



Cruise Weekly today

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

Riviera 2021

RIVIERA Travel River Cruises has unveiled its biggest-ever season in 2021 with a range of new cruises, as well as new initiatives, such as more solo-only sailings.

The season will boast a new, five-star ship, *Geoffrey Chaucer*, as well as a record number of sailings, new VIP benefits, and a new itinerary.

The new eight-day Amsterdam, Cologne and the Best of Holland and Flanders river cruise from Amsterdam to Cologne will complement Riviera Travel's 19 other itineraries across Europe including journeys along the Danube, Douro and more.

Half of NCLH clients opt for credits

ROUGHLY half of Norwegian Cruise Line Holdings (NCLH) customers whose voyages have been cancelled due to the COVID-19 shutdown have taken up future cruise credit offers, according to a business update from the company overnight.

The company said prior to the outbreak, Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises had all entered the year with record levels of bookings, and for the first two months of 2020, "ships sailed full at prices that were higher than the prior year, despite healthy capacity growth of approximately 7%".

However COVID-19 has resulted in "meaningful softness in near-term demand and elevated cancellations," the update noted.

Positively, booking trends continue to indicate demand for cruise vacations in the medium



and longer term, NCLH added, with the company still taking future bookings for 2020, 2021 and 2022.

A COVID-19 action plan has seen the company undertake several proactive measures, including reducing cruise operating expenses, putting ships into "cold layup", deferring

marketing expenditure, reducing work hours and travel cutbacks for shoreside staff.

The company is holding US\$1.4 billion in cash, and is "evaluating several additional strategies to enhance its liquidity position" including share issues and secured debt facilities.

Pictured: *Norwegian Escape*.

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Travel Daily



P&O Cruises has launched 'Monday Meal Inspiration from Luke Mangan'.

The cruise line's long-standing celebrity chef aims to bring his Salt Grill restaurant, which appears on five P&O Cruises ships, to home kitchens with a new series of virtual cooking classes.

Beginning yesterday evening, Mangan is showcasing how to recreate some of his dishes, as part of P&O's mission to inspire guests while many Australians are spending increasing amounts of time at home.

Yesterday's class showcased pea & mint bruschetta, and can be viewed on the cruise line's Facebook and YouTube page, where travellers can also keep an eye for classes in the following weeks.

Mangan is believed to be the longest-serving celebrity chef at sea, having been with P&O since 2009.

View the video [HERE](#).

Flight Centre drops cancellation fees

FLIGHT Centre has amended its cruise cancellation policies, and is now allowing bookings with several key cruise suppliers to be refunded without imposing any of its own cancellation fees.

The move is part of a wider revamp of Flight Centre's refund policy (**TD** yesterday) which has been attracting significant criticism on social media in recent weeks.

For air and land bookings the company is now capping its international refund service fees at a total of \$600 per booking of two or more people, rather than



the previous impost of \$300 per person.

However the policy is more generous for cruise bookings, with Flight Centre Executive General Manager Allisa O'Connell (**pictured**) writing to impacted customers to advise that no Flight Centre fees will apply to clients who have paid in full for sailings suspended due to the COVID-19 situation.

"These cruise lines include World's Leading Cruise Lines (Carnival, Cunard, P&O, Princess), Norwegian Cruise Lines (Oceania, Regent Seven Seas) and Royal Caribbean (Azamara and Celebrity)," she wrote.

NCLH extends global cruising pause

NORWEGIAN Cruise Line Holdings (NCLH) yesterday announced the extension of the suspension of its voyages to 30 Jun.

"We continue to work closely and in partnership with the U.S. CDC, global public health authorities and local, state and federal governments to build upon our already rigorous health and safety protocols to ensure that our brands are ready to safely resume operations with these new protocols in place," said Norwegian Cruise Line Holdings President & Chief Executive Frank Del Rio.

"Our teams are working around the clock to do what is right by our loyal guests and valued travel partners and we greatly appreciate their understanding as we continue to adapt to the ever-evolving global health environment."

Pandaw deposit

PANDAW River Expeditions is currently offering deposits of only US\$100 for its members.

The cruise line has announced the majority of our river expeditions next season will go ahead, with less-popular dates cut, and certain departures merged, where it will have two vessels sailing the same route.

The offer runs until 01 Aug.

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