



### Cruise Weekly today

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

### Star Clippers brox

STAR Clippers has released its 2022/23 Caribbean preview brochure, featuring 38 sailings across 13 itineraries.

Visiting destinations such as Grenadine, Leeward Islands, Treasure Islands and Windward, the brochure also features two Panama Canal voyages aboard *Royal Clipper*.

Prices for a seven-night voyage start at just \$2,360 per person and include a range of water sport activities, as well as opportunities to explore independently or take part in optional excursions to discover onshore hidden gems.

To view the brochure, [CLICK HERE](#).

## Smotrys: agents to play large role

**NEWLY** appointed Seabourn Cruise Line Vice President Global Sales & Trade Relations Steve Smotrys (*CW* 30 Oct) believes there will be great opportunities in cruising for travel advisors in the future.

Discussing the resilience of the cruise industry, Smotrys explained Seabourn's relationship with the trade, and the importance agents would soon take on.

"There's inevitably going to be some new requirements and safety protocols out there, and guests are going to require advisors to educate them and guide their decisions," he told *Cruise Weekly*.

"What's amazed me is how resilient cruising is in general... whenever we've had past global events you always get that temporary slowdown but cruising always surges back and gets stronger than ever."

Describing Seabourn's relationship with advisors as a "partnership", Smotrys said Seabourn understood how desperate advisors are for cash flow, with the line helping expedite this process by providing guests with offers such as a 10% discount when full payment is received, at which point commission is paid.

Having recently reported strong booking volumes for its 2022 World Cruise (*CW* 16 Sep), which is now half-full, Smotrys added Seabourn is now seeing strong levels of interest as early as 2021.

"Summer 2021, particularly the Mediterranean, Northern Europe, we're seeing great interest.

"There's still opportunities there, but the fact we came up with itineraries not long ago and we've already had that kind of demand gives us some really good confidence."

"Consumers are going to be a bit cautious along the way, but the fact they're able to commit to those larger and longer itineraries is a great sign that demand is out there, and guests are ready".

As Seabourn works through the Centers for Disease Control & Prevention's (CDC) Framework for Conditional Sailing (*CW* 01 Nov), Smotrys also added his confidence the structures would have a limited impact on the experience Seabourn offers.

"People love what cruising provides, it's an experience like no other, and Seabourn has some extra flexibility in that we don't need to go into a tonne of ports for it to be a great experience.

"We have so much on board that our ships can provide and have some of the largest pax-to-space ratios, in an era of social distancing, that's something inbuilt to our experience."

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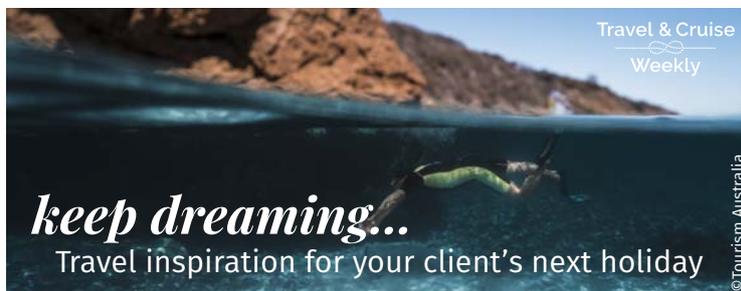
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## Cruiseco “business as usual” - HLO

**HELLOWORLD** Travel (HLO) Executive Director, Cinzia Burnes, has confirmed the Cruiseco consortium will be “happy to continue to take bookings from all existing agents/members,” regardless of whether they are part of Helloworld or not.

Burnes (pictured) told **Cruise Weekly** the acquisition of the business from Australian Pacific Holdings, Kevin Dale and Phil Hoffmann (**CW** 23 Nov) would see Cruiseco integrated into Helloworld’s wholesale division.

Most of the leadership team and staff will be retained to ensure “business as usual” for the members, who comprise some of the country’s biggest cruise sellers from Helloworld rival groups including ATAC and CT Partners.

Burnes also flagged the rollout of Cruiseco into Helloworld’s New Zealand agency network “where



cruise is a very popular product”.

“We are keen to start exploring how to extend the membership benefits to our high-selling cruise agents across the Tasman,” she told **Cruise Weekly**.

Cruiseco interim Chief Executive Officer Nic Cola will take on a new role heading up the overall wholesale cruise division of Helloworld, which includes Seven Oceans Cruising.

Burnes said while Helloworld

would certainly be looking for synergies between the two operations, both Cruiseco and Seven Oceans would be retained.

When asked whether Cruiseco would continue to offer Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises products after the very public split between Helloworld and key Cruiseco supplier Norwegian Cruise Line Holdings earlier this year (**CW** 15 Jun), Burnes cryptically replied “we will have to wait and see, won’t we?”

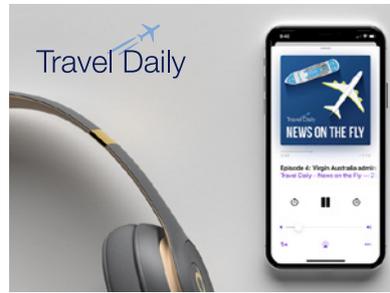
The dramatic relationship breakdown was confirmed in Jun by Helloworld Chief Executive Andrew Burnes in an email to Helloworld members, slamming what he described as “very sub-optimal behaviours on behalf of a few rare suppliers amongst the cruise lines” and noting that Norwegian was no longer a preferred supplier to Helloworld.

## ACCC checks cruise

**THE** Australian Competition & Consumer Commission (ACCC) is continuing to engage with some cruise companies over complaints about treatment of consumers in respect of cancelled cruises.

However an ACCC Taskforce report today noted “the major ocean cruise companies have generally been acting in accordance with the terms and conditions of their bookings, and offering consumers the remedies they are legally entitled to for cancelled cruises”.

Travel has generated the most ACCC COVID-19 complaints this year, reflecting the “extraordinary impact that domestic and international travel restrictions, and the subsequent cancellation of travel bookings, have had on the travel sector as well as consumers,” the report said.



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## HAL pause extend

**HOLLAND** America Line (HAL) has extended its cruise pause to include all departures through to the end of Mar, as well as select longer voyages in Australia and New Zealand through mid-Apr.

As HAL prepares for Centres for Disease Control & Prevention requirement, other long voyages through mid-Apr have also been rescheduled for 2022, in destinations such as Asia and South America.

Cruises of eight days or more calling in the United States next year will also not be sailing until Nov.

Guests and their travel advisors are being notified of the cancellations and options for future cruise credits and rebooking, with more details on HAL's return to cruise to be announced soon, the cruise line said.

## Carnival ups domestic

**CARNIVAL** Cruise Line is increasing its offerings in Australia for 2021 through converting a number of international itineraries.

The cruise line claims it will provide a \$16.7 billion boost to the Queensland economy, with nine new cruises to now visit the Great Barrier Reef and Moreton Island, departing from Sydney and Brisbane.

Carnival will be making 30 new calls into Queensland at destinations such as Airlie Beach, Cairns, Port Douglas, and more, converting 30% of the season's international cruises to domestic.

"Cruising offers travellers the chance to visit a number of fantastic destinations in one holiday while only unpacking once," said Vice President & General Manager Australia Jennifer Vandekreeke.

"You can slide your way to the

Great Barrier reef and enjoy a cocktail en-route to Airlie Beach, without any hassles of cooking and cleaning.

"It's also never been a more important time to support our local economy, so we're extremely pleased to offer even more cruises across Australia next year."

Carnival recently announced it has cancelled its Jan sailings from American homeports as it works to meet Centers for Disease Control & Prevention requirements (**CW** yesterday).

Cancelled sailings include all embarkations from American homeports for the month of Jan, with Baltimore, Charleston, Jacksonville, Long Beach, Mobile, New Orleans and San Diego out until the end of Feb.

Departures on *Carnival Legend* out of Tampa will also be cancelled through to 23 Mar.

## Riviera 2022 prog

**RIVIERA** Travel River Cruises' 2022 program launch is the cruise line's earliest ever.

Including supplement-free fares for solo travellers, Riviera Travel has released for sale 114 European sailings across 11 itineraries - around one-third of the entire 2022 program, which will be released in full in early 2021.

Riviera has also extended its Sense of Calm flexible booking policy to the end of the year, with new bookings made until then able to be changed up to 45 days before sailing.

The 2022 program will feature Riviera's latest five-star river ship, the 169-guest *Geoffrey Chaucer*, an all-suite vessel, which offers spacious staterooms, a panoramic lounge, two restaurants, gourmet cuisine and more - for information call 1300 561 001.

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The COVID-19 pandemic has the pay packets of the industry's top earners looking a little more lean than they do usually - read more in the November issue of *travelBulletin*.

*travelBulletin*



## Fred 2022 program

**FRED.** Olsen Cruise Lines has teased its 2022 program with the early launch of scenic Canada and remote Spitsbergen sailings.

Available to book now are Canada in the Fall and Rugged and Remote Spitsbergen, with guests booking early also able to enjoy up to £250 per person to spend on board.

In Jun 2022, *Balmoral* will set sail on a 15-night voyage around Spitsbergen, which will include a crossing of the Arctic Circle to experience the midnight sun.

A 19-night voyage to Canada is the second of the new cruises, with the itinerary made possible by the sailing speeds of Fred. Olsen's new ship *Borealis* (CW 17 Sep). Ports have been specifically selected to offer guests a range of opportunities ashore, with seven calls across three Canadian provinces offering guests ample opportunity to witness the autumnal beauty of the country and its national parks, forests and trails.

Those who book this year will enjoy up to £200 per person to spend on board for the Spitsbergen cruise, and up to £250 per person for Canada.

Fred. Olsen has also unveiled a week-long Black Fri campaign, offering savings on a selection of 2021 cruises - visit [fredolsencruises.com](http://fredolsencruises.com).

## An actual cruise event!



**REMEMBER** when we used to be able to go outside and see each other?

Queensland-based representatives from four Royal Caribbean Group brands last week hosted an event for Travel Masters' clients.

The occasion included an individual presentation about each brand, followed by a panel discussion about the future of cruising, with Travel Masters owner and Managing Director Neil Kirby saying the event "kept our clients engaged, absorbed and completely optimistic about the way forward."

"It's so important to continue with client events at this time... it's not about sales, it's about a personal connection and maintaining relationships."

"It's about reaching out and engaging your clients, letting them feel the positivity you project and giving them the inspiration to dream."

**Pictured** are Royal Caribbean International District Sales Manager Hayley Gormley, Silversea Cruises Business Development Manager Jacqui Tufala, Travel Masters & The Travel Studio Managing Directors Julie Marshall and Neil Kirby, Azamara Regional Sales Manager Belle Osmic and Celebrity Cruises Strategic Sales Manager Queensland Fiona Heron.

## Aurora on sale

**AURORA** Expeditions' 2022 Arctic and Global itineraries (CW 29 Sep) are now on sale.

Featuring 12 brand new itineraries, the Aleutian Islands are included among destinations Aurora hasn't explored before, as are Baja California, the Northwest Passage and Raja Ampat.

"At a time where international travel is at a temporary standstill but we are all dreaming about future travel adventures, we are really excited to launch our new 2022 Arctic and Global program to give our loyal expeditioners some phenomenal new, remote and beautiful destinations to consider," said Chief Executive Officer Monique Ponfoort.

For more details on the new 2022 Arctic and Global itineraries, call 1800 637 688.

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## PORTHOLE

**AMERICAN** fashion designer Tom Ford is making watches from plastic pulled from the ocean.

The sale of every 1,000 of the watches will remove 490 pounds (222 kilograms) of plastic from the ocean - the equivalent of 35 bottles of plastic waste.

The Ocean Plastic Timepiece (pictured) comes housed in recyclable packaging, and quite fittingly, is water-resistant up to 100 metres.

As you may imagine, all this sustainability doesn't come cheap, with the watch now available for US\$995 (A\$1,351).



## Seabourn canx

**SEABOURN** Cruise Line has announced additional 2021 voyage cancellations for select itineraries aboard *Seabourn Odyssey* and *Seabourn Quest*.

Select voyages for 2021 have been cancelled from 16 Jan to 05 Nov aboard *Odyssey*, while *Quest* trips longer than seven days and calling on an American port between 22 Jul-05 Nov have been cancelled.

Guests will automatically receive bonus credit.

## Captain toasts NYE



**CAPTAIN** Cook Cruises has released a limited number of tickets for Sydney's New Years Eve fireworks across multiple vessels.

Guests will board *Sydney 2000* to see the display up close - an amazing opportunity this year given prime vantage spots on the foreshore are only available to New South Wales frontline workers, residents and those with confirmed venue bookings.

*Sydney 2000* is the largest vessel in the Captain Cook Cruises fleet, with three restaurant decks, and will offer live drinks, food and drinks at midnight on the cruise from \$699 per person.

The Ocean Deck's newly refurbished lounge-bar will feature canapes and drinks, while the upper decks will offer an indulgent menu and wines culminating in a five-course dinner, spirits, liqueurs and views from the Sky Deck.

Tickets are also available on board *Captain Cook 3* and *John Cadman 2* from \$599 per person, with both cruises including a



premium four-course menu, an open bar of still and sparkling wine, local and imported beers and live music.

The most casual experience available allows guests to pack a picnic and bring their own drinks to enjoy New Year's Eve aboard a Rocket Ferry from only \$299 per person.

All vessels depart from Darling Harbour's King Street Wharf and return at approximately 1.00am.

Premium vessels *Sydney 2000*, *Captain Cook 3* and *John Cadman 2* board at 8.00pm and depart at 8.30pm, while casual Rocket Ferries board at 9.00pm and depart at 9.30pm.

For more, **CLICK HERE**.



AUSTRALIAN CRUISE ASSOCIATION  
**ACA UPDATE**  
with Jill Abel - CEO

## Tourism moves to recovery

**WITH** the further re-opening of the Queensland borders, Aus has taken a step closer to restriction-free travel.

For those of us in the cruise industry this is another sign that we could hope for a phased cruise restart sooner rather than later, supported by the extensive safety protocols being put in place by the cruise lines.

With neighbouring countries starting to trial limited cruising itineraries successfully, and the relaxation of travel restrictions here, interstate and even interstate cruises now seem more viable as we have proposed previously to government.

That is not only good news for us but for all other sectors of the tourism industry which rely on a thriving cruise industry.

The airline industry, which has relied on business travel to fill its seats, is now focusing more on leisure travellers.

Passengers flying to join, or return from, a cruise provide a healthy portion of those travellers.

The accommodation industry, with pre- and post-stays has benefited enormously from cruise receiving nearly one third of total passenger spend last year.

Sectors like food & beverage, retail and touring are also beneficiaries of a functioning cruise industry.

Cruise does not exist outside the tourism industry but rather has become a hub from which other sectors derive huge benefits.

Many industry pundits suggest that the tourism industry will not return until international tourism does, but I would also posit that while the cruise sector, upon which so many other sectors are reliant, is completely suspended, we also have less chance for growth.