

CRUISE



WEEKLY

AGENT
UPDATE

Tuesday 28 Feb 2017

Cruise Weekly today

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

Carnival int'l rep

CARNIVAL Cruise Line today announced the appointment of Angela Wilson as its first local business development rep for the line's international sailings.

Wilson moves across from Expedia and will be tasked with raising awareness of the line's overseas fleet with travel agents and wholesalers.

P&O Bali sleeper

P&O Cruises is introducing its first overnight call to Bali on two 12-day Indonesian cruises departing Fremantle on 09 Apr and 28 May this year.

Pax can use their extra time to take part in shore excursions such as rafting on the Ayung River.

Australia, get your act together - Goldstein

AUSTRALIA would see a "tremendous amount of additional economic benefit" from the cruise industry if current infrastructure constraints could be addressed, according to the global ceo of Royal Caribbean Cruise Lines, Adam Goldstein.

In Sydney yesterday, Goldstein told *Cruise Weekly* he was deeply frustrated at the situation in NSW particularly, where the company sees massive opportunities but is unable to capitalise on them because of capacity issues in Sydney Harbour.

Royal Caribbean has so far grown by successfully deploying larger and larger ships into the Australian market, "but to move forward in some meaningful way is going to take a robust dialogue with the public and private sectors, in NSW and to some degree nationally, working together to identify options - and

out of those options at least one or two workable solutions that we can then execute.

"I realise it takes time...what we're frustrated about is the inability to even start down the path," he said.

Goldstein said the company believes this is a "phenomenally capable country, state and city - a part of the world that should be able to find solutions to this type of challenge".

The NSW Government is understood to be close to releasing a new report on the cruise sector commissioned by former state Tourism Minister Stuart Ayres (*CW* 12 May).

However Goldstein said there had been little consultation with the industry.

"Not only have we not seen the report, we've had no input to it."

The situation has been further complicated with the local



growth of rivals such as NCL and Viking Cruises which have taken additional slots at Sydney's Overseas Passenger Terminal.

If a solution could be found, Goldstein said Royal Caribbean would be likely to significantly grow here.

"I believe every class of ship we have would be attractive in this marketplace given the opportunity," he said - not ruling out even Oasis-class in the long term if the issues can be solved.

More from RCCL on **page four**.

CHOOSE FROM OVER
350 DESTINATIONS

NORWEGIAN'S FREE AT SEA

Up To US \$2,800 In Overall Value*

CHOOSE UP TO
5 FREE
OFFERS*

1. Beverage Package
2. Specialty Dining Package
3. Shore Excursion Credit
4. 250 Minutes of WiFi
5. 3rd & 4th Guest Sail at a Reduced Rate

PLUS US\$50 REDUCED DEPOSITS*



TASTE OF TASMANIA

+ UP TO US\$100 ONBOARD SPEND*

5 Days NORWEGIAN JEWEL
Departs 12 NOVEMBER 2017

CRUISING ROUNDTrip SYDNEY



SOUTHERN AUSTRALIA HIGHLIGHTS

+ UP TO US\$100 ONBOARD SPEND*

9 Days NORWEGIAN JEWEL
Departs 14 DECEMBER 2017

CRUISING ROUNDTrip SYDNEY



SCANDINAVIA & RUSSIA

UP TO 27 DINING OPTIONS

9 Days NORWEGIAN GETAWAY
Departs MULTIPLE DATES
16 MAY - 1 SEP 2017



BEST OF HAWAII

CRUISE 4 ISLANDS IN 7 DAYS

7 Days PRIDE OF AMERICA
Departs EVERY SATURDAY
YEAR ROUND



CLICK HERE FOR MORE ITINERARIES OR CALL 1300 255 200

NCL NORWEGIAN *Feel Free*
CRUISE LINE

*Terms & conditions apply. Itineraries and offers are correct as at 27 February 2017 and are subject to change or withdrawal.
For full terms & conditions, visit www.ncl.com.au.



World's Leading
Cruise Line
World Travel Awards

A welcome fit for a Queen



Photo credit: James Morgan.

Queen Elizabeth down under

CUNARD will base its *Queen Elizabeth* in Australia for almost two months in early 2019, with the vessel to undertake a series of seven round-trip voyages out of Sydney and Melbourne over the period (*Cruise Weekly* breaking news).

The move was revealed in Sydney yesterday by Cunard's vice president of international development, David Rousham, who described the down under

deployment as a "major highlight of Cunard's 2019 world voyage program".

Rousham said the plan was an evolution of Cunard's traditional world cruise program which is likely to see similar extended deployments in other markets in the future.

There will be two round voyages to New Zealand: one from Sydney and one from Melbourne, along with three return voyages venturing to Tasmania and two to South Australia.

"Whenever Cunard's itineraries have included round-trip options from Australian ports and visits to New Zealand, the demand has always been tremendous.

"In Feb 2019, *Queen Elizabeth* will have recently undergone a refit, so our youngest Cunard ship will be looking her most luxurious best as she starts this new chapter in Cunard's long and illustrious 179-year history," Rousham said.

The 2019 world voyage program will be formally unveiled on 14 Mar, with sales to open at the end of the month.

As well as the Australian deployment of *Queen Elizabeth*, Rousham hinted at an "iconic circumnavigation" voyage also featuring in the 2019 Cunard world cruise brochure.

Rousham confirmed that the local Cunard team was likely to expand to assist with sales of the new itineraries which were expected to attract new cruisers.

In particular some of the shorter voyages in the Australian program would appeal to "new to cruise" travellers as an introduction to the Cunard brand, he said.

QUEEN Mary 2 and her younger sister *Queen Elizabeth* met in Sydney Harbour over the weekend for a Royal Rendezvous.

Marking 10 years almost to the day since the Cunard flagship first visited Australia, the double-whammy visit brought close to 7,500 guests to the harbour.

Speaking on board *QM2* on Sat, Ann Sherry, executive chairman of Carnival Australia, said the vessel's maiden visit in 2007 "put cruising on many Australians' wish lists and helped fuel the industry's phenomenal growth Down Under".

The 2,700-guest *QM2* has recently undergone a \$145 million remastering which saw 50 new staterooms added to the liner, including its first single staterooms, a wine cellar at sea and a new Carinthia Lounge.

QM2 Captain Christopher Wells is pictured taking in the view of his ship and her sister from the top of the Sydney Opera House.

CLICK HERE for a video.



FREE INFO SESSIONS

These events are perfect for clients looking to plan their next unforgettable Viking journey

Melbourne: 23 March
Brisbane: 28 March
Sydney: 4 April



Places are limited
Secure seats for yourself and your clients now

CONTACT US



APT's Celebration Sale is on now!



Vietnam & Cambodia Discovery

Fly Free + Free Cabin Upgrade + Free 2 night Singapore stopover*

T&C's apply*

APT5260

Carnival kids sail free

THE third and fourth guests in a cabin can sail for free on select Carnival Cruise Line sailings from Sydney this year under a "kids sail free" deal running until 13 Mar.

Prices lead in at \$1,498 for a family of four staying in an interior cabin on a four-day cruise to Moreton Island departing on 17 Aug.

South Pacific cruises are also on sale, priced from \$2,198 for a family of four.

CLICK HERE for departure dates.

Save on 2017 and 2018 cruises!

Book by **14 March 2017** to take advantage of exceptional offers including suite upgrades, air credits and more*!

*on select cruises. See terms and conditions for details.

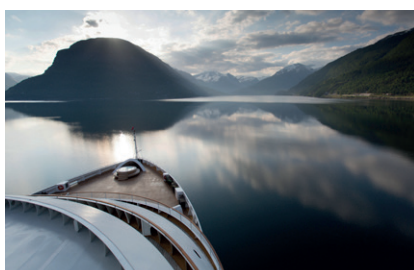
Find out more



SEABOURN®

SIGNATURE SAVINGS EVENT

Limited time. Limitless possibilities.



New CLIA MD Joel Katz spills the beans on his top selling tips. Don't get left behind, check out the March issue of *travelBulletin*.

CLICK HERE to read
travelBulletin



Cunard celebrates Australia



CUNARD'S vice president of international development, David Rousham, was in Sydney yesterday to formally announce the Australian deployment of *Queen Elizabeth* (see **page 2**).

Rousham also hailed the sensational 'Royal Rendezvous' over the weekend where *Queen Elizabeth* met *Queen Mary 2* in Sydney Harbour, saying it had attracted strong global attention.

A particular coup was managing to position one of the ship's captains atop the sails of the Sydney Opera House - which had him particularly chuffed as it made front page news in the UK.

Australia continues to be a key market for Cunard, with the fly-cruise market for its European and transatlantic voyages up a whopping 40% year-on-year out of the local market.

Rousham said very long itineraries were increasingly popular, with some Australian passengers booking 30-50 day cruises by combining back-to-back voyages on multiple vessels.

"We are thrilled at the ongoing

development and success of Cunard in this market," he said, citing the strong appeal the brand is showing for Australian cruisers.

Despite the stellar performance, however Cunard has no plans for a fourth ship at this stage, Rousham confirmed, with small capacity expansions delivered by "remastering" projects which are seeing extra cabins added to *Queen Victoria* and *QM2*.

Rousham is **pictured** above at the Carnival Australia offices in Sydney with the group's head of corporate affairs, Sandy Olsen.

Hurtigruten agency contract

HURTIGRUTEN has awarded Inchcape Shipping Services (ISS) with a port agency contract.

The contract sees ISS providing Hurtigruten with port agency services around the world for four years as well as helping to support and advise the company with its rapid expansion.

In addition, ISS will provide hands-on advice on hotel operations, shore excursions and itinerary planning.

NCL Joy sister ship

NORWEGIAN Cruise Line will design its fourth Breakaway-Plus class vessel as a sister ship to *Norwegian Joy*, Frank Del Rio, president and ceo of parent company Norwegian Cruise Line Holdings, revealed during a quarterly earnings call last week.

Joy's occupancy for 2017 is significantly ahead of the rest of the fleet, at a pricing premium 20% higher.

Oceania world cruise

VISITS to 90 destinations in 36 countries have been packed into Oceania Cruises' 180-day world cruise for 2019.

Three departures (New York, Miami and Los Angeles) will be available for the journey, which will include stops in Australia.

Silver Muse sea trials

SILVERSEA Cruises' new flagship *Silver Muse* has successfully completed its sea trials ahead of its formal christening in Monaco on 19 Apr.

The ship underwent extensive speed, vibration, noise, endurance and propulsion tests.

The ninth ship for Silversea, *Silver Muse* will call into 34 countries and 130 ports in 2017.

Sensation redone

CARNIVAL *Sensation* has been refurbished with a variety of new spaces, following a multi-million-dollar upgrade.

Among the new spaces are Frog Rum Bar offering Caribbean frozen drinks and beers, Mexican eatery Blueguana Cantina and a kids nautical-themed play area running over 200 activities.

Agents key for Royal Caribbean brands

ROYAL Caribbean Cruise Lines ceo Adam Goldstein has paid tribute to the Australian travel trade, who like their counterparts in other countries "continue to distribute easily a majority of our business".

Speaking to **CW** in Sydney this week Goldstein said agents are "effectively our sales force."

"We are very grateful that in key markets - particularly the USA - leisure oriented travel agents have largely rebuilt their business models around cruising and complex vacation packages."

"They've seen over the past 20 years that's where their business model can succeed the best".

Goldstein said RCL's relationships with the travel trade had never been better.

While it was important that the cruise brands continued to allow passengers to engage in a variety of ways including through direct bookings and via agents, "we couldn't be dependent on either one of those channels in its entirety," he added.

Princess Japan 2018

PRINCESS Cruises has announced its longest Japan cruise season to date with an array of voyages from Tokyo and Kobe in 2018 that circumnavigate the country, visiting top-rated cultural ports.

Over 60 voyages will take place in the 2018 season from Apr to Dec, including maiden port calls to Ishinomaki, Iwakuni, Niigata, Sakata, Toba and Yokkaichi, along with visits to South Korea, Taiwan, China, Russia, Hong Kong and Vietnam.

50% OFF EXPEDITION CRUISING

YOU CAN SAVE 50% WHEN YOU BOOK A TRIPLE OR QUAD CABIN ON SELECTED EXPEDITIONS WITH HURTIGRUTEN. EXPERIENCE UNIQUE DESTINATIONS WITH FRIENDS & FAMILY!

CLICK HERE! Call 1800 487 844 or visit bentours.com/hurtigruten



*Terms and conditions apply. Book by 30th April 2017. Speak to your Hurtigruten specialists for full terms and conditions.



RCI water safety

ROYAL Caribbean International will implement a water safety campaign across its fleet from Mar to raise awareness of the importance of vigilance.

The campaign incorporates gear and guidelines provided to guests throughout their cruise.

These include lifeguards on duty at all pools during opening hours, swim vests for children aged 4-12, water safety presentations and a teen 411 session on water safety.

RCI welcomes rivals

THE increased activity of cruise rivals such as Norwegian Cruise Line in the Australian market has brought additional promotional dollars for the cruise category, which is good news for all according to Royal Caribbean md for Australasia, Adam Armstrong.

He told **CW** yesterday the expansion had also brought additional choice for consumers.

Royal Caribbean ceo Adam Goldstein echoed the comments, welcoming the competition brought by others.

"From my perspective we expect to compete against the various Carnival brands, Norwegian and MSC everywhere in the world all the time.

"These are the companies ordering all the big ships, we already compete with them every day in Europe and the Caribbean, so why not in the Asia Pacific region?" Goldstein said.

"We all have our different marketing attributes, we're very comfortable competing in that environment," he added.

NCL expands Dreams

NORWEGIAN Cruise Line will add a Cirque Dreams & Dinner experience on board *Norwegian Getaway* on May 16, and a new Cirque Dreams show will debut on *Norwegian Epic* (14 Apr) and *Norwegian Breakaway* (04 Mar).

Featuring new menus, the reimagined shows will offer guests the opportunity to enjoy their gourmet dinner prior to the start of the entertainment.

All three new Cirque Dreams shows have been developed by Broadway director and Cirque Dreams founder Neil Goldberg.

Stojic's royal win



NICOLE Stojic, inside sales coordinator at Royal Caribbean Cruises Australasia, took out her first industry award over the weekend at the Travel Partners Conference held at the InterContinental Sanctuary Cove Resort, Gold Coast.

As a supplier who works closely with the group, Stojic received a Travel Partners Award for Excellence and told **CW** when the announcement was made she was completely stunned.

"I'm a woman of many words

and I was completely speechless," she said.

"When I got up on stage I didn't know what to say so it was a really nice surprise, it was great."

Travel Partners' managing partner Jeff Hakim described Stojic as "the perfect rep".

"When she comes to our office, she explains her product in such a way that you want her to come back and tell you more...she's very engaging," he said.

"She's fantastic, a great ambassador for the product and she's been consistent."

Stojic is pictured accepting her award from Travel Partners' managing partner Jeff Hakim and executive gm, Simon Bernardi.

Hurtigruten hybrid ship

HURTIGRUTEN has started construction of the first expedition cruise ship powered by hybrid battery technology.

Royal Amundsen will launch in 2018 and the technology will reduce fuel consumption substantially and allow for periods of completely emission-free sailing.

The Hurtigruten team in Australia are taking bookings on this new vessel now.

Joy float out schedule

NORWEGIAN Cruise Line's *Norwegian Joy* is scheduled to float out of Meyer Werft's building dock at 0800 local time on 04 Mar, the shipbuilding company has revealed.

It will be broadcast via webcam on meyerwerft.com.



Princess Cruises - Europe 2018



PRINCESS Cruises' latest brochure features sailings to European favourites like Rome, Barcelona and Paris in 2018, along with destinations further north such as Helsinki and St Petersburg.

The program includes itineraries ranging from seven to 38 nights in length, land-based tours and the Ocean Medallion Class.

2018 BOUTIQUE RIVER CRUISES OUT NOW

THE WORLD IS YOUR CANVAS.



UNIWORLD
BOUTIQUE RIVER CRUISE COLLECTION®
You deserve the best

LEARN MORE >



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

| | |
|-----------------------------|--------|
| SYDNEY | |
| <i>Seven Seas Navigator</i> | 28 Feb |
| <i>Carnival Legend</i> | 28 Feb |
| <i>Noordam</i> | 28 Feb |
| <i>Celebrity Solstice</i> | 01 Mar |
| <i>Queen Mary 2</i> | 02 Mar |
| <i>Aurora</i> | 02 Mar |
| <i>Dawn Princess</i> | 03 Mar |
| <i>Pacific Jewel</i> | 03 Mar |
| <i>Explorer of the Seas</i> | 04 Mar |
| <i>MS Insignia</i> | 04 Mar |
| <i>Voyager of the Seas</i> | 05 Mar |
| <i>MS Sirena</i> | 06 Mar |
| <i>Pacific Jewel</i> | 06 Mar |
| <i>Seabourn Encore</i> | 06 Mar |

| | |
|-----------------------------|--------|
| MELBOURNE | |
| <i>Aurora</i> | 28 Feb |
| <i>Pacific Eden</i> | 03 Mar |
| <i>Seabourn Encore</i> | 03 Mar |
| <i>Radiance of the Seas</i> | 04 Mar |
| <i>Golden Princess</i> | 05 Mar |

| | |
|-----------------------------|--------|
| BRISBANE | |
| <i>Queen Elizabeth</i> | 28 Feb |
| <i>Pacific Jewel</i> | 01 Mar |
| <i>Seven Seas Navigator</i> | 02 Mar |
| <i>Pacific Aria</i> | 03 Mar |
| <i>MS Sirena</i> | 04 Mar |
| <i>Queen Mary 2</i> | 04 Mar |
| <i>Sun Princess</i> | 05 Mar |
| <i>MS Insignia</i> | 06 Mar |

| | |
|-----------------------------|--------|
| CAIRNS | |
| <i>Sun Princess</i> | 01 Mar |
| <i>Magellan</i> | 01 Mar |
| <i>Seven Seas Navigator</i> | 05 Mar |

| | |
|----------------------------|--------|
| DARWIN | |
| <i>Ovation of the Seas</i> | 28 Feb |
| <i>Norwegian Star</i> | 02 Mar |
| <i>Magellan</i> | 06 Mar |

| | |
|-----------------------------|--------|
| ADELAIDE | |
| <i>Astor</i> | 02 Mar |
| <i>Radiance of the Seas</i> | 02 Mar |

| | |
|-------------------------|--------|
| HOBART | |
| <i>Queen Mary 2</i> | 28 Feb |
| <i>Astor</i> | 05 Mar |
| <i>Emerald Princess</i> | 05 Mar |

Norwegian Pearl refurb



NORWEGIAN Pearl has returned to Miami with a refreshed look in every stateroom and upgraded public spaces.

After a two-week dry dock, *Norwegian Pearl* is the latest Norwegian Cruise Line ship to be renovated under The Norwegian Edge investment program.

All staterooms received new furniture, carpets, headboards and televisions as well as the addition of USB outlets where guests can charge their devices.

Popular restaurants at sea Cagney's Steakhouse, Moderno Churrascaria and O'Sheenan's Bar & Grill all received enhancements to improve the passengers' on

board dining experience.

Guests who sail in The Haven by Norwegian, Norwegian's luxury suite complex, will now enjoy a completely refurbished Haven Courtyard.

For more pictures visit **Cruise Weekly's FACEBOOK** page.

CCC Murray cruise

CAPTAIN Cook Cruises will operate two seven-night Renmark cruises on the Murray River in Dec aboard paddlewheeler, *PS Murray Princess*.

The first departs Mannum on 01 Dec, priced from \$2,238ppts.

Carnival exhaust tech

CARNIVAL Corporation's exhaust gas cleaning technology has now been installed on 60 ships across its brands.

The company said it is on track to develop and deploy the air emissions reduction into over than 85 vessels across its global fleet by 2020 after investing more than US\$400 million to date.

Currently Carnival has the system on one P&O Cruises ship.

In to the unknown

THE World's record for the most southerly navigation for a ship, set just a few weeks ago was outdone on Sun.

Spirit of Enderby, operated by Heritage Expeditions, went one better and claimed the record for the most southerly navigation for a ship, reaching 78° 43". 997S in the Bay of Whales, Antarctica.



WHEN weather struck, Port Macquarie couple Christine Drennan and Matthew Moore had their wedding thrown into disarray after P&O Cruises' *Pacific Jewel's* tenders were prevented from operating due to strong winds.

The planned beach wedding in Mooloolaba looked to be cancelled, until quick thinking *Pacific Jewel* hotel director Melissa Yates stepped in.

While captain Otty Ghoshroy couldn't legally marry the couple, Yates organised a commitment ceremony.

The couple enjoyed champagne, a wedding cake and a reception dinner in the ship's main dining room.

To make it official, Yates organised the couple's celebrant to meet them in Gladstone to seal the deal.

The couple are **pictured**.



Cruise Weekly is Australia's leading travel industry cruise publication. An industry-focused PDF edition of Cruise Weekly is published every Tue and Thu, and there's also a consumer-facing email newsletter published each Wed - sign up free at www.cruiseweekly.com.au.

Postal address: PO Box 1010, Epping, NSW 1710 Australia

Street address: Suite 1, Level 2, 64 Talavera Rd, Macquarie Park NSW 2113 Australia
P: 1300 799 220 (+61 2 8007 6760) F: 1300 799 221 (+61 2 8007 6769)

Part of the Travel Daily group of publications

Cruise Weekly is a publication of Cruise Weekly Pty Ltd ABN 73 123 041 485. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of the newsletter no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.

Publisher/Editor in chief: Bruce Piper

Editorial: info@cruiseweekly.com.au

Managing Editor: Jon Murrie

Contributors: Guy Dundas, Jenny Piper, Jasmine O'Donoghue, Matt Bell, Rebecca Le Bas

Advertising and Marketing: Sean Harrigan, Melanie Tchakmadjian advertising@cruiseweekly.com.au

Business Manager: Jenny Piper accounts@cruiseweekly.com.au

Travel Daily CRUISE WEEKLY **travelBulletin** business events news **Pharmacy DAILY**