

CRUISE

WEEKLY



Thursday 29 Jun 2017

Cruise Weekly today

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

Medallion to Aus

PRINCESS Cruises' Ocean Medallion will be made available in Australia on *Golden Princess* from Nov 2018.

The cruise line revealed *Golden Princess*, *Crown Princess* (Nov 2018) and *Ruby Princess* (Jan 2019) will be the next three ships to be fitted with the technology.

"With the addition of *Golden Princess* to the fleet of Medallion Class ships, we will make available a more personalised holiday to guests sailing in and around Australia," said Jan Swartz, group president, Princess Cruises and Carnival Australia.

Regal Princess, *Royal Princess*, *Caribbean Princess* and *Island Princess* will be the first four vessels to sport the new tech.

Swan Hellenic, VOD payouts

MORE than \$1 million is set to be paid to Australian travel agents hit by credit card chargebacks in relation to the collapse earlier this year of the parent company of Swan Hellenic and Voyages of Discovery (CW 05 Jan).

British company All Leisure Group ceased trading just after Christmas, disrupting the travel plans of more than 13,000 consumers.

Many of them were from the UK, with about 400 of those on trips at the time repatriated at no cost under the UK Civil Aviation Administration's Air Travel Organiser's Licensing (ATOL) consumer protection scheme.

Forward bookings for passengers on cruises departing from the UK were financially protected by the Association of British Travel Agents (ABTA) - but that protection initially did not extend to bookings made through

Australian travel agents.

Australian Federation of Travel Agents ceo Jayson Westbury has been lobbying on the issue for months, and yesterday confirmed that 308 claims had been lodged on behalf of the local industry which was hit heavily by credit card chargebacks after the failure.

ABTA will make the payouts in the coming weeks, he said.

MEANWHILE, similar collapses in the future will have much less impact on agents in terms of credit card chargebacks, with the launch yesterday of the AFTA Insolvency Chargeback Scheme (AICS) (*Travel Daily* yesterday).

Agents who have their credit cards processed by an AICS participating merchant provider will be protected by the scheme via a small levy included in the merchant fee - for more details and to register, see the website at www.afta.com.au/aics.

Nat Geo Quest delay

LINDBLAD Expeditions' new vessel *National Geographic Quest* was damaged while it was being launched and its 08 Jul and 15 Jul sailings have been cancelled.

On 14 Jun during the launch operation the vessel slid from the ramp and the aft section was grounded, damaging one propeller and rudder.

In a letter to affected guests, founder Sven Lindblad said "At first this seemed like fixable damage within the time frame required to repair but we have now learned that the damage is more severe," noting "we still do not know exactly how long it will take to fully repair".

Affected guests can transfer to another sailing in 2017 or 2018 and receive a 50% reduction in the cost of the new fare, or opt for a full refund and a \$2,000pp contribution for a future voyage.

Lindblad will issue a more detailed statement on Tue.

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Celebrity Edge's Eden unveiled



CELEBRITY Cruises' new ship *Celebrity Edge* will feature a three-story garden-inspired restaurant, bar and lounge called Eden when it debuts in Dec 2018.

The venue has nearly 650m² of outward-facing glass and will offer different experiences depending on the time of the day.

In the morning, Eden will be a place of relaxation, where guests can partake in yoga, or visit the cafe and in the afternoon the venue will host enrichment seminars including wine tastings, cocktail-making classes and performances from musicians.

At sunset the space will transition into "Eve at Eden", and the Eden Restaurant will serve "a choreographed series of experiential culinary temptations to surprise and delight".

After dinner passengers can relax on Deck Five at Eden Bar, which features the "Library of Plants" - a 5m tall vertical garden.

Other highlights of the venue are a 90-metre ramp which wraps around the space and hanging plant pillars.

Celebrity Edge will homeport in Fort Lauderdale, Florida.

Renders of Eden are **pictured**.



Travelmarvel Russia

TRAVELMARVEL has released its 2018 Russia brochure which introduces the *MS Kronshtadt* river ship on three full charters.

The 11-day Treasures of Russia Cruise is the lead-in itinerary, priced from \$5,795ppts and sails from St Petersburg to Moscow via Lake Lagoda, Lake Onega, White Lake, the Volga River and the Moscow Canal.

Guests can extend their stay with a pre-cruise three-night stay in Helsinki to create the 14-day Treasures of Russia & Helsinki, priced from \$7,195 per person twin share.

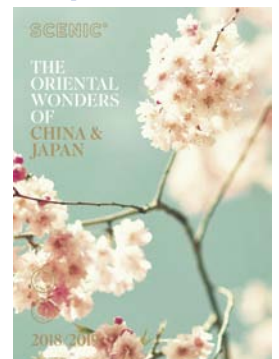
Tops for call centre

PRINCESS Cruises was named by Australian travel agents as the top cruise line for call centre service in *Cruise Weekly's* 2017 Cruise Industry Survey, not P&O Cruises as we reported in May.

The error appeared in data supplied to *Cruise Weekly* and has since been corrected.



Scenic - China & Japan 2018/19



SCENIC'S 2018/19 China and Japan brochure has packed in a range of tour & cruise combos.

New to the season is the 12/14/25-day North Asian Odyssey which includes a Yangtze River cruise on the *Yangzi Explorer*.

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AGENT
UPDATE

Thursday 29 Jun 2017



MOVE over the humble, flightless Kiwi.

A flock of ducks on New Zealand's Lake Taupo is proving to be the latest tourism hit based on the bird's abilities to swoop upon morsels of bread offered up by tourists.

Each day up to a dozen ducks will fly alongside a cruise vessel and pluck offerings from the hands of tourists, *Stuff* reports.

Achieving speeds of 30kph, the birds are reportedly showing a preference for white bread with some tourists professing it's the highlight of the cruise on a cloudy day.

The cruise operator said it would consult with the DOC and look into producing its own "duck bars" to feed the birds.

Port Douglas visits

THE number of cruise ship visits to Port Douglas is expected to nearly double in the next two years, compared to this year.

Tara Bennett, executive officer of Tourism Port Douglas and Daintree (TPDD) said ship arrivals would climb to 36 in 2018-19, up from 20 over the past year.

"Port Douglas is well-situated in terms of the growing interest in the Asia-Pacific region and we have had excellent feedback from cruise companies and individual tourists on the welcome they receive," Bennett said.

HAL vp promotion

HOLLAND America Line has promoted Paul Grigsby, a 17-year veteran of the company, to vp revenue planning and analysis.

Based in Seattle, he becomes responsible for revenue, business intelligence, planning, forecasting and analytics.

Grigsby was most recently senior director, revenue planning.

The Joy of a christening



NORWEGIAN Cruise Line has christened *Norwegian Joy*, its first ship designed for the Chinese market, in a ceremony held on board in Shanghai.

There were multiple performances by the ship's godfather, singer songwriter, music producer, actor and film director, Wang Leehom.

A highlight of the event was when Leehom joined NCL execs and govt officials in smashing bottles of champagne against the side of a replica ship hull, which released an oversized bottle of champagne that shattered against the ship's actual hull.

Norwegian Joy's christening

marks the end of a month-long grand inaugural tour where she has been showcased at the ports of Singapore, Qingdao, Shenzhen and Hong Kong.

Pictured above: Chinese pop musician Wang Leehom performing on board the ship during the christening.

MSC Cruises appoints

MSC Cruises Australia and New Zealand has appointed Leisa Chell as marketing manager.

Chell was previously gm Australia and Southeast Asia at Big Splash Media and in her new role will work alongside current marketing mgr Donna Anderson.



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Viking's new itinerary

VIKING Cruises has released a new itinerary departing Jan-Mar 2019, a peak period for aurora borealis sightings.

The 13-day In Search of the Northern Lights sails between London and Bergen on the 930-passenger *Viking Sky*.

Captain Cook combo

CAPTAIN Cook Cruises and Sydney's Taronga Zoo have teamed up to offer a Zoo and Whale Watching Cruise Combo deal operating daily until 01 Nov.

Tickets are \$99 per adult and \$55 per child.

Ventus Australis floated out



AUSTRALIS' new vessel *Ventus Australis* has been floated out of the Asenav shipbuilding yard in Chile and into the Calle Calle River (pictured).

Work will now commence on the ship's interior fittings, generators and main engines ahead of its 02 Jan 2018 launch.

Ventus Australis will offer four-night cruises between Ushuaia, Argentina & Punta Arenas, Chile.

Rixon jumps to AFTA

AMANDA Rixon has left CLIA Australasia to join AFTA in the newly created role of industry partnership executive, where she will oversee the AFTA Insolvency Chargeback Scheme initiative.

RCL appointment

RCL Cruises has named Belinda Osmic as business development manager for Azamara Club Cruises Australia and NZ.

Osmic was most recently trade training executive for RCL Cruises Australia and New Zealand and replaces Steve Garside, who is moving back home to the UK.



Hotels take to the seas

THERE has always been an interesting relationship between the cruise industry and the accommodation sector.

Some hotel groups have found cruising to be an unwelcome "bedfellow" providing revenue competition. This thinking has been encouraged by some of the industry associations which are overly protective of the traditional hotel room income.

More progressive hoteliers have viewed the cruise industry as an opportunity worth embracing and have enjoyed the resulting benefits that a pre- or post-cruise stay can bring them. We often hear stories of international travellers combining a land based stay and a cruise experience deeming them highly complementary.

We have also seen cruise lines play a critical support role around attractions. Not only do they bring extra attendees to the Australian Open tennis in Melbourne or Dark MOFO in Hobart but also provide overflow accommodation options. Forward thinking state tourism organisations welcome this opportunity.

As such it was exciting to see the news this week that luxury accom provider, Ritz-Carlton, is launching a high end yacht collection slated to enter the US cruise market in 2019.

Finding that many of their guests were also cruise passengers, the group decided that the offering made perfect sense. They also believe that the luxury cruise market is on a growth curve and the Ritz Carlton Yacht Collection will fit perfectly into that space.

We welcome this hybrid approach and hope to see similar activity in this market in the years to come.

CruiseAway by Dreamlines

Product Marketing Manager - Gold Coast

Dreamlines Australia, located on the Gold Coast, is the Australian branch of global online cruise retail company Dreamlines GmbH based in Hamburg, Germany. This exciting online travel company operates in seven countries around the world and is dedicated to a global growth strategy. Dreamlines trades in Australia as CruiseAway.

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