

CRUISE

WEEKLY



Thursday 10 Aug 2017

Cruise Weekly today

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

Eden's new livery

P&O Cruises' *Pacific Eden* has joined sister ships *Explorer* and *Dawn* in sporting the brand's new Southern Cross livery (pictured).

The vessel is in Singapore for a 12-day drydock which includes updating the Marquee Show Lounge, The Dome, cinema, spa, gym, HQ and HQ Plus and select mini-suites and balcony cabins (CW 03 Jul).



Sydney answer by year end

NSW Minister for Tourism and Events, Adam Marshall, has promised a solution to the cruise infrastructure crisis in Sydney Harbour by the end of 2017, with a working party currently considering a number of options.

Speaking to travel industry reps at an event at Parliament House in Sydney yesterday, Marshall (pictured) confirmed that the "cruise industry in Sydney has almost hit its limit," with current constraints meaning the harbour city cannot easily accept any more cruise ships.

Despite the White Bay Cruise Terminal being available, many newer ships are too large to fit under the Harbour Bridge so an alternative must be found, he confirmed.

The working group is led by former NSW opposition leader and Navy veteran Peter Collins, (CW 11 Jul) and includes



representatives from cruise lines, NSW Ports and several other agencies, he said.

Currently they are looking at "three or four" possibilities and will refine that down to a preferred option in the coming weeks, with the committee due to report back by the end of Sep.

"Before the end of the year we will have a very clear solution...we don't want to keep losing business to Brisbane or Melbourne," the Minister added.

Sojourn to circle Oz

SEABOURN has revealed *Seabourn Sojourn* will sail most of the way around Australia in 2018/19 as part of a series of just-announced "Extended Explorations" sailings.

In Jan, Seabourn president Rick Meadows confirmed there were plans for a Seabourn circumnavigation of Australia (CW 19 Jan), but details of the voyage show *Sojourn* will arrive in Cairns on 05 Dec and head south, making its final Australian call in Darwin on 06 Jan.

A spokesperson for the cruise line told CW Seabourn did not have plans for "a true point to point" circumnavigation.

The itinerary will include maiden calls to Fraser Island, Qld; Coles Bay, Tas; Port Denison, Yampi Sound, Kuri Bay, Hunter River and King Gorge, WA.

The longest Extended Explorations voyage sails from LA to Cape Town - [CLICK HERE](#).

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Viking's local trade focus

VIKING Cruises is focussing its local efforts on the Australian trade, a strategy which has been ramped up since Michelle Black stepped into the role of md Australia & New Zealand last Dec.

"All of our attention is going towards travel agents and working with travel agents that we identify have a strong client base that are in our demographic," Black told **CW**.

"It's educating agents who are strong in river that Viking Ocean is perfect the client that actually enjoys a river cruise."

Black said Viking's ocean offering was modelled on "what people like about river cruising" and the brand would appeal to "a more discerning cruiser".

"Viking ocean offers an alternative for those who maybe don't like some of those elements of the bigger ships," she added.

Backed by head office's recognition of Australia as "a very

important source market", Black plans to increase awareness of Viking Ocean Cruises ahead of the brand's arrival to Australian waters in Feb.

"As far as awareness of Viking Ocean Cruises, we're still at the beginning of that and where we'd like to be," she said.

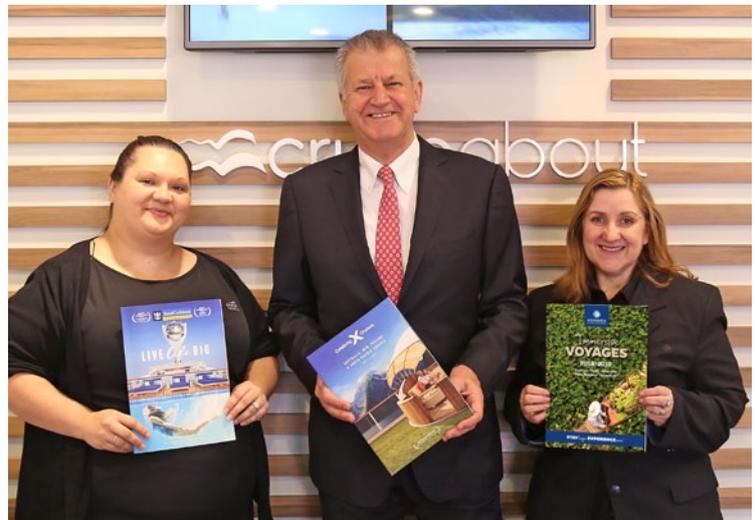
Viking will work to boost recognition of the offering by continuing its "Viking Vor" agent training nights and has recently signed preferred agreements with Express Travel Group and Magellan Travel Group.

The former Scenic exec also highlighted Viking Cruises' practice of paying agents commission on the full selling price as a point of difference.

"We don't carve out taxes, gratuities, anything that's considered non-commissionable," she explained.

"We're the only cruise line that offers that in Australia," she said.

RCL completes brochure set



AGENTS now have access to the full set of RCL Cruises' local brochures, with Royal Caribbean International's new 2017-19 program en-route to trade.

The new-look brochure is packed with fresh additions, including ship comparisons for *Ovation of the Seas*, *Voyager of the Seas*, *Explorer of the Seas* and *Radiance of the Seas*.

"A Typical Day" timetables have been added, with each tailored to a different type of pax, such as thrill seekers and active souls.

It also highlights "Only on Royal" features such as the North Star on *Ovation of the Seas*, Jamie's Italian and the Flowrider surf simulator, along with clearly

setting out what is included in the fare and the optional extras.

"Agent feedback was an integral part of developing this season's brochures," said Peter McCormack, head of sales, RCL Cruises Australia and NZ.

"Our trade partners told us what works for them, and we've responded with beautiful, bold, easy-to-use brochures that will act as incredibly effective sales tools for our agents."

McCormack ducked into Cruiseabout McMahons Point this morning to make sure the team received their full set of brox and is **pictured** with Dannelle Talvi, assistant team leader and Christina Poulos, cruise expert.



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Learn what's on the horizon for river cruising in 2018 in the August issue of *travelBulletin*.

CLICK to read travelBulletin



Coral PNG itinerary

CORAL Expeditions has launched a series of new cruises in Papua New Guinea called Sepik River Scouting Expeditions.

Four seven-night voyages have been scheduled from Feb which venture to the Middle Sepik.

The itinerary will pass through some of the oldest and densest rainforests in the world.

Prices start at \$4,990ppts, for more details, [CLICK HERE](#).

NCLH record results

NORWEGIAN Cruise Line Holdings' reported a better than expected second quarter result with adjusted net income of US\$232.7 million.

Total revenue increased more than 13% to US\$1.3b, which NCLH said came as result of the company having extra capacity from new ships and fewer vessels in drydocks.

NCLH exec vp and cfo Wendy Beck said the group had seen strong booking volume in 2Q17.

The company updated its outlook for 2017 and expects to post record earnings for the year, surpassing the high end of previous guidance.

Cruiseabout's Great Race



REGENT Seven Seas Cruises and Oceania Cruises took a different approach to their training day recently by challenging Cruiseabout team leaders from Queensland to a "Great Race" day in Brisbane.

Teams were tested for their travel prowess, strategic planning and competitiveness by completing a series of physical and mental challenges.

The tasks covered themes including foreign exchange knowledge, country awareness and the ability to obtain help from locals.

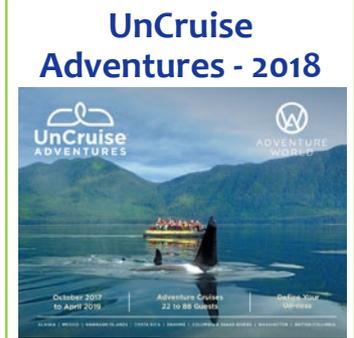
Each team planned their own route in a bid to win prizes such as medals and goodie bags.

Pictured above in the back

row are: Emily Morrison, CA Chermshire; James Sitters, Oceania Cruises; Jessie Burnett, CA Toowong; Nicola Scurr, CA Albany Creek; Jo Tatton, CA Noosa; Jess Miranda, CA Albany Creek; Tim Harrison, CA area leader and Deb Rawlins, CA Garden City.

In the front are: Rachael Mirtschin, CA Hervey Bay; Elsa McLean, Regent Seven Seas Cruises; Charli Brownlee, CA Caloundra and Nigel Letford, CA Live Queensland.

The winning team are **below**: Rachael Mirtschin, CA Hervey Bay; Elsa McLean, Regent Seven Seas Cruises; Charli Brownlee, CA Caloundra and Nigel Letford, CA Live Queensland.



UNCruise Adventures' just-released 2018 schedule and brochure includes a new itinerary on the Columbia and Snake Rivers and an expanded selection of ships in Alaska.

New to 2018 is the deployment of the 99-guest *S.S. Legacy* to Alaska from Apr to mid-Aug, after which it will then sail on the Columbia and Snake Rivers from Aug-Nov.

Five new southeast Alaska itineraries also make their debut in the program, bringing the collection in the region to a total of 10 cruise adventures.

Golf Amadeus 2018

A COLLECTION of Golf-themed river cruises accompanied by PGA teaching golf pro Frank Adamowicz has been unveiled by Amadeus River Cruises.

Eight-day sailings are available on three routes on the Seine, Danube & Rhine, with each including visits to 4 golf courses.

Golf package prices start from \$6,776ppts - [CLICK HERE](#).

AmaLea godmother

TRAVEL industry figure Filomena Andre has been named as Godmother of AmaWaterways' newest European ship, *AmaLea*.

She will christen the 154-passenger vessel during a ceremony in Vilshofen, Germany in May 2018.

Andre's career in the travel industry spans three decades and in 2010 she joined the Automobile Club of Southern California as vp for AAA Travel Products & Services.



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NFS 2018/19 brochure

NATURAL Focus Safaris (NFS) has released its Antarctica and The Arctic brochure for 2018/19, which features a new ship called *50 Years of Victory* which will operate to the North Pole.

The brochure features two new voyages including one to Western Greenland and Disko Bay and another which will navigate the Northwest Passage.

A highlight is the Greenland's Northern Lights sailing, which also takes in Iceland.

Antarctica itineraries remain the same as in 2017, including a number of fly-cruises which save travellers having to sail across the often turbulent Drake Passage.

Vessels featured in NFS' program carry anywhere between 50 and 199 passengers.



CARNIVAL Cruise Line decided to have a bit of fun to celebrate its popular brand ambassador John Heald's 30th anniversary, with a quirky video posted on their website.

Created by Carnival's entertainment team, the video featured a big cardboard cutout of Heald's head which was paraded around the line's office.

The video also featured a number of video messages to Heald, including by Carnival president Christine Duffy.

Staff can also be seen taking the mickey out of the larger-than-life cut out.

[CLICK HERE](#) to view the video.

WA Cruise Exchange a hit



KEY cruise line execs & ground handlers descended on Crown Towers Perth late last month for Tourism Western Australia's fourth WA Cruise Exchange.

The event included business-to-business appointments, exposing 21 cruise-ready products and regional port destinations to reps from some of the industry's major players.

Attendees also took part in a two-day familiarisation trip to Exmouth on the Coral Coast, which included experiencing the world heritage-listed Shark Bay and Ningaloo Reef – the largest fringing reef on Earth – and Cape Range National Park.

Pictured with "Kinky" the whale shark in Exmouth are: Leah Thompson, Great Southern Rail; Matthew McKeown, Carnival Australia; Ben Knaggs, Ningaloo Visitor Centre; Toby Biddick and Jeff Barnard, Abercrombie & Kent; Anne Hope, Cruise & Maritime Voyages; Courtney Brooks, Royal Caribbean Cruises; Debbie Ferguson, Exmouth Diving Centre; Tina Nguyen, AOT

Group; Christine Cole, Tourism WA; James Coughlan & Stephen Rivera, InterCruises Shoreside & Port Services; Michael Mijhalov, Carnival Australia; Martin Bidgood, InterCruises Shoreside & Port Services; Tyler Wood, Bob Wood Cruise Group and Kristy Bryan-Smith, from the Ningaloo Visitor Centre.

NCL 2nd pax 50% off

BOOKINGS for a balcony stateroom & above on *Norwegian Jewel's* inaugural local season will receive 50% off the second passenger fare - [CLICK HERE](#).

Cruise at APAC RM

THIS year's APAC Revenue Management Summit will include talks from Matthew Rutherford, vp revenue & deployment, P&O Cruises & Cunard, Carnival Australia, and Tony Soden, key account manager of RCI, Celebrity Cruises & Azamara Club Cruises.

The event will be held 29 and 30 Aug at Rydges Melbourne.



ACA Conf set to shine

WITH only four weeks to go until the 21st ACA conference begins in Mooloolaba, it is time to get those registrations in if you haven't already done so.

Themed "Together Towards Tomorrow," the event will be held from 06-08 September with local Channel 9 news presenter, Andrew Lofthouse, as emcee.

A stellar line-up of speakers will take the stage including US-based Bruce Krumrine, vp of shore excursions for Princess Cruises, Holland America Lines, Seabourn and P&O; Steve Odell, senior vp and md Asia Pacific for Norwegian Cruise Line; Matt Grimes from Viking Cruises; Sarina Bratton, chair, Asia Pacific for Ponant Yacht Cruises and Expeditions, and Tammy Marshall, founder of innovation & change management consultancy, The Bhive.

Each year, our Association also pays tribute to a philanthropic organisation operating in the conference location. Our aim is to generate awareness for entities making a difference to our world and our communities.

In 2017, we are delighted that Anna Marsden, md of the Great Barrier Reef Foundation, will speak on their work which is dedicated to raising awareness and funding for scientific research essential to the protection & restoration of the Reef.

Social activities include Paddock to Plate experiences and visits to Noosa, Australia Zoo and sea-kayaking. The Gala Dinner will be held at the famed Spirit House – all of which will showcase the beautiful destination.

Reservations can be made via our website at www.australiancruiseassociation.com.

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