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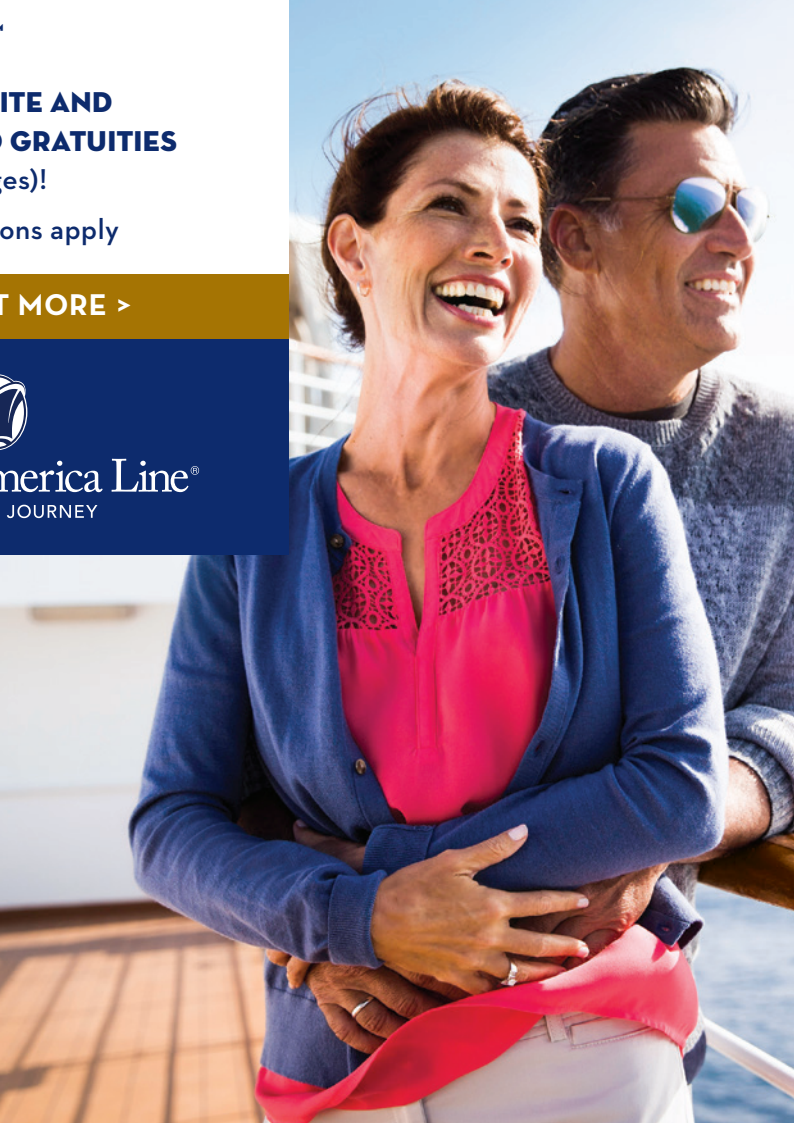
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Cruise Weekly today

CRUISE Weekly today features three pages of all the latest cruise industry news plus a front cover wrap from **Holland America Line**.

The CLIAs sold out

TICKETS have sold out for Cruise Lines International Association (CLIA) Australasia's 17th Cruise Industry Awards.

This year's event has attracted a record number of award nominations with nearly half submitted from NZ.

A total of 20 awards will be presented on the night, including Cruise Agency of the Year, Online Agency of the Year, Cruise Consultant of the Year and the latest entrant to the CLIA Hall of Fame.

The event will be held on 24 Feb at The Star Event Centre Sydney and hosted by *Sunrise* newsreader Natalie Barr.

Crystal Cruises' new agent portal

CRYSTAL Cruises has debuted a new Travel Partner Resource Center and Travel Agent University as it celebrates the first birthday of its dedicated Sydney corporate office.

Formerly the Travel Agent Center, the Partner Resource Center has been refreshed with improved functionality and agent materials and tools, Crystal says.

It features training videos and webinars, a sales and marketing kit, cruise guidebooks, Cruisebuilder 3.0, a travel documents and forms portal, travel partner fares, special offers and more.

The company has also enhanced the Travel Agent University, redeveloping its modules to "represent the distinctive attributes of each brand experience across Crystal's luxury portfolio, including Ocean, River, Yacht Expedition and Air".



The first three modules - Crystal's Multi-Brand experience, Crystal Ocean and Crystal River - will launch this week, with the Yacht Expedition and Private Jet Journeys modules to follow in coming weeks.

MEANWHILE, Karen Christensen, Crystal's svp and md, Australia and New Zealand, has thanked the trade for its support during the Sydney corporate office's first year.

"I am thrilled with what we

have achieved for Crystal in our first year of operation and the position it has placed us in for a strong and positive future ahead in this market," Christensen said.

The Sydney office now comprises 14 sales & marketing, res and finance team members.

This month Crystal launched a television campaign showcasing its ocean cruises and next month's meeting of *Crystal Symphony* and *Crystal Serenity* in Sydney Harbour for the first time.

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CRUISE

WEEKLY

Tuesday 16th January 2018

Aza, Celeb land & sea



THREE new pre- and post-cruise land and sea packages in South America have been unveiled by Azamara Club Cruises for its new ship, *Azamara Pursuit*.

The packages include a partnership with sister cruise line Celebrity Cruises to offer a post-cruise option in the Galapagos.

The 11-night Colombia, Panama & Peru voyage includes a 10-night Galapagos Inner Loop all-inclusive package on the 100-passenger *Celebrity Xpedition* (pictured).

Also new is the five-night Machu Picchu which includes visits to Machu Picchu, the Temple of the Sun, Inca Bridge and the Maras Salt Mines.

The four-night Iguazu Falls

experience explores the falls from both the Argentinian side and Brazilian side on two boat rides and journeys to the Jasy Pora Guarani Indigenous Village in the middle of the Yriapu rain forest.

"The new pre-and-post-South American experiences are an exciting and natural extension of the Azamara brand, celebrating local cultures and encouraging travellers to take a deep dive into the destinations they visit," said Larry Pimentel, president and ceo of Azamara Club Cruises.

The fresh additions can only be purchased through Azamara's call centre and can be added on to sailings already purchased.

Call 1800 754 500 for more.

Princess reveals "The Secret Silk"

PRINCESS Cruises has revealed a third production created in collaboration with composer Stephen Swartz called "The Secret Silk" will debut on *Royal Princess* in the Caribbean in mid-Feb.

"The Secret Silk" has been adapted from Asian folklore tale "The Grateful Crane," performed through music, dance, puppetry & visuals.

The show will be introduced on *Island Princess* in May for the Alaska season, and *Diamond Princess* in the northern autumn 2018.

HAL upgrade deal

HOLLAND America Line is promoting its "View & Verandah" deal, offering stateroom upgrades, up to US\$500 onboard spending money and up to 10% off select shore excursions on over 600 cruises.

See the **cover page** for more.

Viking collision

VIDEOS have emerged of GNV's 2,033-pax cruise ferry *Fantastic* colliding with Viking Cruises' 930-guest *Viking Star*.

Star was docked in the port of Barcelona at the time, and it's understood there were no injuries reported and both escaped serious damage.

TTC's new travel portal

THE Travel Corporation has introduced a new online travel portal called My Travel Portal (MTP).

The platform aims to reduce hassle for agents and their clients by acting as a centralised information platform.

MTP will allow access to travel documents via the e-documentation portal to reduce the need for paper versions to be issued.

It aims to provide personalisation for each client by accounting for personal preferences and streamlining check-ins and security checks.

It also acts as a social portal, making it easy for guests to share holiday snaps on social



media, make trip notes in their journal & chat with their Travel Director and fellow travellers.

In the event of an incident, MTP would help TTC contact and account for each traveller.

The platform is live for Trafalgar, Contiki and CostSaver, followed by Insight Vacations and Luxury Gold by Mar and U by Uniworld and Uniworld will follow this year.

FACE-2-FACE: Belle Osmic

BUSINESS development manager of Australia and NZ, Azamara Club Cruises.

1. What motivates you in your career?

My love of life at sea and sharing that with our guests. I worked onboard cruise ships for 10 years and loved to see the excitement and awe on the face of a first-time cruiser once they came onboard.

2. Most common assumption people make about your job?

That I am always on a ship! Admittedly we are very fortunate to spend some time onboard when the ships are here locally, but it's not as often as you would think.

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

Knowledge. Knowing your brand and the demographic of guests who suit your cruise line. Not all ships are equal and all experiences are different so marrying the correct ship or destination with potential guests is very important.

4. Biggest challenge facing the industry?

Some people still have the perception that ships only take you from point A to B. They



are not aware of the amazing entertainment and facilities onboard, and that the journey becomes a part of the holiday.

5. Advice for up-and-comers?

Information is out there. Keep learning and searching for the style of cruising which will suit you, and your clients, best. And always keep up with industry trends – there are always exciting things in the pipeline!

6. Favourite cruise destination?

In Asia it's Singapore, in Europe it's St Tropez, in Northern America, it's Juneau in Alaska, but nothing beats getting up for the sunrise sail into Sydney Harbour.

7. Celebrity you'd like to cruise with?

Jennifer Lopez. I think she looks like she would love to relax around the pool, and also loves my favourite thing to do in port (shopping).

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

At the beach.

CRUISE

WEEKLY

Tuesday 16th January 2018

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CRUISE
WEEKLY



European deal

SAVE up to 20% off European Waterways cabins and charters in Burgundy, France.

Offer is available for select Apr dep booked by 19 Feb.

Cruise Calendar

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

SYDNEY	
<i>Carnival Spirit</i>	16 Jan
<i>Pacific Explorer</i>	16 Jan
<i>Sun Princess</i>	17 Jan
<i>Pacific Eden</i>	17 Jan
<i>Maasdam</i>	18 Jan
<i>Ovation of the Seas</i>	19 Jan
<i>Pacific Explorer</i>	19 Jan
<i>Explorer of the Seas</i>	20 Jan
<i>Noordam</i>	20 Jan
<i>Norwegian Jewel</i>	21 Jan
<i>Seabourn Encore</i>	21 Jan
<i>Celebrity Solstice</i>	22 Jan
<i>Pacific Eden</i>	22 Jan
MELBOURNE	
<i>Maasdam</i>	16 Jan
<i>Seabourn Encore</i>	18 Jan
<i>Regatta</i>	19 Jan
<i>Pacific Eden</i>	19 Jan
<i>Maasdam</i>	20 Jan
<i>Pacific Explorer</i>	21 Jan
<i>Noordam</i>	22 Jan
BRISBANE	
<i>Sea Princess</i>	18 Jan
<i>Pacific Aria</i>	19 Jan
<i>Pacific Dawn</i>	20 Jan
<i>Sean Princess</i>	21 Jan
FREMANTLE	
<i>Astor</i>	20 Jan
ADELAIDE	
<i>Regatta</i>	17 Jan
AUCKLAND	
<i>Radiance of the Seas</i>	17 Jan
<i>Norwegian Jewel</i>	18 Jan

Crystal Endeavor steel



SHIPBUILDER MV Werften has commenced construction on Crystal Cruises' *Crystal Endeavor*, cutting the first piece of steel in Stralsund, Germany, yesterday.

During the ceremony the flame cutter was launched by Tom Wolber, ceo and president Crystal; Jarmo Laakso, ceo MV Werften and Harry Glawe, Mecklenburg-Western Pomerania's Economics Minister. "We look forward to this innovative expedition yacht with great anticipation in the Stralsund shipyard," said Tan Sri

Lim Kok Thay, Genting Hong Kong chairman and ceo.

"A highlight is our investment of over €20 million in new equipment so that the Stralsund shipyard will be able to build cruise ships efficiently in the future," he added.

Crystal Endeavor will debut in 2020 & Crystal says it will be "the largest & most spacious purpose-built Polar Class ship featuring Crystal's legendary service and hospitality, all-suite, butler-serviced accom, and unmatched choices for bold adventure".

Carnival Victory's multi-million dollar refit

A RAFT of new offerings are being fitted to Carnival Cruise Line's *Carnival Victory* in a 17-day dry dock set to wrap up this weekend in Freeport, The Bahamas.

Accommodation is being refreshed with the addition of the 24m² Scenic Ocean View staterooms and 28m² Scenic Grand Ocean View as well as 76m² Captain's Suites, offering a large extended balcony, two full-size bathrooms, separate sleeping quarters and a living room.

Guy's Burger Joint is being installed, along with RedFrog Rum Bar, Blueguana Tequila Bar, Bonsai Sushi Express, Cherry on Top and a re-branded Deli with a fresh menu.



Ritz Carlton begins

THE inaugural yacht for Ritz-Carlton Yacht Collection is on its way, with the Hijos De J. Barreras Shipyard in Vigo, Spain, laying the keel for the ship last week.

During the ceremony the first module was lowered into place in the building dock and commemorative coins were welded to the hull.

Set to launch in Q4 2019, the ship will offer voyages from seven to 10 days and reservations will open in May.



NBA Hall of Famer and sport commentator Shaquille "Shaq" O'Neal has taken on a new challenge as Carnival Cruise Line's newly appointed "cfo".

The "chief fun officer" role is in line with Carnival's "Choose Fun" campaign in the US.

It will see him lend "his fun, larger-than-life personality and playful spirit to inspire America to Choose Fun", in a collection of video content, social media and experiential activation.

The first video (pictured) introduces Shaq to the role and takes viewers on a 30-second tour of *Carnival Vista*.



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