



### Cruise Weekly today

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

## Cover-More to cut river loading

### COVER-MORE Travel

Insurance has removed the need for customers to check a policy box indicating they require cruise coverage when embarking on a river cruise.

Speaking at the Flight Centre Independent Conference in Singapore on the weekend, Sales & Operations Leader Shane Varne said for river cruising "the risk has really reduced so we don't need to have that collecting an extra premium".

Additional premiums will continue to apply for policies relating to ocean cruising at this stage.

The easing of requirements around river cruise follows other policy enhancements in recent weeks including higher payment limits for COVID-19 coverage and the removal of the special COVID-19 excess, part of the ongoing "product simplification journey" for Cover-More as the post-pandemic situation normalises.

Other recent changes include having consistent policy wording on COVID benefits, such as no longer having extra clauses.

## Crystal to honour comm, deposits

**THE** relaunched Crystal Cruises has announced an "Exceptional Initiative" to support travel agents who lost commissions and guests who lost deposits under the collapse of the line's former ownership by Genting Hong Kong, (CW 20 Jan 22).

Created in partnership with the new owners, A&K Travel Group, the program will see eligible former Crystal guests able to apply for a credit to use toward future voyages aboard *Crystal Serenity* or *Crystal Symphony*.

"This initiative is a plan we have been working on since we acquired Crystal, as it will benefit our most loyal customers," said Crystal and A&K co-Chair, Manfredi Levevre d'Ovidio.

"This is not something we were legally obliged to do, however we believe that being exceptional means doing what is unexpected, unusual and unprecedented.

"We are choosing to help

former guests and travel agents recover their money, and hope we will be able to focus on returning to service, the exceptional crew and onboard service that has made Crystal an award-winning cruise line for three decades."

In order to qualify for the credit, guests must have filed a valid claim in the Crystal bankruptcy case for amounts related to cancelled ocean cruises.

The amount of the credit will be restricted to the outstanding balances owed to the guest, less any funds that have already been repaid through the ongoing insolvency proceedings.

The credit will be split into five instalments, to be applied to five future bookings taking place before the end of 2025, and the first booking must be made by 01 Jul.

The announcement comes in the lead-up to the 31 Jul

inaugural of *Crystal Serenity* ex Marseille to the Mediterranean, while *Crystal Symphony* will depart from Athens on 01 Sep.

Full terms and conditions of the Exceptional Initiative are now online at [crystalcruises.com](http://crystalcruises.com).

## Silver Ray keel laid

**SILVERSEA** Cruises last week celebrated the keel laying of *Silver Ray*, its second Nova class vessel, at the Meyer Werft shipyard in Germany.

*Ray* is expected to launch mid next year, following the highly anticipated debut of sister ship *Silver Nova* in Aug, with "all new public venues that are among the most spacious at sea".

## HAL deposit deal

**HOLLAND** America Line is offering \$25pp deposits and up to 25% off cruise fares for bookings made by this Fri.

Deals under the limited one-week sale offer also include up to US\$400 onboard credit and a beverage package, with itineraries available across the globe including Alaska, the Mediterranean, South America and more - 1300 987 322.

Royal Caribbean INTERNATIONAL

UP TO **30% OFF** EVERY GUEST\*

+ KIDS SAIL FROM \$19 PER DAY\*

+ BONUS UP TO **\$150 OFF**\* 2023-24 SAILINGS

T&Cs Apply

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**OCH** that's wee unfortunate! That's probably a sanitised version of the words expressed by workers in a Scottish dockyard, where a large ship tipped over while on stands and injured 25 people.

The incident at Edinburgh's Imperial Dock last week saw emergency services called, with local police telling the public to avoid the area to allow access for ambulances.

The ship (pictured) ended up leaning at a 45-degree angle, with locals confirming the 76-metre *Petrel* had become dislodged during a dry dock due to strong winds.

The research vessel has been idle since 2020, but previously led several missions to locate historic shipwrecks under the ownership of Paul Allen, the late Microsoft co-founder.

It's apparently equipped with deep-sea exploration technology, and in 2017 helped discover the submerged wreck of the *USS Indianapolis* in the Philippine Sea.



## Carnival sings up a storm



**IT WASN'T** quite a salty sea shanty, but the Carnival Australia team at last weekend's FCTG Independent conference in Singapore certainly made up for that with enthusiasm, leading attendees in a singing challenge.

The gutsy performance (pictured) saw the lyrics of some popular numbers modified somewhat to reflect key attributes of P&O Cruises Australia, Holland America Line, Cunard Line and Seabourn.

## Azamara triples sales support

**AZAMARA** Cruises last week opened a new global Contact Center in Wichita, Kansas, alongside the launch of an updated website and the new Azamara Connect trade portal.

The move follows the threefold expansion of Azamara's shoreside team across the globe, including the appointment of Leanna Gibson, Tegan Firkin and Susan Wallis as new Reservations Agents in the Australian Contact Center team, led by Daragh Robbins.

President, Carol Cabezas, said "Wichita has been home to our knowledgeable and engaging team on the phones, who are dedicated to helping advisors

make their clients' dreams a reality".

"Opening a dedicated office here is a testament to our commitment to delivering the best service to our guests and advisors.

"I am so proud of how far Azamara has come since we've returned to service, and this contact centre indicates that we are continuing to build on that momentum, with more to come."

The new website and trade portal, based on the Versonix Seaware Touch platform, "will also enhance the overall experience for guests and travel partners," Azamara said.

## Inflation accident

**EXPEDITION** cruise operators are being warned to check the inflation pressure of Zodiacs, after a probe into an Antarctica accident this year by the US Coast Guard blamed an overpressurised bladder.

## Cruise Calendar

Current ports of call in Australia and New Zealand.

<b>SYDNEY</b>	
<i>Ovation of the Seas</i>	27 Mar
<i>Norwegian Spirit</i>	27 Mar
<i>Carnival Splendor</i>	28 Mar
<i>Norwegian Spirit</i>	28 Mar
<b>MELBOURNE</b>	
<i>Grand Princess</i>	28 Mar
<b>PORT ADELAIDE</b>	
<i>Pacific Explorer</i>	27 Mar
<i>Majestic Princess</i>	28 Mar
<b>PENNESHAW</b>	
<i>Majestic Princess</i>	27 Mar
<b>PORT LINCOLN</b>	
<i>Pacific Explorer</i>	28 Mar
<b>BRISBANE</b>	
<i>Quantum of the Seas</i>	27 Mar
<i>Pacific Encounter</i>	28 Mar
<b>CAIRNS</b>	
<i>Seabourn Odyssey</i>	27 Mar
<i>MSC Magnifica</i>	27 Mar
<i>Coral Princess</i>	28 Mar
<i>Viking Mars</i>	28 Mar
<b>TOWNSVILLE</b>	
<i>Viking Mars</i>	27 Mar
<b>FREMANTLE</b>	
<i>Coral Geographer</i>	27 Mar
<b>DARWIN</b>	
<i>Europa</i>	27 Mar
<b>NAPIER</b>	
<i>Noordam</i>	27 Mar