



Cruise Weekly today

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

ATG suspends ops

THE APT Travel Group (ATG) has suspended all international touring and cruising up to and including 24 Apr.

The Group has set up a dedicated resource specifically for the COVID-19 situation, and will be contacting all our guests, agent partners and suppliers directly affected by the update.

"As a business, the APT Travel Group is doing all we can to accommodate, assist and assure our valued guests and travel partners directly impacted by the current situation and the unprecedented circumstances it has brought about," said Managing Director Chris Hall.

"At this stage I think the industry would recognise that we are in completely uncharted territory, however with a huge amount of experience and capability we are in a strong position to address the current situation."

The Group's river cruise partner, AmaWaterways, ceased its Danube, Rhone, Seine operations yesterday (CW yesterday).

Cunard joins list of cancellations

CUNARD has joined other Carnival brands in temporarily suspending cruise operations, until 11 Apr.

Current Cunard ships sailing, such as *Queen Mary 2* (pictured) and *Queen Victoria*, will complete their cruises, but no new guests or crew will join.

All guests impacted directly by this temporary suspension are being contacted regarding their voyage and options available to them.

The cruise line on Fri updated its cancellation policy to allow all guests sailing before 31 Aug to cancel up to 48 hours prior to departure (CW 13 Mar).

"These truly are unprecedented times, the likes of which we have certainly never seen before," President Simon Palethorpe alerted.

"We are really sorry for the disruption and disappointment



that this extraordinary measure will cause.

"We hope everyone will understand that we have to take these measures in the interests of protecting the wellbeing of our guests and crew."

Cunard recently announced a planned extended season in

Australia and New Zealand for *Queen Elizabeth*, which would see the ship make 29 more port visits across 60 more days in local waters (CW 20 Feb).

The extended season planned a ship-first 27-night circumnavigation of Australia, which will now not go ahead.

Port of Newcastle season cancellation

THE Port of Newcastle has cancelled all remaining 2019-20 cruise ship bookings until 23 Mar, following the Australian Government's Sun ban on all international cruise ship arrivals for 30 days.

Voyager of the Seas, *Viking Orion* and *Celebrity Solstice* were all set to visit the Port this week, but their respective operators have since announced the temporary suspension of all operations to reduce the spread of COVID-19.

The Port of Newcastle last week made the decision to cease its cruise volunteers program for the rest of the 2019-20 program, and was predicting its biggest season to date (CW 14 Oct 2019), with 15 cruise ship visits.

TUI suspends

TUI Group has suspended almost all of its travel operations, and withdrawn its 2020 outlook, in the face of the COVID-19 crisis.

Valid until further notice, the suspension includes cruises and package travel, with the Group noting year-to-date performance had been as expected until the crisis hit.



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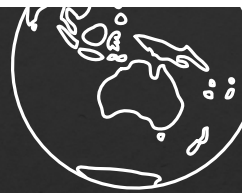
booked before 30 April 2020

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Travel & Cruise Weekly



MANY have been wondering where the majority of the world's cruise ships, which are now out of work for an undetermined period of time, will be housed until operations can begin again.

One answer may be the seaport of Port Kembla, NSW.

Reports from the *Illawarra Mercury* indicate the small town outside of Wollongong may play host to a number of international cruise ships, with *Radiance of the Seas* having taken up residence at one of the port's 11 berths.

Wollongong Councillor and Chair of Cruise Wollongong Leigh Colacino is confident more ships will be arriving soon, and is upbeat about Port Kembla's ability to host the ships.

"I think it's great that Port Kembla can offer this...this is our time to give back to the cruise lines in their time of need."

Canx policies collated

CRUISE LINE

CANCELLATION
POLICIES

These policies apply to bookings which are voluntarily cancelled by clients. For passengers affected by the suspension of cruises across the next few weeks, there are different cancellation policies, which *Travel Daily* and *Cruise Weekly* will detail elsewhere.

CRUISE LINE	CANCELLATION TIME FRAME	VALIDITY	OFFER
APT	14 days prior	Cruises departing between 25 Apr 2020 and end of the year	If paid a deposit of in full, can postpone, defer, change holiday destination and any funds paid be held as future holiday credit to use in 2020/2021 with change fee of \$250 per person
Azamara	48 hours prior	Cruises departing through to 31	Full credit to use on future 2020 or 2021 sailing

TRAVEL Daily and **Cruise Weekly** have put together a list of cruise line cancellation policies in the face of the COVID-19 outbreak, which is set to be updated as per need.

The reference is accessible via **Travel Daily's** website, and contains information on the cancellation time frame, the validity of the policy, and the specific offer granted by each cruise line - view the fact sheet

HERE.

Another resource detailing what is available to agents and passengers if their cruise is cancelled by the cruise line is also available **HERE.**

This resource details what has been cancelled by each cruise line, the offer the companies are providing affected travellers, and further details of the deal.

Keep with **Travel Daily** and **Cruise Weekly** for updates.

A-ROSA cancels

A-ROSA has temporarily suspended cruises on the Danube, Seine and Rhone rivers.

The decision comes with both the Austrian and French governments updating policies on cruise ship calls at their country's ports.

The Austrian Government has also stipulated that all gatherings of more than 100 people in an enclosed space are prohibited, which comes in addition to updated travel restrictions.

The news has seen the company cancel all cruises on the Danube River until at least 03 Apr.

The French Ministry of Solidarity and Health is now prohibiting cruise ships with more than 100 passengers from calling French ports until 15 Apr, with A-ROSA cancelling all Rhone and Seine itineraries until that time.

The cruise line is currently liaising with customers, tour operator and travel agency partners to provide them with all the latest information, and is offering free amendments to a later date in either the 2020 or 2021 season.

Guests will also receive an additional on-board credit of €50 per person, and a special discount of 30% off a future A-ROSA cruise.

Guests can book the replacement trip or the additional new trip until 30 May - email aunz.sales@arosa.com to organise a new trip.

Seven Oceans delay

SEVEN Oceans Cruising is experiencing long delays with its reservations centres and partners, and is encouraging agents to refrain from calling unless the booking is scheduled to depart within the next seven days.

Cancellations for bookings beyond this point can be emailed to cancellations@sevenoceans.com.au, with emails to be prioritised based on departure date order.

Abercrombie & Kent's Kimberley voyage

ABERCROMBIE & Kent is inviting travellers to cruise the Kimberley and save 25% on remaining staterooms for the Kimberley Cruise: Australia's Last Frontier itinerary.

Due to depart on 25 Jun, the cruise explores the Kimberley coast aboard luxury ship *Le Laperouse*, after last year's maiden voyage sold out.

The itinerary takes guests to far-flung islands, tidal waterfalls, coral reefs, mangrove forests, Aboriginal sites, coastal gorges, mountain ranges and exotic wildlife.

Last-minute limited availability has opened up in select stateroom and suite categories, with those booking before 16 Apr able to access the saving.

Prices lead in at \$15,754 per person, with those sailing solo able to get 50% off the single supplement - for more, phone 1300 590 317.