

### Cruise Weekly today

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

### Odell recognised

**NORWEGIAN** Cruise Line Holdings (NCLH) svp and md, Asia Pacific, Steve Odell has been announced as one of Australia's Outstanding 50 LGBTI Leaders of 2018.

The Deloitte and Google Australia initiative recognises public figures who have demonstrated excellence in their careers while also making a contribution to progressing LGBTI rights and inclusion.

"I am a vocal and proud member of the LGBTI community and am delighted to be part of a movement which is focussed on fostering inclusion, equality & diversity in the workplace," Odell said.

## Armstrong to lead Silversea growth

**SILVERSEA** is plotting "ambitious plans for growth" in the Australian and New Zealand markets, to be supported by its next local head, Adam Armstrong.

The cruise line revealed on Fri it had tapped Armstrong, who is currently associate vp & md Australia & New Zealand for Royal Caribbean (**CW** breaking news).

Armstrong has been with Royal Caribbean since 2009 when it first opened an office in Sydney and has witnessed the group's deployment rise from one ship to six in 2017/18.

Australia and New Zealand make up Silversea's third largest market and the brand's new flagship *Silver Muse* will visit local waters for the first time in 2019.

The line has also revealed a deployment of 10 cruises between Nov 2019-Mar 2020, featuring Australia, New Zealand and the South Pacific (see **pg 2**).



"I am delighted to be joining Silversea at such an exciting time in its long history as a leading luxury brand," Armstrong said.

"I look forward to working with the local team and our valued agent partners to grow the business and take Silversea to the next level."

He will join Silversea on 13 Aug, based in the Sydney office and reporting directly to Silversea ceo Roberto Martinoli.

He will take the reigns from Amber Wilson, who has resigned as Silversea md Australia and NZ "to pursue other opportunities".

Martinoli thanked the outgoing managing director.

Peter Shanks, managing director United Kingdom, Ireland, Middle East & Africa will oversee the Silversea team in Sydney on an interim basis until Aug.

Silversea's *Silver Muse* is pictured above.

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# CRUISE

WEEKLY

Tuesday 8th May 2018



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## Silversea's ANZ 19/20



**SILVERSEA'S** *Silver Muse* will spend four months in Australia and New Zealand in 2019/20, marking her longest season in the region to date.

The cruise line made the announcement in releasing its 2019/20 season of its classic fleet, which includes 89 voyages to Australasia, Asia, South America, the Caribbean, and more.

During her time down under, *Silver Muse* will embark on a series of mostly 14-day

voyages, departing from Sydney or Auckland.

Other program highlights include a circumnavigation of South America, increased capacity in Asia and 10 inaugural calls to destinations including Fiji's volcanic Dravuni Island and the Cayman Brac in the Cayman Islands.

*Silver Whisper* will also visit Australia during Silversea's 2020 World Cruise, covering the southern and western part of the continent.

## TC ramps up cruising



**TRAVEL** Counsellors has doubled its cruise sales since Nov, when the group appointed Jane Tanti as cruise executive.

Tanti told *Cruise Weekly* the group is ramping up its focus on the cruise market, primarily by working to help TCs boost their knowledge of the sector.

Travel Counsellors has held webinars in conjunction with CLIA and pushing the CLIA training

already available to TCs through their membership.

She emphasised that prior to the push, an estimated 10-20% of TCs were already very cruise-focused, but that figure was now increasing as more members became confident in advising their clients on cruise.

Tanti is **pictured** with Scenic's Kate Foster during the group's annual conference on Sat.

## Norwegian Bliss arrives in Big Apple

**NORWEGIAN** Cruise Line's newest ship *Norwegian Bliss* marked the first stop of her inaugural tour, arriving in New York on 03 May.

The ship kicked off a two-day preview in New York City, inviting brand partners, media and industry reps on board to explore, sample its culinary offering and experience the amenities.

The arrival of *Norwegian Bliss* marked the beginning of a month-long celebration with her next stops in Miami and Los Angeles, before heading to Seattle, where she will be christened on 30 May.

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## Lindblad demand surges



**LINDBLAD** Expeditions has reported record revenue and earnings for Q1 2018, with high occupancy levels across the fleet and growth in net yields.

CEO Sven Lindblad said the results were a "reflection of the significant demand for our expeditions, both from new and returning guests".

Tour revenues surged a hefty 31% to US\$82.4 million, while net yield increased 12% and overall occupancy was 91%.

Bookings during the quarter for

future travel jumped 20%, and Lindblad also said the company was seeing increased demand from its land-based offerings under the Natural Habitat brand.

Colorado-based Natural Habitat, which Lindblad acquired in 2016, also benefited from cross promotion via the Lindblad customer network.

Lindblad said it would continue to be on the lookout for additional acquisition opportunities and partnerships.

*National Geographic Quest* is pictured above.

### Dream flooding

**CARNIVAL** Cruise Line has been praised for its decisive response to an incident on *Carnival Dream* last week in the Caribbean when a water leak sprung in fire safety equipment.

The cruise continued uninterrupted because the crew replaced carpeting and restored 50 staterooms within six hours.

Only about 100 guests were impacted, with those affected given a full refund, a future cruise credit and were offered a flight home if they wanted to disembark early.

Only two opted to do so.

The incident went viral when a passenger posted a video of the flooding.

The original post has now been taken down - but not before the video was viewed more than 1.3 million times.

Carnival said the water main break had no effect on the safe operation of the ship.



**THERE'S** nothing like a cleansing beer on board after a day of shore excursions - and a group of Aussie scientists is hoping to resurrect the same taste experienced by sailors more than 200 years ago.

They're using a brew discovered 20 years ago aboard a shipwrecked vessel off the coast of the Preservation Islands.

The *Sydney Cove* was en route to Australia in 1796 when it foundered, with the wreck discovered by a team of amateur divers in the early 1990s.

Items on board included more than 30,000 litres of booze, along with some yeast which the researchers are culturing to produce the limited edition "The Wreck - Preservation Ale" which will go on sale next month - see [cruiseweekly.com.au/videos](http://cruiseweekly.com.au/videos).

## Cruise POW WOW a hit



**TRAVEL** Counsellors introduced a new cruise "POW WOW" element to its annual conference, which was held over the weekend in Cairns.

A second level was added to its supplier showcase, POW WOW, marking the first time cruising had its own section at the annual conference.

TC cruise executive Jane Tanti told *Cruise Weekly* cruise line participation in the conference had jumped to 14 brands, up from five last year.

Travel Counsellors Angela Sonners, Rebecca Munnings and Emma Cammarata are pictured with Royal Caribbean's Michael Stephenson.



### Travel Consultant

Specialist cruise agency, Cruise Express, is opening a new office at Gordon on Sydney's north shore and seeks an enthusiastic travel specialist to join the team.

With clients across Australia, the Cruise Express team is known for their in-depth cruise knowledge, professionalism and high service standards.

The role offered focuses on selling international fly/cruise and domestic cruise packages and the company's hugely successful exclusive fully escorted cruise/tours.

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## Norwegian plots new tech platform

**NORWEGIAN** Cruise Line has announced a new partnership with technology provider DeCurtis Corporation, with the ultimate aim of elevating the guest experience.

The "Cruise Freedom" project will begin a phased implementation later this year, with preliminary elements debuting on *Norwegian Bliss* in late 2018 followed by *Norwegian Encore* in 2019.

DeCurtis Corporation is a top tier Microsoft Partner and has a long heritage of work in the cruise industry including the development of its Mobile Assembly Suite technology which is the leading solution for

empowering crew during the muster process.

The company's founder David DeCurtis said Cruise Freedom would "push the limits of personalisation of the guest experience in a seamless way throughout every phase of their vacation with Norwegian - from planning to cruising".

NCLH president Frank Del Rio said the company's investment in this technology "has the potential to position us as the leader in our industry, and further pioneer new cruising experiences that result in increased guest satisfaction".

*Norwegian Bliss* will make her Los Angeles debut this month.

**CARNIVAL** Corporation ceo Arnold Donald has formally opened the company's second cruise terminal at the Port of Barcelona, boosting the company's investment in facilities there to more than €46 million.

The Helix Cruise Center (**pictured**) is located on Barcelona's Adossat wharf and will accommodate Carnival Corporation's new class of next-generation "green" cruise ships which will be fully operated by liquefied natural gas.

The project also includes the port's first public parking facility, with almost 300 spaces.

Eight Carnival brands currently

visit Barcelona during the year, with six operating full or partial homeporting programs in the Spanish city during 2018.

Carnival Corporation expects the port to handle more than one million passenger movements in 2018, with 289 calls scheduled by 38 different vessels.

The new facility joins other Carnival Corporation-operated ports across the globe including Amber Cove in the Dominican Republic; Puerta Maya in Cozumel, Mexico; Grand Turk Cruise Center in Turks and Caicos; Mahogany Bay in Roatan, Honduras; and Long Beach in California, USA.

## Cruise Calendar

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

### SYDNEY

*Insignia* 09 May  
*Pacific Explorer* 10 May  
*Pacific Explorer* 14 May

### MELBOURNE

*Insignia* 11 May

### BRISBANE

*Pacific Aria* 10 May  
*Pacific Dawn* 12 May  
*Pacific Explorer* 12 May

### DARWIN

*Carnival Spirit* 10 May  
*Coral Expeditions 1* 10 May

### FREMANTLE

*Sun Princess* 13 May

## Newcastle Port ceo resigns



**GEOFF** Crowe, chief executive officer of the Port of Newcastle, has announced his resignation and will step down at the end of Jun.

Crowe has headed up the port since Jul 2015 and led the development of Newcastle's growth and diversification strategy, including the development of plans for a passenger cruise terminal.

A replacement has not been named at this stage.

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