

# CRUISE



## WEEKLY

AGENT  
UPDATE

Thursday 25 Jun 2015

### Pandaw onto Amazon

**ASIAN** river cruise operator Pandaw has celebrated its 20th anniversary by announcing it will expand onto the Amazon River in South America for 2016.

The company's first partner program was unveiled this week, which will see it launch a new 14-night 'Rio, Iguazu and the Amazon' itinerary for next year.

Guests will travel between Belem and Santarem, spending nine nights onboard partner ship *Amazon Dream*, exploring the Amazon and Tapajos rivers.

Itineraries will be coupled with three nights in Rio de Janeiro and two located near Iguazu Falls.

Extensions to Manaus and Salvador are also available at an additional cost - to learn more about the itinerary, [CLICK HERE](#).

### CLIA separates '16 events

**AUSTRALIA'S** major cruise industry events next year will be held in different months, CLIA Australasia has today announced.

Calendars can now be planned for the annual Cruise Awards dinner to take place on 20 Feb, while the third Cruise3sixty trade show will take place on 06 May.

For the two year history so far of Cruise3sixty Australasia, the event has taken place the day prior to the Cruise Awards dinner.

CLIA Australasia general manager Brett Jardine said there

were a number of reasons for holding the two events at different stages of the year next year.

He said the new schedule was testament to the growth of the local cruise industry but that holding Cruise3sixty later reflected the expansion of both CLIA Australasia and the event itself.

"While both the awards and Cruise3sixty have been held in February the past two years, we know that the peak of the cruise season is an increasingly busy time, not only for our delegates but also for our speakers and sponsors," Jardine said.

Both events will return to The Star Event Centre next year, which Jardine said proved popular.

Tickets to both events will go on sale later in the year.

### Princess' sweet deal

**NEW** Zealand Natural branded ice cream is now available on Princess Cruises' three local ships, with *Dawn Princess* first to offer the product ahead of a rollout across the Princess fleet.

As part of a partnership between Princess & New Zealand Natural, the line will donate 25c from each ice cream sold to the Christchurch City Council earthquake recovery.

The ice cream brand said it will also match donations for the next four months ahead of summer.

### Behind Vista's scenes

**CARNIVAL** Cruise Line has released the first in a new series of behind-the-scenes vignettes showing viewers the construction of its new ship *Carnival Vista*.

Shot at the Fincantieri shipyard in Italy, the episodic series stars Peter Gonzalez, who has featured every Fun Ship in the CCL fleet at one time or another.

The first in the series is entitled "Bird's Eye View" and showcases the size of the forthcoming ship and its mammoth build process.

Future episodes will look at the onboard brewery, technical space and the IMAX theatre.

*Carnival Vista* will be ready for service early next year and will debut in Barcelona for the northern summer before heading across the Atlantic to New York.

[CLICK HERE](#) for the first show.

### MS Koningsdam open

**BOOKINGS** for the inaugural Caribbean season of Holland America Line's forthcoming vessel *MS Koningsdam* are now open, the line announced overnight.

Following its European debut, the ship will cross the Atlantic for a season from Fort Lauderdale, operating seven-night voyages from Nov 2016 to Mar 2017.

**MEANWHILE**, HAL will offer seven ships and 98 departures in the Caribbean for winter 2015-16.

### Cruise Weekly today

**Cruise Weekly** today features three pages of all the latest cruise industry news plus:

- This month's **Face to Face** interview with Tony Soden of Royal Caribbean Cruises Ltd.
- A full page from the **Travel Industry Exhibition**.

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Holidays of Australia



## Agts locked up at Leerstetten

**EVERGREEN** Tours welcomed this group of 15 lucky agents onboard its Star Ship *Emerald Sky* recently for a meandering journey from Nuremburg to Budapest.

During the eight-day voyage, the group enjoyed gourmet meals each day onboard, all with panoramic views from the line's drop-down balcony windows.

**Pictured** at the Leerstetten Lock in the back row from left is Paul Lipschinski, Phil Hoffman Travel; Casey Birt, Evergreen Tours; Tracey Keir, Evergreen Tours; Kelly

Wicks, italktravel Warners Bay and Vanessa Pine, HW Strathpine.

Middle: Leonie Matos, MTA; Daniel Beard, HW Bankstown; Sam Torrisi, helloworld Brookside & Montana McCosker, Windsong Travel Inverell.

Front: Alicia Coote, Evergreen Tours; Monika Jones, Riverland Travel; Debra Andrews, MTA; Sam Corlett-Wood, Cruise Republic; Rachel Cartwright, Discover Cruise and Travel and Ashlea Angrove-Tredgett from helloworld Echuca.

## Win for Whitsundays

**CRUISE** Whitsundays has reported significant growth in passenger numbers since the opening of a \$15m state-of-the-art terminal building in central Airlie Beach last Sep (**CW** 11 Sep).

Speaking to **Cruise Weekly** at ATE15 in Melbourne this week, public relations manager Maggie Kerrigan said: "In June alone we will have worked with six cruise ships and handled excursions for almost 11,000 passengers."

Popular day trips booked for cruise pax include full day Great Barrier Reef excursions to Reefworld or Knuckle Reef, Daydream and Hamilton Islands visits and full day sailing experiences aboard a catamaran.

The increase in cruise ships visiting is also correlated to a rise in the number and size of groups attending for business purposes such as conferences and individual travellers, she added.

The line last year took delivery of its new catamaran - *Cougar II*.

## Quantum finds home

**ROYAL** Caribbean's *Quantum of the Seas* has arrived at its new year-round home of Shanghai after completing an epic 53-night repositioning from New York.

Following its inaugural season at Cape Bayonne, New Jersey, the ship headed east to its new home.

A welcome ceremony has taken place at Baoshan Port in Shanghai with government & port officials turning out to welcome *Quantum*.

The ship will operate 3-8 night voyages in China alongside three other RCI ships in *Voyager*, *Mariner* & *Legend of the Seas*.

## Laurent out of action

**HAIMARK** Line says it expects its *Saint Laurent* cruise ship to return to service in time for a scheduled departure on 05 Jul.

The company has cancelled a charter sailing set for tomorrow while damage sustained in a crash with an upstate New York lock are carried out (**CW** Tue).

**BONUS**

DINING & BEVERAGE  
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ONBOARD CREDIT\*

## SuperStar Virgo

November - December 2015  
Summer Down Under  
— Asia to Australia

### 7 Nights from Singapore to Fremantle

Departing from 22 Nov 2015

Visiting: Singapore, Jakarta (Indonesia), Cruising Krakatoa, Geraldton, Fremantle

INSIDE: \$1089pp  
WINDOW: \$1327pp  
BALCONY: \$1516pp

### 10 Nights from Fremantle to Sydney

Departing from 29 Nov 2015

Visiting: Fremantle, Albany, Adelaide, Melbourne, Tasmania, Sydney

INSIDE: \$1424pp  
WINDOW: \$1764pp  
BALCONY: \$2034pp

### 14 Nights from Sydney to Singapore

Departing from 09 Dec 2015

Visiting: Sydney, Brisbane, Cairns, Darwin, Bali (Indonesia), Johor (Malaysia), Singapore

INSIDE: \$2082pp  
WINDOW: \$2558pp  
BALCONY: \$2936pp

\* Terms & conditions apply

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### Interesting facts from cruise land

#### Passengers...

Based on CLIA Member Line surveys, the overall customer satisfaction rate of the cruise industry is 89%.

The percentage of cruise pax who said they would choose a cruise holiday over a land-based resort - 87%.

Further, four in every ten cruise passengers confirm they have returned to a destination that they first discovered on a cruise.

#### Crew...

Not only do crew onboard cruise ships undergo extensive and continuous training, crew retention rates exceed 80% on average across CLIA Member Cruise Lines.

Cruise lines often receive up to 100 applications for each job opening on board.

Crew members are encouraged to obtain education and training focused on honing work skills for further career advancement.

#### Environment...

Unrecyclable waste on cruise ships can be as little as half a kilogram per person per day compared to more than two kilograms per person on land.

More than 80,000 tons of paper, plastic, glass and aluminium cans are recycled annually by the cruise industry.

Heat exchangers use steam generated from engines to produce water for onboard use and to heat cabins which conserves energy and helps the environment.



## BC soft adventure cruising

CANADIAN expedition cruise company Maple Leaf Adventures is in talks with Australian tour operators as it seeks to promote its product in the local market.

Speaking with **Cruise Weekly** last month in Niagara Falls at the Rendez-vous Canada trade show, marketing & sales manager/co-owner Maureen Gordon said the company remains relatively unknown in Australia.

The soft adventure firm owns two small vessels that it operates in the serene waters along the coast of British Columbia, visiting hard to access locations including Queen Charlotte Islands and the Great Bear Rainforest.

Other parts of BC the company operates include Vancouver Island's Inside Passage, Gulf Island National Park and Salish Sea/Broughton Archipelago.

"Maple Leaf Adventures journeys are like safaris by water," Gordon told **CW**, enabling customers to get up close to "thousands and thousands of islands and dozens & dozens of fjords, which remain inaccessible to passengers on large ships".

The company specialises in getting guests up close to wildlife, including the rare Spirit Bear, with

its voyages typically ranging from 6 to 12 days duration.

"Most of the British Columbia coastline is un-roaded and wild.

"We cruise around, drop anchor, go ashore for explorations to UNESCO World Heritage Sites, returning to our vessel in quiet inlets where we stay overnight."

Its vessels include the 92-foot schooner *SV Maple Leaf* - the oldest tall ship sailing in British Columbia - and the 88-foot *MV Swell*, a 103yo converted tugboat.

The firm also charters another sailing ship which has a "historical element" of its own, Gordon said.

Aimed towards independent cruisers, very small groups and experiential travellers, the vessels accommodate a maximum of ten passengers each.

"Our product is not aimed at low-budget travellers or people who get uncomfortable in rain-gear and gumboots," Gordon explained to **Cruise Weekly**.

Each has lounges, libraries, an open wheelhouse lounge, deck space, expedition boats for excursions and onboard chefs.

Itineraries operate from coastal towns easily accessible from Vancouver Airport.

Included in the cruise price are shore excursions, admission fees, services of guides, naturalists and special guests, gourmet meals, snacks, beverages including beer & wine and use of equipment such as kayaks - more details at [www.mapleleafadventures.com](http://www.mapleleafadventures.com).

Maple Leaf Adventures offers travel agent commission on sales & can be contacted by email at [info@mapleleafadventures.com](mailto:info@mapleleafadventures.com).

### Getaway sails Seine

CHANNEL 9 travel program *Getaway* will this weekend begin a four-part series of episodes exploring the south of France onboard a Scenic river cruise.

The series will be hosted by Catriona Rowntree, travelling on *Scenic Gem* - tune in from 5:30pm starting from this Sat 27 Jun.

### Adventure and leisure

FRENCH cruise line Ponant has released its range of voyages for the period Sep 2016 to May 2017, a season which will encompass 53 departures across the globe.

The collection of itineraries will see eighteen sailings in Antarctica during the peak summer season.

Further, ten voyages will trawl South America, eight will feature the Oceania region, ten in Asia, four in the French Caribbean and three departures in Africa, ranging from 7-16 nights.

MEANWHILE, Ponant has expanded its social media reach by launching a Google Plus page.

The page will be managed by the line's Sydney office and will feature details such as brochure launches, photos and updates.



A DOUBLE-HULLED ocean-going canoe is preparing to set off on a voyage of utmost importance - one which could impact the chocolate supply of New Zealand for a long time.

Gabe Davidson, owner of the Wellington Chocolate Factory, will join the canoe to transport one tonne of cocoa beans from Bougainville in Papua New Guinea back to Wellington.

*Uto ni Yalo* is the name of the canoe tasked with the journey, to be accompanied by Davidson.

After sailing to Bougainville from Fiji, arriving in early Aug, Davidson will push off with his previous cargo on 10 Aug, stopping in Vanuatu on the way.

The voyage is testament to the rich chocolate history of the PNG region, to be celebrated with the production of a special block called the Bougainville Bar.

Through the voyage, Davidson is aiming to raise money for struggling PNG cocoa farmer James Rutana by using his beans to make high-end chocolates, with the proceeds to help fund better facilities at Rutana's farm.



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## FACE : FACE

TONY SODEN

Key Account Manager - Royal Caribbean Cruises Ltd



### Welcome to Face to Face, where we chat to cruise industry leaders.

#### How did you get into the cruise industry?

I came back from overseas and figured a role as a Sales Rep would be nice, as I love to travel, so I was lucky enough to get a role that provided that.

#### What is the key to your success?

The key is having a great product to promote, and a great network of agents to work with.

#### How many cruises have you been on in the last five years?

I've been lucky to have done nearly 30 cruises all up, from 1 night trade/media cruises to highlight the new ships, to a number of inaugurals and agent famils.

#### What is your favourite destination and why?

I loved exploring the Caribbean on *Oasis of the Seas* in September a few years ago. My favourite food is Mexican, and the ship called into Cozumel so I spent the day eating Mexican and drinking \$0.50c Coronas.

#### How do you spend a day at sea?

I know it's obvious, but sea days are a great time to explore the ships and all the various activities that you may not necessarily be able to do on land. I've been flowriding, sky diving and rock climbing all in a day, and also done a few cooking classes onboard where I learnt how to cook the perfect steak! I usually have the drinks package when cruising for personal holidays, so on sea days I get my money's worth.

#### What is your most memorable moment on a cruise?

I'll never forget stepping foot on the Royal Promenade on the maiden voyage of *Allure of the Seas*, the world's largest passenger cruise ship. It was unbelievable to see everything that had been talked about with the Oasis Class, in the flesh and to be one of the first to experience it is something I'll never forget.

#### What is the next "hot spot" in cruising destinations?

I think for us Aussies, the logical new hot spot is Asia. With cheap flights from Australia, I see cruising in Asia as the next choice after people have experienced a local South Pacific or New Zealand cruise.

#### The best tip for handling sea sickness is...?

Lots of fresh air!

#### What is the most important issue in the cruise industry today?

For my company it's the infrastructure, as we want to bring the big ships down here and our agents and passengers are asking for them, but we are limited by berth space. If they could raise the Harbour Bridge it would help, but I can't see that happening anytime soon.

#### What do you think is the most underrated aspect of cruising?

The most underrated aspect is the fact that there's a cruise and cruise line for everyone, and although we have ships that hold the population of a small town, you can find parts of the ship that you'd swear you're the only passenger onboard!

#### Where do you see yourself in five years?

Cruising, as everyone knows is booming. We've gone from one ship to six down here in 5 years, so I'd like to throw down a challenge to have 12 ships here. That is an exciting thought, yet scary at the same time.

#### Describe your perfect cruise in 25 words or less?

A Caribbean cruise, drinks package included, specialty dining booked, shore excursions pre-booked and no wi-fi or phone signal anywhere near.

#### What are your career ambitions?

I'd love to be the person who cruises all year long and critiques the individual cruise ships for the Berlitz Guide to Cruising. If that's not an option, I'm happy where I am and working for such an innovative brand.



### Tony's Cruise Favourites

Ship: *Celebrity Silhouette*.

Ship Activity: Skydiving.

Shore excursion: Ziplining (Flying Fox) on one of the longest runs in the world, in Labadee, Haiti.

Region: The Caribbean.

Port: Any in the Caribbean

Onboard food/drink: Jamie's Italian.

Perk of the job: Being able to brag to your friends and family that you get paid to go on cruises!

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