

### Cruise Weekly today

CRUISE Weekly today features three pages of all the latest cruise industry news plus a full page from CLIA Australasia.

## CLIA recognises cruise champions

THE cruise industry gathered at The Star in Sydney on Sat night to honour the best and brightest in the Australasian region at CLIA's annual Cruise Industry Awards (CW breaking news).

More than 500 guests were in attendance to witness the awarding of 19 trophies during a revamped CLIA ceremony, with the night's biggest highlight going to Crystal Cruises Managing Director & Senior VP Australasia Karen Christensen (pictured inset with CLIA Australasia MD Joel Katz) who was inducted into the prestigious CLIA Hall of Fame.

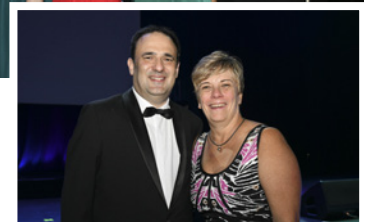
On accepting her recognition, an emotional Christensen said "Along the way I was lucky to have some really lovely mentors... one mentor I had for many years in terms of what I have achieved in my senior roles was Steve Odell," she said.

The gong for Large Cruise



Agency of the Year in Australia went to Phil Hoffmann Travel, while helloworld Milford & Browns Bay emerged victorious in the same category for New Zealand.

Australia's Cruise Consultant of the Year award went to Gail Chapman from Dreamlines Australia, while Small Cruise Agency of the Year, Australia was picked up by itravel Carlingford. The Rising Star accolade for



Australia was awarded to Peter Fotinis from Clean Cruising, and the Cruise Champion, Australasia honour was bestowed upon Tim Faircloth from I Love Cruising.

View the full list of winners on the night [HERE](#) & a full gallery of pics on [CW's Facebook HERE](#).

### Crystal webinar

THERE'S still time to register for the first episode of the 2019 Crystal Cruises webinar series for a chance to win a nine-night Caribbean cruise.

The episode will go live on Wed at 2pm AEST and will explore the concept of luxury and showcase *Crystal Serenity's* recent refurbishment.

Filed in Auckland on *Crystal Serenity*, the webinar will be hosted by *Travel Daily* Editor Jasmine O'Donoghue in conversation with Karen Christensen, Crystal's SVP and MD for Australasia.

To register, [CLICK HERE](#).

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# CRUISE

WEEKLY

Monday 25th February 2019

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## Prizes galore for Commodore

ZULLY Sepulveda from Helloworld Travel in Queensland (pictured bottom) took home this year's major prize for participating in Princess Cruises' Princess Academy program.

She scored herself a balcony cabin for two on a seven-night Mediterranean cruise on board the cruise line's newest ship, *Sky Princess*.

Sepulveda also bagged \$5,000 in EZair credit as part of the win.

The number of travel agents who achieved "Commodore" status in Princess Cruises' Princess Academy program increased by 52% during the company's Aim High to Reach the Sky engagement campaign.

Fifteen \$200 Visa gift cards were handed out as runner up prizes during the initiative.

Agents keen to get involved with the Princess Academy Program to learn and win should **CLICK HERE**.

Pictured with Zully Sepulveda is a Princess Cruises representative.



## A meeting of the minds



**SPECIALIST** teams from Bentours and Hurtigruten (pictured) recently met up in Melbourne to discuss the success of their ongoing GSA joint venture partnership.

The two companies work together on retail shop fronts, free famil opportunities, roadshows, festival sponsorships, and distribution partnerships such as the exclusive Hurtigruten polar insert found inside Bentours' new

2019-20 brochure.

Bentours is currently offering a Hurtigruten polar special, including a \$500 flight credit for travellers and \$500 and \$1,000 bonus commissions to agents on select Antarctica sailings on the *MS Fram*, *MS Midnatsol* and the new hybrid vessel, *MS Amundsen*.

For live pricing, availability and instant confirmation, call 1800 487 844 or email [hurtigruten@bentours.com.au](mailto:hurtigruten@bentours.com.au).

## Japan looks to go big on smaller ports

**JAPAN** has flagged plans to use its smaller ports to attract more international cruise ships in light of a rising demand from around the world to cruise to its shores.

The Japanese Government has laid down the target of five million inbound cruise visitors by 2020, with the current most popular destinations including Hakata in Fukuoka and Naha in Okinawa.

However, smaller ports such as Hitachinaka Port in Ibaraki Prefecture and Toshiyuki Sakakibara of Ibaraki Prefecture will look to play an increasing role as cruise destinations.

Despite the number of cruise ship visitors to Japan in 2018 dropping by 3.3% to 2.4 million, the number of cruise ship visits increased by 5.9% year-on-year to a record high of 2,928.

## Carnival puts pax safety first re: Oma

**SEVERAL** Carnival Australia vessels have opted to make itinerary and navigational changes to prioritise passenger safety in light of treacherous weather conditions caused by tropical Cyclone Oma.

The safety-first approach across all of the company's brands included the cancellation of *Pacific Dawn's* cruise from Brisbane last Sat, *Pacific Explorer* diverting to the NSW Sapphire Coast instead of its cruise to Moreton Island, and a delayed return to Brisbane for *Sea Princess*.

*Sun Princess* also skipped Brisbane on its Sydney to Port Douglas sailing, and *Carnival Spirit* departed from Sydney on Sat to sail south to Phillip Island instead of its planned cruise to Moreton Island.

"The latest forecasts downgrading Cyclone Oma to a category one weather system are encouraging but it could again strengthen and we will continue to be vigilant keeping a watchful eye on it," said Sture Myrmell, President of Carnival Australia and P&O Cruises Australia.

"Where cruise itinerary changes have become necessary our cruise lines have focused on delivering excellent guest experiences," he added.

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# CRUISE

WEEKLY

Monday 25th February 2019

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## Cruise Calendar

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

### SYDNEY

<i>Pacific Explorer</i>	25 Feb
<i>Ovation of the Seas</i>	26 Feb
<i>Carnival Spirit</i>	27 Feb
<i>Queen Victoria</i>	28 Feb
<i>Explorer of the Seas</i>	01 Mar
<i>Regatta</i>	01 Mar
<i>Azamara Quest</i>	01 Mar
<i>Europa</i>	02 Mar

### MELBOURNE

<i>Golden Princess</i>	25 Feb
<i>Noordam</i>	26 Feb
<i>Regatta</i>	26 Feb
<i>Carnival Legend</i>	27 Feb
<i>Europa</i>	27 Feb
<i>Pacific Eden</i>	28 Feb

### BRISBANE

<i>Sun Princess</i>	25 Feb
<i>Pacific Dawn</i>	26 Feb
<i>Pacific Aria</i>	01 Mar
<i>Queen Victoria</i>	02 Mar
<i>Regatta</i>	03 Mar

### CAIRNS

<i>Sun Princess</i>	28 Feb
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### DARWIN

<i>Pacific Princess</i>	27 Feb
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### FREMANTLE

<i>Celebrity Solstice</i>	28 Feb
<i>Pacific Jewel</i>	01 Mar
<i>Silver Muse</i>	02 Mar

### ADELAIDE

<i>Silver Muse</i>	25 Feb
<i>Pacific Eden</i>	26 Feb
<i>Astor</i>	28 Feb

### HOBART

<i>Europa</i>	25 Feb
<i>Noordam</i>	28 Feb
<i>Carnival Legend</i>	01 Mar

## Princess speeds up wi-fi



**PRINCESS** Cruises has announced fast-speed MedallionNet wi-fi will be installed on board six of its ships before the end of this year.

Responding to growing demand from its guests, Princess will roll out MedallionNet on *Coral Princess* and *Island Princess* in time for the Alaska season, *Crown Princess* and *Emerald Princess* for sailings during this winter to Europe and on *Golden Princess* and *Sky Princess* by spring.

"Guests and crew absolutely

love MedallionNet," said Jan Swartz, President of Princess Cruises.

"We're expanding it across the fleet as quickly as we can so that in the very near future anyone who sails with us will experience the best wi-fi at sea," she added.

The OceanMedallion is free for all guests and aims to deliver personalised service.

MedallionNet is currently available on *Caribbean Princess*, *Regal Princess*, *Royal Princess* and *Ruby Princess*.

## Aussie turtle expert joins Azamara team

**BOUTIQUE** cruise line Azamara Club Cruises has revealed Aussie conservation and turtle expert Christine Hof (pictured) will join passengers on board *Azamara Quest* to educate them on important marine environment issues such as protecting the endangered hawksbill turtle.

She will join the 14-night Australia and Indonesia voyage departing Cairns on 08 Mar as part of the line's WWF Guest Speaker Series.



## Heritage marks 10

**HERITAGE** Line is marking 10 years of operation by launching a special event cruise on the Mekong river sailing between 14-21 Sep.

The itinerary for the cruise will see the company's flagship *The Jahan* sail from Siem Reap to Saigon featuring select experiences from its seven-night Lost Civilization cruise.

For more info on the milestone sailing, **CLICK HERE**.



**ARE** there any dreams the cruise industry can't make an amazing reality?

We certainly haven't found them yet, only evidence to the contrary such as the recent heroic efforts of Cruise Eden which managed to come to the rescue and organise a wedding in less than 24 hours.

A bride and groom cruising on board P&O's *Pacific Explorer* were set to be married at Moreton Island, but when bad weather diverted the ship, Cruise Eden stepped in to organise the ceremony at Aslings Beach in Eden instead.

You may now kiss Australia's cruise industry, folks.



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18<sup>th</sup> ANNUAL

# CRUISE INDUSTRY *Awards*

## CONGRATULATIONS

**CLIA Australasia congratulates all the winners of the 2018 Cruise Industry Awards**

**Agency Promotion of the Year, New Zealand**  
Bon Voyage Cruises & Travel

**Agency Promotion of the Year, Australia**  
My Cruises

**Network Promotion of the Year, Australasia**  
helloworld New Zealand

**#ChooseCruise Promotion of the Year, Australasia**  
Bon Voyage Cruises & Travel

**Media Award, Australasia**  
Andrew Conway

**Rising Star, New Zealand**  
Shelley Williams, Clevedon Travel

**Rising Star, Australia**  
Peter Fotinis, Clean Cruising

**Broker of the Year, New Zealand**  
Denise Fowler, The Travel Brokers

**Home Based / Mobile Agent of the Year, Australia**  
Nicole Edgar, TravelManagers Australia

**Cruise Champion, Australasia**  
Tim Faircloth, I Love Cruising

**Cruise Consultant of the Year, New Zealand**  
Kiri Martin, YOU Travel Orewa

**Cruise Consultant of the Year, Australia**  
Gail Chapman, Dreamlines Australia

**Online Cruise Agency of the Year, New Zealand**  
HOOT Cruises

**Online Cruise Agency Of the Year, Australia**  
Clean Cruising

**Small Cruise Agency of the Year, New Zealand**  
House of Travel Kapiti Coast  
& helloworld Rotorua (tie)

**Small Cruise Agency of the Year, Australia**  
itravel Carlingford

**Large Cruise Agency of the Year, New Zealand**  
helloworld Milford & Browns Bay

**Large Cruise Agency of the Year, Australia**  
Phil Hoffmann Travel

**CLIA Hall of Fame**  
Karen Christensen

**Thanks to all who made the 18th annual  
Cruise Industry Awards a success.**

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