

CLIA
TRAVEL AGENT
REWARDS PROGRAM
AUSTRALASIA 2021

GET MORE IN 2021

Bonus commissions and rewards worth over \$1500*
Exclusive CLIA Australasia Travel Agent Rewards Program

At CLIA, we are committed to supporting our trade partners now more than ever as we work to get the cruise industry back on its feet.

For 2021, we have launched an additional travel agent benefit to help your CLIA membership pay for itself, with bonus commissions and rewards valued at over \$1500* on eligible cruise bookings from more than 20 CLIA cruise lines.

For more information on CLIA membership and benefits,
visit www.cruising.org.au



✉ info-aus@cruising.org

☎ +61 2 9964 9600

🌐 www.cruising.org.au

*\$1500 is calculated based on the combined minimum indicative value of all CLIA Cruise Line rewards available on eligible cruise bookings made in 2021. All rewards are redeemable once per CLIA Travel Agent. Conditions apply for each offer. Access to the 2021 CLIA Australasia Travel Agent Rewards Program will be given to a CLIA Travel Agent/Agency that joins or renews their CLIA Membership by 31 March 2021. Cruise Lines participating in the CLIA Travel Agent Rewards program are current as at 15 October 2020. Offers from Uniworld and Virgin Voyages are for the Australian market only. For the 2021 CLIA Australasia Travel Agent Rewards Program Terms and Conditions please visit www.cruising.org.au.



Cruise Weekly today

Cruise Weekly today features two pages of all the latest cruise industry news and a front full page from CLIA.

CLIA highlights member benefits

CRUISE Lines International Association (CLIA) is today showcasing its new 2021 Travel Agents Rewards Program (CW 15 Oct) offering bonus commissions and other extras worth over \$1,500.

The initiative, backed by a host of CLIA member cruise lines, means individual agent memberships can pay for themselves up to tenfold.

Local head Joel Katz said CLIA was "committed to supporting our trade partners more than ever as we work to get the cruise industry back on its feet" - see the **cover page**.

Virtuoso in dialogue with Crystal CEO

CRYSTAL Cruises' interim President & Chief Executive Officer Jack Anderson has told the Virtuoso advisor network the cruise line is set to announce relaxed final payment policies, which will "obviate any payments due or additional financial risk to customers through to the end of the year".

An update from Virtuoso to its members yesterday, obtained by *Cruise Weekly*, confirmed the ongoing impasse between the consortium and Crystal (CW 03 Sep), which has seen all Virtuoso marketing for the cruise line currently suspended.

Anderson, who was appointed to his new role earlier this month (CW 02 Oct), has advised Crystal's parent company, Genting Hong Kong, is conducting a restructuring of its debt as well as obtaining bridge loans and discussing equity investment,

"and that during this time Crystal is necessarily under extraordinary cash flow management limitations".

Virtuoso said while it was encouraged by Crystal's intentions to "refund and pay commissions with a mindset of recovery," at this stage there was no clear indication of when that may be.

"As a result, we continue to advise our members to exercise caution and assess individual business risk tolerance for booking Crystal," Virtuoso said.

The update noted advice from Crystal was that it was working systematically on refunds, including a recent agreement with a credit card provider which saw an acceleration in refunds for guests who had used that form of payment.

"We understand that they are continuing to work through agreements and procedures with

other credit card providers to attempt to accelerate additional refunds due," Virtuoso noted.

Crystal has also extended its no deposit policy, reduced down payments from 25% to 15% when they become due, and waived administrative fees through until the end of the year.

"We have a long and mutually respectful relationship with Crystal; however our highest mission is to advocate for you, our members," Virtuoso added, saying it looked forward to once again promoting the cruise line when it had repaid all outstanding obligations.

"In the meantime Mr Anderson has personally committed to providing Virtuoso candid updates on their progress when additional details and timelines may become available," Virtuoso's update to advisors concluded.

The COMMITMENT DEBUTS ONLINE

The Celebrity Commitment, our new trade-support portal, helps you locate resources and increase efficiency to build a better business. It offers real tools, real solutions, and real people who care.

The Celebrity Commitment is another important way we have your back, so you can move forward.

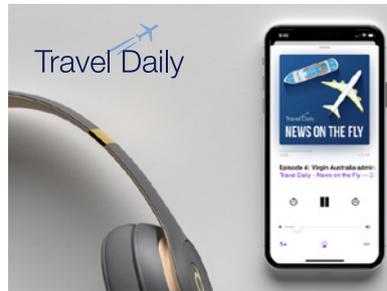
See it today at thecelebritycommitment.com.au

Celebrity **X** Cruises®
SAIL BEYOND®

The CELEBRITY
COMMITMENT

©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.





Travel Daily

Catch up on the news of the week

[CLICK HERE TO LISTEN](#)



PORTHOLE

A 300+ kilogram tuna has nearly capsized a small boat in Massachusetts.

Three anglers were enjoying a fishing trip to Cape Cod, and were attempting to get the huge fish into their 6.4 metre boat, 1979 *Mako 21*, barely succeeding before what would've surely been a sinking.

The men pulled the fish into the boat with a rope tied to its tail with the vessel merely inches from taking on water - watch the unnerving footage [HERE](#).



Tahiti flash sale

PAUL Gauguin Cruises has today announced 15 Tahiti & the Society Islands seven-night departures from Apr-Dec 2021.

A range of incentives are available from the Ponant-owned cruise line, including savings of \$2,600 per couple and children aged 1-17 to travel at no charge in shared accommodation with adults.

The reduced rate offer is valid for bookings confirmed through until 06 Nov, with the *Paul Gauguin* departures from Papeete also including Bora Bora, Moorea, and more - au.ponant.com.

AIDA's blu skies



AIDA Cruises restarted voyages last weekend, with *AIDAblu* departing from Rome on a seven-day itinerary visiting Italian ports.

The cruise line becomes the second Carnival Corporation brand to begin phasing in voyages with enhanced health protocols, following the restart of Italy-based Costa Cruises last month (*CW* 07 Sep).

The *AIDAblu* cruises will visit Palermo, Catania, Naples and La Spezia, with voyages offered weekly until 28 Nov.

Based on health and mitigation guidelines in Germany and Italy, the AIDA health and safety program will be implemented on all of the brand's cruises, encompassing the entirety of the experience from booking to disembarkation.

Developed with leading medical experts, the health and safety program will include tests for coronavirus, regular temperature & health checks, physical distancing guidelines, facial coverings, capacity controls and increased sanitisation measures,

as well as guided shore excursions managed by AIDA.

Pictured: *AIDAblu* Captain Jens Janauscheck welcoming aboard some excited passengers.

Tassie charter

TASMANIAN Boat Charters is offering a private expedition into the state's south west, and is currently offering a 5% discount when booking out the vessel in its entirety.

Aboard floating hotel *Odalisque*, guests will travel to Bathurst Harbour and Port Davey across either four, five or seven days.

All tours include flights to and from Hobart's Cambridge Aerodrome to Melaleuca's white quartzite airstrip.

From May, *Odalisque* offers overnight charters in other areas of Tasmania including Bruny Island, the east coast and the Tasman Peninsula.

For further details and information please call the team on 0477 100 119.

CLIA UPDATE



with Joel Katz
MD, CLIA Australasia

Essential support for agents

CLIA Australasia's newly announced 2021 Travel Agent Rewards Program is an important new benefit for agents at a time when CLIA membership is more important than ever.

Offering bonus commissions and rewards with a combined indicative value of over \$1500, this new program means CLIA membership fees can be recouped in 2021 - in most cases many times over.

Given the enormous difficulties our wider cruise community is suffering, we wanted to ensure CLIA membership not only provides essential support and professional development opportunities, but also delivers extra benefits to our agents and their businesses.

Having looked at all areas of our travel agent program very carefully, we're confident this new program will ensure agents get an additional return on their CLIA membership in 2021 and are in an excellent position to benefit from our industry's coming recovery.

Importantly, CLIA is able to continue providing its existing services and benefits, which are more extensive than ever and heavily focussed on supporting travel agents and boosting their ability to sell cruise.

We also maintain our emphasis on the critical advocacy efforts taking place in Australia and New Zealand as we work to create a pathway towards recovery and ensure governments understand the impact of the cruise suspension on the wider economy.

[CLICK HERE](#) for more details.

