



### Cruise Weekly today

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

### Scenic suspension

THE Scenic Group has extended its suspension until 31 Aug, with all *Scenic Eclipse* cruises out until 30 Sep.

“Although we see some easing of national lockdowns and progress being made on COVID-19 measures, the restrictions on travel still vary considerably from country to country, making it difficult to navigate,” said Scenic Group COO Rob Voss.

“There is also a need for the further development of industry-wide health protocols that will truly work,” he added, with the Group protecting commission on fully-paid suspended bookings.

## New CLIA Cruise Champions module

A NEW ‘Cruise Champion’ training module has been released by Cruise Lines International (CLIA), aiming to enable travel agents to combat common misconceptions about the cruise industry.

The course is an interactive program intending to take members “deeper into the workings of the global cruise sector”, and offer them the knowledge to become “ambassadors for the industry.”

Some of the topics Cruise Champion covers include regulations, safety, health, security, environmental protection and corporate social responsibility, with CLIA Head of International Training Peter Kollar (pictured) saying the course would allow cruise specialists to respond to many of the common issues their clients bring up.

“There are a lot of myths and



misperceptions that circle the cruise industry and they can affect a travel agent’s ability to cater to their clients,” Kollar said.

“This course is designed to help them respond confidently to some of the issues customers may raise.

“By knowing more about cruise

line practices and the strict regulations that govern cruise operations, agents will be able to join the growing network of voices who help advocate for cruising globally.”

Cruise Champion has been introduced in Australasia within CLIA’s new Members Hub (CW 04 May), from where it can be accessed.

Kollar said more education resources would be developed in the near future to help inform travel agents on the measures CLIA and cruise lines are developing in response to COVID-19.

He said as a foundation, Cruise Champion would provide the best insight into existing regulations governing cruise operations worldwide, and the lengths the industry has gone to in upholding the health and safety of passengers and crew.



## CARNIVAL'S ONBOARD WITH YOU PLEDGE

### COMMISSION PROTECTION

Carnival will continue to protect travel agent commission on all fully paid bookings, for sailings where Carnival has made the decision to cancel the cruise, as well as to pay full commission on the value of the future cruise credits.

### 1% BONUS COMMISSION

Carnival is offering a 1% bonus commission on all online retail bookings made either on GoCCL.com.au or your agency’s online booking tool.

Agencies need to opt-in to participate in the 1% bonus commission program. Bookings made through to June 30, 2020 are eligible for the 1% bonus commission.

**MORE INFO**



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Travel Daily



**THERE** are a lot of surplus supplies aboard cruise ships presently, and Costa Cruises put some of it to good use overnight, donating *Costa Smeralda's* surplus food to Marseille charities.

The ship has been docked in the French city since mid-Mar, with the donation delivered to the Salvation Army Foundation and the Friday 13 Association, all occurring under strict sanitary control.

The donation added to the 28 tonnes of food already distributed to communities in Italy by Costa Cruises ships berthed in the country since 06 Apr.

Molto bene!

## Coral's Reef Masters



**THE** fourth cohort of Master Reef Guides program was recently hosted by Coral Expeditions.

The program is a formal qualification educating the Great Barrier Reef's guides and ambassadors in the latest research and information.

It also provides a leadership platform ensuring world-leading representation and education of the reef.

The expedition field school was held on the reef in Mar, bringing together guides from across Queensland to learn how to enhance visitor experiences through storytelling.

*Coral Expeditions I* (pictured) was the "floating classroom" for the latest cohort, which was led by the world's leading reef guides, global scientists and destination management specialists.

The first of its kind in the world, the Master Reef Guide program is delivered biannually by the Great Barrier Reef Marine Park Authority, Association of Marine

Park Tourism Operators and Tourism & Events Queensland.

Master Reef Guide nominees go through strict selection and training processes before completing comprehensive study and field training.

Across the four days, the guides enjoyed a climb to the summit of Cook's Look on Lizard Island, and shared knowledge in training sessions on board the ship.

"We are thrilled to be a partner in the Great Barrier Reef Master Guides program and greatly enjoyed hosting the recent school amongst our passionate peers aboard *Coral Expeditions I*," said Coral Expeditions Commercial Director Jeff Gillies.

"World-leading interpretation has always been a hallmark of reef tourism experiences here in Queensland, and the chance to be involved with such an array of experts and to develop the emerging storytellers from our marine tourism sector is a natural fit for Coral Expeditions."

View a video recap **HERE**.

## Regent Forward

**REGENT** Seven Seas Cruises (RSSC) has announced Regent Forward, a new initiative for the cruise line to stay connected with the travel advisor community.

The platform offers suggestions, tips and thought-starters from the RSSC team, including how to stay focused, marking effectively to the affluent customer of today, future cruise credits and more.

Regent Forward also allows travel agents to quickly access the latest company updates and policies, learn more about Regent Reassurance, access toolkits, images, customisable flyers, and up-skill via the RegenTradeHub.

**CLICK HERE** to access Regent Forward.

## Viking offering

**VIKING** has announced a private offering of US\$675 million of senior secured notes.

Part of the proceeds will go towards funding the repayment of US\$74 million of existing debt and accrued interest on some of its river vessels.

*Bloomberg* is reporting the company is securing the bonds with some of its intellectual property and its customer database, as well as with its river vessels, which at the end of last year were appraised at a value of around US\$598.9 million.

## Sea-ing an increase

**CRUISE & Maritime Voyages'** (CMV) expanded flexible travel policy has prompted a 67% increase in Australian bookings in the last three weeks.

The two-thirds increase is compared to the previous three-week period, with bookings through travel agents having increased significantly to become the majority contributor to new bookings.

Since CMV launched its peace of mind booking guarantee, most interest has been for the 2021 European summer season, on board both *Columbus* and the newest addition to the fleet, *Amy Johnson*, with grand voyages also popular.