

CRUISE

W E E K L Y



www.cruiseweekly.com.au

Thursday 23rd November 2017

Cruise Weekly today

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

Silver Cloud issue

SILVERSEA Cruises' *Silver Cloud* has turned back on its maiden expedition voyage due to a mechanical failure.

Silversea ceo Roberto Martinoli said the problems occurred Mon night and *Cloud* had safely returned to Puerto Madryn to perform the necessary repairs.

"All guests are safe and comfortable onboard and will be repatriated as soon as possible," he said.

Cloud's next cruise is set to go ahead as scheduled.

The vessel was on its first expedition sailing following a US\$40m transformation into an ice-class expedition ship.

CLIA launches River Cruise Conference

CRUISE Lines International Association (CLIA) has revealed it will hold the inaugural CLIA River Cruise Conference and Destination Forum for travel agents from 10-15 Apr 2018.

The event will be held in Ho Chi Minh City in Vietnam, followed by a cruise on the Mekong River.

CLIA Australasia md Joel Katz said the conference aimed "to put river cruising further on the map amongst our agent community, and educate CLIA travel agent members about the product available (with a strong focus on Asian experiences), and how agents can match their clients to the most suitable river product in that region".

The association is holding the event in response to a surge of river ships being built for Asian waters, with river cruising on the continent offering "accessibility to some of world's most exciting



destinations," Katz told **CW**.

"This combined with the growth in (worldwide) demand for river cruising allows agents selling river cruise to really benefit from the variety of holiday choices for their customers and being able to offer (repeat) river cruisers new experiences," he continued.

The Destination Forum will provide and educate attendees on what the different destinations such as Vietnam, Cambodia and

others have to offer.

"Our river members are an important constituency, and as interest in river cruising continues to grow CLIA is delighted to expand our events program with new and exciting opportunities to educate and inspire our travel agent partners," Katz said.

Earlybird tickets are available at AU\$195.00 per delegate.

For more information, see the column on **page five**.

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CCL's rejigs shopping



THE shopping experience on board Carnival Cruise Line's fleet is being transformed, with renovated spaces & new items.

Fresh offerings available across the fleet include fine jewellery manufacturer Effy on 12 ships, jewellery retailer Swarovski on 25 ships & watch retailer TAG on 24 vessels.

Pandora will also be on 10 ships, Invicta (25 ships), Victoria's Secret (22 ships) and Mexican-themed retailer Los Cincos Soles (four ships).

CCL vp retail William Butler said the refresh was the result of months of research.

"We're committed to enhancing every aspect of our operations – which includes, of course, onboard

shopping – and our expanded and enhanced retail offerings provide guests with an opportunity to enjoy some 'retail therapy' and take home a unique and memorable keepsake from their Carnival vacation," he said.

Over the past year, Carnival has redone the shopping outlets on *Carnival Sensation*, *Carnival Elation*, *Carnival Conquest* and *Carnival Valor* with *Carnival Victory*, *Carnival Fascination*, *Carnival Legend* and *Carnival Paradise* scheduled for retail refurbs in the coming year.

When *Carnival Horizon* debuts in 2018, it will feature the line's largest & most diverse shopping experience.

TTC releases Agent Academy course

THE Travel Corporation, parent company of Uniworld Boutique River Cruise Collection, has released a TTC Agent Academy course covering Trafalgar, Contiki, Insight and Uniworld.

Four modules are designed to highlight TTC's "diversity of immersive travel experiences" and to help agents to achieve satisfied clients, repeat business, increase their earning potential and profitability.



WIN!



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CRUISE WEEKLY
travelBulletin
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Tix to The CLIA's on sale

TICKETS to Cruise Lines International Association (CLIA) Australasia's 17th Cruise Industry Awards dinner are now available.

To be held on 24 Feb at the Star Event Centre Sydney, the night will recognise and reward the outstanding achievements of member agents.

Dubbed the industry's "night of nights", the event's MC duties will go to *Sunrise* newsreader Natalie Barr for the first time.

"The CLIA awards dinner is the biggest night on the cruise calendar," said CLIA Australasia & Asia managing director Joel Katz.

"It's a chance for our member agents, cruise lines and partners to don their finest and celebrate a big year of cruise amongst their peers, while also acknowledging all the hard work that goes into making our industry a great success," he said.

A total of 20 awards will be presented on the night including Cruise Agency of the Year, Online Agency of the Year, Homebased/Mobile Agent of the Year (Broker



in NZ) and Cruise Consultant of the Year.

Several categories are open to nominations - [CLICK HERE](#).

all new & exclusive

Coast to Coast departures

fr \$8,569 pp

New release 2018 coast to coast cruise sector packages have hit Australian shores. Accompany your cruise voyage with a journey across Australia on board the Indian Pacific, or discover Australia's Red Centre. With Holidays of Australia & the World, it's your choice.

Holidays of Australia & the World

Black Friday in Oz

THE American tradition of Black Friday sales is taking hold in Australia with a number cruise lines offering deals.

Savings of up to 30% plus up to US\$400 onboard credit per stateroom are available on select Royal Caribbean International departures.

European Waterways are also offering 30% off whole-boat charter prices for six-night cruises on three of its luxury hotel barges.

*A spot on the
MS Roald Amundsen*

[CLICK HERE FOR MORE INFO](#)



BENTOURS

SCANDINAVIAN SPECIALISTS



HURTIGRUTEN

CRUISE



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FACE-2-FACE: Andrew Perry

BUSINESS development manager VIC/ACT P&O Cruises and Cunard.



1. What motivates you in your career?

What motivates me most is sharing my cruise experience with our travel agents, especially those who have never cruised before, and in turn, giving them the tools to excite their clients about cruise.

2. Most common assumption people make about your job?

Depends who you ask! Perfect strangers think I spend all my time on cruises and trips, travel agents think I spend my day fixing issues.

3. What is the key to building great relationships with agents?

Always entering a store with respect and a smile first and foremost. Understanding what is faced on the frontline, helping where you can, and where you can't, giving someone the understanding as to why and enough info to pass onto their clients.

5. My next cruise will be?

The Norwegian Jewel from Sydney cruising over to New Zealand with the family in Jan next year.

6. What is your advice for up-and-comers?

If being a rep is something

you're interested in, come and spend a day with us!

Know your product inside out before you go for the interview and exploit your strengths. Showing a business how marketable you can be as a rep will make you invaluable.

8. When not at work, how do you spend your time?

Prior to working at P&O Cruises/Cunard, I was a professional singer.

I toured with musicals in Australia and then worked on ships for eight years.

I still sing and perform regularly in Melbourne, when I have the time.

9. Celebrity you'd like to cruise with?

I find Stephen Fry fascinating. I wouldn't get to do a lot because I'd be asking so many questions.

10. Favourite thing to do in port?

I love to SCUBA dive and snorkel, but sometimes when I get the chance, I just put on some good music and walk around, people watch and explore.

Learn the highlights of the cruise summer season in the November issue of *travelBulletin*.

CLICK to read *travelBulletin*



PTMs on Panorama II



FOUR TravelManagers recently kicked back on an eight-day famil, sailing on Variety Cruises' 25-cabin motorised sailing yacht *Panorama II*.

The Glories of Spain & Portugal itinerary took the team on a trip from Malaga to Lisbon, hosted by Aaron Russ, general manager for Wild Earth Travel, Australia and New Zealand representative of worldwide small ship and

expedition cruising.

It was the PTMs' first small ship sailing experience and a highlight was a day excursion to Granada, where the agents took in the architecture and series of palaces and gardens of the Alhambra.

Panorama II's Captain is pictured with TravelManagers' PTMs Lisa Metzl, Lana Kanchik, Vicki O'Dea and Di Yates (in the front row).

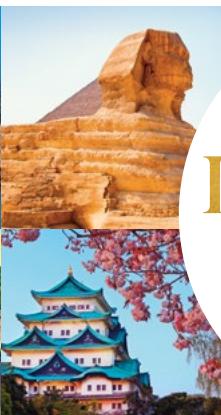
Carnival ups capacity in Mexico

CARNIVAL Cruise Line will expand capacity on its short cruise program from Galveston and New Orleans to Mexico from 2019.

From May 2019, *Carnival Dream* will begin sailing on four- and five-day cruises to Mexico year-round from Galveston, while *Carnival Valor*, currently based in Galveston, will shift to New Orleans to begin year-round four- and five-day cruises.

The four-day weekend cruises will visit Cozumel, while five-day voyages will call at Cozumel and Progreso.

Some five-day itineraries departing from Galveston will feature Cozumel and Costa Maya.



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Crystal Bach gets festive



SANTA'S elves were out in force aboard *Crystal Bach* in Europe last week, fitting out the 110-passenger river ship for a very festive winter season.

Christmas is a strong tradition with Crystal, with the same crew also decorating *Crystal Mahler* and *Crystal Mozart* in Europe before heading to Dubai to work their magic on one of Crystal's ocean ships too. These pics showcase some of the interior features of *Crystal Bach* which cruises the Rhine right through until early Jan.

The bar in the ship's Palm Court Lounge is pictured above, while right, Barry and Anne Rogers of Wingsaway Travel are shown enjoying the festive ambience.



Pictured left is Elena, *Crystal Bach*'s on-board sommelier, showcasing some 2006 Dom Perignon served during a special wine-paired lunch in the ship's Vintage Room.

And below - not quite so festive but certainly fabulous is the *Crystal Bach* pool at the rear of the ship.



Heated, with an in-built swim jet, it's an ideal place to relax after a hard day exploring some of Europe's charming villages.

One Ocean tees off

ONE Ocean Expeditions has launched a special cruise departure allowing travellers to explore some of Canada's top golf courses.

The company is better known for its polar voyages, but this latest innovation sees *One Ocean Navigator* (*Akademik Ioffe*) explore Canada's east coast on a cruise titled "Fiddles and Sticks".

The trip takes in Nova Scotia, Prince Edward Island and smaller islands in the fast Gulf of St Laurence.

Rounds of golf will be played at the Ben Crenshaw-designed Cabot Cliffs at Inverness; The Links at Crowbush on Prince Edward Island; Cabot Links; and the historic Highland Links in Ingonish which dates back to the 1930s.

There will also be a round at Quebec's tiny Magdalen Island.

The eight-day voyage includes green fees, all meals on board, packed golf lunches and a comprehensive program for non-golfers - 1300 368 123.

Ovation return

FREMANTLE will be the first port of call for the return visit of Royal Caribbean's *Ovation of the Seas* when the megaliner docks on 29 Nov.

The return visit with 4,800 guests aboard marks the start of the vessel's second, longer season in Australian waters and coincides with the 10th anniversary of Royal Caribbean cruising down under.

The ship will arrive in Sydney on 07 Dec.

Silversea solo deal

SILVERSEA Cruises is offering single travellers no single supplement on select itineraries in 2018.

Voyages included in the deal are an 18-day sailing from Sydney to Singapore on 03 Jan; a 14-day Phuket to Ho Chi Minh City on 16 Feb; 13-day Ho Chi Minh City to Hong Kong on 02 Mar; 10-day Hong Kong to Nagasaki on 15 Mar and 23-day Ushuaia roundtrip to Antarctica dep 23 Jan.



PONANT are the world leader in luxury expeditions with a wide range of itineraries spanning the globe from the Arctic to the Antarctic. Already featuring the youngest fleet of ships in the world, PONANT will be adding 4 more small luxury expedition ships during 2018 and 2019 each featuring a world-first - a multi-sensory underwater lounge. Due to expansion, opportunities exist to join them in three newly created roles.

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MSC discounts

MSC Cruises is offering passengers the chance to receive up to 50% off dining experiences when they pre-book their meals online.

Guests can take advantage of the offer up to two days prior to their departure date.

To view the full range of deals, [CLICK HERE](#).

MEANWHILE, MSC has launched a 'Pick Your Gift' promotion, rewarding early bookings with either \$100 worth of on board credit, an all-inclusive restaurant and drinks package or 340mb of wi-fi credit during the trip.



SHAUN Kavanagh, one of the business development team members at Princess Cruises, is so excited about the arrival of *Majestic Princess* next year he found himself blown away by the news recently.

The ship will arrive on Aussie shores in less than 300 days.

Here at **CW**, we're not keen on popping Kavanagh's fantasy but we're pretty sure those balloons are painted on...



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World Dream inaugural



DREAM Cruises has continued to celebrate the firsts of its second ship, with *World Dream* arriving in her new year-round homeport of Guangzhou.

The 150,000-tonne vessel began her homeport deployment from Guangzhou, departing on an inaugural six-night cruise to Manila and Boracay, Philippines.

During a ceremony to mark the occasion, Genting Cruise Lines president Kent Zhu presented a scale model of *World Dream* to Guangzhou Port Group chief engineer Shi Tingfeng, to commemorate both parties' contribution to develop cruising infrastructure in Nansha.

Gala dinners were then held on board for guests at Silk Road and

Seafood Grill restaurants.

"The presence of *World Dream* in Guangzhou attests to the company's continuous dedication to grow the Southern China region into a vibrant and important cruising market by offering new and innovative cruise products," Zhu said.

"In response to the government's pledge to develop the Guangdong-Hong Kong-Macau Greater Bay Area, *World Dream* will promote the synergy and integration of the cruise economy in the region with her dual-homeports in Guangzhou (Nansha) and Hong Kong."

Dream was handed over in Germany on 26 Oct, and then christened in Hong Kong.

AmaWaterways enlists Weir

AMAWATERWAYS has extended its partnership with cook book author and chef Joanne Weir to present a dedicated themed sailing in Jul 2018.

The seven-night cruise hosted by Weir aboard the *AmaDolce* will traverse the Bordeaux region of France along the Garonne and Dordogne Rivers with guests treated to cooking demonstrations, tasting menus and guided shore excursions.

The partnership follows on from the filming of Weir's *Plates and Places* television show aboard an Ama vessel earlier in the year.

CLIA UPDATE



with **Joel Katz**
MD, CLIA Australasia

Asia river cruise conf

AS INTEREST in river cruising continues to grow, CLIA is delighted to expand our events program with new and exciting opportunities to educate and inspire our travel agent partners.

In Apr 2018, CLIA will be hosting the inaugural CLIA River Cruise Conference and Destination Forum in Vietnam.

The conference will take place in Ho Chi Minh City, followed by a cruise on the Mekong River on CLIA member cruise line ships including, Pandaw, APT River Cruises, Avalon Waterways and Ama Waterways.

We are seeing a surge of river ships being built for Asian waters, with a wide variety of available product options on offer.

Agents selling river cruise can really benefit from the variety of holiday choices for their customers.

The River Conference offers members a fantastic opportunity to learn about the wide variety of experiences offered on a river cruise holiday, particularly around the cruise holiday choices in Asia, and to hear from key speakers on the latest industry developments.

It is great that for the first time ever we can offer our CLIA agent members the opportunity to experience the burgeoning Asia river market for themselves.

This unique opportunity is on a first come, first serve basis, and delegates will receive a total of 60 CLIA points for attending.

Visit www.cruising.org.au to reserve your space.

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