

# CRUISE



## WEEKLY



Tuesday 31 Mar 2015



### Cruise Calendar

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

<b>SYDNEY</b>	
<i>Radiance of the Seas</i>	31 Mar
<i>Sun Princess</i>	01 Apr
<i>Pacific Pearl</i>	02 Apr
<i>Celebrity Solstice</i>	03 Apr
<i>Carnival Legend</i>	05 Apr
<i>Rhapsody of the Seas</i>	06 Apr
<b>BRISBANE</b>	
<i>Sea Princess</i>	01 Apr
<i>Pacific Dawn</i>	04 Apr
<b>DARWIN</b>	
<i>Dawn Princess</i>	01 Apr
<i>Coral Princess</i>	03 Apr
<i>Diamond Princess</i>	05 Apr
<b>FREMANTLE</b>	
<i>Rhapsody of the Seas</i>	01 Apr
<i>Queen Mary 2</i>	02 Apr
<i>Pacific Jewel</i>	03 Apr
<b>PORT DOUGLAS</b>	
<i>Pacific Dawn</i>	01 Apr
<b>YORKEYS KNOB</b>	
<i>Pacific Dawn</i>	31 Mar
<b>AUCKLAND</b>	
<i>Sea Princess</i>	05 Apr
<i>Oosterdam</i>	05 Apr
<i>Pacific Pearl</i>	06 Apr
<b>AKAROA</b>	
<i>Oosterdam</i>	31 Mar
<i>Sun Princess</i>	06 Apr
<b>TAURANGA</b>	
<i>Oosterdam</i>	04 Apr
<i>Pacific Pearl</i>	06 Apr
<i>Oosterdam</i>	06 Apr

## Espresso hot and ready

**ROYAL** Caribbean Cruises Ltd has reported a successful opening day for its brand new "intuitive" Espresso reservations system, which went live for travel agents across Australia yesterday.

Despite a few minor teething problems which were quickly resolved, the company told **Cruise Weekly** it has received glowing feedback from agents.

Espresso was introduced earlier this year (**CW** 22 Jan), heralded as faster, more powerful, optimised for mobile and tablet devices as well as reducing the number of steps required to make a booking.

"Espresso puts the industry's best reservation system at travel agents' fingertips and provides them the freedom to engage their clients wherever they are," Royal Caribbean commercial director Sean Treacy said.

"We created this reservation system based on what our travel partners have told us they need."

Agents are able to compare four stateroom categories at once and select a specific cabin from the centralised inventory using a real-time deck plan which highlights the best available cabin including accessible staterooms.

Stateroom photos and layouts can also be easily accessed, with

itineraries and available specials displayed in search results.

Royal Caribbean says the system can be customised to suit the working patterns of agents, with popular criteria remembered to speed up future searches.

Espresso also allows agents to see which promotions have been sent to guests as well as clients' booking history and preferences.

RCI sales teams are now on the road visiting agents to answer questions and provide specialised assistance for the transition.

Agents can also access training details at [www.espressocbt.com](http://www.espressocbt.com).

### Sinfonia back to sea

**MSC** Cruises is halfway through its Renaissance program on its four Lirica-class ships, with *MSC Sinfonia* returning to service after being lengthened by 24 metres.

The ship now offers new cabins, restaurants and amenities.

*MSC Opera* will next month begin its ten-week enhancement.

### New ships for Avalon

**AVALON** Waterways is set to continue with its annual release of new river ships, with two more "Suite Ships" to debut in 2016.

*Avalon Imagery II* will cater to 128 passengers and be positioned on the Rhine, while *Avalon Passion* will hold 166 pax, sailing on the Danube, while one of the line's older ships - *Avalon Scenery* - will be retired from the fleet.

### Viking Star delivered

**NEARLY** two years in the making, Viking Ocean Cruises has taken delivery of the first of three ocean-going vessels - *Viking Star*.

Company ceo Torstein Hagen formally took possession of the vessel in a ceremony at the Fincantieri shipyard in Marghera, with two more coming next year.

The 930-pax ship's first voyage will leave 11 Apr from Istanbul to Norway for its formal christening.

### Carnival newbuilds

**CARNIVAL** Corporation chief executive Arnold Donald has told shareholders a long-term plan to build nine new ships across two European shipyards will benefit further from current weakness in the US dollar versus the Euro.

In the company's Q1 financial results, Donald said US revenues and expenses will decrease as the USD strengthens, with the firm seeing higher net incomes of US\$159m following a \$3m loss compared to Q1 last year.

Late last week, Carnival Corp announced it has signed Memos of Agreement with two European shipyards to build nine new "groundbreaking" ships from 2019 to 2022 (**CW** breaking news).

Italian shipyard Fincantieri will build five of the newbuilds, while Meyer Werft will construct four.

Once in service, the ships will be deployed in the Europe, USA and Chinese markets, with details on which brands will operate the ships to be advised in due course.

### Cruise Weekly today

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

*Our chefs' world-class credentials are revealed on every plate.*



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## Norfolk on CAU cruise radar

**CARNIVAL** Australia has signalled its interest in increasing the number of cruise calls made to Norfolk Island by its brands upon completion of the reconstruction of Cascade Pier.

A spokesperson for the firm told **Cruise Weekly** that Carnival Australia viewed Norfolk Island as an attractive cruise destination.

"We would be keen to make regular calls if appropriate infrastructure was in place to increase the certainty of successful calls.

"We wait to see the form any infrastructure might take."

Two P&O Cruises ships are scheduled to call at Norfolk Island this year, with *Pacific Pearl* visiting on 11 Oct & *Pacific Jewel* following soon after on 13 Dec.

Late last week, the Australian Government announced it has awarded the design tender for the pier rebuild to consultancy firm WorleyParsons Limited.

The government has allocated \$13 million to complete the upgrade, listing the project as a priority and for it to be complete "in the shortest possible time".

Economic benefits listed as a result of the new pier include better access by cruise ships, which could increase visitor tallies by up to 100,000 annually.

### Giants to Puerto Rico

**ROYAL** Caribbean mega-liners *Oasis of the Seas* and *Allure of the Seas* will make 10 visits to San Juan, Puerto Rico in the 2016 northern summer as part of modified seven-night itineraries.

### New shows on Crystal

**TWO** new stage productions including *Rocket Man* - a tribute to Elton John and *5, 6, 7, 8* - an olden-style dance show will debut on 01 Apr in a new lineup on Crystal Cruises' *Crystal Symphony*.

## RCI ready to star on Channel 7



**ROYAL** Caribbean is set to come into your living rooms tonight, with the debut of the special one-hour presentation *Tom, Rach and Rosso Go Cruising* airing on Channel Seven from 8pm.

Previewed last night by select guests in Sydney, the program is a fun look at the Royal Caribbean experience as experienced by well-known Aussie celebrities

Tom Williams, Rachael Finch and Tim "Rosso" Ross.

In the program, the trio try out all of the onboard activities found on *Voyager of the Seas*, speak with fellow cruisers and enjoy some of the shore activities.

Rosso is **pictured** above second from right with Peter McCormack, Rosie Risetto-Spiers and Sean Treacy, all from Royal Caribbean.

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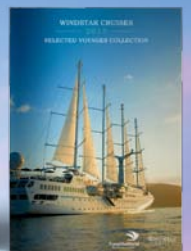
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## Alchemy Bar coming to *Spirit*

A UNIQUE social venue rolling out soon as part of Carnival Cruise Lines' Fun Ship 2.0 enhancements is Alchemy Bar - designed in the theme of a olden-day pharmacy.



The bar offers guests the ability to fully design and customise their drink, ordering using options on a prescription pad.

Starting with a choice from six spirits as a base, guests can then add fruits such as watermelon, raspberry and peach, season with savoury options such as mint, lavender, sage or cucumber and cap it off with bitters before waiting for it to be served.

Carnival mixologists provide tips on the tastiest blends before then whipping up the creation.

Alchemy Bar is the brainchild of the line's vice-president beverage operations Eddie Allen, who said the venue has quickly become one of the most popular places to hang out onboard.

"There's something magical

about sitting down for a drink and being involved in the process of having it personalised just for you, to suit your mood in that moment," Carnival Cruise Lines Australia vice-president Jennifer Vandekreeke commented.

Pharmacy props also make an appearance, with bitters added to drinks using an eyedropper from medicine bottles.

Alchemy Bar will be fitted on *Carnival Spirit* during a scheduled drydock in Singapore in Aug, one of many features on the way such as Seuss at Sea, Hasbro the Game Show, Red Frog Rum Bar, Guy's Burger Joint and many more.

Vandekreeke is pictured above left enjoying her creation with *Carnival Legend* beverage operations manager Marin Vuljan.

## Maria Theresa launch

**DIRECT** descendant of Austrian Archduchess Maria Theresa, Princess Anita von Hohenberg has christened the newest member of the Uniworld Boutique River Cruises fleet - *S.S. Maria Theresa*.

In a suitably regal ceremony in Amsterdam, the christening also took place in the attendance of Uniworld president Guy Young and Uniworld design team head Beatrice Tollman.

The vessel has now departed on its inaugural nine-day itinerary in Belgium and the Netherlands, with the Danube to be its base.

*S.S. Maria Theresa* offers capacity for 150 passengers, with a raft of antique furniture and reproduced artwork onboard.

## New Majestic shores

**SCOTTISH** small-ship operator The Majestic Line will next year take delivery of a brand new ship allowing it to expand itineraries to the country's west coast ports.

The *MV Glen Etive* will become the third ship in the Majestic fleet and is currently being constructed at a shipyard on the Clyde River.

Designed as a 1930's motor yacht, the craft will offer voyages of six and ten nights duration into Scottish island chains for up to 12 guests per departure.



**SIX** passengers aboard the infamous "Poop Cruise" on the *Carnival Triumph* have been left with another foul stench after possibly now losing money from lawsuits against Carnival.

Earlier this month, a federal judge in Florida awarded a combined US\$118,500 in damages to a collective group of 27 pax who filed a class action against Carnival for the incident.

When distributed based by case & claim, three pax received \$15,000 and the 27 remaining pax took amounts averaging less than \$3,000 each.

However, counter tax motions filed by Carnival against six of the plaintiffs, combined with travel expenses to Miami for the trial and legal fees, many of the group ended up losing money.

According to *Cruise Law News*, there were more than 10 lawyers retained to handle the case.

The *Carnival Triumph* incident of 2013 occurred when a fire in the engine room completely immobilised the ship and all services for five days in the Gulf of Mexico, including toilets, air-conditioning and refrigeration.



A big 'cheers' to Australian travel agents for nominating us in the 2015 AFTA National Travel Industry Awards. Here's what we're up for:

**Best Cruise Ship**  
- Domestic Deployment

Pacific Pearl  
Pacific Dawn  
Pacific Jewel  
Pacific Aria  
Pacific Eden

**Best Sales Executive**  
- Industry Supplier



**Ben Edney**  
BDM - QLD



**Zach Gregory**  
BDM - NSW

**Rookie of the year**  
- Industry Supplier



**Brenton Reidy**  
BDM - SA/WA/NT

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