

# CRUISE

WEEKLY



Tuesday 16 Dec 2014

## Celebrity 2016/17 year

**CELEBRITY** Cruises has unveiled an extended season for 2016/17 which will see *Celebrity Solstice* operating from Australia into the Easter long weekend and through the 2017 Term 1 school holidays.

The line has announced the season six months ahead of plan to allow cruisers maximum time to arrange their cruise holiday.

Bookings for the season are now open, with 18 departures on sale, taking in 35 ports in 10 countries on voyages of between 7-18 nts.

Embarkations will take place primarily in Sydney, but are also available from Honolulu, Auckland and Singapore.

Highlights for the season will include maiden calls at Picton in New Zealand, a new 12-night sailing to Queensland, maiden overnight calls in Tauranga and Cairns and a visit to Napier to coincide with the Art Deco Festival taking place at the same time.

## Carnival app trials

**TWENTY** passengers will road-test a new Carnival Cruise Lines app during an upcoming voyage.

Volunteers have been sourced to trial the app during a 12-day cruise aboard *Carnival Spirit*, departing on Thu this week.

The smartphone app will be released for download next year.

## Cruise Weekly today

*Cruise Weekly* today features three pages of cruise industry news and photos.

## Cruise3sixty program out

**TWENTY** captains of the cruise industry around the world have confirmed their attendance and participation in a variety of panel discussions & keynote speeches in the 2015 Cruise3sixty trade show.

The second annual event for the cruising industry event will take place at The Star on 27 Feb and will again canvass topical issues.

On the agenda for discussion are topics such as maintaining growth trends, cruise marketing and booming source markets.

Cruise3sixty 2015 will be the first since Australia was officially confirmed as having the largest market penetration of cruisers

## Coral Princess growth

**KALLANG** Capital Holdings managing director Paul Chacko said the chance to invest in Coral Princess Cruises was "an exciting proposition" (*CW* breaking news).

Through the new investment, upgrades to the line's flagship vessel *Coral Princess II* will include installing quieter and more energy efficient engines and personal iPod docks inside cabins.

The new shareholders in the line wished to work closely with the existing management to "build on Coral Princess' 30 years of pioneering expedition cruising experiences, uniquely Australian ethos and highly professional product".

It is 'business as usual' for the line through the growth phases.

to overall population, at 3.6%, surpassing North America.

Highlights of the C360 agenda will include a special cruise industry leaders panel featuring Carnival Australia ceo Ann Sherry, Royal Caribbean regional vp Gavin Smith, Norwegian Cruise Line exec vp int'l sales Andy Stuart and Silversea Cruises president Asia-Pacific and Europe Steve Odell.

CLIA global ceo Christine Duffy will also make her third trip to Australia in as many years and will formally open proceedings.

More than 500 travel agents and cruise line personnel were tipped to be in attendance.

CLIA Australasia general manager Brett Jardine said the high-profile lineup of speakers proved how important Australasia is to the global cruising market.

"Cruise3sixty is fast becoming the must-attend event for the local cruise industry and we look forward to seeing it grow bigger and better in the years to come."

Additional confirmed speakers representing Google, Star Cruises, Aqua Expeditions, Windstar Cruises, Holland America Line/Seabourn, Princess Cruises, P&O Cruises, Carnival Cruise Lines and Royal Caribbean are also locked in.

The following day and ahead of the CLIA Australasia awards for 2015, delegates will have chances to tour the renovated Overseas Passenger Terminal at Circular Quay and the White Bay Terminal. See [www.cruise3sixty.com.au](http://www.cruise3sixty.com.au).

## RCI Quantum tablets

**ROYAL** Caribbean International will install 15,000 Intel-powered tablets at point-of-sale locations on Quantum of the Seas under a new deal with the processor firm.

Crew members will also receive tablets to stay connected with friends and family while at sea.



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### CMV to purchase MS Astor

**CRUISE & Maritime Voyages'** parent firm Global Maritime Group yesterday announced the full acquisition of *MS Astor* from its insolvent German owner.

The sale sees the 620-passenger vessel become part of the CMV fleet, with a new long-term deal in place securing the long term charter commitments for the ship.

It comes three days after *Astor* arrived in Fremantle for its second summer season operating cruises from the WA port.

Last month, the vessel's former German owners Premicon Hochseeschiff GmbH & Co. KG

declared insolvency, temporarily casting a cloud over the ongoing operations of the ship, which was soon cleared up by CMV Australia.

Cruise & Maritime Voyages ceo Christian Verhounig said *MS Astor* had a fine pedigree and provided an important small ship premium option within the firm's portfolio.

"This acquisition shows our strong commitment not only to the UK market, but also to our well established Australian and German operation," he said.

Upon completion of its current local season, *Astor* will return to London for the northern summer.

### From regions to the sea in a day



**FOURTEEN** agents from major regional centres in Central and North Queensland had a massive day recently, bused and flown to Brisbane and treated to a day on Princess Cruises' *Sea Princess*.

Agents were flown in from as far away as Townsville, Mackay, Rockhampton, Gladstone and Bundaberg courtesy of Virgin Australia, also enjoying the VA lounge to freshen up on their arrival in the Queensland capital.

Once everyone had arrived and gathered in the lounge, Greyhound took over, boarding everyone on its new state-of-the-art coaches to trial its new airport to cruise terminal service.

The remainder of the day saw the group enjoy lunch and a ship tour on *Sea Princess*, the group

exploring a variety of stateroom categories, restaurants, bars and the array of onboard activities.

**Pictured** above in the Atrium is the group, which comprised Peta Hunt, RACQ Travel Bundaberg; Tracey Kelly, Travel & Cruise Bundaberg; Laurice Johnson, FC Bundaberg City; Jessica Wise, FC Gladstone; Sheron Konig, Escape Travel Mackay; Joanne Goodall, FC Northern Beaches Mackay; Sarah Russell, FC Caneland; Avalon Kruger, Escape Travel Rockhampton; Timothy Harrison, FC North Rockhampton; Sarah Robertson, FC Yeppoon; Cindy Brierley, RACQ Travel Townsville; Michelle Jardine, Escape Travel Castletown; Natalie Dukes, FC Fairfield Waters and Brooke Thomas from FC Townsville.

### Waste firm lets slip

**NORWEGIAN** cruise ship waste treatment firm Scanship has let the cat out of the bag on Viking Ocean Cruises ordering a fourth ship from the Fincantieri shipyard.

According to the Scanship AS website, the company says it will provide a total clean ship system to Viking Ocean Cruises.

The company said "this is the fourth clean ship system we will be delivering to Fincantieri for the Viking Ocean Cruises".

### Dubai terminal opens

**THE** world's largest cruise terminal, capable of catering to 14,000 passengers per day, was opened late last week in Dubai.

Opening ceremonies were conducted by Dubai Crown Prince Sheikh Hamdan Bin Mohammed bin Rashid Al Maktoum, with pax from Costa Cruises & AIDA Cruises the first to try out the terminal.

The terminal is the third in the emirate and is the latest facility at the Mina Rashid cruise frontage.

Together, the gargantuan facility is capable of hosting 25,000 pax at one time from up to seven ships.

### ASF responds to rally

**GOLD** Coast Integrated Resort and Cruise Ship Terminal boss Tim Poole says several misconceptions about the project are floating around, misleading residents about the benefits the project is expected to bring to the region.

Poole's comments come in the wake of a public rally last week in which thousands of residents protested the proposal for its impact on the local environment.

Protestors, who have formed the "Save Our Spit Alliance" said at the rally they would make the matter an election issue to be addressed before next Jun.

The project's official website at [www.goldcoastevolution.com.au](http://www.goldcoastevolution.com.au) now features "responses" to the "common themes that arose on the day", Poole added in an email update to mailing list subscribers.

He added that world-leading planning, design & environmental management practices would be employed in the construction, which is intended to be finished in nine stages by the mid 2020s.

Replenishment of the Gold Coast's eroded beaches would be one of many environmental benefits to come from the project being given the green light.



### Cruise Calendar

This week's port calls of cruise ships at various destinations around Australia and New Zealand.

SYDNEY	
<i>Sun Princess</i>	16 Dec
<i>Carnival Legend</i>	16 Dec
<i>Pacific Pearl</i>	17 Dec
<i>Rhapsody of the Seas</i>	17 Dec
<i>Pacific Jewel</i>	18 Dec
<i>Carnival Spirit</i>	18 Dec
<i>Oosterdam</i>	19 Dec
<i>Diamond Princess</i>	19 Dec
<i>Voyager of the Seas</i>	20 Dec
<i>Seabourn Odyssey</i>	20 Dec
<i>Celebrity Solstice</i>	21 Dec
<i>Celebrity Solstice</i>	22 Dec
<i>Celebrity Century</i>	22 Dec
MELBOURNE	
<i>Dawn Princess</i>	16 Dec
<i>Diamond Princess</i>	16 Dec
<i>Celebrity Century</i>	17 Dec
BRISBANE	
<i>Pacific Jewel</i>	16 Dec
<i>Sea Princess</i>	19 Dec
<i>Pacific Dawn</i>	20 Dec
FREMANTLE	
<i>Astor</i>	20 Dec
CAIRNS	
<i>Rhapsody of the Seas</i>	21 Dec
ALBANY	
<i>Astor</i>	18 Dec
HOBART	
<i>Celebrity Solstice</i>	19 Dec
<i>Celebrity Century</i>	20 Dec
BURNIE	
<i>Celebrity Century</i>	18 Dec
NEWCASTLE	
<i>Rhapsody of the Seas</i>	18 Dec
NAPIER	
<i>Dawn Princess</i>	22 Dec
WELLINGTON	
<i>Voyager of the Seas</i>	16 Dec
FIORDLAND	
<i>Celebrity Solstice</i>	16 Dec
<i>Oosterdam</i>	22 Dec
AKAROA	
<i>Silver Discoverer</i>	21 Dec
AUCKLAND	
<i>Europa</i>	20 Dec
<i>Dawn Princess</i>	20 Dec
<i>Caledonian Sky</i>	21 Dec
TAURANGA	
<i>Dawn Princess</i>	21 Dec
<i>Europa</i>	21 Dec
<i>Caledonian Sky</i>	22 Dec
PICTON	
<i>Voyager of the Seas</i>	17 Dec
<i>Silver Discoverer</i>	19 Dec

## Penguins in firm focus

ADELAIDE agency and charter tour operator Travel Superstore has launched a new specialist itinerary aimed at photography enthusiasts to travel to Antarctica.

The 'Penguins, Icebergs and Lenses' photo tour will be hosted by award-winning adventure photographer Dr Andrew Peacock sailing aboard Quark Expeditions' 112-passenger vessel *Sea Spirit*.

Places on the 22-day itinerary are priced from \$20,999ppts, with earlybird discounts available until 31 Dec - call 1300 767 892.



CARNIVAL Corporation ceo Arnold Donald hopes the company's customers will bring a new seafaring tradition to life.

Speaking about customer service at the Expedia Partner Conference in Las Vegas last week, Donald (pictured below) said that like many organisations, Carnival utilises the "net promoter" score to measure its performance.

That was a big contrast to the attitude of one of Donald's friends who is a senior executive at motorcycle maker Harley Davidson, who said he knows how much customers like the brand because they get a tattoo of the Harley Davidson logo.

So although Carnival will continue using Net Promoter scores, "my ambition is that lots of our passengers will get a Carnival tattoo," Donald joked.



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## New ports for Ponant

THREE ships in the Ponant fleet will operate voyages in Antarctica as part of the luxury line's new Yacht Cruises & Expeditions guide released late last week.

Covering the period from Sep 2015 to Apr 2016, the season will see *L'Austral*, *Le Boreal* & newest ship *Le Lyrial* in the region, sailing 14 departures of four itineraries.

Guests will be able to visit South Georgia and the Antarctic Peninsula between Nov 2015 and Feb 2016, with multiple outings aboard a fleet of Zodiac vessels.

Other highlights in the season include a greater presence in the South Pacific, with new voyages in Hawaii, New Caledonia and French Polynesia, visiting the Solomon Islands & Easter Island.

New South America and Amazon cruises also feature in the guide.

## Fatal fire on *Insignia*

THREE people onboard Oceania Cruises' *Insignia* have been killed after a fire broke out in the engine room of the ship while docked in the Caribbean.

Investigations are now underway into the cause of the fire, which claimed one crew member and two contractors carrying out routine maintenance.

A fourth man is being treated at a St Lucia hospital after suffering smoke inhalation.

The incident occurred while all passengers were off the ship attending shore excursions, with none in harm's way at any stage.

Guests were alerted to the fire and told to disembark after returning, with the remainder of the cruise cancelled.

All passengers will receive a full refund and will board a charter flight back to Miami before being flown to their points of departure.

## A decade of Dye at Carnival Aus



CARNIVAL Cruise Lines bdm Lance Dye has been a first-hand witness to the explosive growth of cruising as a holiday option in the Australian market.

Last week, Dye chalked up ten years with the Carnival Australia head office, a milestone marked with a special certificate.

A decade earlier upon the start of his employment with the firm, Dye had just a single ship sailing full time from Australia to shout about - P&O Cruises' *Pacific Sky*.

Insatiable demand from Aussies has seen this steadily increase to now number seven ships based in Australia year-round, with the number only set to climb further.

## Amber Cove to debut

CARNIVAL Cruise Lines ships will begin to visit the Amber Coast of the Dominican Republic from Oct next year following the completion of the region's port.

Eight ships departing from four US homeports have earmarked the new port to facilitate 37 stops before Apr 2016 as part of schedules in its inaugural year.

*Carnival Victory* will be the first to visit the port on 06 Oct 2015.

In that time, Dye himself has also ascended the ranks to his current role as the line's business development manager for NSW, ACT and New Zealand.

Dye is also the national account manager for Helloworld Australia, acting as its crucial link to cruising.

"The past 10 years with Carnival Australia has gone by so quickly, which I put down to working with the best team both shore side and seaside," Dye commented.

He is pictured above receiving his commemorative certificate presented by ceo Ann Sherry.

## New home for Shanks

FORMER Cunard Line managing director Peter Shanks has returned to the cruise industry, starting as the new development director at Imagine Cruising, based in the United Kingdom

Shanks is well known also in the Australian cruise trade, having spent 12 years in the top role at the Carnival UK brand.

His departure came due to a commercial restructure which also led to the departure of P&O Cruises World Cruising md Carol Marlow (CW 25 Jun 2013).

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