



### Cruise Weekly today

Cruise Weekly today features two pages of all the latest cruise industry news.

### Ruby raided

**NEW** South Wales Police have raided *Ruby Princess* and questioned its crew overnight.

Detectives boarded the ship in Port Kembla with personal protective equipment, seizing evidence and questioning the crew about the docking and disembarkation of passengers in Sydney.

About 200 crew have shown symptoms of COVID-19, while 18 have tested positive.

The ship is at the centre of a highly dramatised scandal pertaining to her letting off 2,700 passengers, and who or what was to blame for allowing the disembarkation to occur.

## Crystal shuts down Australian office

**CRYSTAL** Cruises this morning announced the closure of its Australian office (**CW** breaking news), with the move revealed alongside “offensive and defensive measures - including a review of our business around the world - to ensure it will weather this pandemic.”

The operational and sales & marketing duties of Crystal’s Sydney office will be transitioned to Genting Cruise Lines’ Sydney team, with Crystal SVP & MD Australasia Karen Christensen to remain with the company for 90 days to assist with the transition.

“I am so very proud of the team in the Australian office and what we have achieved in just over three years,” Christensen said.

“We want to thank our trade partners for their continuing support as they have been incredibly supportive and truly share our passion for the World



of Crystal and we know they will be well taken care of by our colleagues at Crystal Asia.”

Crystal’s Sydney headquarters opened almost four years ago (**CW** 30 Jun 2016), bringing across Christensen from Silversea to be its first ever (and only) leader.

Crystal’s owner, Genting Hong

Kong, announced plans to sell 35% of Dream Cruises, shut down shipbuilding at its yards in Europe and finalised a sale and leaseback deal for the new *Crystal Endeavor* (pictured).

The local cruise sector has reacted with outrage - see **page 2**.

## IMPORTANT NOTICE FROM CARNIVAL CRUISE LINE

Hi Travel Agent Partners,

We wanted to give you a heads up that we are taking advantage of the upcoming Easter weekend to move out of Polar and into our GoCCL Navigator system.

**Please note that you won’t be able to access Carnival bookings in Polar as of Friday 10 April.**

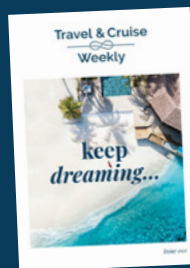
We will be back up and running on Wednesday 15 April in GoCCL Navigator.

Please [click here](#) to Register for GoCCL.com.au. For any assistance with accessing GoCCL Navigator please call 13 31 94

Thanks,

Your Carnival Cruise Line Australia Team





**Travel & Cruise Weekly**  
*keep dreaming*, a new weekly e-mag to keep your clients inspired.

COMING SOON

## Crystal closure a sad day for the industry

### OPINION

Robyn and Murray Sinfield own Home

Travel Company, a Virtuoso and Savenio affiliate and one of Australia's most respected cruise travel agencies.



Got an opinion to share? Let us know in up to 400 words at [feedback@cruiseweekly.com.au](mailto:feedback@cruiseweekly.com.au).

**GOOD** morning Corporate Crystal!

We certainly are in unprecedented global times - and companies are right to check their health status to ensure they will weather the storm of this pandemic.

BUT...

I can assure you Australians and New Zealanders, of any nationality, will be the first to travel again - and as the local travel industry we will be the first to support our partners.

The work done over the past three or so years by Karen Christensen and her team has been nothing short of amazing,

It's not long ago Crystal Australia celebrated with colleagues the Virtuoso Elevate program, the achievement of millions of dollars in milestones, and was looking forward to celebrating 30 years.

We've been through the

Crystal journey in Australia for the past three decades, - and were absolutely delighted when the outdated GSA model was dropped for local representation.

This was headed up by Karen Christensen, an individual who has the respect of the industry, who took a dream of an Australian office and turned it

“  
We feel certain you've played straight into the hands of the other locally operated luxury cruise lines”

into reality, to achieve a market share from the other luxury providers - Silversea, Seabourn and Regent Seven Seas Cruises - who all had local offices each with respected industry cruise leaders.

She was able to manage a team that others would only hope for, from sales with Cathy Tees, marketing with Kim Taylor, amazing BDMs and a great reservation and operations team headed up by Wanda Ferrand.

This notice today is nothing short of ridiculous.

Please take notice from us, albiet a small home-based affiliate Virtuoso with around \$250K in sales, that we won't be dealing with Crystal Asia.

We, like our clients, have a choice and we have the power to build sales, as we've done over the past three or so years and to help build a brand.

We feel certain you've played straight into the hands of the other locally operated luxury cruise lines with added sales.

This is a sad day for the Australian cruise industry, sending also a bad message about the financial viability of your brand - in times when the message should be positive.

It makes us wonder why you would have not merged the Australian sales of the successful Crystal Cruises with the struggling brand Dream, if it was about saving money.

We wish you well - now, more than ever, you needed us in Australia and New Zealand.

## MUA condemns

**THE** Morrison Government has been condemned by the Maritime Union of Australia (MUA) and the International Transport Workers' Federation (ITWF) for its treatment of cruise ship crews, with the MUA calling the Prime Minister "reckless" and "heartless".

Shortly before the government ordered all ships to leave Australian waters, the Maritime Union wrote to the Prime Minister, alongside the ITWF, asking for an increased level of cooperation, as well as "leadership" and a "humanitarian response" to the crews stranded on ships in Australia.

According to the Maritime Union, there are more than 15,000 international crew from more than 50 nationalities engaged in the cruise ship industry in Australian waters.

Similar sentiments were last week echoed by Carnival Australia President Sture Myrmell (*CW* 03 Apr).

## Oceania launches new webinar series

**OCEANIA** Cruises has launched a new webinar series for Australasian travel partners, which it is calling its "most extensive to date".

Starting this month, the ongoing fortnightly web conference will cover in-depth destination highlights, converting cancellations to future cruise credits, tips on how to take selling to the next level, becoming an Oceania Expert, groups business opportunities, the line's culinary focus & highlights, and more.

"Following the success of our recent webinars in Jan and Feb, we are thrilled to be launching a fortnightly series of live webinars for our Australian and Kiwi trade partners," said Oceania Vice President Australia and New Zealand Jason Worth.

"Each session will be packed with useful brand insights, practical information and booking tips designed to help attendees become an expert on all things Oceania Cruises."



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Travel Daily

EPISODE 2 OUT TODAY!



How bad is cruising actually for the environment? Find out in the April issue of *travelBulletin*.

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## PORTHOLE

**CRUISING** may have temporarily paused, but maritime innovation certainly has not!

Hong Kong-based designer Michael Young has depicted an electric boat concept to replace the region's ferries, which he calls the OseaD1 (pictured).

Young's invention would ferry passengers between Hong Kong Island and Herzog & de Meuron's new M+ museum, which is set to be one of the core attractions in the West Kowloon Cultural District.

While electric boats in Hong Kong's waters are currently scarce, Young's compact, near-silent boat is walk-on, walk-off, and features docking points that double as charging stations.



## Costa lawsuit

**COSTA Luminosa** passengers are suing the cruise company after several on board tested positive for COVID-19 and three died.

Passengers on the 05 Mar sailing from Fort Lauderdale yesterday filed a suit in Federal Court in Miami alleging Costa Cruises acted negligently and intentionally inflicted emotional distress.

## Action on board: Aqua Parks



**SHIPS:** All Norwegian Breakaway and Epic Class ships.

**LOCATION:** *Norwegian Encore, Norwegian Getaway* – Deck 15; *Norwegian Bliss, Norwegian Breakaway, Norwegian Escape, Norwegian Joy* – Deck 16; *Norwegian Encore* – Deck 17.

**FROM** towering waterslides and splash parks, to hot tubs, swimming pools and waterfalls, Norwegian Cruise Line's Aqua Parks, located on the top deck of each ship, offers a slippery selection of fun for everyone.



Drop at the speed of 4Gs on the Free Fall slide, before



challenging your friends to a race on one of two side-by-side twister slides called the Whip.

If that's not enough adrenalin, why not try the Epic Plunge, dropping a heart-stopping four stories down into a larger than life water bowl (pictured)?

For the younger kids, a splash at the Kids' Aqua Park, **inset**, might just be the ticket, while those looking for a much quieter dip without their littlest crew will enjoy lazing in a selection of each ship's pools and hot tubs (pictured left).

For the ultimate in peace and quiet, don't miss Spice H2O - a dedicated area where guests can lie back with a book, or enjoy blissful moments under a cascading waterfall.

**NEW ZEALAND  
CRUISE ASSOCIATION**  
*He Waka Eke Nao*

**NZCA  
UPDATE**

with Kevin O'Sullivan  
CEO, NZCA



## Cruise-blaming must stop

**TOURISM** had been New Zealand's most lucrative export, outstripping even the dairy industry.

That changed almost overnight, now that borders and businesses are closed, and we are all keeping very close to home, with no contact between people outside our own "bubble".

We are supportive of this approach to halt the spread of COVID-19, and our Prime Minister is reporting cautious optimism.

However, given the need to keep tourism recovery in our minds, it has been extremely disappointing the cruise industry, which has considerable potential to play an important role in the international visitor economy, is once again targeted by media.

We still have two cruise ships anchored in Auckland, with only crew on board, but even they are viewed with suspicion when the ships come into port to take on supplies and re-fuel.

The New Zealand Government is now seeking legal advice to check if *Ruby Princess* complied with health requirements in New Zealand ports.

This will be a lengthy process and will extend the anti-cruise hysteria seen in New Zealand and Australia.

Cruise-blaming must stop if we are to recover.