



Viking Cruises targets group bookings

VIKING Cruises has created a dedicated Groups Coordinator role along with a groups toolkit for travel agents, with the aim of simplifying the group booking journey for clients.

Travel consultants wanting to design a hosted or special interest departure on Viking's river and ocean cruise products will now deal directly with Amy Swearingen, who will "seamlessly manage every element of a group booking, from initial enquiries and pricing right through to contracts and bookings".

Swearingen will also act as a liaison between travel agents and the in-house Viking marketing team to help promote the departures.

A range of bonus value-adds are also available for group bookings with Viking, including free travel for one person when five or more staterooms are booked



Pictured: one of Viking's Russian river ships on the Volga.

on a China, Europe or Russia river cruise, or more than eight staterooms on board an ocean voyage or a Portugal river cruise.

Each person within the group booking also receives a \$150 discount.

Group fares are fully commissionable, and are eligible for current market offers at the time of signing the contract, while past passenger discounts also apply on group bookings, with Viking noting it is the only line with no non-commissionable fees

(NCFs), paying agents commission on every aspect of bookings including flights, pre-booked beverage packages and more.

For more information email groups_au@vikingcruises.com, and view the toolkit [HERE](#).

Cruise Weekly today

Cruise Weekly today features five pages of all the latest cruise industry news plus the latest Cruise Month deals from **Seven Ocean Cruises**.

CRUISE WEEKLY on location in Moscow, Russia

Today's issue of **CW** is coming to you courtesy of Viking Cruises, which is hosting a VIP Waterways of the Tsars river cruise from Moscow to St Petersburg.

THE 204-passenger *Viking Akun* provides the perfect base to explore Russia as she cruises the Volga River on a 12-day itinerary.

Our journey starts with three nights in Moscow where we are exploring highlights such as Red Square, the Kremlin, St Basil's Cathedral, the Moscow River and the famous Bolshoi Theatre - not to mention the Cosmonaut Museum tracing the USSR's participation in the space race.

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CLICK HERE FOR MORE INFORMATION OR CALL 1300 255 200

*Offers correct as of 8 October 2019 and are subject to change or withdrawal. Offer ends 16 October 2019 unless extended. For full terms and conditions click here.





The cruise survey results are in and the industry is still strong – read more in the October issue of *travelBulletin*.

CLICK to read
travelBulletin

Hapag-Lloyd's *Inspiration*



HAPAG-LLOYD Cruises held the naming ceremony for its *HANSEATIC Inspiration* last Fri night in Hamburg.

Inspiration is the second of three new Hapag-Lloyd expedition ships, with the vessel named by godmother Laura Dekker, the youngest person to ever circumnavigate the globe single-handed.

The event (**pictured**) saw the new ship transformed into a gigantic screen, with 11 high-powered projectors using the vessel as a backdrop for a multimedia show taking the audience on a virtual cruise through some of the destinations the ship will visit - including icy landscapes, whales, penguins, jungles, birds and other landscapes.

"Today's naming ceremony has given our guests a taste of the expedition cruises which they can

experience on the *HANSEATIC Inspiration* from now on," said Hapag-Lloyd Cruises CEO, Karl Pojer during the event.

The three-strong Hapag-Lloyd expedition fleet sees the company "positioning [itself] in the exclusive five-star expedition segment," according to Pojer.

The vessel cruised to Antwerp over the weekend, and departs today on a 15-day inaugural voyage to Tenerife via La Coruna, Lisbon, Casablanca and Madeira.

Inspiration carries a maximum of 230 guests, or 199 on Antarctic cruises and circumnavigations of Spitsbergen, served by about 175 crew members.

Hapag-Lloyd Cruises earlier in the month announced that from Jul 2020 its entire fleet would cease the use of heavy fuel oil, and instead use low-pollutant marine gas oil fuel on all routes (**CW 02 Oct**).

Heritage hosts Forest & Bird voyage

HERITAGE Expeditions will continue its longstanding partnership with New Zealand independent conservation organisation Forest & Bird and the New Zealand Department of Conservation by hosting a special "Beyond Fjordland: New Zealand's Wildest Islands" cruise.

Taking place from 13-23 Dec, the cruise will feature Forest & Bird's Canterbury West Coast Regional Manager Nicky Snoyink (**pictured**) as a guest lecturer, with a 5% discount offered to members of the organisation.

A portion of the fare will also be donated to Forest & Bird, with the voyage taking in the isolated Fjordland National Park including Doubtful Sound, Dusky Sounds, Astronomer's Point, Acheron Passage and Pickersgill Harbour along with predator-free Ulva Island and a visit to the Southern Royal Albatross Colony at Campbell Island - more details at heritage-expeditions.com.



On demand ferries

SYDNEY'S On Demand ferry trial begins today, with the first service setting sail this morning from the Bays Precinct.

Bringing customers to Barangaroo from Blackwattle Bay, Fish Markets and Pirrama Park, services are available between 7am and 10pm on weekdays and 8:30am and 7:30pm on weekends.

A single trip costs \$7.60 for adults and \$3.80 for concessions, and is available to be booked on the Tranzler application.

The services will be operated on a new 12-metre MiniCat with a capacity of 60 customers.

"The Bays Precinct is popular with both tourists and regular public transport customers," NSW Minister for Transport Andrew Constance said.

"The wharves selected for this trial are not currently serviced by regular ferries so the new On Demand service will help to connect this area to a major transport hub."



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DID YOU KNOW?

VIKING IS THE ONLY CRUISE LINE
with no NCFs
MEANING MORE MONEY
IN YOUR BACK POCKET

From Russia with love...



VIKING Cruises' VIP famil in Russia this week (see page one) saw participants treated to an exclusive "Moscow by Night" experience which wrapped up with drinks at the top of city's exclusive Ritz-Carlton Hotel.

The late night rendezvous for the group included a boat cruise on the Moskva River, past key landmarks including the Kremlin, St Basil's Cathedral and the

Red October chocolate factory, all tastefully lit up on a clear Russian night.

The group heads off tomorrow aboard *Viking Akun* bound for St Petersburg via several ports on the Volga River.

Pictured are Jeff Leckey, House of Travel NZ GM of Cruise; Janette Wall, Travel Associates Balgowlah NSW; and Tania Myles, TravelManagers.



THE Port of Newcastle is eyeing a record season, with 15 cruise ship visits to potentially yield over 30,000 passengers.

The season begins Wed, with *Celebrity Solstice* expected to berth at 8am, and includes three maiden visits for *Sea Princess* and *Golden Princess*, as well as *Explorer Dream* which will visit Port of Newcastle six times between 28 Oct and 02 Dec.

The Port Authority has also invested a further \$250,000 to upgrade channel berth infrastructure to enhance the cruising experience for customers.

"With its close proximity to the Newcastle coastline and world class beaches, the rolling vineyards of the Hunter Valley wine region and natural beauty of Port Stephens, Newcastle remains a popular port of call amongst Australian and international guests," said Port of Newcastle Executive Manager Marine and Operations Glen Hayward.

"We are proud to play a role by facilitating cruise ship visits given the important economic benefits it has for the region and the community."

Pictured is *Celebrity Solstice* entering Nobby's Head.



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Cunard cuts

THE first steel has been cut for the construction of Cunard's newest ship.

The build of the as-yet unnamed ship is taking place at Fincantieri's Castellammare di Stabia Shipyard.

Now constructing the line's 249th ship, the Italian shipyard also delivered *Queen Victoria* in 2007 and *Queen Elizabeth* in 2010.

"The 249th Cunarder will be our fourth luxury liner for the 21st century," said Cunard President Simon Palethorpe.

"The new ship is taking inspiration from the success of our past, intergrating the Cunard spirit with exciting new concepts."

She is expected to be delivered in Monfalcone, Gorizia, Italy, in 2022, with bookings set to commence next year.

Crystal photo trip

CRYSTAL Cruises has announced a special photography-themed departure aboard its new *Crystal Endeavor* in 2020.

"Master Photographer" Nick Rains, who is Leica Akademie Australia's Principal Instructor, will join the "Indonesian Immersive & the Great Barrier Reef" sailing from Bali to Cairns departing 15 Oct 2020.

Expedition guests will be able to participate in travel photography lectures on board, as well as pick up tips and tricks ashore on select landings, with Crystal MD Australasia, Karen Christensen saying the journey "will only be enhanced as guests look through the lens of an expert such as Nick".

Crystal Endeavor will carry a maximum of 200 guests along with a team of butlers.

PRINCESS Cruises last week revealed the name of its sixth Royal class ship will be *Discovery Princess*.

Debuting on 03 Nov 2021 in time for the 2021/22 season, *Discovery* will embark on itineraries to the California Coast, the Caribbean, Mexico and South America.

In total, the inaugural season includes 30 departures on 21 unique itineraries to more than 50 destinations in 23 countries.

Sailing out of Los Angeles, she is the first Princess ship to be based on the US West Coast.

Currently under construction

at the Fincantieri Shipyard in Monfalcone, Italy.

With itineraries now on sale, her first itinerary will be a seven-day Mediterranean & Aegean cruise from Rome to Athens.

Princess past guests are also eligible for a special promotion when booking early, including a reduced deposit of 10% available until 29 Feb.

Those booking the 50-day South American Connoisseur voyage can also receive onboard credit and complimentary gratuities and wi-fi.

Pictured is a rendering of *Discovery Princess*.



EXPLORE⁴

FOUR EXTRAS* + A BONUS DEAL

Book select 2020-2021 cruises by 31 October 2019 and enjoy all these extras!

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 - 50% Reduced Deposit
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Carnival incident

A 23-YEAR-OLD *Carnival Valor* passenger has been critically injured after falling off a railing on which he was sitting onto a lower deck.

The man was medevaced to New Orleans University Medical Hospital, the US Coast Guard said in a release.

Cruise Calendar

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

SYDNEY	
<i>Carnival Spirit</i>	14 Oct
<i>Celebrity Solstice</i>	15 Oct
<i>Sun Princess</i>	15 Oct
<i>Pacific Explorer</i>	17 Oct
<i>Maasdam</i>	17 Oct
<i>Majestic Princess</i>	18 Oct
<i>Radiance of the Seas</i>	19 Oct
<i>Ovation of the Seas</i>	20 Oct
BRISBANE	
<i>Sun Princess</i>	17 Oct
<i>Pacific Aria</i>	18 Oct
<i>Pacific Dawn</i>	19 Oct
CAIRNS	
<i>Coral Discoverer</i>	15 Oct
DARWIN	
<i>Explorer Dream</i>	20 Oct
FREMANTLE	
<i>Sea Princess</i>	20 Oct
HOBART	
<i>Majestic Princess</i>	15 Oct
AUCKLAND	
<i>Ruby Princess</i>	15 Oct
<i>Golden Princess</i>	19 Oct

Face-to-Face: Jacinta Blundell

Owner/Manager, Helloworld Travel Buderim, Qld



1. How important is cruise to your business?

Extremely. Cruising is such a massive market for clients to enjoy multiple destinations on the one holiday, in a relaxed and enjoyable fashion - not to mention value for money, particularly in the luxury sector.

2. What do you love most about selling a cruise holiday?

Matching a client with a ship by talking them through the unique onboard styles and differences between cruise lines. I also enjoy chatting about the possible experiences they can have onboard and at the multiple destinations, to ensure it's the right fit.

3. What's your dream cruise destination?

Tahiti, onboard Windstar. I have pencilled it into the diary two or three times now and things have come up. I still haven't got there!

4. What's the most memorable cruise experience you've had?

Cruising around the peninsula in Antarctica and coming across an entire bay of tabular icebergs - stunning.

5. What's the most important contribution you make in the #WeAreCruise community?

Providing more people with access to cruising; educating both staff and the public on the benefits of cruising; and sharing information and experiences

among fellow members.

6. How do you see cruise benefitting communities around the world?

The ongoing economic contribution from cruise ship visits is a major positive. Communities around the world can benefit from tourists sailing into many of their ports.

7. Tips for selling cruise?

Match the client with the ship - they'll be a client for life if you get it right!

8. What does #WeAreCruise mean to you?

It's promoting local cogs in the larger wheel.

9. What would you do if you ran your own cruise line?

Keep it very boutique and market-specific.

10. What's the first thing you do when you board a cruise?

Sit on my balcony with a glass of champagne and just stop!

11. Tips for a first-time cruiser?

Take the time to get to know what is available onboard the ship you're travelling on. Familiarise yourself with the different ports the ship will be visiting, and pre-book anything you don't want to miss!

#WeAreCruise

Costa ups Italy

COSTA Cruises's flagship *Costa Smeralda* will call Cagliari once a week during summer from May 2020.

The line also flagged that *Costa Pacifica* will visit Catania during summer 2020.

Also visiting Palermo in winter, the changes are intended to increase the line's presence in Sardinia and Sicily.

Currently under construction, *Smeralda* is nearing completion in its Finnish shipyard (*CW* 14 Sep 2017).



GENTING Cruise Line's first Global-Class vessel, *Dream Cruises' Global Dream*, is an exciting prospect, but is now set to ramp that excitement up to 10.

Dream on Fri promised the ship would deliver the longest roller coaster at sea, the Space Cruiser, set to be the centrepiece of the ship's *Dream Park* at the Pier - the first amusement park at sea.

The cruise line is teaming up with Maurer Rides for the attraction, with *Global Dream* currently under construction and set to launch in early 2021.

Reportedly, the roller coaster is "outfitted with powerful electric motors" and a "positive-locking drive system".

Personally, we're not brave enough.

Cruise month DEALS



Bonus onboard credit[^]

ALLURING AMSTERDAM

Departure date 30 August 2020

14 Night Fly & Cruise package

- Economy airfare to Amsterdam, return from Vienna
- 14 night European River Cruise onboard *River Princess*
- All meals onboard, prepared using the finest and freshest ingredients
- Unlimited beverages onboard, including select fine wine, beer, spirits, specialty coffee and tea, soft drinks and mineral water
- A variety of personalised excursions led by English-speaking local experts
- All gratuities, both onboard and onshore

\$8,759

Classic Stateroom
per person twin share

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Departure date 9 August 2020

11 Night Fly, Cruise & Stay package

- Economy airfare to Memphis, return from New Orleans
- 2 nights 4-star accommodation in Memphis including breakfast
- The Elvis Experience & American Countess Exclusive Attraction Pass
- 7 night Lower Mississippi River Cruise onboard *American Countess*
- All onboard meals, including both fine dining and casual cuisine
- 2 nights 4-star accommodation in New Orleans including breakfast

\$8,799

Outside Stateroom
with Open Veranda per
person twin share

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SOUTHERN AFRICA SAFARI

Departure date 25 April 2020

11 Night Fly, Cruise & Stay package

- Economy airfare to Johannesburg, return from Victoria Falls
- 2 nights 5-star accommodation in Johannesburg including breakfast+
- Sun City & Pilanesberg Nature Reserve Full Day Tour[^]*
- 8 Night Southern Africa River Cruise onboard *Zimbabwean Dream*
- All meals included - Drinks included with meals and at the bar
- 1 night 4-star accommodation in Victoria Falls+

\$12,759

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*Terms & conditions apply. Offers expire 30th Nov
2019 (except Alluring Amsterdam which expires
31st Oct 2019).