



## Tauck offering US-based res team

**TAUCK** yesterday launched a new toll-free number for Australian agents to book via the cruise and tour company's US-based HQ, with any new reservations made via the facility to not be managed or serviced under Tauck's longstanding partnership with Travel the World (TTW) (**CW** 26 Feb).

The new contact number, on 1800 178 489, is accessible Mon-Fri from 9am-1pm AEST, but "if you prefer to book with an Australian based reservations team or have questions on existing bookings, we continue our wonderful 40 year partnership with Travel the World," Tauck told agents.

It's understood that any decision to use Tauck's "enhanced reservations" will not see the booking credited to Travel the World, with all financials, reservations, documentation and



marketing to be done in the US.

Despite this, Travel the World is maintaining a local call centre dedicated to Tauck for all trade partners, and in addition to facilitating new booking requests, the team is looking after all existing Tauck bookings impacted by the COVID-19 situation.

As with agents impacted by cancellations, TTW's commission is not being protected on any refunded Tauck bookings.

TTW also continues to support recently appointed Tauck country manager David Clark, as well as the NSW- and Qld-based National

Account Managers, Helen Eves and Sarah-Louise Scales.

Clark, as well as Tauck's VP of Global Sales, Steven Spivak, were not able to comment on the change before **CW**'s deadline.

Travel the World MD Andrew Millmore (**pictured**) said the decision to move forward with the direct booking plan at this time was disappointing.

"Given the unforeseen hardship caused by COVID-19 we would have welcomed if these plans could have been delayed, giving us the chance to recoup some of the cost outlaid to secure bookings up until the restrictions started," he said.

"However we respect that they have made their decisions and we will support it," Millmore added.

Tauck also yesterday confirmed a further delay to its operations, cancelling all cruises and land tours up until 30 Jun.

### Cruise Weekly today

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

### Pimentel steps down at Azamara

**LARRY** Pimentel, Managing Director of Azamara, has resigned on a day of thousands of layoffs at the line's parent company, Royal Caribbean Cruises Limited (RCL).

Royal Caribbean CEO Richard Fain paid tribute to Pimentel's Destination Immersion Experiences, which saw yields climb and the introduction of a third ship to the Azamara fleet.

Pimentel, who spoke at Cruise360 Australasia two years ago, decided "the time was right to step down" according to a company memo.

RCL cut its US workforce by over a quarter yesterday.

# REGENT

## REASSURANCE

### FLEXIBILITY | CHOICE | CONFIDENCE

Regent Seven Seas Cruises® is committed to supporting our valued travel partners, and truly thank you for your partnership.

Our aim is that through our Regent Reassurance Policy, you maintain your existing bookings and drive new ones with confidence.

[LEARN MORE](#)

*Regent*

SEVEN SEAS CRUISES®

AN UNRIVALLED EXPERIENCE™



**MANY** of us are trying new things and learning new skills while the COVID-19 pandemic disrupts our otherwise productive lives - the largest privately owned residential yacht on the planet, *The World*, has been navigating in a five-pointed star off the Western Australian coast (pictured).



## RCL out to 11 Jun

**ROYAL** Caribbean Cruises (RCL) has confirmed it will now suspend sailings of its global fleet through until 11 Jun 2020.

The line said it was “working with our guests to address this disruption to their vacation... we expect to return to service on 12 Jun.”

Previously Royal Caribbean had planned a resumption by early next month (**CW** 25 Mar).

Local RCL CEO Gavin Smith has assured the industry of plans to return to Australia next summer, while this week RCL has been offering savings of up to \$380 to members of its Crown & Anchor loyalty program for new cruise bookings made before 21 Apr.

How have cruise operators coped with the coronavirus crisis? Read more in the April issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Dining afloat: Avalon Fresh



**CRUISE LINE:** Avalon.

**SHIPS:** All Avalon Waterways' European river ships.

When guests dine on board Avalon Waterways' fleet of ships, they're not just entering a venue - they are experiencing an overall “food concept”.

Created by “healthy dining movement” Chefs Leo and Karl Wrenkh, the Avalon Fresh approach takes shape across both the cruise operator's venues, including the casual Sky Grill restaurant, and the

“inspiring and fulfilling dining experience”; guests can also take advantage of Avalon's FlexDining option, which means less strict seating times, and more dining options to suit everyone's palates and plates.

Don't want to leave your room? No problem! Guests can still enjoy the Avalon Fresh concept in the privacy of their suites, with meals available to be delivered at the same time as the main dining rooms.

**WINE:** Every lunch and dinner service is accompanied by an extensive wine list.

The drops are selected from the local region that the ship is cruising through by Avalon's Master Sommeliers.

**INCLUDED IN FARE:** Yes.

**RESERVATIONS:** Not required.

**DRESS:** Smart casual.

**HOURS:** The range of venues are open for breakfast between 6am and 9.30am; lunch from 12.30pm; afternoon tea from 4pm; and dinner between 7.30pm and 8.30pm.



elegant Dining Room.  
Each venue features fresh local produce in an



## LISTEN TO OUR NEW PODCAST!

Search for 'Travel Daily - News on the Fly' on your preferred listening app

**CLICK HERE  
FOR DETAILS**

Travel Daily

**EPISODE 3 OUT TODAY!**

