

CRUISE

WEEKLY



Thursday 27 Apr 2017

Cruise Weekly today

Cruise Weekly today features four pages of all the latest cruise industry news.

Infrastructure crisis

THE Tourism & Transport Forum (TTF) has called on the NSW and Federal Governments to secure Sydney's cruise infrastructure.

"If Sydney is not available as a destination for large cruise liners, the whole country will miss out," TTF chief executive, Margy Osmond said.

"We are now on the verge of a cruise crisis," she warned.

Seabourn directors

THE Seabourn team of directors has two fresh faces following the promotion of Teresa Haughey to director, hotel services for hotel operations and appointment of Daniel Putzhammer as director, food and beverage operations.

Royal reduces Aus ships

ROYAL Caribbean will reduce its deployment in local waters due to capacity constraints, basing three ships in Australia in 2018/19, down from five ships this season.

"For the 2018/19 summer season the port congestion in Sydney has reached such a point that we cannot secure the slots we need to offer optimal cruise itineraries in order to maintain four RCI ships in Sydney," the cruise line said in a statement.

Royal Caribbean said it was only able to secure enough berths in Sydney for two ships during Jan and Feb 2018, and three ships in shoulder seasons.

"For a number of years now, we have warned that an acute lack of cruise infrastructure in Sydney will constrain the growth of the industry and limit the flow-on effects to the NSW economy. That time has come".

Asia is the benefactor of

Sydney's infrastructure debacle, where *Voyager of the Seas* will instead operate year-round.

During the season, Asia will also welcome the yet-to-be-named, first Quantum Ultra-class ship.

MEANWHILE *Radiance of the Seas* will bypass Sydney to offer her first turnaround from Melbourne three from Auckland.

In addition, Royal described the NSW cost environment as "amongst the least competitive in the world for cruise home-porting," leading to a global deployment decision "to make the most of both cost-efficiencies and guaranteed berth availability in Asia for *Voyager of the Seas*".

The deployment will also mark *Ovation of the Seas*' third and longest season ever down under.

Royal Caribbean said it hoped to see a fourth ship return to Australia for the 2019/20 season.

Bookings open 16 May.

RCI & Celeb credit

GUESTS sailing with Royal Caribbean or Celebrity Cruises no longer have to wait until they sail to use their on board credit.

Using the Pre-cruise Planner, passengers who have received any on board credit can lock in extras such as beverage packages, specialty dining experiences, spa treatments, shore excursions and internet packages.

Any purchases made before departure using on board credit will now also be charged in the local currency.

Viking info sessions

VIKING Cruises has scheduled a second round of info sessions highlighting the river cruise offering & new ocean itineraries.

The free events will be held in Canberra (23 May), Adelaide (30 May), Perth (01 Jun) and Newcastle (07 Jun).

[CLICK HERE](#) to register.

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New details on Eclipse

GUESTS on *Scenic Eclipse* won't be short on space, with the 17,000 gross tonne ship offering its 228 guests 75m² each Louise Hill, *Scenic Eclipse* journey designer told **Cruise Weekly**.

"There's plenty of space whether it's in the suite or in the public areas," she explained.

In polar regions, *Scenic Eclipse* will carry 200 passengers, offering even more space per person.

Hill said the ship's design centred around trying to anticipate guests' needs before they even think of it.

"When we came out last year it was a tentative design and everything was still being finalised so now that we've actually cut steel, all of the internal design has been finalised so we've got a lot of new and exciting things," she said.

Last week's brochure release (**CW** 20 Apr) unveiled eight lounges and bars, with only three

previously revealed.

Terrace areas have also been refined, including two forward-facing terraces, the Sky Terrace on the top deck, the Observation Terrace, which leads out from the ship's "quiet space", the Observation Lounge and a Spa Terrace, with four plunge pools.

Hill said *Scenic* was "outstripping competitors" in terms of the range of dining available on *Scenic Eclipse* and the fact that they are all included.

The release also marked the opening of sales of Rediscovery Cruises, which she said provided agents with a "new opportunity".

"It's just a totally different market, there's people who just do these types of repositioning cruises, they actually just want to cruise," she said.

Scenic Eclipse's full range of shore excursions and day-to-day details of the vessel's itineraries were also released.

RCL wraps up a record summer



ROYAL Caribbean Cruises marked *Explorer of the Seas'* final departure from Sydney's OPT for the season on Sat with an event at Circular Quay.

Attended by more than 120 agents, media and staff, the function wrapped up a record-breaking summer cruise season.

"We increased capacity by 17%, introduced two new ships to the region, completely refreshed another, launched a brand new cruise port in Wollongong, and wowed Aussies, Kiwis and more than 50,000 guests from overseas on over 90 different itineraries around Australia, New Zealand, the South Pacific and Asia," Adam Armstrong, managing director,

RCL Australia & New Zealand said.

Pictured at the celebration are: Craig Chisholm, Oz Cruising; Tony Soden, Royal Caribbean; Lauren Farrugia, OzCruising and Emily Cowdroy, Globenet Travel.

HAL beverage pkg

HOLLAND America Line is now offering a new Elite Beverage Package featuring any premium spirits, cocktails, wines, beers, coffees, nonalcoholic beverages, bottled water and sodas up to a value of \$15 each.

The line is also offering a saving of \$5 when its existing Signature Beverage Package is purchased online before departure.



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LEARN MORE



Your mouth will water when you read our comparison of the food offerings on ships homeporting in Australia in the April issue of *travelBulletin*.

CLICK HERE to read **travelBulletin**

Cruise360 conf sessions

CRUISE Lines International Association (CLIA) Australasia has revealed education breakout sessions will be incorporated into this year's Cruise360 Australasia conference and unveiled two new international speakers.

CLIA Australasia md Joel Katz said the sessions were designed to boost agents' business.

"The workshops will cover topics integral to the success of cruise travel agents, such as marketing to millennial travellers, using social media to grow a

business and leveraging personal branding," he said.

Organisers have revealed Seabourn's recently appointed svp global sales and marketing, Chris Austin, has joined the line up and will share his passion for the luxury travel category and his knowledge of trade issues during one of the workshops.

Meanwhile, svp commercial port operations and international for Carnival Cruise Line, Terry Thornton, will also feature in the Cruise360 program.

Radio host and business commentator Ross Greenwood will once again return to the podium as MC of Cruise360.

Cruise360 Australasia will be held at the Hyatt Regency Sydney on 25 Aug and feature keynotes from Jan Swartz, group president, Princess Cruises and Carnival Australia and Larry Pimentel, ceo and pres, Azamara Club Cruises.

CLIA said interest in the event from travel agents is surpassing 2016 levels, but earlybird tickets are still available online, see cruising.org.au.

Crystal redesigns

CRYSTAL Cruises has released details of the most extensive redesigns in the history of *Crystal Symphony* and *Crystal Serenity*.

Both ships will trade several staterooms for penthouses.

Crystal Symphony will introduce two new categories: Seabreeze Penthouse Suite with Veranda (12 new suites added) and Seabreeze Penthouse with Veranda (28 new suites added).

Aboard *Crystal Serenity*, 36 Penthouses and two more Penthouse Suites will be added.

On both vessels, the Crystal Dining room will become Waterslide, offering a new open seating concept, eliminating the format of assigned seating.

The Lido Café will become the Marketplace by day and Churrascaria by night; Chinese-inspired restaurant Silk will be introduced and Silk Road and The Sushi Bar will be rebranded as Umi Uma.

Serenity's Palm Court and *Symphony's* Starlite Club will also be redesigned.

Symphony's drydock is set for 19 Sep-21 Oct, 2017 & *Serenity's* for 14 Oct-10 Nov, 2018.

For more pics, **CLICK HERE**.



Princess Cruises bdm

FRIEDEL Schamrel has joined Princess Cruises as business development manager looking after New Zealand.

He was most recently bdm for Corporate Traveller New Zealand and brings 12 years' cruise experience to the role.

Viking & ETG tieup

VIKING Cruises has revealed a new preferred partnership with Express Travel Group.

Express Travel Group executive general manager Ari Magoutis said the pact has been led by members "who recognise the quality of Viking Cruises product, service and support".

"With this strong endorsement from our membership, we look forward to a mutually successful partnership," Magoutis added.

Empress sails into Cuba



ROYAL Caribbean International has made its inaugural visit to Cuba with the arrival of *Empress of the Seas* in Havana yesterday.

Operating a five-night itinerary from Miami, guests participated on curated excursions throughout Havana, including rides in 1950s classic American cars to the city's most famous locales, such as the old quarter.

"We're thrilled to be a part of Cuba's future, ushering in Royal Caribbean's next big adventure with *Empress of the Seas'* first visit to Havana," said Michael Bayley, president and ceo, Royal Caribbean International.

After returning to Miami, *Empress* will reposition to Tampa, Florida for the cruise line's first

northern summer season sailing from the destination.

During the season she will operate a series of four-, five- and six-night sailings, including day and overnight visits to Havana.

Gregory to MSC

ZACH Gregory has left Carnival Australia and taken up the role of business development executive at MSC Cruises.

Gregory comes from a role as bdm for P&O Cruises and Cunard and was previously bdm for Princess Cruises.

Cunard refurb details

CUNARD'S *Queen Victoria* will feature a new lido sun deck (pictured) & winter garden after its refurbishment next month.

When she emerges on 04 Jun, *Queen Victoria* will sport upgraded Britannia Club Staterooms on decks seven and eight, five completely redesigned Penthouse Suites and a redone Britannia Club restaurant.

CLICK HERE to watch a video.



P&O ANZAC service

P&O Cruises reported a strong turnout by guests at ANZAC Day Dawn Services on board *Dawn*, *Jewel*, *Aria* & *Eden* on Tue.

Veterans and current service members played roles across the ships, before guests viewed ANZAC movies and displays.



KNOWN for his poetic twists and turns, Dr Seuss is taking on a whole new kind of spiral.

Carnival Cruise Line's *Carnival Horizon* will be the first in the fleet to be fitted with a Dr. Seuss WaterWorks.

The water park will be on Deck 12 of the 3,934-passenger vessel – which will debut in Europe next Apr – and offer two different rides.

One option will be inspired by *The Cat in the Hat* and feature an enclosed raft slide with 137 metres of heart-racing loops, while the *Fun Things* ride will be an enclosed 65m body slide for all ages.

Dr. Seuss WaterWorks will also include a tipping bucket patterned after The Cat's hat, along with a splash zone with dozens of water spray toys.

A rendering of the Dr. Seuss WaterWorks is **pictured**.



Sydney celebrates *Muse* launch



SILVERSEA and Monaco Tourism celebrated the christening of *Silver Muse* and the inaugural sailing of the vessel from Monte Carlo with a cocktail function at the Park Hyatt, Sydney last week.

Pictured in the top row are: Adam Davy; Ethan Larkin; Magda Lavender; Craig Owens, Silversea Cruises; Alison Roberts-Brown

and Mathew Butterworth, Monaco Government Tourism Bureau (MGTB).

In the middle row: Leanne Fonagy; Deb Bennett; Amber Wilson and Megan Booker, Silversea Cruises.

In the bottom row: Scott Graham, Silversea Cruises and Emilie Hess (MGTB).

HAL signature exp

HOLLAND America Line has unveiled new culturally immersive signature experiences on select 2018 itineraries from Montreal, Amsterdam, Barcelona, Copenhagen, Rome and Venice.

Each experience includes an evening event and two-night hotel stay with transfers.

NCL entertainment

NORWEGIAN Cruise Line has revealed its entertainment offerings for *Norwegian Bliss*, which include a comedy club.

Musical *Jersey Boys* will head the line-up, along with new a cocktail hour show, *Happy Hour Prohibition - The Musical*.

Hawke on Ponant

FORMER Australian Prime Minister Bob Hawke will be a guest of honour on Ponant's *Le Boréal* Antarctic voyage departing Puntas Arenas on 17 Nov.

He will speak about principles of international control over the management of the polar environments on board the ship.

Capra on Gauguin

CHEF Massimo Capra will join Paul Gauguin Cruises' *ms Paul Gauguin* on its 23 Sep Tahiti & the Society Islands sailing.

Capra will give a lecture and culinary demonstration, along with meet-and-greet photo ops.



CLIA Learning Academy

IT'S been almost two years since the launch of the CLIA Learning Academy. Since then we have seen a large increase in the number of consultants accessing our training modules to further their education and gain their CLIA Accreditation.

However we know that some of you have not taken up the opportunity to explore the content and resources provided as part of your CLIA Membership. To help, we have produced a [short video](#) guide to the academy which takes you through each area of the site, showcasing the learning content available.

We encourage Owners and Managers to take some time out to watch it so that you can also gain insight into what training is available; see how hard your consultants have been working to gain their accreditation; and encourage those that have not yet begun their journey to accreditation to begin now.

For those agents who have recently joined CLIA and are not quite sure how to navigate your way through the CLIA Online Learning Academy and understand all the benefits of your membership, please reach out to us. We will be holding a webinar training session to introduce consultants new to CLIA to the extensive training and resource modules we provide.

To watch the videos, sign up as a member, or contact CLIA - visit www.cruising.org.au.



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Postal address: PO Box 1010, Epping, NSW 1710 Australia

Street address: Suite 1, Level 2, 64 Talavera Rd, Macquarie Park NSW 2113 Australia
P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

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Publisher/Editor in chief: Bruce Piper

Editorial: info@cruiseweekly.com.au

Managing Editor: Jon Murrie

Contributors: Jasmine O'Donoghue, Guy Dundas, Jenny Piper, Matt Bell, Rebecca Le Bas

Advertising and Marketing: Sean Harrigan, Melanie Tchakmadjian advertising@cruiseweekly.com.au

Business Manager: Jenny Piper accounts@cruiseweekly.com.au

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