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Cruise Weekly today

CRUISE Weekly today features five pages of cruise news, plus a front cover wrap from **Norwegian Cruise Line**.

NCL double deals

NORWEGIAN Cruise Line (NCL) is highlighting its special Black Fri deals including air credits, bonus loyalty dollars and more - see the **cover page**.

CCC Fiji + Resco

CAPTAIN Cook Cruises (CCC) Fiji has appointed Rescompany to deploy its Resco PMS/POS systems aboard the *Caledonian Sky*, with the platform installed in record time.

The shipboard property management system gives the operator a 360-degree view of onboard operations and customer interactions.

Don't be humble - nominate now!

CRUISE Lines International Association (CLIA) will close the books on nominations for the upcoming CLIA Awards this Thu, with Managing Director Joel Katz issuing a rallying call to member travel advisors to "stand up and be counted".

"A CLIA Award is a fantastic opportunity to put your name up in lights and be recognised as a true professional," he said.

"It provides an enormous career boost and helps agents stand out to clients - but you need to nominate to be in the running."

This year categories open to Australian CLIA members for self-nomination or peer-nomination include Cruise Consultant of the Year, Home-Based/Mobile Consultant of the Year, Rising Star, and Agency Cruise Promotion of the Year.

Trans-Tasman categories for the awards include Australasia



Network Cruise Promotion of the Year, Cruise Month Promotion of the Year, Cruise Champion and Cruise Line Champion.

"You can't be humble - you need to be proud of your achievements and get your nominations in by Thu," Katz said.

"We want to see a huge lineup of achievers in the running for these awards, whether agents nominate themselves or nominate a colleague who deserves recognition."

The winners of the awards will

be announced on 09 Mar during a gala celebration at the Events Centre at The Star, Sydney.

With nominations closing this week, CLIA will announce the award finalists in mid-Dec, with those in the running then asked to provide a written submission for an independent panel of judges to review, due by 19 Jan.

Tickets for CLIA's 21st Annual Cruise Industry Awards event are now open for sale - nomination details are available at cruising.org.au. BP

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NZ quarantine blocks P&O's *Adventure*

NEW Zealand's strict biosecurity regulations have seen P&O Cruises Australia's *Pacific Adventure* (pictured) turned away from Kiwi shores, disrupting the holidays of over 2,600 guests on a 13-day itinerary.

The incident occurred late last week, with Biosecurity New Zealand issuing a statement about "concerning levels of biofouling" on the vessel.

It's understood after the regulator received images of the hull, it required it to be cleaned, with P&O Australia organising the procedure off the Bay of Plenty prior to arrival in New Zealand.

Unfortunately conditions for diving were worse than forecast, meaning only part of the required cleaning could be completed.

Kiwi ports dropped included Auckland, Tauranga, Napier, Wellington, Christchurch, and Dunedin, with mainstream media



reporting the frustrations of many passengers at the major change.

After being turned away, the ship diverted to Hobart, where she will overnight tomorrow before heading on to Port Arthur and returning to Sydney on 03 Dec via a port call at Eden.

Initial compensation offered to impacted passengers comprised \$300 onboard credit plus a 50% future cruise credit, however P&O has since changed this to

50% credit as a refund instead.

"We have listened to the feedback from our guests and understand not all of them wish to cruise with us again," according to a statement from P&O.

"We apologise for the change in itinerary, and thank our guests for their patience."

It's understood the cleaning required was minor, involving the removal of three juvenile mussels and a lace coral. *BP*

Carnival signs new Azipod deal

CARNIVAL Corporation has sealed a new long-term partnership agreement with maritime manufacturer ABB for the maintenance of Azipod XO propulsion systems used on several Carnival brands.

The 15-year pact will simplify service management of the units, with ABB experts remotely available 24/7 to support engineering crew.

Carnival Corp Senior Vice President of Marine Technology Michael Kaczmarek said the deal will help optimise the company's long-term fleet performance while at the same time supporting ongoing efforts to further improve energy and fuel efficiency and reduce emissions.

He said it will also help predict maintenance costs and optimise spares planning.



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Records in Town

A RECORD-BREAKING cruise season in Townsville is set to tip \$4.7 million into local businesses, the city's port has reported.

Townsville is gearing up for its biggest cruise season ever, following the arrival of Silversea Cruises' *Silver Muse* on Thu.

The ship was the first of a record 18 vessels which are scheduled to call in Townsville over the coming months.

More than 21,000 passengers and crew will disembark in Townsville this summer, with the port's Chief Executive Officer Ranees Crosby saying the bumper season is the first sign of some big things to come for its cruise industry.

"It is very encouraging to see our cruise bookings grow by 50% from last season to this," she said.

Virgin Voyages set to make a splash

VIRGIN Group founder Richard Branson believes the team behind Virgin Voyages (VV) has created "arguably maybe the best Virgin company ever", telling Aussie and Kiwi travel agents he's looking forward to being the "icing on the cake" of *Resilient Lady's* arrival into Sydney next week.

Speaking from his resort in the Caribbean during a special live event this morning (**CW** 24 Nov), the human headline admitted the Australian deployment is "somewhat of an experiment".

"It's a fun place, Australians will love this product, we've got to get out there and try it for one season...if we can pull it off we'll come back again every year," Branson promised.

About two hundred local travel advisors - whom VV describes as 'First Mates' - tuned into the live session, many enthusiastically highlighting their excitement



about *Resilient's* 04 Dec arrival into Sydney Harbour, which will be showcased by Branson in one of his characteristic yet-to-be-revealed stunts.

Vice President Shane Riley and Chief Executive Officer Nirmal Saverimuttu were also on the call (**pictured**), highlighting the importance of the travel trade in promoting the local season.

"We need our First Mates

to help us make it a success," they said, with the current Sell three Sail Free promotion set to become even more generous to help get the trade on board.

The trio said the relaxed, adults-only VV product was ideal for the Australian psyche and urged travel advisors to make the most of the publicity next week's visit by Branson will create - **CLICK HERE** for more. *BP*



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Not a very long Life at Sea

LIFE at Sea has cancelled its three-year cruise, leaving its passengers stranded ahead of its inaugural voyage.

The line has acknowledged it has no ship, after the vessel it had been planning to buy (**CW** 30 Jun), AIDA Cruises' *AIDAaura*, was bought by Celestyal Cruises earlier this month (**CW** 17 Nov).

Life at Sea has now cancelled the departure, vowing to refund those who'd signed up.

The line had been silent for weeks, having relocated the cruise's departure from Istanbul to Amsterdam, as well as delaying it twice.

Life at Sea has said it will make repayments to passengers in monthly installments, starting from mid-Dec, according to a report from CNN, with all money to be repaid by late Feb.

The cruise line has also offered to pay for accommodation until

01 Dec and flights home for anyone now stranded in Istanbul.

Life at Sea had originally slated the purchase of *AIDAaura* to go through by the end of Sep, before working on the ship in dry dock in Germany, and sailing to Istanbul to start the cruise.

However according to Vedat Ugurlu, the owner of Life at Sea parent company Miray Cruises, the line failed to complete the transaction because it couldn't afford to do so.

Ugurlu told passengers a number of investors had initially granted Life at Sea official approval to buy the vessel, and that the cruise line had even paid a deposit on the ship.

However, investors "declined to support us further due to unrest in the Middle East", Ugurlu lamented.

He said that Life at Sea tried and failed to buy another ship. *MS*

Giving a ship some wings



DUTCH maritime wind-powered technology specialist Econowind has confirmed a collaboration with Singapore-based Ocean Network Express (ONE) to install two "containerised wind assist devices" on a ship carrying cargo across the Pacific.

The VentoFoil containers (**pictured**) will be implemented on *Kalamazoo*, a "feeder vessel" which operates between Honoloulu, Pusan, and Yokohama.

The VentoFoil containers are shaped like aircraft wings to tap into wind energy, with Econowind saying they can help lead to

a significant reduction in fuel consumption and greenhouse gas emissions.

Each VentoFoil can generate up to 400kW of power using an inbuilt smart-suction system which optimises airflow and maximises thrust.

The automated devices adjust to prevailing wind speed and direction, and can be controlled from the ship's bridge.

A six-month trial commencing in Jan will analyse fuel consumption, emissions reduction and operational efficiency with a view to assessing the long-term viability of VentoFoil. *BP*



LAST CHANCE TO NOMINATE

Nominations for the 21st Annual Cruise Industry Awards close this Thursday 30 November

Nominate yourself or a colleague today

For more information on awards criteria and how to nominate visit www.cruising.org.au
Nominations are open to all CLIA Travel Agent Members.

Durban ribbon cutting



SOUTH African President Cyril Ramaphosa has officiated at the opening of the new Nelson Mandela Cruise Terminal in Durban, with the facility heralding a new era for the cruise sector in South Africa.

Developed by MSC Cruises in collaboration with African Armada Consortium and the country's Transnet National Ports Authority, the US\$16 million terminal has capacity for up to 4,000 passengers per day.

MSC Cruises Executive Chair Pierfrancesco Vago spoke at the opening, saying "Nelson Mandela was an incredible statesman and leader...we are honoured that

the Nelson Mandela Foundation allowed us to use his name for what is the gateway to the Zulu Kingdom".

"MSC Cruises arrived in South Africa in the early 1990s and since then thousands of cruise guests have discovered the beauty of the KwaZulu-Natal Province and beyond."

The public-private partnership has been a decade in the making, with the creation of the new infrastructure providing 10,000 local construction jobs.

The terminal is open to all cruise companies, with MSC homeporting its *MSC Splendida* in Durban from now until Mar. *BP*

Norwegian Sun to be "redeployed"

NORWEGIAN Cruise Line (NCL) has advised travel agents and their clients of the cancellation of seven month's worth of sailings aboard the *Norwegian Sun* in 2025.

Citing a "fleet redeployment", the client update confirms a total of 22 departures have been cancelled from 28 Mar-03 Nov 2025, with full refunds being processed back to the original form of payment.

Guests who paid using a future cruise credit will have the FCC reinstated to their loyalty account, and all impacted passengers will also receive a 10% discount FCC valid on any NCL published sailing from now though until the end of 2025.

Norwegian Sky is offering similar itineraries to the now-cancelled *Sun* voyages, which included cruises in the Middle East and Mediterranean.

NCL apologised to affected cruisers, saying "we sincerely appreciate your understanding and look forward to welcoming you aboard very soon".



THANKSGIVING is over - and so the Carnival Cruise Line culinary crew are probably now having a well-deserved rest after serving up more than 20 tonnes of turkey.

Carnival said it was the largest Thanksgiving meal in its history, with over 110,000 plates of turkey and all the trimmings doled out to guests on board its fleet for the holiday season.

That included more than two kilolitres of gravy, three tonnes of stuffing, and more than two tonnes of cranberry sauce.

Vegans on board weren't left out, with a special plant-based festive menu also featuring for the first time this year.

Dessert wasn't forgotten, with the massive meal also including almost 21,000 portions of pumpkin pie and 25,000 slices of pecan pie served across the global Carnival fleet.

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