



## CIC Australian 2012/13 season cancelled

Classic International Cruises' planned Australian 2012 cruise program will not be going forward, after company administrators failed to find a replacement ship for *Athena*.

THE company struck trouble over the past couple of months due to a number of its vessels, including *Athena*, having been impounded in various ports in Europe for failure to pay bills.

Last week the company was put into administration under Lawler Partners, however CIC Australia, which is not associated with the bad debt, moved to quell agent and consumer fears saying that whilst future bookings were on hold, the administrators were continuing to source a suitable vessel to replace *Athena*, for the 2012-13 season.

This plan has however come akimbo, with

Lawler Partners announcing yesterday that it is unable to secure a replacement ship.

According to the WA Australian Department of Commerce more than 5,000 passengers throughout Australia have booked on 20 *Athena* cruises departing from Australian ports, most from Fremantle, up until Apr 2013.

It is believed most passengers have already paid deposits of 40%.

As a result of the collapse, the WA Department of Commerce is now recommending booked guests whose deposits have been transferred by their agent to CIC, to contact the Travel Compensation Fund (TCF), which covers financial failure of travel agents, to pursue a claim, as CIC Australia was a licensed travel agent.

Meanwhile, speaking to *CW* in the wake of the collapse, TCF Legal and Policy Advisor Garry Dellar has said that at present the organisation is unsure of the exact compensation dollar figure that the TCF is facing, but that it could potentially run into the millions.

"We have no real data or information that tells us what we could be up for," he said, adding that the TCF will however get a better grip on the situation after a meeting of creditors set to be held in Sydney on Monday with Lawler Partners.

At present, Dellar confirmed that the TCF has received 20 claims amounting to \$82,000, but that with 5,000 cruisers having paid deposits or full fares, that figure will likely jump considerably in the near future.

Dellar also said that Lawler Partners is currently looking into a CIC Trust Account, to see whether it is a true trust account, meaning the money within belongs to passengers, or an asset of CIC.

Speaking about the future of CIC Dellar also said that "it looks like the company is heading into liquidation winding up mode".

### ALL THE CRUISE NEWS

Today's trade issue of *CW* features four pages jam packed with all the latest cruise news.

**PLUS** keep an eye on your inboxes today for the arrival of the *CW 2013 Ocean Cruise Guide*.

The guide is produced on a regular basis and provides a simple easy-to-read overview of major cruise lines in the fast-growing Australasian market.

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## Norwegian apologises

**NORWEGIAN** Cruise Line ceo Kevin Sheehan has penned an apology to cruisers affected by the company's rescheduling of the 29 Oct departure of *Norwegian Gem* to 02 Nov.

The company was forced to cut the nine-day cruise down to five-days and change its departure date due to the closure of New York port for Hurricane Sandy.

Initially NCL had refused to provide guests with refunds if they chose not to cruise, but reneged on 01 Nov after backlash from cruisers.

As such those who cancelled their voyage were offered a refund for the four-days cruise plus a five-day future cruise credit, whilst those that sailed were given a four-day refund and a 25% future cruise credit.

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Brett Jardine - General Manager, ICCA

## New England Cruising

Having just returned from two weeks leave following the ICCA Masters Conference I wanted to share my experience cruising the New England region.

Accompanied by my better half, we stayed on board *QM2* for a seven night New York round trip that included calls at Newport, Boston, Bar Harbour, Saint John & Halifax.

It is no secret that the Northern Hemisphere autumn (fall) is the best time to visit this part of the world and for those who have not experienced it, I can confirm that every day we were amazed by stunning sights as the summer greenery was going through a range of orange, red and rustic colour changes.

Not exactly shorts and t-shirt weather but we were fortunate to spend each day bathed in crisp blue skies and maximum daily temperatures up to 15 degrees Celsius.

*QM2* berths at the Brooklyn Cruise Terminal and the embarkation and disembarkation process for passengers in this purpose built facility is first class.

With a few hours to spare between cruises we headed straight to the 9/11 Memorial site that is now open to the public although still not completed.

A very moving experience indeed and a must for anyone visiting New York.

If you are sending client, let them know to book their entry ticket online in advance.

There is no charge but to control crowding they do limit the number of people on the site at one time.

To be continued next week.....

## JTG launches its own CRUISE TEAM

JTG has responded to the increasing growth of the cruise sector within Australia by launching *The CRUISE TEAM* within its wholesale division.

*THE CRUISE TEAM* will replace all of JTG's other in-house cruise brands including Harvey's Choice Cruising and Travelscene Cruise Holidays, as well as the cruise product previously sold through Qantas Holidays.

This consolidation of JTG's cruise operations will see *The CRUISE TEAM* offer all cruise brands available to Australian cruisers, except P&O Cruises and Princess Cruises domestic.

*The TEAM* will also offer agents the full spectrum of air and land options available to Aussie cruisers, allowing agents to book all the components of a cruise holiday in one transaction.


"*The CRUISE TEAM* is the result of a consolidation of our cruise operations across JTG and provides the platform to really harness the growth in this exciting market sector," said Alastair Fernie, general manager of *The CRUISE TEAM*.

"Operating several cruise businesses within JTG's wholesale division did not make much

sense, so we decided that the best way to represent agents was to consolidate," he added.

Fernie also cited the significant growth in Australia's cruise industry as another factor in the decision to create *The CRUISE TEAM*, saying "as the third largest wholesaler in Australia we needed to make sure we had a good platform to cope with the demand".

*The CRUISE TEAM* can be contacted via phoning 1300 656 366, or emailing [cruising@thecruiseteam.com.au](mailto:cruising@thecruiseteam.com.au).




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## Cycle with the wind in 2013

**NEXT** year Sea Cloud Cruises will debut a cycling cruise onboard its windjammer *Sea Cloud II*.

The nine-day cruise, created in partnership with cycling tour organiser 'terranova', will depart from Malta on 28 Oct 2013, and will give guests the opportunity to cycle in Malta, Sicily, the Ionian coast, Sardinia and Mallorca.

Guests will be provided with a specialised high-quality bicycle for the duration of the trip, whilst an accompanying bus with trailer for the transport of bikes will provide guests with the option of a lift should the ride prove too much.

The voyage is priced from US\$4,145pp, see [www.seacloud.com](http://www.seacloud.com) for details.



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# CRUISE

WEEKLY

Thursday 8 November 2012



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## Silver Cloud leaves drydock

**SILVER** Cloud has emerged from her three week drydock with her interior decoration completely renovated (including her suites, public spaces and dining venues), as well as an updated colour palette of warm earth tones throughout most areas of the ship.

## Woods is a RCCL winner

**ROYAL** Caribbean has named Jasmine Woods, Senior Travel Consultant of Harvey World Travel, Southport, Queensland, as the winner of its recent photo competition.

In her winning entry (*below*) Jasmine used Royal Caribbean's South Pacific, Australia and New Zealand 2012-14 brochure as an outfit.

For her efforts, Jasmin has scored herself a 14 night cruise to New Zealand for two people onboard *Voyager of the Seas*.



## A&K is Antarctica bound

**ABERCROMBIE** & Kent is returning to Antarctica in 2013-14, chartering the luxurious *Le Boreal* for three departures during the season.

The first Classic Antarctica cruise off the ranks is perfect for cruisers with an interest in environmental issues, being dubbed a Climate Change Mission Trip, the voyage, it will take guests to the Antarctic Peninsula and departs on 11 Dec 2013.

The remaining two Antarctica, South Georgia and Falkland Islands itineraries are scheduled to depart on 21 Dec 2013 and 05 Jan 2014 respectively.

Prices for the Classic Antarctica cruise start from US\$12,395pp/ts; whilst pricing for the Antarctica, South Georgia and Falkland Islands itineraries starts from US\$17,995pp/ts for the 21 Dec departure; and from US\$18,955pp/ts for the 05 Jan departure.

See [www.abercrombiekent.com.au](http://www.abercrombiekent.com.au).

**MEANWHILE** in other Antarctic news adventure cruise specialists Quark Expeditions is offering a 25% reduction off the cruise fare for *Ocean Diamond* Suites and Balcony Suites, *Sea Spirit* Deluxe, Premium and Owners suites, *Sea Adventurer* (*Clipper Adventurer*) deluxe cabins and suites on its 2013/14 Antarctic voyages.

The deal is available for booking until 30 Nov, see [www.quarkexpeditions.com](http://www.quarkexpeditions.com).

## More hours to eat with MSC

**GUESTS** sailing with MSC Cruises will now be able to eat 20 hours a day at the buffet, with the cruise line extending its buffet hours to run from 6am to 2am.

## HAL expands Alaska cruise/tours

**CRUISERS** to Alaska will now have a wider variety of options to choose from, with the decision by Holland America Line to add three new Triple Denali itineraries, four new short pre/post Sampler tours and a range of other enhancements to its existing CruiseTours.

HAL's CruiseTours range in length from 10-20 days and couple the cruise line's three, four or seven day Inside Passage cruises with land tours.

The new Triple Denali itineraries feature three-night stays at Denali National Park, whilst HAL's Denali CruiseTour options will also include the industry's first ever one, two and three-night stays at or inside the Park.

In 2013 the new pre/post Sampler tours will give time-poor guests an immersive Alaskan experience and feature three, four, or seven-day cruises coupled with one and two-night Denali land packages.

Enhancements to existing CruiseTours in 2013 will see HAL's Dawson & Denali Plus CruiseTour Y4 upgrade to a Triple Denali itinerary with a direct Explorer Coach connection between Dawson City and Fairbanks, whilst the Classic Denali CruiseTour D4-D7 will include the Alaska Railroad CruiseTrain between Seward and Anchorage, and tour concierges will be featured on the Yukon series Y1-Y6 and Denali Plus CruiseTours D8-D9.

In addition, the Yukon River cruise on tours Y1-Y4 will operate as a round-trip excursion from Dawson, whilst guests on these itineraries will travel by Explorer Coach between Tok and Dawson City on the Top of the World Highway.

**MEANWHILE**, in other HAL Alaska news, the company has announced that for the 2013 season, *ms Amsterdam* will join *ms Volendam* and *ms Zuiderdam* running several CruiseTours during the seven-day Inside Passage itineraries round-trip from Vancouver.

See [www.hollandamerica.com.au](http://www.hollandamerica.com.au).



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## Discover American rivers

**NEXT** year American Cruise Line will roll out a Discover America Cruise Collection of river voyages which showcase the American Heartland on the Mississippi River and Wild West on the Columbia and Snake Rivers.

The Collection includes a 15-day Wild, Wild West itinerary along the Mississippi, Columbia and Snake Rivers commencing on 15 Jun 2013, and which is available onboard two paddlewheelers *Queen of the West*, (where guests will trace the footsteps of the legendary explorers Lewis and Clark) and the *Queen of the Mississippi* (where guests will travel back in time to experience life on the river as Mark Twain did).

Other cruises featured in the Collection include a 15-day Coast to Coast itinerary taking in the historic south and golden isles along the Columbia and Snake Rivers.

The Coast to Coast itinerary kicks-off on 04 May 2013, and takes guests cross country from the desert canyons and historic landmarks of the West, to the Civil War battlefields, plantations and cities of the South.

The final itinerary in the Collection is a 22-day Great American River Run along the Mississippi, Columbia, Snake and Florida Rivers, taking guests through the American Heartland, Pacific Northwest and the South, and which starts on 13 Apr 2013.

"America is an impressive country filled with truly unique cruising options which most people are unaware of," said Timothy Beebe, vp, American Cruise Lines.

"The Discover America Cruise Collection aims to change that.

"There is a tremendous amount of history and culture in America, and so much to discover".

## Asian Adventures at Sea

**ROYAL** Caribbean's newest video installment invites agents and consumers to virtually experience the Asian delicacies available at its Izumi restaurants.

The video includes an interview with Executive Sushi Chef Travis Kamiyama.

**CLICK HERE** to view the video.

## Variety extends 2nd guest fare

**TRAVELLERS** now have more time to take advantage of Variety Cruises' 2nd guest 50% off earlybird discount with Discover the World extending the booking deadline until 31 Jan 2013.

The company will also extend the 25% Variety Cruises single supplement deal until the end of Jan.

Both deals are available on the following eight-day 2013 Variety Cruises European voyages: Classical Greece, Jewels of the Cyclades, Adriatic Odyssey, Antiquity to Byzantium, Romancing the Mediterranean, Treasures of South Italy & Malta, and Dodecanese Mosaic.

Discover the World is also offering the Variety Cruises 2nd guest 50% off and 25% single supplement deals on the cruise line's: eight day Sights and Sounds of Cuba, Rivers of West Africa and Cruises in the Garden of Eden 2013 voyages, if booked and deposited on before 30 Nov 2012.

See [www.discovertheworld.com.au](http://www.discovertheworld.com.au).

## TUI orders STX newbuild

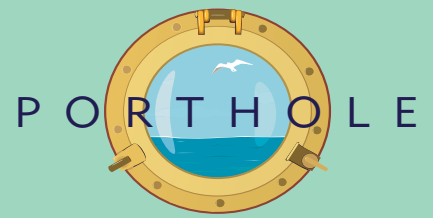
**TUI** Cruises has confirmed the order of a second ship from STX Finland.

Scheduled to go into production in Jun 2013 and slated for delivery in Mar 2015, the vessel will weigh in at 99,300 tons, serve 2,500 guests, house 1,000 crew, and measure 294 metres long by approximately 36 metres wide.

According to STX, the vessel will sport many environmentally friendly features, and will have a particular emphasis on its energy efficiency.

"After being just four years in the business and after successfully putting two ships on the market - *Mein Schiff 1* and *Mein Schiff 2* - we are proud to proceed with building our first new ship and that way continue the growth of our fleet," said Richard Vogel, CEO of TUI Cruises.

"We have been extremely busy with the planning over the past two years, but now things are really starting to move," he added.



**DECKING** the halls with P&O Cruises.

P&O has kicked off the festive season with a massive donation of cruise ship furniture to the charity Lifeline Australia.

As such, thousands of Australians will now be able to deck out their backyards with a range of teak furniture sourced from *Pacific Pearl* and *Pacific Jewel's* cabin balconies.

The donation took place in Melbourne this week, with the cruise line taking advantage of a three-day visit to Melbourne by *Jewel* and *Pearl*, to change the duo's outside furniture.

"Hundreds of thousands of Australians holiday on P&O Cruises' ships each year and we expect many of them will jump at the chance to purchase a piece of P&O Cruises' furniture to remind them of their great times at sea," said Ann Sherry, CEO of Carnival Australia, which operates P&O Cruises.

The donation is part of P&O's ongoing relationship with Lifeline, which has in the past seen P&O donate items such as lamps, artwork, and coffee tables.

## GC terminal opposed

**QUEENSLAND** Liberal National Party MP Alex Douglas has spoken out against his government's plan for a cruise ship terminal on the Gold Coast.

Dr Douglas told *The Australian* that most LNP members are opposed to the Southport Broadwater facility, which last week called for expressions of interest in developing the site.

On Sunday, he also addressed about 2000 people who attended a protest against the proposal, saying it was too expensive and dangerous.

Dr Douglas said he was not opposed to a new cruise ship terminal but did not want it built in a shallow marine estuary.

"A lot of people in my electorate use that area for recreation," he said.

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