

# CRUISE



## WEEKLY



Tuesday 13 Sep 2016

### Cruise Weekly today

Cruise Weekly today features four pages of all the latest cruise industry news.

### Viking Freya collision

**TWO** crew have died in a collision between *Viking Freya* and a bridge in Erlangen, Germany early Sun morning.

The deceased were in the vessels' retractable wheelhouse at the time of the impact and died as a result of injuries sustained during the collision.

No one else was hurt and all guests were transported to local hotels to either continue their journey on another vessel, or return home.

The majority have continued on a modified itinerary.

In a statement, Viking Cruises, said execs have been on the scene since the accident, and are cooperating completely with local authorities as they investigate.

## Crystal Sydney rendezvous

**CRYSTAL** Cruises will undertake an historic rendezvous in Sydney Harbour in 2018, with its *Crystal Serenity* and *Crystal Symphony* ocean cruise vessels meeting up on 17 Feb that year as part of their respective world cruises.

The move was revealed by Crystal president Edie Rodriguez at an event in Sydney on Fri, with the unique coming together also allowing the cruise line to offer four different world cruise itineraries that year - by enabling passengers to "flip and flop" between the ships in Sydney.

Other unique ocean cruise itineraries planned by Crystal include a repeat of its recent North West Passage voyage which will take place again in Aug 2017.

The exercise saw *Crystal Serenity* become the largest ever cruise ship to voyage through the remote arctic waterway, with Rodriguez describing its success

as "beyond a home run".

The first voyage sold out in just three days, and everyone but just six on board were repeat Crystal guests, highlighting the huge demand for the Anchorage-New York voyage.

Rodriguez also confirmed the new Crystal office in Sydney would kick off from 01 Jan 2017 with 13 staff but with scope to grow in time to up to 25.

To be headed by industry veteran Karen Christensen (**CW** 30 Jun), the office will sell the full range of Crystal product including its new yacht and river cruise product as well as Crystal Luxury Air and Crystal Residences.

In the meantime it's business as usual for current GSA Wiltrans which has represented Crystal for the last 26 years, with Rodriguez paying tribute to owner Diane Patrick for her great success in building Crystal's profile here.

### Uniworld sales head

**BEANCA** Daluz has joined Uniworld Boutique River Cruise Collection as head of sales.

She was previously working for Garuda Orient Holidays where she oversaw the company's sales, marketing & product restructure.

### Cruise Month pack

**TRAVEL** agents can now download CLIA Australasia's digital Plan A Cruise Month pack on the association's website.

The pack includes email and social media templates, a selection of cruise images and logos and a customisable media release ahead of the month-long promotion which begins 01 Oct.

Four cruising categories will be promoted over four weeks including luxury and expedition cruising; river cruising; cruising from Australia and New Zealand and international cruising.

Visit [www.cruising.org.au](http://www.cruising.org.au).

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## Qld cruising at full speed

**MORE** cruise ships called into Queensland in the last year than any other Australian state, totally at 329 vessels in 2015/16.

"Passenger numbers have already increased by more than 100,000 on the previous year to 776,000, contributing \$265 million to the Queensland economy," Queensland Premier Annastacia Palaszczuk said.

Many ports will double the number of cruise ship arrivals over the next 12 months, with 22 Feb planned to be a mega-ship day for the Port of Brisbane.

"Both the *Ovation of the Seas* and P&O's *Arcadia* will berth here then, bringing 7,300 passengers

to our city," said the state's Tourism Minister Kate Jone.

"In fact five cruise ships will visit Brisbane over that bumper week, bringing with them 12,600 passengers," she added.

During 2015/16, Port of Brisbane had a 22% increase in the number of calls, with Cairns receiving 50 cruise ship visits while the Whitsundays had 43, Moreton Island 33, Port Douglas 29, Mooloolaba and Thursday Island seven, Gladstone four, Cooktown and Townsville three, and the Fraser Coast two.

### Best's Dream Bistro

**SYDNEY** chef Mark Best is ramping up his involvement in the cruise industry and opening his first restaurant at sea on Dream Cruises' *Genting Dream*.

The 219-seat Bistro restaurant will include a 54-seat 'Grill' outdoor seating area and a select eight-seat 'Chef's Table' in a private room and serve up Western & Asian-inspired dishes.

Best will also contribute to Dream Cruises' culinary enrichment program on board.

### Free CCC Fiji cruise

**AGENTS** who book clients on a Captain Cook Cruises Fiji sailing will be gifted free nights for themselves and a partner in an Ocean View Stateroom aboard the *MV Reef Endeavour*.

Those who book a three- or four-night cruise will receive one night per adult booked while bookings for a seven- or 11-night cruise will receive two free nights.

## Eden makes history in Cairns



**P&O Cruises' *Pacific Eden*** became the first cruise ship to be based in Cairns over the weekend, setting sail on her first voyage from the city on Sat.

The inaugural season is expected to deliver more than \$6m to Queensland's economy.

Speaking in Cairns on Sat, P&O Cruises vp sales and marketing Simon Cheng said "We have always seen Cairns as a cruising hot spot with great potential and *Pacific Eden's* mid-range size means she can berth at the cruise terminal right in the heart of the city, providing a fantastic cruise experience for our guests".

*Eden* will homeport in Cairns until 11 Nov and her season will feature eight roundtrip cruises and one repositioning cruise.

In 2017, the ship will frequent the tourist-hotspot, with plans for 10 cruises from Cairns in Aug-Nov.

### Hurtigruten hybrids

**HURTIGRUTEN'S** new expeditions ships (*CW* 26 Apr) will use environmentally sustainable hybrid technology, reducing their fuel consumption by approx 20%.

The vessels will mark the first time on a pax ship that fully electric propulsion has been possible, with the first to be delivered in 2018 featuring an auxiliary electric engine.

If the technology is ready, ship number two will have a fully-fledged hybrid engine when it is finished in 2019, with the goal to refurbish ship number one with the same technology.

Hurtigruten's contract with Kleven includes the construction of two ships with a capacity of 530 beds, along with an option for two more ships.

The vessels will be constructed for voyages in polar waters.

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Confused about which river cruise cabin? We've taken the guess work out in the September issue of *travelBulletin*.

**CLICK HERE** to read

## Agents rock out in Melbourne



**ROYAL** Caribbean recently treated a group of agents to the hit musical *We Will Rock You* in Melbourne, which also features on board Quantum class *Anthem of the Seas*.

**Pictured** are: Peter Heathcock, National Network; Kirsty Jensen, Cruise Republic; Hayley Bayford, Journeys by Design; Belinda Gallenti, Travel Insights; Emma Hardy, Flight Centre; Cameron Mannix, RCCL; Shaun Abblitt, Cruiseabout and James Aik, Cruiseabout.

## Barge \$100 giveaway

**THE** newly-launched Barge Travel Connection (**CW** Thu) has released its first trade incentive.

Agents have the chance to win a \$100 voucher by booking their clients on any Barge Travel Connection cruise before 31 Mar.

For more information, head to [www.bargetravel.com.au](http://www.bargetravel.com.au).

## Azamara loyalty

**LE CLUB** Voyage members will have access to Azamara Club Cruises's first ever loyalty program cruise, set to sail on 24 Oct on a 10-night Arabian Gulf and Emirates itinerary.

President and ceo of Azamara, Larry Pimentel will host Le Club Voyage members on special Land Discoveries, which will come at an additional cost.

## Pacific Jewel death

**AN ELDERLY** passenger died on Sat due while on board P&O's *Pacific Jewel* and police say the death was due to natural causes.

The ship is on a 10-night Queensland cruise which departed Sydney on 06 Sep.

A spokesperson said reports by one media outlet that there had been a gastro outbreak on the ship are incorrect.

## Sydney needs a solution

**THE** challenge of handling capacity with Sydney's current infrastructure was echoed throughout last week's Australian Cruise Association Conference.

John McKenna, gm of Cruise at Port Authority of New South Wales told delegates the industry has to "change the way we do business" in order to address "the current reality".

"We need to do things a little bit harder and smarter in the coming period because there is no short-term build here, it's going to take time," McKenna said.

Backing up the proposal for two slots in 24-hours (**CW** Thu), McKenna said the solution will mean a change in behaviour of homeported cruise lines.

"If it creates capacity in the

current market and allows more international visitation, then we believe that's a positive," he said.

Also vital to the Port of Sydney is the guest experience, James Coughlan, shore excursions manager at InterCruises Shoreside and Port Services told delegates.

"Port infrastructure is very important, we need that space to get the ships in, but we have to develop the best experience for all the passengers coming off these ships because from that, we will all benefit," he said.

## Fathom new dates

**TWO** sailings to Cuba have been added by Fathom on 09 Oct and 06 Nov, a move the line says is due to "strong pent-up demand".

Both week-long cruises will depart Port Miami and call into three destinations in Cuba, including two days in Havana.

## Edie's "new normal"

**TODAY'S** global luxury consumer is after exclusivity, customisation and options, Edie Rodriguez, president and ceo of Crystal Cruises told attendees at last week's Australian Cruise Association Conference in Sydney.

"If they're at the luxury end of the spectrum, all of those three components have to be part of that authentic experience or they will not be happy," Rodriguez said, emphasising the need for "perpetual evolution".

"What today's global luxury consumer is looking for is vastly different than what that luxury global consumer was looking for even five years ago," she said.

## Earlybird extension

**BENTOURS** and Hurtigruten have extended their no single supplement offer on a range of Antarctica combination voyages until the end of the month.

Savings of up to \$7,825 are available for the 20 Dec departure of Hurtigruten's Legendary Magellan, Chilean Fjords & Antarctica expedition.

Prices start from \$10,440pp for this sailing on *MS Midnatsol*.

Last week, Bentours became the GSA of Hurtigruten in Australia and New Zealand (**CW** 06 Sep).

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## Sims to Tasmania

**CHANCES** star Jeremy Sims will be part of Princess Cruises' upcoming "Travelling Film Festival at Sea" which cruises over six nights roundtrip from Sydney to Tasmania on *Dawn Princess* departing on 01 Nov 2016.

Sims' film *Last Cab to Darwin* starring Michael Caton will be screened during the trip, followed by an exclusive Q&A session with the director - call 13 24 88.

## ACA names new life members



**THE** Australian Cruise Association has named Richard Doyle from Captain Cook Cruises, Evda Marangos from the Port of Melbourne Corporation and Judy Wood of the Bob Wood Travel Group as life members.

The trio were honoured for their long commitment to the organisation formerly known as Cruise Down Under, with the accolades made at the Abercrombie & Kent-sponsored gala dinner during last week's ACA annual conference in Sydney.

Wood (left) and Doyle (right) accepted the awards in person during the dinner from Australian

Cruise Association ceo Jill Abel and chairman Stephen Bradford.

**MEANWHILE** Visit Sunshine Coast was named as the successful bidder to host the 2017 ACA conference which will be held at Mooloolaba from 06-09 Sep.

About 140 delegates are expected to attend the event, with Abel saying the selection of the Sunshine Coast reflected the growing importance of regional ports for the cruise tourism sector in Australia.

Visit Sunshine Coast ceo Simon Latchford said the region had welcomed over 24,000 cruise passengers over the last two years.

## RCI shows Fiji love

**ROYAL** Caribbean says it's putting Fiji on the cruising map this summer, with 40 calls to Suva and Lautoka across the season, "almost double the visits of any other cruise brand".

RCI will dedicate sister ships *Explorer of the Seas* and *Voyager of the Seas* to Pacific itineraries all summer, and select Fiji sailings are currently attracting up to 30% off the cruise fare for new bookings made by 24 Sep.

Prices start at \$1,799 per person for the first two guests, with third and fourth passenger in the same cabin paying \$35 per day each for taxes and gratuities.

More details on 1800 754 500.



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

**SYDNEY**  
*Carnival Spirit* 13 Sep  
*Sun Princess* 14 Sep  
*Pacific Pearl* 16 Sep  
*Pacific Jewel* 16 Sep  
*Carnival Spirit* 17 Sep  
*Pacific Pearl* 19 Sep

**BRISBANE**  
*Pacific Dawn* 13 Sep  
*Pacific Jewel* 14 Sep  
*Pacific Aria* 16 Sep  
*Pacific Dawn* 17 Sep  
*Pacific Jewel* 18 Sep

**CAIRNS**  
*Pacific Eden* 17 Sep  
*Pacific Aria* 19 Sep

**DARWIN**  
*Coral Expeditions 1* 15 Sep  
*Reef Prince* 15 Sep  
*Dawn Princess* 17 Sep  
*Caledonian Sky* 18 Sep

**FREMANTLE**  
*Sea Princess* 14 Sep

**GERALDTON**  
*Sea Princess* 13 Sep

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**CRYSTAL** Cruises ceo Edie Rodriguez was effusive about the company's expanding range of luxury options - including the submarine excursions aboard its *Crystal Esprit* yacht.

Costing US\$599 per person, the 30 minute underwater activity comes in a bluetooth-equipped submarine - meaning you can experience the aquatic world with your very own tunes by connecting your iPod.

That was just an example of the luxury touches offered by Crystal, which is also rolling out a fleet of new European river ships which Rodriguez said are "off the charts".

"There's nothing like them in the river segment," she said, with on board features including the ultimate in everything.

"There's even Toto toilets for your tushie," she promised.

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