

CRUISE

WEEKLY



Thursday 06 Jul 2017

Cruise Weekly today

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

MSC Cruises options

MSC Cruises has unveiled a new complimentary destination assistance service and 19 new shore excursions in the Med.

The Port Info desk debuted on *MSC Meraviglia* and offers personal, tailored advice on what to see, where to visit and how to get there and will help in booking local transportation.

There are plans to extend the Port Info desk to all MSC's ships.

MSC Cruises has also added 19 new shore excursions in the Mediterranean, five of which are exclusive to *MSC Meraviglia*.

The new additions have been developed for families and food lovers and include a tour of Pompeii and baking Neapolitan pizza in Naples.

Cruiseco names new ceo

AMANDA McClelland will join Cruiseco as ceo towards the end of Jul, replacing cruise veteran Steve Lloyd (*CW* breaking news).

Lloyd has held the role since the company's foundation in 2000 and confirmed to *CW* he would consult for the business until everything is handed over, with no time limit currently placed on the transition.

McClelland joins from P&O Cruises Australia, where she was director of customer sales and services as well as director for business improvement.

"After a long search which attracted a number of excellent candidates we are delighted that Amanda has accepted the role" Cruiseco chair, Kevin Dale said.

"Cruiseco is 100% engaged in the cruise sector so to continue Steve's work with someone that has not only clear business acumen but also a professional

and personal passion for cruising is fortunate indeed."

Lloyd echoed Dale and said he was more than happy to be passing the mantle to McClelland.

"It is important to me that Cruiseco remains totally focussed in delivering original and innovative cruise product and I have absolute confidence that this will happen under Amanda's management," he said.

Tripaway committed

ASSOCIATE member of Helloworld Travel, Tripaway Cruise & Travel will move its five retail stores to the fully branded network of Helloworld Travel and will re-sign its corporate store in Palm Beach Qld to the Helloworld Business Travel network.

Tripaway Cruise & Travel is based on the Gold Coast and in the Tweed Valley.

Viking 2019 Egypt

VIKING Cruises has opened bookings for its 2019 Egypt sailing, offering 40 departures from Jan-May and Aug-Dec.

The cruise line warned due to the launch in May of a new itinerary and a new ship, *Viking Ra*, the recently released 2018 departures have almost sold out.

"This product is selling itself," Michelle Black, md of Viking Cruises Australia and New Zealand said.

"Any travel agent talking to a customer who is interested in travelling in 2019, should lock it in now as our new all suite river ship is in high demand and we expect the 2019 season to sell equally as fast," she added.

The 48-pax *Viking Ra* will operate the 12-day Pharaohs & Pyramids itinerary, which includes a three-night hotel stay in Cairo, followed by a roundtrip seven-day sailing from Luxor, priced from \$7,795ppts on 03 May.

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Virgin Voyages ‘the best’

THE six cruise vessels planned by the fledgling Virgin Voyages cruise line “won’t be the absolute biggest, but they’re going to be by far and away the best cruise ships out there,” according to founder Sir Richard Branson.



Speaking to *CW* on board this week’s Virgin Australia inaugural flight from Melbourne to Hong Kong, Branson (pictured at an event in Hong Kong last night) said while it would be some years before the first ship launched, “it’s going really well”.

He is going to Italy in a couple of months’ time to lay the keel for the first vessel which will be “very Virgin, with lots of style,” he said.

“I’ve never been interested in going on a cruise ship myself, so we’re trying to create the kind of

cruise that myself and my friends would want to go on.

“I think that hopefully that will mean other people will join us.”

Branson wouldn’t be drawn on the details of the 2,800 passenger vessel,

but said “there are things about cruise ships that I think are pretty horrible - massive buffets, queues of people, huge dining rooms...

“We’re going to do something different,” he promised.

“We have these wonderful people who work for Virgin who can create magic, and they are creating magic with cruise ships,” Branson added.

The first ship in the Virgin Voyages fleet is scheduled to arrive in Miami in 2020, and will offer a range of seven-day Caribbean itineraries.

Crystal Bach’s culinary offerings



CRYSTAL River Cruises has revealed details of the culinary offering which will be on board its first “Rhine Class” river yacht, *Crystal Bach*, debuting in Aug.

The vessel will feature the main dining room aboard Crystal River vessels, Waterside Restaurant, along with the relaxed Bistro Café and Vintage Room, which will serve farm-to-table, Michelin-inspired cuisine.

Food served on board will reflect the local fare and be sourced from local producers, including sturgeon caviar from Eindhoven, river crawfish from the Rhine and German green split pea soup with smoked duck.

A new selection of vegetarian

dishes will also be served and coffees and teas by Julius Meinl.

Guests will also have the opportunity to partake in exclusive dining experiences at Michelin star-awarded restaurants in select destinations, with each 2017 itinerary featuring at least one, the first of which will be complimentary.

Crystal Cruises said *Crystal Bach* would be the river cruising industry’s first all-balcony, all-suite design with every category of accommodation to be perched above the waterline.

Crystal Bach will sail along the Rhine, Danube and Main rivers.

An artist’s concept of Waterside is pictured.



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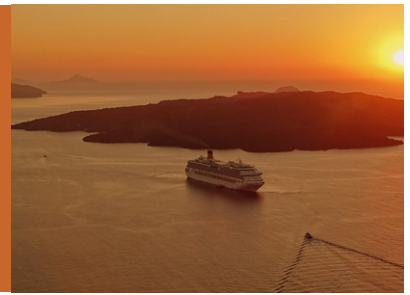
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AGENT UPDATE

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Find out the latest results of the cruise survey in the July issue of *travelBulletin*.

CLICK to read
travelBulletin



TravelManagers visit Noordam



HOLLAND America Line invited 24 of TravelManagers' personal travel managers to have a look around *ms Noordam* during the ship's recent visit to Sydney.

The group had the opportunity to experience the ship's facilities, walk around and see the entertainment and activities and enjoy a meal.

Personal travel manager Janice Lee, representative for Surry Hills, said the experience made it much easier to describe in detail the cruise experience that clients could expect.

"It also makes it easier to gauge whether this particular ship is the right match for them."

Pictured in the back row are: Janice Lee, Angharad O'Malley, Ric Pattaro, Louise McCarthy, Jerard Kelly, Michelle Pelley, Sharleen Wright, Kerry Reading, Leisa Burdette, Irena Bryant, Adele Leathan, Kelly Chapman, Julie Anderson and Julia McLean. Middle row: Sue Kuti, Jan

Musgrave, Maria Furnari and Olive & Aaron Loss.

Front: Carolyn Burgmann, Zoe Hemming, Matt Halloran and Julianne Gazal-Rizk.

Absent from photo: Peter Carmichael, Laurin Taggart, Penny Stansfield and Jane Fowler

Celestyal extension

THE charter of Celestyal Cruises' *Thomson Spirit* to Thomson Cruises has been extended by one year.

Under the deal, the ship will operate as a Thomson Cruises vessel until Oct 2018 with all services provided by Celestyal Cruises through its ship mgmt subsidiary, Optimum Ship Management Services SA.

Celestyal Cruises ceo Kyriakos Anastassiadis said Thomson Cruises had been a partner for over two decades, "and we look forward to extending our relationship further".

Fincantieri eco deal

SHIPBUILDER Fincantieri has inked a deal with GE Power to co-develop a new Shipboard Pollutant Removal System for cruise vessels.

The technology will help control emissions to be compliant with marine pollution authority MARPOL's more stringent emissions limits directive that will be effective by 2020.

Fincantieri has orders for ships from Carnival Corporation, which this week came under fire following a report on UK television show *Dispatches*.

The show tested the air on the deck, downwind of, and directly next to funnels of P&O UK's *Oceana* and the report has since been heavily criticised.

Carnival was contacted by **CW** but did not respond by the time of publishing - comments from CLIA Australasia on **page four**.

New Cyprus port

A TERMINAL capable of handling the largest operating cruise vessels will open this northern summer at Cyprus' DP World Limassol port.

The facility consists of seven pods with an internal area of 7,000m² and includes three 400 metre berths.

The terminal is **pictured**.



Ponant info sessions

PONANT is holding information events in Melbourne (01 Aug), Brisbane (02 Aug), Sydney (07 Aug) and Canberra (08 Aug).

Sessions will be held at 2pm and 6pm and expedition leader Aaron Russ will be a guest speaker at each event.

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Do you have the *Cruise Weekly* app?



CARNIVAL Cruise Line has found the perfect way to thank US troops for their service by producing burgers with kind words printed on their buns.

The cruise line hosted US military troops during a backyard barbecue-themed event at the base in San Diego, serving up burgers with a laser printed message.

Americans were encouraged to show their appreciation on social media using the hashtag #ThankYouBurger and these messages were sent in real time to a tech-enabled grill.

In recognition of the 15,000 thank you messages transmitted, Carnival donated \$25,000 to the organisation.

Carnival Vista godmother Deshauna Barber - the first woman serving in the US Military to be named Miss USA - joined Carnival chief maritime officer William Burke and operation homefront ceo John Pray in serving over 2,000 "Thank You Burgers".

A serviceman with Carnival Corporation chairman Micky Arison's message printed on his burger is pictured.



Agents gain an edge with Celeb



CELEBRITY Cruises' UK & Ireland senior training manager, Leon Hand hosted a group of Sydney agents to a masterclass earlier this week.

The event was designed to help agents understand Celebrity's point of difference and appeal and learn about the Solstice Class' offering for foodies and its Galapagos presence.

Agents were also trained on the line's newest ship, *Celebrity Edge*, which will debut in Dec 2018.

Agents are pictured at Tue's event with Celebrity Cruises training manager Leon Hand.

Argentina flushes fee

ARGENTINA'S reciprocity fee for Australian citizens entering the country has been suspended.

Chad Carey, co-founder of Latin America specialist Chimu Adventures said "demand for Argentina has been booming for us and the fee suspension will only reinforce this trend".

Chimu Adventures offers small ship cruises in the region.

Majestic in China

PRINCESS Cruises' newest addition *Majestic Princess* has completed its 37-day journey to Xiamen, China.

The vessel will arrive at its Asia homeport of Shanghai on 09 Jul, where it will be officially named and will depart on its first cruise from the destination on 11 Jul.

Majestic Princess will be deployed to Australia from Sep 2018 to Mar 2019, sailing from Sydney and Auckland.

It will offer voyages from six to 13 days in length calling into New Zealand, Tasmania, Fiji and other islands in the South Pacific.

Hurti last minute deal

BENTOURS and Hurtigruten are running a last minute sale on select Jun-Nov expeditions.

Included in the deal is the 15-day The Ultimate Fjord Expedition in the Arctic, which ventures from Reyjavik to Bergen and is priced from \$8,380pp departing 06 Sep.

Solo travellers who book by 31 Jul will also avoid a single supp.



Myth busting

IN A world of the 24-hour news cycle, it's important that our agent members have factual answers to their customers' questions. CLIA's role includes helping to educate agents on how best to address these questions.

Recent media stories have singled out the cruise industry when reporting on emissions.

Environmental sustainability is at the heart of the cruise lines' economic model. As an industry that forms less than 1% of the global maritime community, we are proud to be leaders in developing responsible environmental practices and innovative technologies that lead the world's shipping sector in reducing emissions and waste.

We take our environmental commitment very seriously and will continue to focus on improvement in this area as a priority.

Many cruise lines exceed environmental regulatory requirements in a number of areas and continue to work closely with regulators around the world.

CLIA Cruise Line members are leaders in the maritime sector in controlling air emissions and in the development and deployment of Advanced Waste Water Treatment Systems.

For more facts and information about the industry's commitment to the safety and wellbeing of our passengers and crew, visit www.cruising.org and follow the links to Cruise Forward.

