



### Cruise Weekly today

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

### Rocky suspensions

**ROCKY** Mountaineer has extended the suspension of this year's season through to 30 Aug.

Pax booked on a Holland America (HAL) voyage as part of a package now having the option of applying the value of the cruise to other parts of their trip, or refund the value and book directly with HAL.

The operator cited numerous travel restrictions as well as limited flight capacity and the suspension of services by many of its operational partners for the move, offering a 110% future travel credit valid for travel to the end of the 2022 season.

## \$1m in bookings safe with NCLH

**TRAVEL** Associates Kew's Kathy Pavlidis (**pictured**) says she's "so happy to have her eggs in the Norwegian Cruise Line Holdings (NCLH) basket," with the proactive approach of Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises (RSSC) having helped her manage more than \$1 million in bookings disrupted due to COVID-19 cruise cancellations.

The 2017 CLIA Cruise Consultant of the Year told **Cruise Weekly** the NCLH brands had been a standout in their response through the pandemic, with the approach of putting customers first ensuring all refunds had been received, as well as ensuring many clients had rebooked through her three-person office.

She said in many cases where clients had paid a deposit and were concerned about final payment, the date for finalisation



had been extended, while those who had decided to pay in full had received bonus future cruise credits which had seen them rebook immediately.

With the further extension of NCLH's cruise pause (**CW** yesterday) Pavlidis said one couple had now been disrupted three times - but each time had taken the option of the future cruise credit meaning they were

"super happy having made 25% on each cancellation".

"Our job is to help the customer get the right outcome - we've just got to present them with the facts," she said, with 100% of her Norwegian, Oceania and RSSC bookings resolved.

"Every cent owing has been paid back, on every cruise, and they've protected our commission too," she said.

Pavlidis' experience is a stark contrast to that described by Helloworld Travel Chief Executive Andrew Burnes, who earlier this month blasted NCLH in an email to the group's travel agency members, saying Norwegian had been "dreadful to deal with".

Helloworld and its Seven Oceans Cruising wholesale brand have dropped Norwegian as a preferred supplier (**CW** 15 Jun), with the company still not commenting further on the furore.

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Industry support Facebook LIVE speaker series

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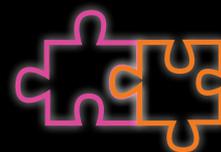
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## Cruiseco Recovery Room

**CRUISECO** this week launched The Recovery Room, a hub for members aimed to assist them over the coming three-to-six months of the COVID-19 pandemic.

The hub will include a range of resources, such as contacts, images, flyers, packages and training, to help members as the cruise industry begins to recover.

The Recovery Room will pool all cruise training on offer through multiple cruise lines and associations, provide Cruiseco flyers for members as they reopen, offer a series of deals and packages the company has put together with lines, and centralise assets for members to use on social media.

Cruiseco has also launched an Ultimate Cruise Guide, containing over 100 digital pages for use by consultants on almost all the company's cruise line partners.

The initiative is the culmination of three months of work, with details on each cruise line including a general overview and fleet synopsis, who the cruise line



is best for, the atmosphere and experiences on board the ships and more.

**CLICK HERE** to access Cruiseco's Ultimate Cruise Guide.

The wholesaler also earlier this week released the second episode in its new podcast series (**CW** 12 Jun), featuring co-founder Phil Hoffmann (**pictured**) as well as an interview with Cruise & Maritime Voyages local chief Dean Brazier - **CLICK HERE**.

### MSC talks on FCC

**MSC** Cruises has launched a new webinar offering guidance for travel agents on its Future Cruise Credit (FCC) program.

Key Account Manager Aaron Christian details the value, validity and benefits of the FCC as well as procedures for claiming and processing the benefit.

View the video at [cruiseweekly.com.au/videos](http://cruiseweekly.com.au/videos).

### COVID-safe Ponant

**PONANT** has released details of new "multi-level protocols for the protection against COVID-19" as it continues to work towards the resumption of its expedition voyages.

The company has not had any cases of COVID-19 across its 11-strong fleet, and the enhanced program aims to maintain that record, the cruise line said.

Ponant will aim to create a "sanitary bubble" onboard, with strict access conditions for guests, crew members and goods, stringent hygiene protocols and daily tracking and monitoring of conditions.

Each ship also features a "latest generation on-board hospital" with specialist equipment including biological and serological detection capability, radiology and resuscitation equipment and an expert medical team.

Social distancing requirements will apply on board and during shore excursions, and reboarding will only be permitted after a temperature check and with disinfection procedures.

Restaurant capacity on the ships has been halved, with no more buffet options and only contactless a la carte services.

The full Ponant "COVID-Safe Protocol Manifesto" can be accessed by **CLICKING HERE**.



### Cruising Around New Zealand

**30 JUN 2020** is a red-letter day for cruise tourism in New Zealand – it's the day the suspension on cruise is due to be lifted, and we are in discussions with government to make sure it isn't extended.

The cruise industry has been a huge contributor to New Zealand tourism - NZ\$570m in 2018-19 and growing.

Now we are at level one, New Zealand is open to domestic tourism, and several cruise lines want to run cruises with New Zealand passengers only.

New Zealanders are keen to cruise and would take advantage of this opportunity.

Cruising around NZ will be a good start and generate much-needed regional tourism.

Cruise can return, in a modified and controlled way, to New Zealand.

We will soon have a trans-Tasman bubble, so cruise can restart at first with New Zealand guests only and soon after Australian guests.

Cruise will enable more tourists into our regions in a safe manner.

We want our government to get the message "lift the suspension on 30 Jun - don't extend it" and bring cruise ships back.

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**THOSE** dreaming of designing their own cruise itinerary were treated to just that recently, with Cruise & Maritime Voyages creating a seven-day "dream cruise", designed by its guests.

The guest-selected fantasy voyage, which notably defies time and distance restrictions, heads from Fremantle to London in seven days, stopping into destinations in Africa, the Mediterranean and Northern Europe.

There were 1,880 votes cast in total, with guests showing a preference for Europe and Australasia, and favouring smaller, less-common ports.

After embarking, the seven-day cruise would head to Cape Town, Venice, Reykjavik and St. Petersburg, before arriving in London, with one day at sea - because even though this cruise is a total theoretical impossibility, there'll be at least one sea day, right?

## Beyond Croatia savings



**BEYOND** Travel has released savings on a range of Croatian small ship cruises in 2021 with Cruise Croatia.

Savings of up to \$1,700 per cabin are on offer until 30 Jun on the selection of cruises.

A \$49 per cabin risk-free deposit is available until the end of Aug, which is 100% refundable.

The deluxe eight-day Best of Dalmatia cruise aboard the purpose-built *New Star* small ship (**pictured**) is now available from only \$2,140 per person twin share, which departs either Dubrovnik or Split.

For more details, call 1300 664 790 or **CLICK HERE**.

## Balcony bonus

**NORWEGIAN** Cruise Line is currently offering a Balcony bonus sale, with a free stateroom upgrade available.

Applying to all ships and all destinations, travellers can currently book a Balcony for the price of an Oceanview, and also get five free offers, including a free beverage package, a free speciality dining package, free shore excursion credit, a free wi-fi package and more - **CLICK HERE** for details.

## Oceanwide donates

**OCEANWIDE** Expeditions has donated surplus supplies to Walcheren Food Bank in the Netherlands.

The Dutch cruise line provided pasta, condiments, cheese and long-life items like Tetra Pak milk and yogurt, which was purchased in anticipation of a quarantine situation aboard one of its ships.

## Alaska testing

**TRAVELLERS** to Alaska hoping to bypass a mandatory 14-day quarantine will require a negative COVID-19 test.

The test must have been taken no more than 72 hours prior to entering the state, and if positive will require isolation at the traveller's expense.



This month Cruise Weekly has partnered with Celebrity Cruises to give you the chance to WIN a free cruise for two people onboard *Celebrity Solstice* departing Sydney.

Just like you, we're dreaming of seeing new shorelines on the horizon. Until then, we want to ensure you are looking after yourself because a little bit of self-love goes a long way!

How to enter:

1. Snap your best wellness selfie (whatever that means to you)
2. Post the shot in *Celebrity's Trade Facebook Group*
3. Include the hashtags #ModernLuxury and #CruiseWeekly

The most creative entry which features both hashtags will win!

