *Wind Spirit*.

"We will be keeping all of the sailing yachts,"

a company spokesperson said.

The delivery of the three 104 all-suite ships will take place over the next two years in the Mediterranean, with *Seabourn Pride* the first to enter into Windstar's luxury fleet in April 2014.

The ship will be renamed and set sail a month later, with bookings expected to open in May this year.

Windstar Cruises will then take possession of *Legend* in April 2015 and *Spirit* in May 2015.

No current published Seabourn voyages will be affected by the sale.

The three-ship deal, signed on 15 Feb, was one of several recent purchases by Windstar's owner, Xanterra Parks & Resorts, including adventure travel company VBT and The Grand Hotel in Arizona.

"Windstar Cruises has experienced four straight years of revenue growth," said Xanterra's CEO Andy Todd.

"Global Windstar enables us to extend our unique small-ship experience throughout the world."

### Learn and earn with Orion

**ORION** Expedition Cruises is inviting agents to "learn" about *Orion's* 2013 Kimberley voyages at the company's information events, and "earn" by bringing a client along with them.

Alternatively if agents cannot attend, they can send their clients to the event and Orion will credit the agent with any sales commission should they chose to book.

Agents can also invite their guests using a personalised email invitation prepared by Orion.

Orion's 2013 season Kimberley events are being held in Sydney (Eastern Suburbs and North Shore), Melbourne and Brisbane with a choice of either 2pm or 6pm, and complimentary beverages and canapés will be provided.

To reserve a spot, call 1300 361 012 or visit [www.orionexpeditions.com/events](http://www.orionexpeditions.com/events).

### ALL THE CRUISE NEWS

Today's trade issue of *Cruise Weekly* features five pages.

### Montgomery joins TTW

**JUSTIN** Montgomery has been appointed joint managing director of Travel the World.

Most recently the general manager sales at Virgin Australia, Montgomery comes to the position with 24 years industry experience, and will share the md role with Andrew Millmore.

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Brett Jardine - General Manager, ICCA

## Regulatory issues

Behind the scenes we are putting necessary procedures in place before we roll out the new CLIA Australasia.

In the meantime we have already started to formally represent the cruise industry in this market on regulatory issues so it is worth highlighting some of the work that has been done by CLIA over the last 12 months.

Last January, immediately following the *Concordia* incident, the global cruise industry launched a comprehensive review of the critical human factors and operational aspects of maritime safety as part of its longstanding efforts to continuously raise the bar on safety matters.

The global cruise industry, with input from an independent panel of experts with extensive experience in maritime, regulatory and accident investigation fields, introduced ten new safety policies during the review.

Each policy exceeds current international regulatory requirements and has been adopted by CLIA Member Lines.

Policies resulting from the Review address muster drills, bridge access and procedures, life jacket availability and location, lifeboat loading drills, recording of passenger nationalities for on-shore emergency services personnel, and securing of heavy objects.

The International Maritime Organization (IMO) recently approved incorporation of the cruise industry's recommendation for the mandatory muster of passengers prior to departure from port in the International Convention for the Safety of Life at Sea (SOLAS), which provides comprehensive mandates on safety equipment and procedures for ships.

## Tauck to build two boats for 2014

A 50% increase in the fleet and four new itineraries will top off the river company's growth next year.

**TAUCK** announced yesterday that it would introduce two European riverboats next year, bringing its total operation to six.

The ships are scheduled to launch in March and June 2014, with new itineraries planned for the Seine, Rhine and Danube rivers.

CEO Dan Mahar said: "We're excited to be expanding our portfolio, and adding more capacity and more choice to travellers who are eager to experience our unique offerings."

Both vessels, which are being custom-built for Tauck, will represent an evolution of its fleet, according to Mahar.

"The new ships will have features and amenities not found on our existing vessels, but they'll also retain key elements and the same overall philosophy that have contributed so significantly to our success," he said.

The announcement to media did not elaborate on the new features, but Mahar confirmed that Tauck's point of difference in Europe would be upheld.

In line with its current 118-passenger ships, the newbuilds will accommodate fewer guests than similarly sized vessels operated by other companies.

"By limiting passenger capacity we're able to offer a much higher percentage of suites, and provide the same intimate, club-like atmosphere," said Mahar.

The ships will also continue its preference for

a high guide-to-guest ratio, with a cruise director plus three additional directors.

The new itineraries will feature fully-inclusive pricing with zero options sold.

Fares include all gratuities, shore excursions, airport transfers and wine and beer with onboard meals.

All Tauck riverboats feature 14 suites and seven junior suites with French balconies, two dining venues and onshore culinary experiences.

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## Kids get cooking on Mein Schiff 2

**CHILDREN** will soon be able to whip up culinary masterpieces onboard TUI Cruises *Mein Schiff 2*, following the cruise line's decision to offer cooking classes for kids on the ship's 14-night 21 Jul 2013 Mediterranean voyage.

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## Rope blamed for tragedy

THE snapping of a rope has been identified as the reason for the *Thomson Majesty* tragedy which claimed the lives of five crew members on 10 Feb (CW 12 Feb).

Currently the Merchant Shipping Directorate within Transport Malta and the Marine Safety Investigation Unit are investigating the cause of the accident, and thus far it has been established that one of the wire ropes securing the lifeboat as it was being lowered snapped.

A full report on the accident will be released at the conclusion of investigations.

## Triumph dips profits

THE total impact of *Carnival Triumph's* recent cruising disaster will be a US\$0.08 to US\$0.10 earnings per share reduction in the Carnival Corporation's 2013 first half, according to estimates released by the company.

## TTW adds Island Escape

TRAVEL the World has added Island Escape Cruises (IEC) to its portfolio.

IEC offers small ship cruising around NZ and Vanuatu onboard *MV Island Escape*.

See [www.traveltheworld.com.au](http://www.traveltheworld.com.au) for details.

## eCruising heads to Africa

ECRUISING founder Brett Dudley is venturing ashore with a new business focusing on land content representation in eastern and southern Africa.

Kenya-based Maniago Safaris, which has more than 20 years experience on the ground, is now exclusively represented in Australia by Dudley's new division, which will be headed up by Brad Ellis.

Maniago has a range of upmarket product with strong appeal for the MICE and wholesale markets, as well as special interest groups, and specialises in deluxe tailor-made holidays and unique African experiences.

eCruising decided to represent Maniago after experiencing the operator's product and service on its own cruise-tours of Africa over the last couple of years.

Maniago executive director Peter Karanja is in Australia this week for the launch of the relationship, and he along with Dudley and Ellis will also be present at AIME in Melbourne next week to showcase Maniago.

## Director of Sales, P&O Cruises

With a local cruising history of 80 years, P&O Cruises is Australia's most loved cruise line. From the Pacific Islands, Papua New Guinea and New Zealand, to the best of Australia's east and southern coasts, P&O Cruises delivers some of the southern hemisphere's most incredible destinations.

P&O Cruises is part of the world's leading cruise holiday company, Carnival Corporation (represented in the Asia Pacific region by Carnival Australia). Growth in the Australian cruise market is outpacing all international markets with brands managed by Carnival Australia (including P&O Cruises, Princess Cruises, Cunard, Carnival Cruise Lines, Seabourn and Holland America Line) representing the majority of the local cruise industry.

This newly created position will head up the Australian and New Zealand field sales teams and is responsible for maintaining, growing and positioning the P&O Cruises brand as the market leader, and delivering revenue and passenger volume targets. This will be achieved by implementing a targeted distribution strategy, maintaining and growing key industry relationships, building excitement around our product and ensuring P&O Cruises unique selling points are communicated throughout trade channels.

We seek applications from enthusiastic and innovative senior sales professionals who bring:

- an extensive track record in developing new business, including negotiating sizeable contracts with large trade partners at a head office level
- several years experience successfully managing, motivating and coaching a remote field sales team
- strong relationship building, networking, influencing and negotiation skills
- strategic thinking, strong sales planning skills, a preparedness to challenge the status quo and proven ability to make sound commercial decisions

While travel industry experience is highly desirable, it is not essential for people who bring the above and a genuine passion for cruising.

For further information and to apply online,  
please visit: [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com)  
Job Reference: CAR/1053753

To find out more about P&O Cruises  
please visit: [www.pocruises.com.au](http://www.pocruises.com.au)



## WA gets itself cruise ready



TOURISM Western Australia recently hosted a "Cruise Ready" workshop in Esperance for inbound tour operators and local merchants to prepare them for predicted increases in tourist numbers to their local area.

More than 40 locals took part in the "Welcoming Cruise Passengers to the West" workshop, to impart information and provide insights into the skills needed to ensure visitors enjoyed their time in town and in the region overall.

A second workshop, entitled "Cruise Ready", took place to coincide with a visit to the town by the *Celebrity Solstice*, allowing locals to put their newfound skills to worthwhile practice.

Pictured above from left are workshop attendees Ross Beckett, Milton Valli, Cindy Poole and Ken Gratton with presenter Cherie Toovey and Christine Cole from Tourism WA.

# CRUISE

WEEKLY

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### Tipping mandatory on RCI

**ROYAL** Caribbean International is upping its gratuity guidelines for voyages on or after 01 Mar 2013, with the new recommended daily gratuities for dining staff and housekeeping staff set at \$12.00 per guest per day, and \$14.25 per suite guest per day.

Royal Caribbean will also automatically itemise the recommended daily gratuities in the folios of guests who have not prepaid their gratuities prior to boarding.

However these guests will still be able to modify their gratuities at any time during their sailing.

Guests who prepay their gratuity before 28 Feb for sailings after 01 Mar will not be affected by the adjusted guideline.

According to the cruise line, the "adjustments are the result of serious consideration and assessment that places the cruise line's recommendations in line with its competitors".

"These guidelines provide a recommendation that helps guests determine the appropriate gratuity amount to recognise the cruise line's staff and crew for delivering the outstanding Gold Anchor Service only found on a Royal Caribbean cruise vacation," RCI said in a statement.

### Lirica returns to UAE

**MSC Lirica** is continuing her relationship with the United Arab Emirates, returning to the UAE for the 2013/14 winter season.

*Lirica* will kick off the season with a 19-day grand voyage from Genoa to Dubai from 5-22 Nov, calling in Civitavecchia (Rome), La Valletta, Malta, Piraeus (Athens), Port Said and Safaga, Egypt, Salalah and Muscat, Oman.

Between 23 Nov 2013 and 29 Mar 2014 *Lirica* will offer 18 eight-day/seven-night cruises from Dubai, calling in Abu Dhabi, UAE, Khor al Fakkan, UAE, and Muscat and Khasab, Oman, with an overnight stay in Dubai.

### Panama project 50% complete

**THE** Panama Canal Administrator has confirmed that the Panama Canal Expansion project is now halfway complete, with finished works including the dredging of navigational channels for Pacific and Atlantic Canal entrances and the Gaillard Cut.

Meanwhile excavations of the Pacific Lock Access Channel are 70% complete, whilst by the end of the year it is expected that 158 valves, 328 trash racks and 84 bulkheads will arrive for use.

"We estimate based on the progress that we can begin commercial transits mid-2015," said the Panama Canal Administrator.

## Head of Sales, Princess Cruises

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Princess Cruises is the third largest cruise ship operator in the world and part of the world's leading cruise holiday company, Carnival Corporation (represented in the Asia Pacific region by Carnival Australia). Known as the Destination Experts, Princess Cruises visits more than 330 ports around the world. Locally, Princess Cruises has operated cruises for more than 10 years and has three ships departing from Sydney, Brisbane, Melbourne and Fremantle. Princess Cruises is a multi-award winning cruise line having won AFTA's Best Cruise Operator for four years running.

Reporting to the Commercial Director, Princess Cruises Australia and New Zealand, and managing a field sales team, the Head of Sales will be responsible for growing domestic and international revenue and passenger volume in Australia and New Zealand. This will be achieved by developing and executing innovative and comprehensive sales plans that positions Princess Cruises as the Premium Cruise category leader.

We seek applications from experienced sales professionals who demonstrate:

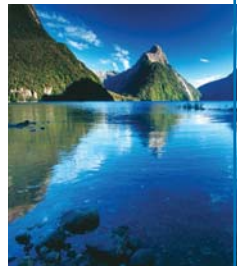
- several years experience in a senior new business development/sales position across multiple channels (within travel highly desirable)
- a successful track record managing and inspiring a team of remote sales people
- strong relationship building, influencing and negotiation skills, with experience negotiating contracts at a head office level
- financial acumen and business management skills, including sales planning, budgeting and forecasting
- the ability to adapt to change and engage teams and internal stakeholders during change

For further information and to apply online, please visit: [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com) Job Reference: CAR/1053750

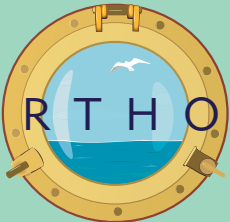
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## P O R T H O L E



### MURPHY'S law strikes un-triumphant pax.

Guests who endured the five days drifting at sea onboard *Carnival Triumph's* "cruise from hell" with few working toilets, scarce food and generally unpleasant living conditions, were relieved to touch down on dry land again and even gladder when they boarded their busses to go home.

That was until of course one of the busses decided to break down.

Airing his amusement/upset, one passenger clearly over the ordeal Tweeted "Seriously?"

"This is happening. Our bus is broke down" He then added the hashtags #helpmejesus, #carnivalbusbreakdown and #carnivaltriumph.

And if that wasn't bad enough, at 2:30am he tweeted again "Bus broken down. Not going anywhere", later adding that the replacement bus took an hour to reach the guests.

Meanwhile, crew who weathered the storm not only in the bad conditions, but dealing with the stream of guest complaints, were put up at hotels around Mobile Alabama before being transferred to different Carnival ships.

## Scenic's glittering stars

**SCENIC** Tours pulled out all the stops last Saturday night, hosting a lavish Night of Stars at the Ivy Ballroom in Sydney for around 270 agents, dishing out awards to its top agents and agencies across NSW/ACT, Qld, SA, WA, Vic, Tas and NZ.

Addressing attendees at the event company founder and md Glen Moroney spilled the beans on the exciting plans the company has for the future, saying "If you think you've seen a lot in the last five years, I can absolutely assure you what comes in the next two to three years will really blow your mind".

Those plans, according to Moroney, include three new ships being built for next year, and three being built for 2015.

"I can assure you that some of those things will not only lead the market here in Australia but will lead the world," he said.

"It's a massive capital investment and it's something that I think the market is wanting," he added.

**PICTURED** below with Scenic's National Agency of the Year are Scenic Tours' national sales manager, Emma Davie (left); md, Glen Moroney and gm sales and marketing, Michelle Black (right).



## Building bridges in New York

**MANHATTAN** Cruise Terminal will soon boast two new Hydra Passenger Boarding Bridges, after the contract to build the bridges was granted to TEAM Ports & Maritime.

The bridges are being installed to assist embarkation and disembarkation for guests cruising onboard *Norwegian Breakaway* (which will start Manhattan turnarounds in May).

## Royal dividend pays off

**NORWEGIAN** Cruise line and NCL America parent, the aptly named Norwegian Cruise Line Holding, has reported full year 2012 net income of US\$173.1 million.

According to the breakdown, the cruise giant enjoyed a full revenue increase of 2.6% in 2012 to US\$2,276.2 million from US\$2,219.3 million, whilst its net yield increased 1.6%, due to higher yields from both passenger ticket and onboard and other revenue.

Meanwhile net cruise costs ex fuel decreased 5.3% in the period as a result of cost improvement initiatives in all line items, whilst the company's fuel price per metric ton, net of hedges, increased to US\$664 from US\$571 from the same period last year.

The results mark the company's eighteenth consecutive quarter of year-over-year gross earnings growth.

## German giants join in drydock

**GERMAN** drydock repair business MWB Motorenwerke Bremerhaven AG has entered into a partnership with another German repair company Rickmers Lloyd Dockbetrieb GmbH to form German Dry Docks GmbH & Co. KG.

The new entity will have its headquarters in Bremerhaven and will operate four docks.

In addition, German Dry Docks will operate two docks in conjunction with shipbuilding giant Lloyd Werft.

## The Captain gets a new GM

**KARL** Evans has been appointed to the role of general manager at Captain Cook Cruises Fiji, based at the company's office in Fiji.

Evans comes to the position having previously worked in tourism and hospitality in Fiji, New Zealand, Tonga and Samoa.

"I'm looking forward to returning to Fiji, after I lived and worked in Nadi and Suva with Southern Pacific Hotels in 1985 and 1986," said Evans.

"It will also be great working again in the Fijian Tourism and Hospitality Industry, but the best part about this position is working with the crew of Captain Cook Cruises; it was an opportunity I just couldn't resist," he added.

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