



### Cruise Weekly today

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

### A third hero cruise

ROYAL Caribbean says it has received such a strong response to its humanitarian *Spectrum of the Seas* reward cruise for Australia's bushfire volunteers that it will operate a third departure.

The ship is currently carrying more than 3,500 firefighters and their families on four days at sea, returning this Wed.

The second thank you cruise will operate 07-11 Mar, while the newly announced third voyage will take place 13-17 Mar, after more than 12,000 registrations were received.

*Spectrum* crossed over in Sydney Harbour with sister ship *Ovation of the Seas* - pics at [facebook.com/cruiseweekly](https://facebook.com/cruiseweekly).

## Virtuoso developing cruise tech

LUXURY travel network Virtuoso is working with a number of cruise booking engines on "fare alert" technology, which will inform travel agents about drops in price in their clients' cruise fares.

Speaking to *Cruise Weekly* on the weekend at the Mobile Travel Agents National Conference, Virtuoso MD Asia Pacific Michael Londregan confirmed the tech was in development.

"We've got this fare alert product which is now in development which helps an advisor know their client has a product which has gone on sale," Londregan said.

"[Agents] can get ahead of the curve and ring the client to say, great news, you can stay where you are or move to this category.

"We're now working with cruise booking engines to build technology...It's not that much of



an extension from what we do, but no-one has ever asked us for it," he added.

With cruise fare price analysis tool Cruisewatch having recently launched in the Australian market (*CW* 16 Jan), Londregan explained that Virtuoso's take on

the technology aimed to provide even more value to the customer.

"We need an alert system with cruising so that if the fare goes down, they don't find out because their client rings them and tells them they saw it in the paper."

EARLY BOOKING BONUS - 50% OFF DEPOSITS UNTIL 1<sup>ST</sup> APRIL 2020

**Life CHOICE\***  
Amenities are per stateroom

Includes: FREE Internet  
FREE Pre-Paid Gratuities

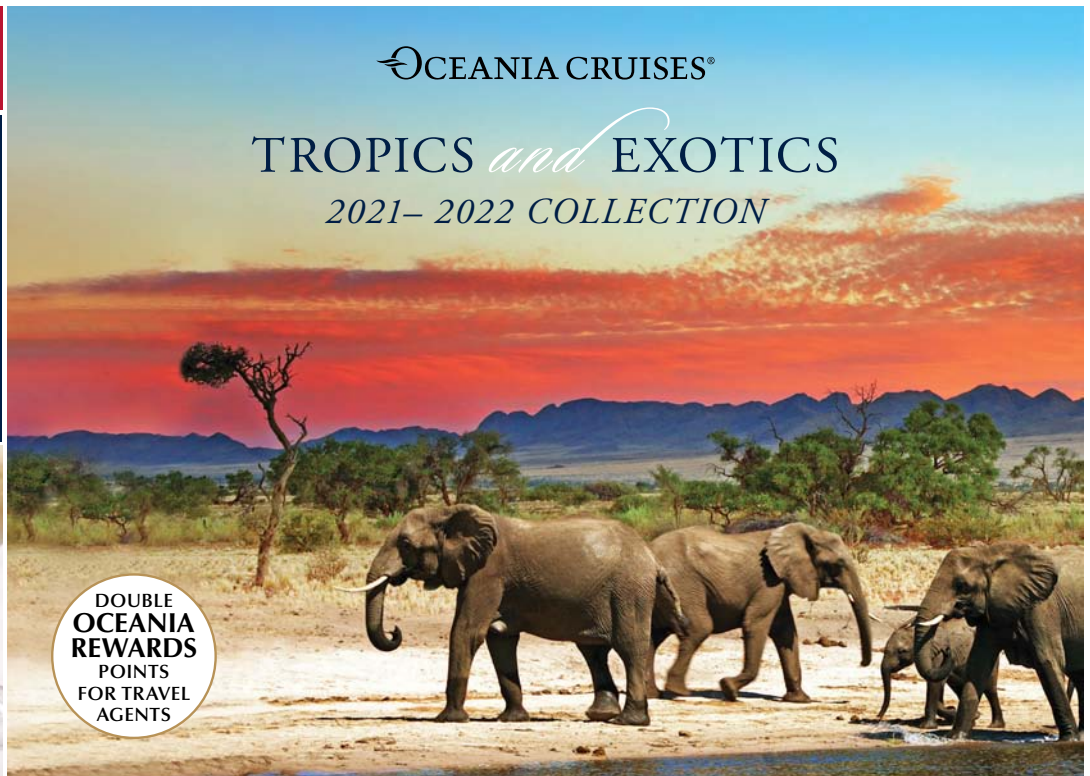
Plus choose one: FREE Shore Excursions  
FREE Beverage Package  
FREE Shipboard Credit



OCEANIA CRUISES®

TROPICS *and* EXOTICS  
2021- 2022 COLLECTION

DOUBLE OCEANIA REWARDS POINTS FOR TRAVEL AGENTS

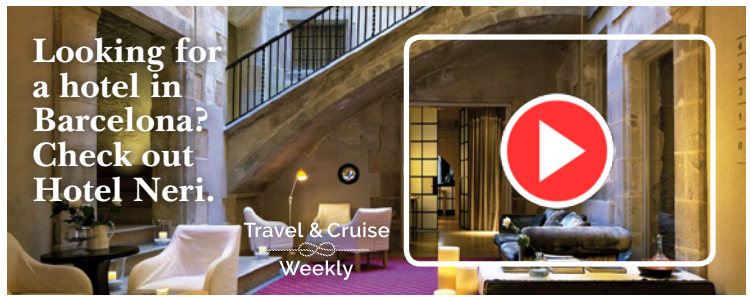


SAVOUR THE WORLD WITH THE FINEST CUISINE AT SEA® ABOARD OUR INTIMATE AND LUXURIOUS SHIPS

CLICK HERE TO LEARN MORE OR CALL 1300 355 200 (AU) OR 0800 625 691 (NZ)

\*Visit OceaniaCruises.com for full Terms & Conditions. Oceania Rewards only valid for retail travel agents in Australia. Double points offer expires 1st April 2020. For full terms visit [oceaniarewards.com.au/terms-and-conditions](https://oceaniarewards.com.au/terms-and-conditions)





## NCL and Windstar ease policies

**NORWEGIAN** Cruise Line (NCL) and Windstar Cruises are the latest suppliers to change terms and conditions around cancellations and payments, with the aim of reassuring agents and their clients amid the ongoing COVID-19 crisis.

An update from NCL to agents last Fri said “we understand that your clients may be hesitant to plan or confirm their cruise holiday, but we encourage them to get out there and experience the world aboard the best vessels at sea”.

Changes announced including a later payment deadline, with final balances for Jun and Jul voyages now not due until 90 days prior to sailing.

Also, up to 60 days before departure NCL will allow reservations to be transferred to any other cruise that departs on or before 30 Jun 2020.

Moreover, if any guest chooses not to sail, name change restrictions will be waived up

to 45 days prior to sailing, with name changes permitted for the cruise reservation only.

NCL noted its success to date in maintaining a healthy onboard environment through rigorous protocols and by acting quickly to modify itineraries whenever necessary.

“It’s important to remember the travel industry and our business is one of the most resilient... we look forward to helping you and your guests overcome these temporary concerns.”

**MEANWHILE** Windstar Cruises is now allowing guests booking a voyage departing on or after 01 Jun 2020 can cancel up to 15 days before departure without incurring a cancellation fee.

Windstar cruisers who cancel will receive a 100% future cruise credit to be used on another Windstar voyage within one year.

The updates come amid moves by other lines including MSC and Uniworld (**CW** 28 Feb) which have also modified policies.

## Cruise fusion shuts shop

**CRUISEFUSION**, the wholesale division of Cruise1st Australia, has announced it will no longer accept new bookings from travel agents due to current trading conditions and uncertainty around the ongoing impact of coronavirus (**CW** breaking news).

Cruise1st established Cruisefusion a few years ago when the business was part-owned by Carl Frier, who continues to lead the company, which has since been taken over by German OTA giant Dreamlines (**CW** 17 May 2018).

Late on Fri afternoon Frier emailed Cruisefusion’s trade partners to advise that the wholesale operation had “decided to cease taking any new bookings effective immediately.

“This is a very regrettable decision, but based on the current situation necessary,” he said, noting that no existing bookings would be impacted. “Be assured these will be



processed and supported as they would have been without the change.”

Cruisefusion had been previously headed up by GM Geoff Hackett (**CW** 08 Nov 2016), who founded Worldwide Cruise Centres in 2003.

The company’s booking engine was based on the Odysseus platform, allowing agents to dynamically package together flights, cruises and accommodation.

Cruisefusion also promoted its own curated packages “at price points seen in the press that also earns you commission”.

Despite the decision, travel agents have praised the company for being up-front about the situation and continuing to support existing bookings.

## Aussie inbound operator COVID-19 death

**THE** first Australian victim of the coronavirus has been identified as 78-year-old James Kwan, who was aboard *Diamond Princess* off the coast of Japan when the ship became the epicentre of the first outbreak of the disease outside of China.

Kwan was the founder of Wel-Travel, a Perth-based inbound tour operator, which was placed into receivership by his son, Edwin Kwan, late last year. Edwin Kwan was also aboard *Diamond Princess*.

James Kwan, who died last night, was diagnosed with coronavirus about 10 days ago while in quarantine in the Northern Territory after being evacuated from the ship along with 163 other Australians.

**CREATIVE CRUISING**

## Earn Bonus Commission!

01 FEB - 31 MAR 2020

For ALL new Celebrity Cruises & Royal Caribbean bookings




BOOK NOW AT [CREATIVECRUISING.COM.AU](http://CREATIVECRUISING.COM.AU)



\*T&C's apply

## Are you innovative, leading the pack with sustainable initiatives?



Be recognised for your achievements.

Nominate for a Sustainability Award.




Sustainability AWARDS

22 April 2020

CLICK HERE FOR THE ENTRY GUIDELINES



A cruise in the Galapagos offers wildlife encounters like nowhere on earth. Read more in the March issue of *travelBulletin*.

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

## Cruise Calendar

The next few port calls of cruise ships at various destinations around Australia and New Zealand.

SYDNEY	
<i>Queen Elizabeth</i>	02 Mar
<i>Celebrity Solstice</i>	02 Mar
<i>Crystal Serenity</i>	02 Mar
<i>Silver Muse</i>	03 Mar
<i>Spectrum of the Seas</i>	04 Mar
<i>Queen Mary 2</i>	05 Mar
<i>Costa Deliziosa</i>	05 Mar
BRISBANE	
<i>Queen Mary 2</i>	03 Mar
<i>Pacific Dawn</i>	03 Mar
<i>Seven Seas Mariner</i>	04 Mar
MELBOURNE	
<i>Carnival Spirit</i>	02 Mar
<i>Radiance of the Seas</i>	03 Mar
<i>Costa Deliziosa</i>	03 Mar
<i>The World</i>	03 Mar
<i>Seabourn Encore</i>	04 Mar
<i>Silver Muse</i>	05 Mar
FREMANTLE	
<i>Astor</i>	04 Mar
HOBART	
<i>Coral Discoverer</i>	02 Mar
<i>Pacific Aria</i>	03 Mar
<i>Queen Elizabeth</i>	04 Mar
<i>Radiance of the Seas</i>	05 Mar
ADELAIDE	
<i>Arcadia</i>	04 Mar
PHILLIP ISLAND	
<i>Seabourn Encore</i>	05 Mar
AUCKLAND	
<i>Amsterdam</i>	02 Mar
<i>Sea Princess</i>	04 Mar
<i>Viking Orion</i>	05 Mar
WELLINGTON	
<i>Ruby Princess</i>	02 Mar
<i>Viking Orion</i>	02 Mar
<i>Azamara Journey</i>	03 Mar
<i>Ovation of the Seas</i>	05 Mar

## Croisi to the Caribbean



**CROISIEUROPE** is offering a range of new Caribbean itineraries aboard *La Belle des Ocean* (pictured).

The 62-cabin, 128-passenger ship will sail in the Caribbean from 11 Oct to 05 Apr, having recently completed a season sailing between Montreal and Saint Pierre and Miquelon, on the St. Lawrence River in Canada.

*La Belle des Ocean* will sail two different nine-day trips covering Guadeloupe, Saint Lucia, Dominican Republic, the British

Virgin Islands and more.

Each itinerary includes four excursions, with one calling Pointe-a-Pitre, Soufriere, Union Island, Fort-de-France, Les Saintes and Saint Barts and Marie-Galante.

The other will pay visit to Pointe-a-Pitre, Saint Kitts, Tortola, La Romania, Samana, Jost Van Dyke and Saint Barts.

Each suite has a private bathroom with a walk-in shower, desk, hairdryer, a closet with a safe and a mini-bar.

## Viking adds new information sessions

**VIKING** information sessions are coming to Perth, Hobart, Newcastle and Canberra, in addition to the previously announced dates in Adelaide, Brisbane, Sydney and Melbourne (**CW** 14 Feb).

The sessions will be held at Beaumonde on the Point in Perth on 06 May, the Henry Jones Art Hotel in Hobart on 14 May, NEX in Newcastle on 20 May and Hotel Realm in Canberra on 26 May.

Promising a showcase of of the line's range of cruise products across the day, which now include expedition cruising (**CW** 11 Oct 2019), the complimentary sessions will also include a 'Viking 101' rundown for those new to the brand.

Viking has also produced a range of event flyers and Facebook tiles for download - **CLICK HERE**, and to book free tickets, register **HERE**.



**P&O Cruises** has announced 1980s pop icon Eurogliders will headline its tribute cruise to the decade, aboard flagship *Pacific Explorer*.

Alongside Queen tribute band Killer Queen, and 1927 vocalist Eric Weideman, Eurogliders will be the star attraction of the next two of the cruise line's three-night sailings dedicated to the Greed Decade.

In addition to 80s themed music, P&O has promised guests the opportunity to enjoy a neon-Sailaway party, 80s style aerobics class, rock ballad karaoke, trivia, name that tune game shows, specialty parties, fancy dress and even screenings of some of the most popular television shows from the decade.

For those hoping to hear from Eurogliders, *Explorer* will depart Sydney for an 80s sailing on 03 Apr, and will sail from Brisbane on 08 Aug - **CLICK HERE** to book.

## Silversea account

**SPARK** Foundry has won Silversea's media account.

Effective immediately, the appointment will be handled out of Spark Foundry's offices in Sydney.

The win expands on the agency's existing relationship with Royal Caribbean Cruises.

It is the first time Silversea has appointed a local agency to manage its media account.