



# Congratulations to all the winners

**Cruise Agency of the Year  
Multi Location/Brand - Australasia  
Ignite Travel Group**

**Cruise Agency of the Year  
Single Location - Australia  
Destination HQ**

**Cruise Agency of the Year  
Single Location - New Zealand  
House of Travel Kapiti Coast**

**Online Cruise Agency of the Year  
Australasia  
Cruise Guru**

**Home Based Cruise Agent of the Year  
Australia  
Lauren Jenkins  
MTA - Mobile Travel Agents**

**Cruise Broker of the Year  
New Zealand  
Robert Schroder    Michelle Downey  
Mondo Travel        Bucket List Travel**

**Cruise Consultant of the Year  
Australia  
Samantha Renvoye  
Clean Cruising**

**Cruise Consultant of the Year  
New Zealand  
Natasha Warfield  
Toussaint & Turner Travel Associates**

**Rising Star  
Australia  
Shane Black  
SW Black Travel**

**Rising Star  
New Zealand  
Melissa Duder  
House of Travel Taupo**

**Cruise Champion  
Australasia  
Michael Middleton  
Ignite Travel Group**

**Cruise Month Promotion of the Year  
Australasia  
Cruise Express**

**Network Cruise Promotion of the Year  
Australasia  
Travel Associates**

**Agency Cruise Promotion of the Year  
Australasia  
Luxury Escapes**

**Media Award  
Australasia  
Jocelyn Pride**

**Hall of Fame  
Australasia  
Stuart Allison**



### Cruise Weekly today

**CRUISE Weekly's** CLIA Awards Special Edition features a **cover wrap** from CLIA Australasia, four pages of news and photos from Sat night's major event, plus full pages from:

- Crystal Cruises
- MSC Cruises

### Extra commission

**BONUS** commission of up to \$5,960 per stateroom is available from Crystal Cruises for bookings made by 31 Mar in an Aquamarine or Sapphire Suite - see **page five** for details.

### Celebrate success

**MSC Cruises** is extending its congratulations to the winners and finalists at Sat night's CLIA Awards in Sydney and a pledge to continue working with its Aussie agents - see **page six**.

## Allison receives top industry honour

**THE** CLIA Australasia Cruise Industry Hall of Fame has gained its latest member, with respected cruise line senior executive Stuart Allison (**pictured**) inducted into it at the CLIA Australasia Awards in Sydney on Sat night.

In Jul last year, Allison accepted a prime role (**CW** 31 Jul 2024) at P&O Cruises UK as its Chief Commercial Officer, based in London, having previously served as Princess Cruises' Senior Vice President, Asia Pacific, UK & Europe based in Sydney.

Peter Little, Chairman of CLIA in Australasia and Senior Vice President & Country Manager for Carnival Corporation, announced the decision to induct Allison as the 19th member of the Hall of Fame to approving applause from the hundreds of attendees in The Star's event centre in Sydney.

"Tonight, we recognise an individual whose contributions



have not only shaped but significantly advanced the cruise sector in our region," Little said.

"Over the past two decades, Stuart has been a driving force behind the expansion and success of the cruise industry in Australasia," Little continued.

He added that Allison was "a visionary leader with an analytical mind and an unwavering passion for the sector" and played a significant role in shaping the

local cruise industry.

CLIA Australasia Managing Director Joel Katz also lauded Allison's contributions, saying, "Stuart has been a key leader through times of enormous development and innovation, striving not only for his own brands but also for the wider Australasian cruise community.

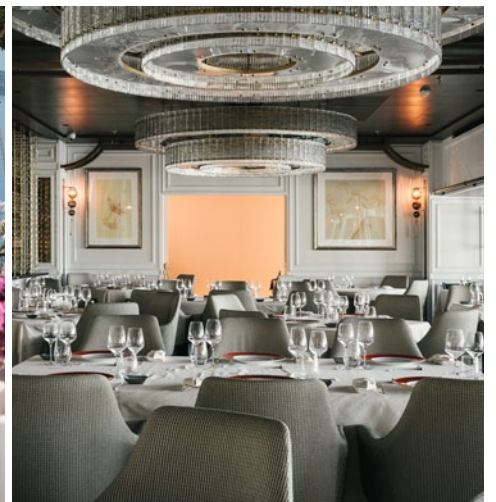
"As a member of our Executive Committee, he was a valuable supporter of CLIA and our membership through extraordinary times, and we're incredibly grateful for his guidance and the huge contribution he has made on behalf of our industry."

CLIA's 22nd Cruise Industry Awards were held at Sydney's Star Event Centre on Sat, where a total of 16 awards were presented to travel agents and other members of the Australasian cruise community. *DF*



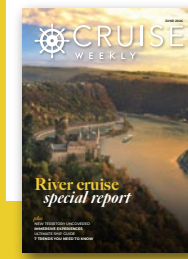
## CONGRATULATIONS TO ALL CLIA 2024 WINNERS

FROM OCEANIA CRUISES



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### Pride to an award

**TRAVEL** Associates General Manager Rachel Kingswell has paid tribute to her team for its dual-award success at the CLIA Awards last Sat night.

Kingswell said its win in the Network Cruise Promotion of the Year category was as proud a moment as launching its Luxury Cruise Season itself.

"We used data driven insights to target a unique market for this campaign - the new luxury traveller - which proved to be the perfect future cruiser," Kingswell said.

The brand also saw its NZ agent Natasha Warfield claim Cruise Consultant of the Year New Zealand, with Kingswell saying the award reflected her dedication, expertise and undeniable passion for cruising".

### Samantha cleans up at CLIAs



**SAMANTHA** Renvoye from Clean Cruising showed plenty of humility in accepting the coveted Cruise Consultant of the Year - Australia award at the CLIAs on Sat, attributing the big win to those closest to her.

"First, my family have made this possible by letting me do this and secondly, it's my team at Clean Cruising, they are all amazing and I could not have done this without them," Renvoye said.

Hard work and dedication were also called out as key ingredients to earning the recognition, with Renvoye telling *Cruise Weekly*

that the biggest personal value for the award was the fact it is testament to her peers valuing the hard work she puts in.

Becoming a travel agent in 1997, she moved over to Club Med Moorea and Whitsundays, then went to work on a superyacht, which led her to call French Polynesia her home for five years.

Renvoye's love of travel and cruising began over 30 years ago whilst travelling through Europe and she is now one of Australia's most successful cruise agents. *AB*

Renvoye is **pictured** above with Princess Cruises' Nick Ferguson.

### CLIA's Wiggle time

**THE** CLIA Australasia team and Royal Caribbean International played a blinder on Sat night when the CLIA Awards was brought to a close by iconic Australian kids performers, The Wiggles.

DJ Dorothy (the Dinosaur) took to the stage with a range of The Wiggles cast including original blue Wiggle, Anthony Field (**pictured**), instantly bringing the crowd to their feet as they joined in classic Wiggles songs like *Big Red Car* as well as lineup of classics including *Nutbush City Limits*.

Also part of the fun were Captain Feathersword, Henry the Octopus, Wags the Dog, Shirley Shawn the Unicorn and the Tree of Wisdom.

Thanks to Royal Caribbean, CLIA Awards attendees didn't have to wait until the sailings to enjoy a Wiggles show.

The performance came as a special tie-up between Royal Caribbean International and The Wiggles, which sees a variety of Wiggly family experiences available on the line's two ships in this region based in Sydney and Brisbane.

Travellers on these special cruises can enjoy themed dance parties and performances onboard plus exclusive Wiggles content on stateroom TVs and Wiggles merchandise for sale onboard.

Reports that ATIA boss Dean Long was seen shouting a request for "Fruit Salad" and mouthing the words "yummy, yummy" are yet to be confirmed.



### Awards are nice - success is supreme

**FOR** Cruise Guru's Chief Commercial & Operations Officer, Michael Betteridge, winning the Online Cruise Agency of the Year - Australasia at the CLIA Awards is not so much about the individual honour but more about the celebration of the moment with his colleagues.

Reflecting on the win with *Cruise Weekly* on Sat night, Betteridge said the success of the business will not depend on winning the same, or more, awards next year.

"I don't mean that to sound like fake humility, we have big goals and big aspirations, but I look at it as being only 5% of Australians cruise at the moment so the addressable market is so much bigger," Betteridge said.

"Our job is to match the right person with the right cruise on the right occasion - so we are taking things one day at a time," he added.

## MEET THE SPEAKERS



### CINZIA BURNES

Chief Operating Officer &  
Executive Director  
*Helloworld*

### SESSION

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business success



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# CRUISE

# Cruise's brightest celebrate in style

WEEKLY

CLIA Awards 2025 Special

FROM the excitement of the prestigious cruise industry awards and Brent Street's killer tribute to Prince to DJ Dorothy and the Blue Wiggle taking to the stage, the 22nd CLIAs were certainly a night to remember.

Fifteen awards were bestowed upon some of Australia and New Zealand's best and brightest agents and individuals.

"The cruise industry is incredibly grateful for the passion and professionalism shown by all our travel agent members, and we congratulate all the award winners and finalists for their role in cruising's global success," said Joel Katz, CLIA Managing Director in Australasia.

The gala event was held at Sydney's Star Event Centre on Saturday night and was hosted by actor and television presenter Luke Jacobz.

Fifteen awards were bestowed upon some of Australia and New Zealand's best and brightest agents and individuals.



**CRUISE** Consultant of the Year in AU, Samantha Renvoye.



**LAUREN** Jenkins from MTA won Home based Cruise Agent of the Year.



**CRUISE** royalty: CLIA in Australasia MD Joel Katz and Jill Abel, CEO, Australian Cruise Association.

**LAUREN** Togher from Cunard and Rachel Kingswell from Travel Associates.

**PERFORMING** art school Brent Street wowed the crowd with a tribute to Prince.



**CONGRATULATIONS** to Ignite Travel Group, which won Cruise Agency of the Year, Australia.



**NATASHA** Warfield from Toussaint and Turner Travel Associates scooped up Cruise Consultant of the Year in NZ.

**HIGH** fives to the Destination HQ team, Cruise Agency of the Year, single location in Australia.



**UNI**WORLD CEO Alice Ager with Cruise Brokers of the Year - NZ, Robert Schroder and Michelle Downey.



**THE** famous original Blue Wiggle, Anthony Field rocks out on the CLIAs stage.





CLIA Australasia's dedicated team could have been forgiven for squeezing a few extra stress balls last week as the venue hosting its CLIA Awards, The Star in Sydney, teetered on the brink of financial collapse.

Star Entertainment Group shares were suspended on Mon with rumours circulating that it would not last the week.

Come Thu, the business was again in the headlines after *The Australian Financial Review* reported Chow Tai Fook and Far East Consortium were about to purchase its share in Brisbane's Queen's Wharf precinct and thus save the company from the scrap heap.

Despite more uncertainty on Fri morning and reports the deal had fallen through (with even a denial from The Star to that effect), it looked like again, The Star, and the CLIA Awards (through no fault of their own), didn't have much of a future.

But come Fri at 2:30pm, all was well again as news began to circulate that a purchase deal had indeed been done for a bargain \$50 million price tag.

**Cruise Weekly** understands rumours Joel Katz and the CLIA team enjoyed the extra drama were wide of the mark.

We can confirm, however, that there were no sweat patches on the suit of Jon Murrie - CLIA's Comms leader - who always keeps his cool.

## Shane shoots for the stars



**THE** winner of the Rising Star gong for Australia at this year's cruise industry awards admits it has been a "whirlwind" 13 months since joining the industry.

Sydney-based SW Black Travel founder Shane Black was recognised by CLIA for his auspicious entry to selling cruises in the Mediterranean.

"We started in Feb last year which took a bit of a leap of faith and I'm a bit pumped up to be here to be honest," Black told **Cruise Weekly** after accepting his award on stage.

When asked what the secret to his early success has been, Black attributed the fast foothold in cruise sales to keeping a narrow focus on the product he loves and is familiar with.

"We picked one thing and that was Mediterranean cruises which we love and is what we are very passionate about," he said.

"Then we just went out and found an audience for that.

"Everything we have done so far is a testament to our clients because essentially if they are not having fun, then we're not doing the job right."

While Black said he would be savouring the taste of early success, he added there was still plenty of uncharted waters to explore in the future.

"There are a few [CLIA awards] I'm definitely keeping an eye on, I'm a bit of a marketer at heart so the Promotion of the Year category is something that I would be looking at in the next few years," Black said.

"We've had a pretty successful promotion that's driven a lot of our sales this year, then there's obviously the Cruise Advisor of the Year - we'll go for the big one.

"If you win the entry level award, you may as well go for the big one eventually.

"As they say, if you aim for the moon and you miss, you land amongst the stars." *AB*



## CLIA UPDATE

with Joel Katz  
MD, CLIA Australasia

### Congratulations!

CLIA'S Cruise Industry Awards are all about celebrating the exceptional talent, dedication, and passion that drives the success of the Australasian cruise industry each and every year.

It's a night to recognise the incredible contributions of our travel advisors, cruise line partners and industry professionals, the people who make cruising such a dynamic and thriving part of our region's tourism industry.

Demand for cruising in Australasia is stronger than ever, with new ships on the horizon and remarkable innovation leading the way, while more travellers than ever are discovering the joy of cruising, and that is because of our travel agent partners.

Travel agents are the heart and soul of this industry - you are the trusted experts, and the navigators of dreams.

Every itinerary you curate, every new-to-cruise guest you inspire, and every unforgettable experience you help create contributes to the incredible momentum of cruising globally.

Because of you, more people than ever before are experiencing the magic of waking up in a new destination each morning, immersing themselves in rich cultures, and sharing incredible moments with friends and family.

Thank you, to all our winners and finalists, and everyone who has set new benchmarks for excellence in our industry.





CRYSTAL

There's still time to  
*make extra* on cruise

You now have more time to earn a bonus of up to 20% extra on top of standard commission on eligible sailings\*.

Book your clients an Aquamarine or Sapphire Suite on a new Crystal voyage before March 31, 2025, and you will all reap rewards.

For example, book Athens to Venice, August 20-30, 2025, to receive bonus commission of \$5,960 in addition to standard agency commission. Or book New York to Québec City, October 14-22, 2025, to receive bonus commission of \$4,940 in addition to standard agency commission.

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# MSC Cruises Applauds the CLIA Award Winners

A huge congratulations to all the winners and nominees at this year's CLIA Cruise Industry Awards! A special shoutout to our valued partners who took home awards - we celebrate your success and look forward to achieving more together.

**Rising Star – Australia:** Shane Black, SW Black Travel

**Rising Star – New Zealand:** Melissa Duder, House of Travel Taupo

**Cruise Champion – Australasia:** Michael Middleton, Ignite Travel Group

**Home-based/Mobile Cruise Agent of the Year – Australia:** Lauren Jenkins, MTA – Mobile Travel Agents

**Cruise Consultant of the Year – Australia:** Samantha Renvoye, Clean Cruising

**Cruise Consultant of the Year – New Zealand:** Natasha Warfield, Toussaint & Turner Travel Associates

**Cruise Agency of the Year, single location – New Zealand:** House of Travel Kapiti Coast

**Cruise Agency of the Year, multi location/brand – Australia:** Ignite Travel Group

**Cruise Agency of the Year, single location – Australia:** Destination HQ

**Cruise Broker of the Year – New Zealand:** Robert Schroder, Mondo Travel & Michelle Downey, Bucket List Travel

**Online Cruise Agency of the Year – Australasia:** Cruise Guru

Congratulations to CLIA on another outstanding event.