

Cruise Weekly today

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

CW survey launch

THE annual cruise survey brought to you by *Travel Daily* and *Cruise Weekly* is now available to access [HERE](#).

The survey draws on readers' insight to gain a detailed picture of the state of the industry, with agents who complete the short list of questions eligible to win one of two Google Home Minis and 20 EVENT cinema tickets.

Insights gathered in the survey include agent experiences across ocean, small ship, expedition, and river cruising.

Responses are anonymous and results will be published in future editions of *CW*.

Cruise sector delivers nearly \$5 billion

THE total economic contribution of Australia's cruise industry has been calculated at \$4.8 billion for 2017/18 in the first joint study by the country's two major industry organisations.

The combined economic assessment commissioned by Cruise Lines International Association (CLIA) Australasia and the Australian Cruise Association (ACA) revealed that 1,236 ship visits were made during the period, accounting for 3.5 million passengers and crew days and raising \$2.3 billion in direct economic output.

An additional \$2.5 billion was also attributed in indirect expenditure for 2017/18.

However CLIA Australasia MD Joel Katz warned economic contribution was being constrained by berthing issues.

"With the nation's cruise gateways at crisis point, we need



to find solutions to capacity constraints to ensure strong economic growth into the future," Katz said.

"For Australia to cash in we need to make room for more ships," he added.

The latest report has involved a change in methodology in a bid to boost accuracy.

However it also meant the numbers could not be directly compared with last year's, which showed an economic contribution of \$5.3b for 2016/17.

"The methodology previously was done from a much more macro perspective," Katz said.

"The firm we used was collecting the cruise line spend data globally and then trying to allocate it back down to Australia...it's now a bottom up approach rather than a top down one that was done previously."

Pictured: CLIA Managing Director Joel Katz, ACA Chief Executive Officer Jill Abel, CLIA Chair Sture Myrmell, and ACA Chairman Grant Gilfillan.

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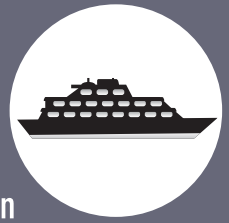
Tuesday 16th October 2018



Need help wading through the huge variety of cruise options out there?

Check out the 2019 Cruise Guide for a comprehensive tool.

CRUISE WEEKLY Travel Daily travelBulletin



Viking trade push

VIKING says it will use the results of its Sep trade survey to further strengthen its trade relationships in 2019.

The survey gathered feedback from 1,100 agents on events, products & marketing.

Genting seals Indonesia deal



CRUISE tourism in Indonesia is set for significant growth under a new agreement signed by Genting Cruise Lines with state-owned Indonesian port operator PT Pelabuhan Indonesia III, also known as Persero and Pelindo III.

The Memorandum of Understanding, signed at a ceremony in Bintan Island (**pictured**), will continue cooperation on the joint development of the Celukan Bawang facilities in North Bali, which will allow the berthing of bigger ships up to 342m long.

The renewed pact follows a previous agreement sealed last year which resulted in the North Bali deployment of Dream Cruises' *Genting Dream* in Dec.

Under the MoU both parties will also explore possible joint developments of additional cruise ports operated by Persero in other Indonesian destinations.

"At Genting Cruise Lines we remain highly committed to the development of Indonesia as a key cruise hub for the region," said Genting Cruise Lines President Kent Zhu.

"We recognise the need for updated cruise infrastructure in the area and have actively taken the lead in pioneering improvements to port facilities in order to ensure the future growth of the cruise business," he said.

Zhu noted recent successful deployments of Genting vessels in Jakarta, Medan, North Bali and Bintan Island, and the large Indonesian source market.

"Through these on-going initiatives our goal is to support local ports in Indonesia to enable them to progress and move up the value chain, which, in turn, will further boost the cruise industry not only in Indonesia but across Asia," he added.

Kodiak posts record

THE Alaskan city of Kodiak is expecting a record cruise season in 2019, with 31 cruise ships scheduled to dock next year and deliver a significant economic benefit to the area.

"All of the people who are doing shore excursions have a more solid customer base - there's definitely an impact," said Discover Kodiak Director Aimee Williams.

The largest cruise ship to ever dock in Kodiak will visit next year when Cunard Line's *Queen Elizabeth* arrives in May, bringing more than 2,000 cruise passengers to the city.



HAL price jump

HOLLAND America Line (HAL) will raise its hotel service charge for most cabins by 7.4% to US\$14.50 per person per day effective 01 Dec.

Passengers staying in HAL suites will pay 6.7% more in fees to US\$16 per person.

The price hike follows recent increases in service charges from several major cruise lines including Norwegian, Royal Caribbean and Princess.

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Crystal weighs anchor on 2021



CRYSTAL Cruises has revealed the full line-up of its 2021 luxury sailings aboard *Crystal Symphony* and *Crystal Serenity*.

The program contains 68 all-inclusive voyages spanning 238 destinations in 53 countries, including 175 UNESCO World Heritage Sites.

Nine maiden calls are also included in the latest collection - notably Australia's Townsville is among the list of first-time visits.

Crystal Serenity will spend a full day in the Qld city on 14 Feb, as part of an 18-day Exotic Isles of Southeast Asia itinerary sailing from Brisbane to Hong Kong.

Another Aussie option in the 2021 collection is the Dazzling Holiday Down Under journey aboard *Crystal Symphony*,

highlighted by explorations of New Zealand wineries and a special visit to Sydney Harbour to watch the New Year's fireworks.

"By presenting Crystal's luxury voyages for the next three years, we are aiming to inspire our guests to plan their next holiday early to lock in a great rate," said Crystal CEO Tom Wolber.

The 2021 collection is now available to book, with savings of up to US\$2,000 per person on offer for those who purchase tickets before 31 Oct.

Pictured top: *Crystal Symphony*.

Seychelles measures

THE Seychelles Ports Authority has taken steps to beef up the efficiency of tourist related services at its cruise port.

The stricter measures include a new taxi schedule which will see a maximum of four taxi drivers allowed on the port's roads at one time to reduce congestion.

Destination management companies will also have access restricted to the time they are collecting their clients, with the companies catering to the largest group of cruise passengers granted priority.

New rules will also look to clamp down on taxi drivers who refuse pax wanting shorter trips.

"The port authority will not tolerate such actions and should a driver do so, they will not be allowed to operate with the cruise ships for the whole of this season," said Seychelles Ports Authority Chief Security Manager Ronny Alcindor.

Amazon cruise deal

RAINFOREST Cruises is offering a free two-night extension at the Treehouse Lodge in Peru when *Aria Amazon* cruises departing between 05 Oct 2018 and 31 Jan, 2019 are purchased.

Free domestic LATAM flights are also available for bookings of five-day or eight-day *Aria Amazon* cruises in Peru.

"By combining an Amazon River cruise with a Treehouse Lodge stay, our guests will experience...an intimate glimpse of wildlife, ecosystems, local customs and lowland tropical landscapes with all the comforts of a luxury expedition cruise," said Rainforest Cruises Director Jeremy Clubb.

Prices for the *Aria Amazon* Cruises start from US\$3,825.

To view further itinerary details, [CLICK HERE](#).



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Seabourn chats

A NEW line-up of speakers has been announced in Seabourn's 2018/19 Conversations program, including presentations from across a range of disciplines, such as space exploration, mountaineering, television production and politics.

Confirmed speakers for the program include Royal portrait painter Richard Stone; documentary-maker Bryan Fogel; American astronaut Captain Scott Kelly; novelist and blogger Jamie Metz; Apple Co-Founder and hardware designer Steve Wozniak; and Taiwanese chef Pamela Chen.

"Our highly successful Seabourn Conversations series continues to draw prominent personalities who are excited to share their life's work and experiences from rarely heard but reliably insider perspectives," said Seabourn president, Richard Meadows.

View more details [HERE](#).

Caribbean rhythm

TOURISM organisations in the Caribbean have collaborated to launch a new digital marketing campaign aimed at reinforcing "Brand Caribbean".

The Rhythm Never Stops campaign will run for 12 weeks and promote destinations such as The Bahamas, the Cayman Islands, Jamaica, St. Lucia, and Grenada.

"Visitors, past and present, have not been introduced to the offerings of our vast and diverse region. We will change that by highlighting the charms contained in the million square miles of Caribbean Sea," said Caribbean Hotel and Tourism Association CEO Frank Comito.

The marketing push follows a troubled year for the region which was hit hard by hurricane activity, with the region now 90% recovered.



SANCTUARY Retreats has revealed a brand new look for its *Sanctuary Sun Boat IV*, following the completion of a recent extensive refurbishment.

Taking guests down the Nile from Aswan to Luxor and crossing through the heart of Egypt, the *Sanctuary Sun Boat IV* offers 40 rooms, including two presidential suites and two royal suites, with each boasting teak flooring, Egyptian marble, neutral-toned textiles and soft fabrics that "blend traditional references with a modern sense of style".

Guests travelling on board also have the chance to indulge in

a range of meals prepared by gourmet chefs, including regional speciality Kushari, a spicy mix of black lentil, rice, chickpeas, tomatoes and fried onion.

Sanctuary Retreats offers a range of itineraries ranging from three- to seven-nights, and are priced from US\$960ppts.

A refreshed cabin on the *Sun Boat IV* is **pictured**.

For more info, [CLICK HERE](#).



CUNARD

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During October, for every Queen Elizabeth booking made, you'll receive one entry into the draw to win a three-night voyage in March 2019.

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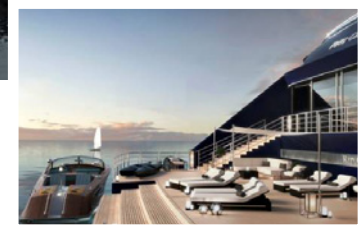
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Ritz Carlton hits the water



Sunsail 2019 brochure

SUNSAIL has released its latest brochure for 2019 which includes several flotilla itineraries.

Sailings on offer in the latest collection range from food and wine trips to Croatia and Italy, to cruises in Greece, the British Virgin Islands & Mallorca, Spain.

To celebrate the release, Sunsail is offering 10% off bareboat and flotilla holidays globally, and an extra 5% discount for repeat customers in the last five years.

For further info call 1800 803 988 or [CLICK HERE](#).

Armonia Cuba twist

MSC Cruises has revealed further details regarding land activities available in Havana during its 2,065-passenger *Armonia*'s first sailing from Miami to Cuba in Dec.

Options on the Havana leg of its seven-night Caribbean sailing include driving vintage American cars down the seafront Malecon boulevard, cigar and rum tastings, and Cuban dance lessons at Havana's largest nightclub.

Menus on board the *Armonia* will also offer a distinct Cuban twist, with one bar to be transformed to a specialty Mojito bar, while the White Lion Pub will serve up Cuban sandwiches and Mojo Chicken Quesadillas.

Other port stops on the itinerary include Jamaica, Mexico, & the Cayman Islands.

For further info, [CLICK HERE](#).

HOTEL chain Ritz-Carlton's first foray into the cruise sector is a step closer after its maiden vessel was launched into the water in Spain this week.

The milestone event was marked by a special maritime launching ceremony, which included a traditional blessing.

Under construction at the Hijos De J. Barreras Shipyard in Vigo since Jan this year, the as-yet-

unnamed 298-passenger ship is scheduled to officially enter service in early 2020 (**CW** 12 Jun).

One of three on order for Ritz-Carlton's new cruise division, The Ritz-Carlton Yacht Collection, the vessels will aim to differentiate themselves from the larger cruise ships in the market by playing up their smaller, intimate size.

The ships will measure approximately 210 metres in length and have 149 suites with private balconies.

Pictured: Ship renderings.

Bentours comp

BENTOURS has announced every booking throughout Oct for a Hurtigruten Norway cruise will automatically qualify for an entry to win a spot on a Norway famil.

The trip departs 21 Nov and includes a six-day HRG cruise.



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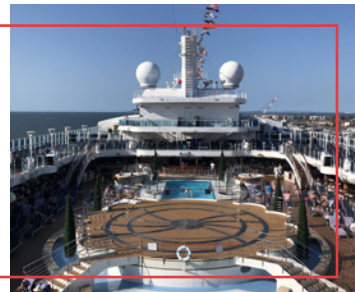
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Discover the best of *Majestic Princess* as she sails into Sydney in the October issue of *travelBulletin*.

CLICK to read **travelBulletin**



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>	16 Oct
<i>Carnival Spirit</i>	18 Oct
<i>Pacific Explorer</i>	18 Oct
<i>Pacific Eden</i>	19 Oct
<i>Celebrity Solstice</i>	20 Oct
<i>Radiance of the Seas</i>	21 Oct
<i>Golden Princess</i>	22 Oct
<i>Pacific Eden</i>	22 Oct

BRISBANE

<i>Pacific Aria</i>	19 Oct
<i>Pacific Dawn</i>	20 Oct
<i>Pacific Jewel</i>	21 Oct

CAIRNS

<i>Sea Princess</i>	21 Oct
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DARWIN

<i>Sea Princess</i>	18 Oct
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FREMANTLE

<i>Sun Princess</i>	18 Oct
<i>Sun Princess</i>	22 Oct

BUSSELTON

<i>Sun Princess</i>	21 Oct
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HOBART

<i>Radiance of the Seas</i>	18 Oct
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AUCKLAND

<i>Celebrity Solstice</i>	16 Oct
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FACE-2-FACE: Fiona Heron

Sales Development Manager,
South East Queensland, Scenic.



1. What motivates you in your career?

Working for a brand and representing a product that I am truly passionate about. I feel so privileged to work in an industry that thrives on creating lifelong memories for guests through diverse, enriching and exciting travel experiences.

2. Most common assumption people make about your job?

That it's glamorous and all about wining/dining people and attending fancy events and functions. In fact there is a lot of hard work, weekends, after hours and juggling a huge number of priorities at once that make you successful in this role - organisation, focus and determination are key.

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

Be available and try everything once. By providing agent support in the way of booking assistance, regular updates, event participation and regular training the agents

will have more confidence to sell a product.

4. Biggest industry challenge?

The amount of product; land, air and sea, that agents need to familiarise themselves with these days is overwhelming. More than ever before product updates from a rep are crucial.

5. Advice for up and comers?

Be available, follow up and network.

6. What was your best fam?

Scenic Spirit on the Mekong through Cambodia. Highlights included seeing the sunrise over Angkor Wat followed by a Champagne breakfast and experiencing an Ox cart ride in Kampong Tralach and then receiving a Buddhist monk blessing at the Oudong temple.

7. My next cruise will be...

A European river cruise in Nov this year.

8. Favourite cruise spot?

Croatia.

Cruise death rethink

THE parents of a cruise ship entertainer who died on board Regent Seven Seas Cruises' *Seven Seas Voyager* back in 2013 say they will exhume her body in a search for answers about how she died.

Jackie Kastrinelis' passing on board the ship occurred near Darwin and was officially attributed to "sudden unexplained death syndrome", with NT police unable to find any obvious signs of violence.



CRUISERS love getting close to the aquatic world, but probably not this close.

A Queensland family is still in shock after a bull shark leapt into their tinny on the Whitsunday's Proserpine River.

The *Sunshine Coast Daily* related the tale of witness Ken Madsen who came to the rescue, towing the boat to shore while the stunned shark was still thrashing around inside.

The family all made it safely ashore, but "the kids reckon they're never going fishing again".

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Managing Editor – Jon Murrie
Contributors – Adam Bishop, Sarah Fairburn, Jasmine O'Donoghue, Anastasia Prikhodko
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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