

Cruise Weekly today

CRUISE Weekly today features three pages of all the latest cruise industry news.

Princess sales rejig

PRINCESS Cruises Australia has announced five key changes to its sales and marketing team.

Nick Ferguson has been promoted to sales and marketing director.

Reporting to Ferguson will be Brett Wendorf who has become national sales manager looking after Qld, Vic and NZ and Trevor Thwaites takes on a similar national sales manager role covering NSW, SA, NT and WA.

Other changes cover Lachlan Brett to senior sales specialist, Chloe Jones to marketing manager & Lillian Canedo to trade marketing specialist.

Viking Cruises' big debut in Sydney

VIKING Cruises' *Viking Sun* sailed into Sydney for the first time on Sat, marking the cruise line's debut in the city.

The company celebrated by inviting over 300 Sydney agents on board for inspections & held a lavish celebration at the Museum of Contemporary Art on Sat.

Richard Marnell, svp marketing Viking Cruises told *Cruise Weekly* the company moved into ocean because its travellers said "they were extremely disappointed with the ocean cruise experiences that they were being offered".

"The ships had become too big, the ocean cruise lines were putting the ship as the destination rather than the destination as the destination and there was a significant amount of nickel and diming that was going on board," he said.

Marnell said the Australian market is "very important" for



Viking and that it expects the market "to do extraordinarily well with this small ship, ocean cruise fleet that we're building".

Viking Sun is the line's fourth ocean vessel, with six more ships on order, including *Viking Orion*, which will spend three months in local waters from Dec.

The cruise line's rapid expansion in ocean has gone "better than we had hoped," Marnell said.

"It certainly was intimidating when we started but we continue

to see demand increase as time has gone on and we will be the largest small ship ocean cruise line by 2019."

Viking aspires to become "the number one travel company for the culturally curious and mature traveller," Marnell said, emphasising "There are a few destinations that we currently do not cover and we hope to solve those empty holes in our exploration map in the near future" - more on **page two**.

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CRUISE

WEEKLY

Tuesday 13th February 2018



Ever wanted to know what a Crystal river cruise is like? Find out from an agent in the February issue of *travelBulletin*.

CLICK HERE to read
travelBulletin

The Vikings celebrate



OVER 150 people celebrated the arrival of Viking Cruises' *Viking Sun* into Sydney over the weekend with a lavish event staged at the Museum of Contemporary Art overlooking the ship.

Among the attendees celebrating were Michelle Black, md Viking Australia and New Zealand; the Ambassador of Norway, Her Excellency Unni Klovstad, and the Captain of

Viking Sun, Atle Knutsen.

During the evening Viking gave away more than \$70,000 in cruise prizes including a \$47,000 trip in the Explorers Suite from Bergen to London, which was won by a delighted Sue Johnson from Travel Associates who is **pictured** above with Michelle Black.

For more photos from on board the ship, **CLICK HERE**, or for more from Sat night, **HERE**.

Seven Seas Mariner undergoes refurb

REGENT Seven Seas Cruises has revealed its *Seven Seas Mariner* all-balcony cruise ship will receive a complete "bow-to-stern" refurb during her 20-day drydock at Chantier Naval de Marseille in Apr.

The focus for improvement will be on creating new culinary experiences, refreshing suite designs, and renewing guest spaces.

"Once *Seven Seas Mariner* completes her refurbishment, Regent's fleet will definitely be the most luxurious at sea," said Jason Montague, president and ceo of Regent Seven Seas Cruises.

Upon completion, *Seven Seas Mariner* will set sail to service the cruise company's luxury 2018 Alaska season starting in May.

NCL appointment

NORWEGIAN Cruise Line Holdings has appointed experienced cruise executive Ewen Cameron to the role of director of operations, China.

He formally commenced in the position on 02 Feb and is based in the Shanghai office.

Cameron has 20 years' experience in the cruise sector.

Oceania menus

MORE than 600 new dishes will be available on board Oceania Cruises' entire fleet of ships from the end of Mar.

Each day, The Bistro offers five appetisers, four soups & salads, and eleven entree selections inspired by many cuisines including French, Spanish and Greek.

Uniworld launches 2019 program



UNIWORLD Boutique River Cruises pulled out all stops last night in Sydney, hosting senior industry partners at a fabulously stylish function at a stately home in Sydney's eastern suburbs.

Attendees included The Travel Corporation ceo Brett Tollman as well as Uniworld president and ceo Ellen Bettridge, who joined with local md Fiona Dalton to express an unwavering commitment to travel agent distribution.

The trio, who are **pictured** above with TTC Australasia ceo John Veitch, showcased the hefty 2019 Uniworld brochure which features river voyages in Europe, Egypt, China and India.

The 2019 line-up includes a fully renovated *River Royale*, the

vessel Uniworld operates in the Bordeaux region of southwestern France, as well as Uniworld's newest super ship the *S.S. Beatrice* which will be unveiled in early Apr this year.

In China Uniworld will offer the *Sanctuary Yangzi Explorer*, while the program will include onboard and onshore personnel gratuities for all Uniworld itineraries in Russia, Asia and Egypt and an expansion of the all-inclusive onboard beverage program to Russia, Asia and Egypt.

Bettridge gave attendees an exclusive 'Did you Know' clue card highlighting the distinctive features of Uniworld including its cruise inclusions, staff stability, unique fleet, investment in newbuilds and client feedback.

Panorama to home port in Long Beach

CARNIVAL Cruise Line has announced its newest Vista-class *Carnival Panorama* ship will be servicing Mexican Riviera itineraries from a home port in Long Beach, California from late 2019.

The new 3,960-passenger vessel is set to offer seven-day Mexican Riviera cruises casting off from Long Beach before taking in popular Mexican resort towns such as Puerto Vallarta and Mazatlan.

On board attractions include al fresco experiences such as the Fahrenheit 555 steakhouse, in addition to the bike-ride-in-the-sky attraction SkyRide and a giant WaterWorks aqua park.

"This is fantastic news for Australian cruise lovers who now have even more options to cruise from Long Beach – via just one direct flight to Los Angeles – to some incredible destinations around the Mexican Riviera," said Carnival Cruise Line vice-president, Australia Jennifer Vandekreeke.

Further unique attractions on *Panorama* are expected to be revealed soon and bookings open in late Mar.

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P&O turned back

P&O'S *Pacific Explorer* was forced to turn around last Sun following a brawl onboard.

The company stated it takes a "strict policy of zero tolerance" regarding violence.

Azamara concepts

AZAMARA Club Cruises has introduced a revamped entertainment program featuring a more classical feel. Passengers on board *Azamara Journey* and *Quest* will be the first to enjoy cabaret style performances, short opera vignettes and theatre shows which launch this month.

"Our new entertainment launch will bring to life classic and short plays along with short operas and shows...by using music, Broadway stars and entertainers that engage and enthrall their audiences," said Larry Pimentel, president & ceo of Azamara Club Cruises.

Sealink's triple threat



SEALINK has implemented a new management structure the company believes will help optimise its "focus on sales and marketing, customer service and product development."

Following the recent appointment of Sealink's chief operating officer Anthony Hayes (**CW** 12 Sep), Donna Gauci, Richard Doyle and Paul Victory have all been promoted into key positions under Hayes in a bid to pursue growth opportunities.

Gauci will take on the general manager of brand and customer experience role where she will manage business plan development, advertising, publicity, direct consumer, online sales, and other functions.

Doyle becomes the general manager global sales and distribution for Sealink, looking after major trade distribution partners and international sales.

Meanwhile Victory moves into the general manager business growth and innovation position where he is charged with working closely with regional general managers to identify new business growth opportunities.

"Our 1,200 team members around the country are ready to take our business to the next level," said chief executive officer and managing director of SeaLink, Jeff Ellison.

"These key leaders will help us deliver on our aggressive growth plans," he added.

Avalon plots course for Indian expansion

AVALON Waterways has launched its first ever itinerary for India, exploring the country's famous Ganges River and iconic landmarks.

The new 13-day Colourful India and the Ganges River voyage arrives as part of the company's new 2019 brochure (**CW** 08 Feb).

"There's something really special about India's rich culture and beautiful landscapes that we're sure will be a hit with our Aussie travellers," said Globus family of brands national marketing manager Chris Fundell.

View the details of new Indian itinerary by **CLICKING HERE**.

Cruise Calendar

This week's port calls of cruise ships at various destinations around Australia and New Zealand.

SYDNEY	
<i>Radiance of the Seas</i>	13 Feb
<i>Sun Princess</i>	13 Feb
<i>Pacific Princess</i>	14 Feb
<i>Regatta</i>	14 Feb
<i>Voyager of the Seas</i>	15 Feb
<i>Seven Seas Navigator</i>	15 Feb
<i>Crystal Serenity</i>	16 Feb
<i>Crystal Symphony</i>	17 Feb
<i>Carnival Spirit</i>	17 Feb
<i>Ovation of the Seas</i>	18 Feb
<i>Silver Whisper</i>	19 Feb
<i>Sun Princess</i>	19 Feb

MELBOURNE	
<i>Pacific Eden</i>	14 Feb
<i>Europa</i>	15 Feb
<i>Pacific Jewel</i>	16 Feb
<i>Silver Whisper</i>	16 Feb
<i>Carnival Legend</i>	17 Feb
<i>Queen Mary 2</i>	18 Feb
<i>Seabourn Encore</i>	19 Feb
<i>Astor</i>	19 Feb

BRISBANE	
<i>Pacific Dawn</i>	13 Feb
<i>Viking Sun</i>	13 Feb
<i>Radiance of the Seas</i>	15 Feb
<i>Pacific Dawn</i>	17 Feb
<i>Regatta</i>	17 Feb
<i>Seven Seas Voyager</i>	18 Feb

CAIRNS	
<i>Seven Seas Voyager</i>	15 Feb
<i>Viking Sun</i>	16 Feb

ADELAIDE	
<i>Norwegian Jewel</i>	14 Feb
<i>Queen Mary 2</i>	16 Feb
<i>Astor</i>	17 Feb
<i>Amsterdam</i>	17 Feb
<i>Pacific Princess</i>	18 Feb
<i>Europa</i>	18 Feb
<i>Seven Seas Navigator</i>	19 Feb

HOBART	
<i>Amsterdam</i>	13 Feb
<i>Pacific Jewel</i>	14 Feb
<i>Carnival Spirit</i>	14 Feb
<i>Crystal Symphony</i>	15 Feb
<i>Sun Princess</i>	16 Feb
<i>Pacific Eden</i>	16 Feb
<i>Norwegian Jewel</i>	17 Feb
<i>Carnival Legend</i>	19 Feb

AUCKLAND	
<i>Celebrity Solstice</i>	17 Feb
<i>Diamond Princess</i>	18 Feb
<i>Noordam</i>	18 Feb
<i>Arcadia</i>	19 Feb



TRAVEL expert Brandon Presser recently revealed to *Bloomberg* the many secret codes cruise ships use to minimise panic when something goes wrong.

For the record, a PVI is a "public vomiting incident", an Alpha is a "medical emergency," a Bravo is a "fire" and you definitely don't want to hear staff whispering there has been an Echo - that means the "ship has started to drift".

If a person is unlucky enough to go overboard, we're not sure why but that's an Oscar.

Presser made no mention of gastro outbreak codes, we're guessing it's a "major bummer".

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Managing Editor – Jon Murrie

Editor – Jasmine O'Donoghue

Contributors – Guy Dundas, Matt Bell,

Adam Bishop

info@cruiseweekly.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Melanie Tchakmadjian

advertising@cruiseweekly.com.au

BUSINESS MANAGER

Jenny Piper

accounts@cruiseweekly.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

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