



CLIA LIVE expands to the Gold Coast

CRUISE Lines International Association (CLIA) Australasia has revealed it will be expanding its CLIA LIVE training program in 2020, introducing the event on the Gold Coast for the first time.

The decision to add another city to its existing six destinations follows a highly subscribed event this year, which saw 650 tickets booked for events held in Perth, Adelaide, Sydney, Auckland, Brisbane and Melbourne.

For two days, CLIA LIVE offers agents a busy program of learning across ocean, river and expedition cruises, with the cruise event designed to suit both new-to-cruise travel agents, as well as more experienced sellers looking to keep themselves updated on the latest cruise developments.

"CLIA LIVE gives agents a rare opportunity to learn about multiple cruise lines in the one place at the one time," said



CLIA Australasia Director of Membership & Events Marita Nasic.

"It's an excellent way to develop a detailed understanding of the different lines and learn how to match clients with the experience that will suit them," she added.

CLIA LIVE's theme next year will be "The Guest Experience", and will travel to Perth on 17-18 Mar, Adelaide (01-02 Apr), Sydney (07-08 Apr), Brisbane (22-23 Apr),

Gold Coast (19-20 May), Auckland (26-27 May), and Melbourne (17-18 Jun).

Tickets are available to CLIA members only and cost \$50 plus GST or NZ\$55 per day, with the option to attend one or both days of the event.

CLIA awards 30 accreditation points per day to all attendees.

For bookings, **CLICK HERE**.

Pictured: The CLIA LIVE event in full swing this year.

Cruise Weekly today

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

Last chance Viking

THERE is only two weeks left for agents to score a place in Viking Cruises' 2019 Valhalla Club, an incentive that will see 20 consultants win stateroom accommodation on one of two Viking cruises for themselves and a friend in 2020.

To earn a spot, agents must make the most Viking bookings by 30 Nov.

"Membership in the Viking Valhalla Club is like joining our hall of fame, and a very special way for Viking to thank the travel agent community," said Viking's National Sales Manager Keira Smith.

For more info call 138 747 in Aus and 0800 447 913 in NZ.



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South Sea appoints

SOUTH Sea Cruises has announced the appointment of Lauren Mossop to the role of General Manager - Reservations and Customer Service, where she will be based in the company's Port Denarau office in Fiji.

Mossop returns to the business after previously holding roles with South Seas' Blue Lagoon Cruises brand, but most recently had been working in resort management on the Yasawa Island with her husband Jon.

In a statement the cruise line said that Mossop looked forward to the opportunity of interacting and working with its industry partners to ensure great customer service.

South Sea Cruises' day cruise portfolio features full- and half-day cruises to destinations such as Fiji's Mamanuca Islands, Mana, Malolo, as well as its own South Sea Island and Malamala Beach Club Fiji.

A&K luxe 2021/22

ABERCROMBIE & Kent has released its 2021/22 luxury expedition program, which features an extended Antarctic voyage to witness the solar eclipse on 04 Dec 2021.

Other 2021 itineraries include Japan (Mar); the Kimberley Cruise: Australia's Last Frontier (May); Cruising the Baltic Sea - Copenhagen to St Petersburg (Jun); the Greek Isles (Jun and Sep); Arctic Cruise Adventure: In Search of the Polar Bear (Jul); and Italy Cruise - Hidden Treasures from Florence to Venice (Aug).

Examples of sailings offered in 2022 include the Classic Antarctica cruise in Dec 2021 and Jan 2022, as well as the Antarctica, South Georgia & Falkland Islands journey in Dec 2021 and Jan 2022.

For further information on the cruises, [CLICK HERE](#).



CRUISE & Maritime Voyages (CMV) has announced the launch of a dedicated cruise ship and program for the French market.

Operating under the Croisieres Maritimes et Voyages brand name, the new French division has set up a sales and marketing office in Marseille, headed up by Director Generale Clement Mousset, and will offer year-round cruises on board its *Jules Verne* vessel from the French port cities of Le Havre and Marseille from 01 May 2021.

CMV Group Commercial Director Chris Coates said the decision to expand its offerings to France was fuelled by a desire to

fill a gap in the market between "mega, resort-ship operators and niche luxury cruise lines".

Prior to serving the new French itineraries, *Jules Verne* will undergo a range of soft refurbishments, including to its livery, public spaces, and suites, which will be refreshed and named after iconic characters from Jules Verne novels.

The latest expansion sees CMV now operate six ocean ships, employ close to 4,000 staff, and bring its total office tally to six - Adelaide, Australia; Tilbury, UK; Fort Lauderdale, USA; Frankfurt, Germany; Athens, Greece and the new Marseille, France (**pictured**).

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Want to know what a cruise on *Scenic Eclipse* is like? Read more in the November issue of *travelBulletin*.

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travelBulletin

Not tech for the tech's sake



WHILE Virgin Voyages' top brass were in town this week to celebrate the launch of the brand in Australia (*CW* 13 Nov), *Cruise Weekly* spoke with the brand's Head of International Sales Shane Riley (pictured) about how the line views the role of technology on board its ships.

Riley said that although Virgin Voyages takes onboard tech seriously, it only seeks to embrace innovation it feels will genuinely resonate with its passengers.

"For me it's not tech for the sake of tech...it's about making sure that our technology is really enhancing the experience," Riley explained.

"Tech should be invisible in a way, it's there to enhance your experience but you're not thinking the whole time, oh this is really great tech," he added.

Riley cited Virgin Voyages' recently unveiled shake for champagne service (*CW* 11 Oct) as an example of this philosophy.

"For example, it's easy to get the best phone in the world but if you don't know how to use it, what's the point, so really it is about the end user and being able to provide an amazing experience and use the tech to enable that, rather than the tech being something people have to get to grips with," Riley said.

Cooking up Carnival

CARNIVAL Cruise Line has announced the launch of Carnival Kitchen, a new hands-on culinary experience led by some of the cruise line's most skilled chefs.

The new offering will debut on *Carnival Panorama* in Dec, with more than 15 cooking classes to choose from, taking their inspiration from an array of international cuisines.

Examples of the classes available will include sushi rolling, pizza making, pie baking, pasta making, Asian cooking and cake baking.

Port's record revenue

PORT Canaveral in Florida has posted a record revenue of US\$110 million so far in 2019, an increase of 5% on the corresponding period last year.

Cruise income formed the majority of the revenue figure, with US\$81.9 million generated from cruise ship arrivals, while passenger numbers also spiked.

"We did 4.6 million multi-day passengers in 2019 - that's also a record for us," said Port Canaveral CEO John Murray.

He also indicated the future looked bright, citing an upswing in the number of new ships due to arrive in 2021/22.

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22 April 2020

Princess precaution

PASSENGERS on board Princess Cruises' *Sun Princess* were evacuated at a scheduled docking in Singapore following a few suspected cases of norovirus on board the vessel.

FACE-2-FACE: Natalie Freeman

Sales Manager Vic/Tas,
Dream Cruises



1. What is your favourite part of your job?

Promoting and strengthening the fabulous Dream Cruises to the Australian market and my beautiful agents.

2. What attracted you to a career in the cruise industry?

I have always loved cruising, having taken my first cruise in 2003 on *Superstar Virgo*, which has now been transformed with a US\$60M refurb into the beautiful *Explorer Dream* and part of Dream Cruises' fleet.

3. What is the key to success in the cruise industry?

Match clients to the right cruise brand/destination and you will see them again to rebook - a must.

4. What is the biggest challenge facing the industry?

Adequate port infrastructure is difficult in some areas with some new ships scheduled to carry over 6,000 passengers. At a recent conference, the Port of Melbourne advised the difficulties they face. It is not the size of the port, nor dredging for larger ships, which many people believe is the problem, but in fact, it is the land side, one road in and one road out.

5. Where do you see yourself in five years?

Working for Dream Cruises

and being a part of the expansion with our two new global ships and sailings to the Caribbean, Alaska and The Baltics becoming a reality over the next few years or so.

6. Advice for up-and-comers?

Know what you are selling; focus on the customer; never make promises you can't deliver; be organised, resilient and a team player.

7. What was your best fam trip?

Onboard *Genting Dream* ex-Singapore sailing to Penang, Phuket, Langkawi and Kuala Lumpur. It was a famil of my "dreams", the ship and service is truly amazing!

8. How do you wind down after a busy week?

Take the heels off, collapse on the couch with a nice glass of champers or rose, catching up with friends.

9. Which celebrity would you most like to cruise with?

Oh, can I have three? Jason Statham, David Beckham and Sean Connery...table for four please!

10. When not at work, how do you spend your time?

Catching up with friends and my three gorgeous adult sons, playing AFL or tennis, dining out, beach time and Netflix.

Ocean Cay to open

MSC Cruises has revealed that its private island attraction, Ocean Cay MSC Marine Reserve, will reopen from 05 Dec following damage sustained by Hurricane Dorian.

The line's exclusive attraction was originally scheduled to open this week, however the date had been pushed back in the face of multiple adverse weather events.



PASSENGERS taking a humble ferry ride across Sydney Harbour this week were shocked to find one of their fellow passengers was none other than the Virgin Voyages founder himself, Richard Branson.

The quirky entrepreneur, who is in town to formally launch his cruise brand to the Australian market, donned his best sailing gear and introduced himself to as many Sydney-siders on the ferry trip as he could.



Showing his philanthropic side, Branson also personally handed out a selection of Aussie classics to passengers, such as fairy bread and lamingtons, in a bid to cheer up the city following the recent bushfires.



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