

# AFTA INDUSTRY NOTICE

The AFTA Travel Accreditation Scheme (ATAS) is the cornerstone of the Australian travel industry. It sets standards, future proofs and protects the integrity of our industry.

ATAS is the means by which both consumers and trade can identify trusted, reliable and quality travel businesses.

## **AFTA and ACS does not take its role lightly and does not make cancellations without good reason!**

In the last 6 months, two large scale, non-accredited wholesalers have become insolvent. It is a stark reminder to all industry that if a business is NOT accredited – ask why not?

It is unacceptable that a company can make statements and issue press releases which turn out to be misleading and deceptive. It is a clear demonstration of the lack of integrity of these companies.

AFTA is NOT to blame for the demise of these companies. Poor financial management is the only cause of a company becoming insolvent.

## **AFTA recommends that travel agency owners only work with reputable accredited wholesalers and tour operators.**

All CATO members are required to be ATAS accredited.

AFTA has 63 years of representing, supporting, and innovating for the Australian Travel Industry. In 2020 we will continue to seek new solutions to provide all involved with confidence in the travel value chain and make the payment eco-system in the Australian travel industry more robust.





# Regent debuts its new *Splendor*

**REGENT** Seven Seas Cruises (RSSC) has taken delivery of its fifth vessel, the new *Regent Seven Seas Splendor* (pictured), which was formally handed over to the line last Fri in Ancona, Italy.

The 224m-long ship has capacity for 750 guests, who are served by more than 550 crew members, with stunning public spaces, a variety of all-balcony suites and extensive facilities including a lavish spa, multiple restaurants, a Culinary Arts Kitchen and more.

RSSC President, Jason Montague, who is on board a special preview cruise in Italy this week, said *Splendor's* passengers were "surrounded by elegance, comfort and hospitality."

"Luxury travellers have anticipated this stunning new ship for more than two years," he said, noting that when *Splendor* opened for bookings 18 months ago (*CW* 13 Jul 2018), the result



was the busiest booking day in the company's history.

The ship's captain is Selena Melani, the first female to take charge of a brand new ocean cruise ship, who welcomed guests on board last night.

Montague said *Splendor* continued Regent's relentless focus on all-inclusive excellence.

After several preview cruises, *Splendor's* first official voyage will depart from Barcelona on 06 Feb to Miami, where she

will be christened on 21 Feb by her godmother, legendary supermodel Christie Brinkley.

Photos of the ship are online at [facebook.com/cruiseweekly](https://facebook.com/cruiseweekly).

### Cruise Weekly today

*Cruise Weekly* today features four pages of all the latest cruise industry news, a front cover wrap from **AFTA** plus full pages from

- Windstar
- Force for Good Hub



on location in the Mediterranean

Today's issue of *CW* is coming to you from aboard the brand new *Regent Seven Seas Splendor* as she cruises between Rome & Barcelona.

*SEVEN Seas Splendor* left Rome's Civitavecchia cruise port yesterday on a three-day itinerary heading for Barcelona via Livorno.

Guests on board, including Australian and New Zealand travel agents, were treated to dinner dispersed across several of the on-board specialty restaurants, including Chartreuse, Prime 7, Pacific Rim as well as the Compass Rose main dining room.

More from *Splendor* in *Cruise Weekly* this week.



*Feel Free*

**BIGGEST SALE**  
OF THE DECADE  
**US \$200 FREE**  
ONBOARD SPEND  
BALCONIES & ABOVE

- FREE OPEN BAR
- FREE SPECIALTY DINING
- FREE EXCURSIONS
- FREE WIFI
- FREE EXTRA GUESTS

CHOOSE FROM OVER 300 DESTINATIONS WORLDWIDE

CLICK **HERE** FOR MORE INFORMATION | CALL **1 300 255 200 (AU)** OR **0800 969 283 (NZ)**

\*Offers correct as at 4 February 2020 and subject to change or withdrawal. For full terms and conditions click here.

**Need ideas for  
your clients'  
next London  
hotel stay?**

*Watch our preview  
of Mercer St Hotel*



## Costantin ASPIRE

**TRAVEL Associates (TA)** has appointed Nicole Costantin as General Manager of its new ASPIRE brand and product platform.

TA said that under her leadership, the ASPIRE range would be reviewed.

Australia's Leading  
Cruise & Rail Specialists

**EXCLUSIVE**

**2020 & 2021  
SECTOR  
CRUISES  
GET ACCESS NOW**



[FIND OUT MORE](#)

 Holidays of Australia & the World

## CLIA coronavirus

**CRUISE Lines International Association (CLIA)** members have suspended crew movements from mainland China, and will deny boarding to any guest or crew member who has travelled from or through mainland China within the previous 14 days.

Member cruise lines are acting swiftly to formulate their own policies guided by CLIA's, with Regent Seven Seas Cruises now denying boarding to any guest who has visited mainland China in the past 30 days.

The cruise line will also deny entry to any guest recording a body temperature of 38 degrees Celsius or higher, via a non-touch temperature screening.

The industry body also noted itineraries may be modified where needed in light of evolving circumstances, while screening protocols allow case-by-case decisions to be made on whether or not someone will be denied boarding.

## Wildfoot Antarctic

**WILDFOOT Travel** is celebrating 200 years since the discovery of Antarctica with £200 off its 11-day Antarctic Explorer trip.

The saving is accessible when booked before 05 Feb - **CLICK HERE**.

## Virtuoso aboard *Splendor*



**A SIGNIFICANT** number of the agents aboard this week's special *Seven Seas Splendor* preview cruise are part of the Virtuoso network, with several Virtuoso representatives also on board to further cement the partnership.

Events aboard the voyage include an exclusive Virtuoso Late Night Cocktail party, as a reflection of the strong contribution the luxury network makes to Regent's sales.

*Splendor* is the sister ship to *Seven Seas Explorer*, which debuted in 2016 with the bold tag-line of "the most luxurious ship ever built".

The newbuild expands the concept to "luxury perfected," with *Splendor* featuring the

massive Regent Suite with a hand-crafted US\$200,000 bed, while the ship is adorned with more than an acre of Italian marble and an art collection worth over US\$5 million.

All-inclusive dining, premium beverages, shore excursions and more mean that *Splendor* guests will hardly need to put their hands in their pockets, while complimentary activities include the on-board Culinary Arts Kitchen.

**Pictured** at a launch cocktail party in Rome are Adrian Clarke, Virtuoso Head of Commercial & Marketing APAC; Lisa Pile, Regent Seven Seas Cruises VP and GM ANZ; and Trisha Foresman, New York-based Virtuoso Manager, Tour & Specialty Products.

  
VIKING

*New 2021 River  
Brochure Out Now*

[VIEW HERE](#)



Tuesday 4th February 2020

## Anouvong floats

**HERITAGE** Line's new *Anouvong* ship recently met water for the first time, on the Mekong River in Laos.

With just eight months until its maiden voyage, *Anouvong* is planned to be the first-ever luxury vessel sailing the upper Mekong.

The coming weeks will see the on-site shipyard team finalise the mechanical and electrical infrastructure of the ship, while Heritage Line will fly in its team of experts, who recently completed work on the freshly relaunched *Ylang* (**CW** 30 Oct) to handle the ship's fit-out.

*Anouvong's* maiden voyage departs 29 Sep, sailing for three nights from Luang Prabang to Huay Xai, with Heritage Line offering 10% off until the end of Mar thanks to its Inaugural Promotion.

The deal covers all three-night upper Mekong itineraries in 2020 and 2021 - [CLICK HERE](#) for more.

## Princess & SES

**PRINCESS** Cruises' expanded partnership with SES Networks will give the cruise line first access to O3b mPOWER satellite-based communications and wi-fi system.

Claiming "the best wi-fi at sea", Princess will host a series of events this year to demonstrate its "elite global connectivity", available to Princess MedallionClass members.

The expansion of the partnership will see SES's relationship with Carnival Corporation's Global Experience and Innovation unit run through to 2023, making the company a fully-integrated development partner.

The two in 2017 developed MedallionNet, which is planned to be aboard 12 Princess ships by the end of this year (**CW** 14 Aug).



**MARITIME** Industry Australia Deputy Chief Executive Officer Angela Gillham will represent Cruise Lines International Association (CLIA) Australasia and the cruise industry at large at this year's *Travel Daily* Sustainability Summit.

An expert on the work being done globally on energy and the environment, Gillham will speak on the global sulphur cap, and the efforts of the industry, through the International Maritime Organization, to reduce greenhouse gases.

Gillham will also brief attendees on the proposal generated by CLIA and other shipping organisations to accelerate the development of commercially viable, zero-carbon ships by the early 2030s.

Throughout her career, Gillham has managed a range of shipping-related research and development projects, and frequently represents the Australian industry at a range of international forums.

[CLICK HERE](#) for Sustainability Summit tickets.




BOOK BY February 28, 2020 to take advantage of special offers including:

- Complementary Suite Upgrades\*
- Up to \$1,000USD Shipboard Credit per Suite\*
  - Up to \$1,000AUD Air Credit per person\*
- Up to 600 Minute Internet Package per guest\*
- Up to 15% Savings on Combination Cruises\*
  - Only in Alaska: Free Ventures by Seabourn Zodiac Shore Excursion.\*

\*Offers vary per sailing. See Terms and Conditions for details.

[FIND OUT MORE](#)



Be a part of the  
2020 Travel Daily  
Sustainability Summit.

Prospectus available now.

[CLICK HERE](#)

Travel Daily



22 April 2020

## Explorer Singapore

**PACIFIC Explorer** recently engaged in a "compassionate disembark" for a number of guests in Cairns travelling on Chinese passports.

The cruise, which departed Sydney on 28 Jan, is scheduled to stop in Singapore tomorrow, but with the country on Thu announcing it would deny entry to Chinese travellers, a number of passengers disembarked.

P&O Cruises told **Cruise Weekly** its shoreside team assisted the disembarking passengers with accommodation and onward travel arrangements.

The cruise line maintained that the decision to conduct the compassionate disembark was made to "minimise inconvenience".

## Westerdam up'd

**DISEMBARKATION** of Holland America Line's *Westerdam*, on 15 Feb will now take place in Yokohama as opposed to Shanghai, the cruise line has notified.

All guests and their travel advisors have been informed of all changes taking place, which will also see the ship call Hualien today, before resuming the cruise's original schedule.

The ship was this week stranded in the South China Sea, after the Philippines refused her entry due to coronavirus fears, with the ship having called Hong Kong on Fri.

All sailings aboard *Westerdam* in Asia from 15 Feb through 28 Mar will not visit China, with itinerary revisions for these cruises seeing Japanese ports added, with, embarkation and disembarkations continuing to take place in Yokohama instead of Shanghai or Hong Kong.

## A Dream p'ship

**DREAM** Yacht Charter has formed a European river cruise partnership with river cruise specialist Les Canalous, which will see the cruise line offer European canal boating vacations.

Dream Yacht Charter will offer the product in 10 European countries, from 40 bases across England, France, Germany, Italy, the Netherlands, Poland, Portugal, Russia and Sweden.

## Dining afloat: Seafood Grill by Mark Best



**SHIP:** Dream Cruises' *Explorer Dream*.

**RESTAURANT:** Seafood Grill by Mark Best.

**CHEF:** Mark Best.

**FANCY** dining where the sea and stars meet the ship? Then look no further than *Explorer Dream's* Seafood Grill, **pictured**.



Located outdoors with scenic ocean views, Australian Chef Mark Best offers sea-faring guests a blend of Western and Asian-inspired dishes mixed with a number of Australian influences.

Seafood Grill's menu focuses

on small producer-sourced Australian beef, lamb, river fish and the freshest seafood, with a range of popular dishes available such as snapper burger with fries, steamed Murray Cod, seafood platter with leek & potato (**pictured bottom left**) and tagliatelle with veal ragu and reggiano.

Also on offer is the Champagne Brunch menu, where guests can choose from anything, such as sourdough toast with Vegemite, through to a full Australian breakfast, all accompanied by a glass of Champagne or beer, coffee, tea, and a range of chilled fruit juices.

**INCLUDED IN FARE:** Seafood Grill is a specialty restaurant, which means additional charges apply.

**RESERVATIONS:** Bookings are recommended.

**DRESS:** Smart casual.

**HOURS:** Seafood Grill by Mark Best is open daily for brunch, lunch and dinner.



**THE** Super Bowl took place yesterday, with the Kansas City Chiefs winning the Lombardi Trophy, but a far more vexing sports contest was contested recently aboard *Norwegian Encore*.

Former racing driver Jeff Gordon and retired football star Rob Gronkowski hopped aboard *Encore's* go-karts for an admittedly lopsided challenge, given Gordon's background.

However, Gronkowski gave the former NASCAR champion all he could handle, and had his kart's nose ahead as the two headed into the final turn - check out who won **HERE**.



# PICK YOUR PERK PROMOTION

ENDS 28 FEBRUARY 2020

## PICK FROM:

- Up to US\$1,000 Shipboard credit\*
- Unlimited WiFi\*
- All-in Package\* (suites only)

[More info](#)

\*T&Cs apply



## 2020 Mediterranean

7-11 night itineraries

Prices starting from **\$4,185\*pp**

[Download Flyer](#)



## 2021 Mediterranean

7-12 night itineraries

Prices starting from **\$3,999\*pp**

[Download Flyer](#)



## 2021 Mediterranean

15-44 night itineraries

Prices starting from **\$4,185\*pp**

[Download Flyer](#)



## 2021 Northern Europe

7-24 night itineraries

Prices starting from **\$5,146\*pp**

[Download Flyer](#)

For more information or to book contact our  
Inside Sales team on 1300 749 875

GET YOUR TICKETS NOW! DON'T MISS OUT! LESS THAN 4 WEEKS AWAY

# 2020 SYDNEY EVENT

a force for good



FULL DAY EVENT, EPIC LINE UP AND BRILLIANT BREAKOUT SESSIONS

A FORCE FOR GOOD EVENT | SYDNEY | FRIDAY 6TH MARCH 2020

**DON'T MISS OUT!**

## THE SPEAKERS

JOIN IN AND HEAR OVER 23 LEADERS FROM AROUND THE GLOBE SHARING BUSINESS SKILLS AND INSPIRATION.

Workshops include...

**Phil Hoffmann** shares his secret sauce on "Building loyalty into your business"

**Allisa O'Connell** teaches us "How to grow your personal brand"

**Rachael Harding** reveals her valuable knowledge on "How to break the glass ceiling"

Plus many more.

### THE SYDNEY EVENT BREAKDOWN

**Sydney, Australia Friday 6th March 2020**

Dockside Cockle Bay, Sydney

**8am to 5:45pm**

\*registration opens 7:30am - sharp start

**550 people from around the globe!**

Morning Tea, Lunch, Afternoon Tea Provided + Optional add on Afterparty.

### THE GLOBUS FAMILY OF BRANDS AFTERPARTY

**Cargo Bar**, Darling Harbour - a short walk from the main venue

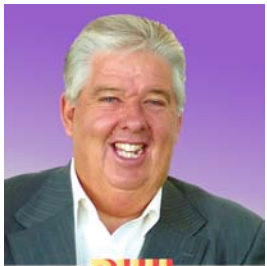
Add on afterparty event \*max party capacity of 300

**6pm till \*late**

### TICKETS

Tickets start at **AUD \$395** plus GST

Purchase a Table and get 1 seat free. Table Tickets start at **AUD \$4,345** plus GST.



**PHIL HOFFMANN**

Founder of Phil Hoffmann Travel



**RACHAEL HARDING**

General Manager Pacific for Club Med



**ALLISA O'CONNELL**

EGM for Flight Centre Brand Australia



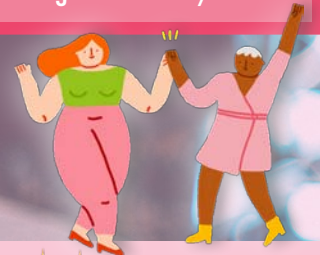
**SEBASTIAN TERRY**

Our Superstar Headline Speaker from L.A.

EPIC ENTREPRENEURS, VISIONARIES AND BUSINESS SUPERSTARS FROM AROUND THE GLOBE

[www.aforceforgoodhub.com/events](http://www.aforceforgoodhub.com/events)

THE GLOBUS FAMILY OF BRANDS AFTERPARTY IS ALMOST SOLD OUT! limited to 300 guests



## SYDNEY SPONSORS

A FORCE FOR GOOD EVENT SYDNEY, AUSTRALIA 2020 IS PROUDLY SPONSORED BY THESE BRANDS



THE GLOBUS FAMILY OF BRANDS AFTERPARTY

**GLOBUS**  
family of brands