

Travel Daily 

CRUISE
WEEKLY 

Present

2019 WEBINAR SERIES *with* CRYSTAL CRUISES

JOIN TRAVEL DAILY EDITOR,
JASMINE O'DONOGHUE
FOR THE SECOND OF **THREE**
EDUCATIONAL WEBINARS
WITH CRYSTAL'S SENIOR VICE
PRESIDENT AND MANAGING
DIRECTOR, AUSTRALASIA,
KAREN CHRISTENSEN



THE CRYSTAL EXPERIENCE: IN DESTINATION

Wednesday, 10 April at 2:00pm AEST

Crystal traverses the globe in luxurious style, providing guests with over 2,000 Destination Discoveries for a truly immerse experience in the destinations they visit. One adventure does not fit all. Art museums or outdoor adventures? Wildlife or historical world wonders? Multi-day Overland Adventures or half-day experiences? By Ocean, River, Yacht or Expedition?

Learn about the worldwide locales Crystal visits, and the acclaimed *Crystal Experience: In Destination*.



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CLICK HERE TO REGISTER TO WATCH THE SECOND WEBINAR IN THE SERIES, '*THE CRYSTAL EXPERIENCE: IN DESTINATION*' AND BE IN WITH A CHANCE TO WIN A LUXURY CRUISE*

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*T&Cs apply, see Eventbrite registration page.

Cruise Weekly today

CRUISE Weekly today features four pages of all the latest cruise industry news plus a front cover wrap from **Crystal Cruises** and a photo page from **Savenio**.

Webinar reminder

THE second Crystal Cruises webinar hosted by **Travel Daily** Editor, Jasmine O'Donoghue, will screen on Wed 10 Apr 2pm AEST.

Agents who register will learn about the worldwide locales Crystal visits, and the Crystal Experience: In Destination.

This episode explores one of Crystal's Destination Discoveries on Waiheke Island, New Zealand.

Agents that register will also have the chance to win a nine-night Caribbean cruise.

See **cover page** for more.

Celestyal Cruises gears up for growth

ATHENS-BASED Celestyal Cruises is poised to benefit from a surge in pent-up demand for the Eastern Mediterranean, with Australia & NZ key to the mix.

While antipodeans currently comprise about 4% of Celestyal passengers, the strong potential for the local market was underlined last week with a visit by Chief Commercial Officer, Leslie Peden, who also took part in the Cruiseco conference.

Last year Celestyal appointed former Globus Family of Brands MD, Stewart Williams, (pictured left with Peden) to head up its local operations, as part of a global expansion plan which also saw the establishment of offices covering the UK, Ireland, Germany, Austria & Switzerland.

In 2018 Celestyal restructured its operations, with expanded distribution, re-engineered inventory and revenue



management seeing overall guest numbers up 8% to 108,000.

Celestyal currently operates two vessels - the *Celestyal Crystal* and the *Celestyal Olympia* - on Mediterranean itineraries, focusing on the Greek Islands, but is clearly gearing up to support increased capacity.

Williams highlighted Celestyal's "all-inclusive cruising" concept which resonates well with the

Australasian market, featuring onboard entertainment, selected shore excursions, gratuities, meals and unlimited drinks.

2020 itineraries expected to be popular down under include the "Three Continents in 8 Days" voyage taking in Greece, Egypt, Israel, Cyprus and Turkey, and the "Eclectic Aegean" which features a call at Cannakale, Turkey allowing guests to visit Gallipoli.

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Monday 1st April 2019

HAL debuts wine list

HOLLAND America Line is debuting a new wine list "James Suckling's Guide to Great Wines", created in collaboration with wine critic and the cruise line's wine curator, James Suckling.

The wine list will be available fleet-wide later this year and is set to feature "JS 90+" wines by the glass, with all the bottle options hand-selected by Suckling and have consistently received a rating of at least a 90, which is "outstanding" on his 100-point rating scale.

"As we crafted our new wine list with James, our goal was to make it accessible for everyone, no matter their wine knowledge, but we also wanted it to have a selection that was unmatched anywhere at sea," said Holland America Line President, Orlando Ashford.

The list also features a diverse range of champagnes, roses, reds and whites.

Royal Bahamas buy

ROYAL Caribbean Cruises has announced the acquisition of the Grand Lucayan Resort in the Bahamas as part of a joint venture with the Mexico-based ITM Group.

The large-scale resort sold for US\$65 million according to *The Bahamas Weekly*, with development set to take place over the next two-three years to build additional five-star hotel accommodation and a water-based family entertainment precinct including dining, gaming and entertainment facilities.

Part of the proposal also features major upgrades to Freeport Harbor to make it a premier cruise destination.

The project is expected to increase cruise ship arrivals to the region and bring an additional two million passengers annually.

Cruise Office: End of an era

THE pending closure of Cruise Office at the end of the year (**CW** breaking news Fri) will see Cruise Traveller take over representation for American Queen Steamboat Company (AQSC) and Victory Cruise Lines (VCL), while Cruise Office's other key supplier, Voyages to Antiquity, will not offer a 2020 program.

Cruise Office has been in operation for many years, with former GSAs also including Oceania Cruises and Swan Hellenic parent company All Leisure Holidays Group.

More recently the portfolio had been reduced to the three current clients, and now Voyages to Antiquity's *Aegean Odyssey* has been chartered for three years to US educational tour specialist Road Scholar.

Cruise Office MD David Bunn said as a result of the change the company had decided "to wind down its business over the next eight months".

He said Cruise Traveller would look after AQSC and VCL's 2020 seasons effective immediately, while Cruise Office would continue to process all deposited and fully-paid FIT or group 2019 departure bookings.

Booking terms and commissions

remain unchanged, and all current promotional support for agents and wholesalers will continue without change.

"I sincerely thank all agents and agencies for their enthusiastic support over the years, in making it possible to introduce and successfully grow those cruise lines we have represented in Australia," Bunn said.

Cruise Traveller MD, Craig Bowen, said he looked forward to working with all trade partners to "grow both these wonderful brands moving forward."

"Both of these boutique products perfectly fit the style and expertise of our company that we have developed over the last 16 years," Bowen added.

MEANWHILE the changes also apply to Cruise Holidays, Cruise Office's sister company in NZ.

Across the Tasman AQSC and VCL will switch representation to Cruise World, which has some of the same directors as Cruise Traveller including Joseph and Donal O'Sullivan.

Bunn said "we know AQSC/VCL will now enjoy the next phase of their growth in this market with Cruise World, whose cruise experience and knowledge spans 25 years in New Zealand".

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Vidanta makes a splash



LUXURY travel brand Vidanta has announced its first foray into the luxury cruising space, revealing plans to operate cruise and land itineraries along the Mexican coast.

The company's first ship, the 298-passenger *Vidanta Elegant*, promises an "unprecedented level of luxury" and is scheduled to depart on her inaugural voyage in spring this year, with itineraries still in the process of being finalised.

The ship boasts 149 staterooms and suites and a one-to-one passenger to crew ratio.

Luxurious attractions on board include six public decks and dining

areas, 11 bars and lounges, a full-service spa and fitness centre, and a top deck pool surrounded by several jacuzzis.

"We have built a legacy 45 years in the making," said Executive Vice President of parent company Grupo Vidanta, Ivan Chavez.

"Now we're extending that legacy to the open sea while utilising our unique perspective as a Mexican company to give access to hidden gems of the coastline and rarely offered transformative cultural experience," he added.

Premium services offered on board the 153-metre-long vessel include a personalised concierge service on a per cabin basis.

Crystal unveils 2022 WC



CRYSTAL Cruises has announced the details of its 2022 world cruise aboard *Crystal Serenity*, a circumnavigation that features five embarkation and disembarkation choices ranging from 86 to 116 nights.

The Myths, Marvels & Monuments: A Cultural Mosaic voyage marks the cruise line's 27th annual world cruise, with destination highlights including the Panama Canal, Hawaii,

Tonga, Samoa, Australia, New Zealand and Indonesia.

"Crystal's 2022 world cruise again ups the ante of luxury exploration, a true full-circle global odyssey with a focus on choices," said Crystal's Senior Vice President and MD for Australasia Karen Christensen.

Prices for the world cruise start from US\$43,477 per person when booked by 30 Apr.

Find out more info [HERE](#).

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CRUISE has long been a big focus for Savenio and it is one of the specialty services offered by the new Savenio Ballarat office which opened this month near Lake Wendouree.

“Savenio is the number one growth agency worldwide in the Virtuoso network, the biggest Virtuoso cruise agency in Australia and we enjoy great relationships with the best operators in luxury cruising,” said Savenio Managing Director, David Brandon.

“Ballarat is an opportunity for advisors to capitalise on Savenio’s relationships and build a strong office of cruise specialists in the agency. While we are looking to engage experienced cruise advisors - and other luxury advisors in Ballarat, we are also keen to support advisors looking to open their own Savenio Cruise Hub anywhere in Australia,” he added.

Savenio advisors are able to set up their own storefront, with minimal up-front and ongoing costs, and the company is keen to talk to advisors looking to build a truly independent business.

“Ballarat is a beautiful office space that offers Craig Stepnell and his team flexibility, independence and a truly inspiring place to work that fits with the Savenio ethos,” Brandon said.

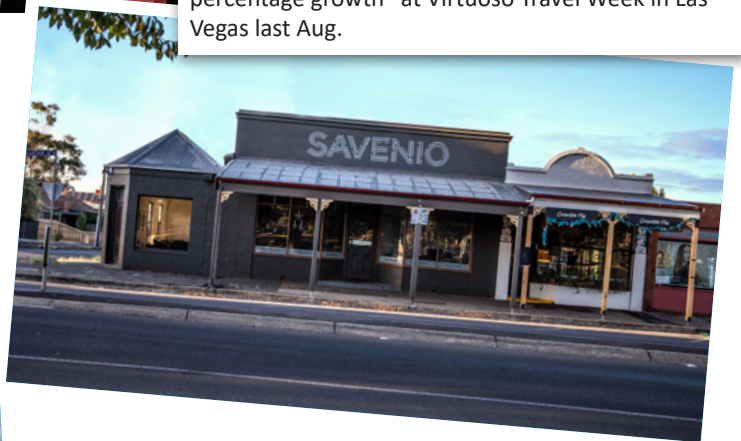
Talk about setting up your own Savenio cruise or travel hub by contacting Savenio MD David Brandon on 0429 831 400 or by email at david@savenio.com.au. You can also contact Craig Stepnell on 0402 236 607 or on craig.stepnell@savenio.com.au.



SAVENIO Managing Director, David Brandon, with Crystal Cruises Senior Vice President and Managing Director Australasia, Karen Christensen.



TAKING home the award for “Top year-over-year percentage growth” at Virtuoso Travel Week in Las Vegas last Aug.



ADVISORS Brent Hevey and Craig Stepnell outside the new Savenio Ballarat.



ENJOYING a Cruise Night Out.

Highlights from the 18th annual CLIA cruise industry awards in the April issue of *travelBulletin*.

CLICK to read
travelBulletin



APT's new incentive

APT is offering a free Mekong cruise as part of a sales incentive running from today to 31 May - more [HERE](#).

Cruise Calendar

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

SYDNEY	
<i>Queen Elizabeth</i>	01 Apr
<i>Pacific Explorer</i>	01 Apr
<i>Carnival Legend</i>	02 Apr
<i>Radiance of the Seas</i>	04 Apr
<i>Pacific Explorer</i>	05 Apr
<i>Noordam</i>	07 Apr
<i>Carnival Spirit</i>	07 Apr
<i>Crystal Symphony</i>	07 Apr
MELBOURNE	
<i>Noordam</i>	03 Apr
<i>Golden Princess</i>	05 Apr
BRISBANE	
<i>Queen Elizabeth</i>	03 Apr
<i>Pacific Aria</i>	05 Apr
<i>Pacific Dawn</i>	06 Apr
<i>Sea Princess</i>	07 Apr
CAIRNS	
<i>Sea Princess</i>	02 Apr
<i>Seabourn Encore</i>	03 Apr
DARWIN	
<i>Majestic Princess</i>	02 Apr
<i>Silver Discoverer</i>	04 Apr
<i>Explorer of the Seas</i>	07 Apr
HOBART	
<i>Crystal Symphony</i>	04 Apr
EDEN	
<i>Seabourn Encore</i>	26 Mar
<i>Noordam</i>	29 Mar
AUCKLAND	
<i>Golden Princess</i>	01 Apr
<i>Le Laprouse</i>	07 Apr

FACE-2-FACE: Erica Parsons

Entertainment Director, *Carnival Splendor*.



1. What is the favourite part of your job?

The best part is seeing all my efforts in planning play out in real time. I love watching guests enjoy our activities, all while I'm coaching a talented team of passionate performers who bring the program to life.

2. What are your key responsibilities in the role?

I direct the scheduling of all events and activities on board the ship and manage the entertainment departments. There are five sub-departments in a team of up to 70 members for one cruise: music manager and musicians; technical manager and technicians; cast manager and cast; cruise director and their hosts; youth director, camp counsellors and Camp Ocean (Kids' Club) team.

3. What entertainment features do you think Aussies will enjoy the most?

The popular rock band amongst Aussies, Music Manila, has been performing on *Carnival Spirit* and will be moving over to *Carnival Splendor*. We also have our popular Playlist Productions shows and *Laugh Out Loud* comedy shows. Australians definitely appreciate a good laugh and theme night, especially if it ends in a party on the open deck.

4. What onboard attractions

on *Carnival Splendor* excite you the most?

I spend a lot of time in the comedy club and the main show lounge. I love hearing people laugh and I never get tired of the Playlist Productions shows. I love to ride the waterslide, so I'm very excited for the new features we're adding during dry dock, like the new Green and Gold waterpark.

5. What separates the entertainment on *Splendor* from other ships visiting?

Our Playlist Productions cast has been in the Miami studio rehearsing the shows currently on *Splendor* and some new offerings, including a new magic show. Of course, a magician never reveals her secrets, but I can tell you this is an entirely new show being put together just for our Aussie guests.

6. How important is entertainment for passengers and where does it factor in when weighing up accommodation, dining and excursions?

I think entertainment is number one. But guests will also take into account other factors like food, ports, cabins, and the time of year.

Hawaii cruise surge

CRUISE passenger arrivals to Hawaii increased by 12.3% for the month of Feb when compared to the previous corresponding period.

Figures released by The Hawaii Tourism Authority show that 16,291 cruise pax arrived in Feb, with travellers to Hawaii by air for the same month only rising by 0.3%.



CARNIVAL Cruise Line has delivered a friendly ribbing to the state of Queensland on this day of infamous tomfoolery, releasing a raft of fake renders of *Carnival Spirit* ahead of her arrival in Brisbane in 2020.

Among the stitch-ups was a bar "supposedly" rebranded as the Cane Toad pub, an in-house five-piece band covering a never-ending loop of "Streets of Your Town", and a yellow twister waterslide that had received a "snakey-makeover" to celebrate the venomous Brown Snake.

"It's important our Queensland guests feel at home with these new and exciting features," Carnival Cruises' Vice President Australia Jennifer Vandekreeke jibed.

