



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
Main Beach Travel**

**Cruise Agency of the Year
Single-Location New Zealand
Pukekohe Travel**

**Online Cruise Agency of the Year
Australasia
Clean Cruising**

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

**Cruise Broker of the Year
New Zealand
Trish Seherr
TS Travel Ltd**

**Cruise Consultant of the Year
Australia
Tina Wheelock
Cruise Express**

**Cruise Consultant of the Year
New Zealand
Lisa Wharfe
Pukekohe Travel**

**Rising Star
Australia
Jason Rigg
Phil Hoffmann Travel Glenelg**

**Rising Star
New Zealand
Flynn Cox
Travel Associates Howick**

**Agency/Agent Cruise Promotion
of the Year Australasia
My Cruises**

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

**Small Network Cruise Promotion
of the Year Australasia
House of Travel Papamoa Group**

**Cruise Month Promotion
of the Year Australasia
Globe Trotters Cruise & Touring**

**Media Award
Australasia
Lee Tulloch**



Cruise Weekly today

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

- Scenic
- Disney Cruise Line

CLIA Awards record night



Scenic hails winners

SCENIC Group is congratulating all the winners and finalists recognised at this year's Cruise Industry Awards. "We greatly value your partnership and support, and look forward to celebrating your outstanding contribution to the cruise industry," Scenic said - more on [page 5](#).

AUSTRALIA and New Zealand's cruise industry has celebrated its success at the Cruise Industry Awards in a record night that saw almost 600 industry professionals witness the crowning of 15 award winners from 83 finalists at the ICC Sydney on Sat night.

The night was capped off when industry heavyweight Gavin Smith of Royal Caribbean was honoured with induction into the Cruise Lines International Association (CLIA) Hall of Fame.

Sat's event was hosted by entertainer Tim Campbell, and involved almost 150 performers who helped capture the excitement of cruising and pay tribute to CLIA's membership.

"This year has brought our biggest-ever awards night, and

we've never before had so much involvement from our travel agent members across Australia and New Zealand," CLIA executive director Joel Katz exclaimed.

"The excitement around these awards is a reflection of the record number of members we now have in Australasia and the enormous opportunity our community sees in cruising."

He added that: "A very clear theme in many of the nominations this year is the elevation of the indispensable travel advisor - something that feels more relevant than ever right now."

This year's awards attracted around 1,200 nominations from across the CLIA membership, the highest number ever received. *DF*

Jenkins a full-time cruise advocate

HOME-BASED Cruise Agent of the Year Lauren Jenkins has spent the past 12 months transforming herself into a "cruise advocate", she told **CW**, following her defence of her title on Sat night.

Jenkins won the same award last year, and told **CW** the past year had been about "taking it to the next level".

"This year I really aimed bigger and went for those upper-level travellers," Jenkins explained to **CW**.

"I did the CLIA Masters, then created my own website, my own company, I was doing public speaking for Quark."

Jenkins also attended Cruise360, where she said she was inspired to write to local government representatives to encourage better conditions for the cruise sector.

Pictured is Jenkins with award presenter, Regent senior business development manager Scott Graham.



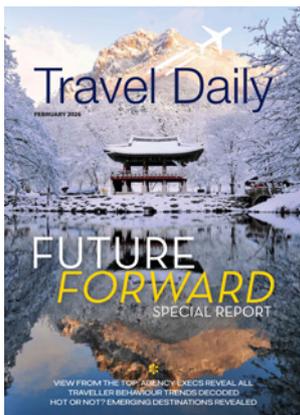
Adventure is here

DISNEY Cruise Line is presenting its new ship *Disney Adventure*, which is embarking on three- and four-night holidays from Singapore beginning tomorrow.

The Disney team was out in force at this year's Cruise Industry Awards, as the line showcased its seven imaginatively themed areas across *Adventure*.

Disney's new ship brims with immersive experiences which bring to life the tales of the Disney universe, as well as Marvel and Pixar.

Discover more about *Adventure* on [page 6](#).



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FUTURE FORWARD SPECIAL REPORT

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Travel Daily



Katz's classy Visit Qatar comments

CLIA executive director Australasia Joel Katz paid tribute to headline sponsor Visit Qatar, which went ahead with its support of the event despite the troubling situation in Doha and the Middle East.

Katz said, "I want to take a moment to express our deepest gratitude to headline sponsor Visit Qatar.

"Your unwavering support and commitment make incredible nights like this possible," he added.

"Your support for CLIA continues to elevate our community, so on behalf of everyone here tonight, we thank Visit Qatar for their ongoing commitment to the success of our industry...and our thoughts and prayers are with everyone impacted wherever they may be."

Gavin Smith enters CLIA Hall of Fame

GLOBAL cruise industry heavyweight Gavin Smith, vice president & managing director Australia & New Zealand at Royal Caribbean, has been honoured with entry into the CLIA Australasia Hall of Fame.

Smith was present on Sat night at the awards ceremony to accept the honour from CLIA executive director Australasia Joel Katz, and CLIA Australasia chairman Peter Little (**pictured**).

"Gavin has played a defining role in the evolution of our local cruise sector over many years, helping guide its growth from what was once a relatively small regional market into the major international cruise hub we know today," Little said.

"He has led through periods of transformation and expansion, always with a clear focus on strengthening the industry and the partnerships that support it.



"He has been a strong advocate for collaboration, for the travel trade and for the long-term success of cruising in this region."

Accepting the award, Smith said, "Every aspect of the industry is super exciting and that's what gets me out of bed and gets me in there every day - the joy of the young, happy people that fill the corridors of Royal Caribbean these days.

"It's amazing to be recognised for doing something you love - I've tried to bring passion and energy and enthusiasm through everything I do every day, and it's been 35 rocky years, there have been some ups and downs, but there's been some great years."

Smith becomes the 20th member of the CLIA Hall of Fame, following on from Princess Cruises' Stuart Allison in 2024. *DF*

Oceania Cruises® congratulates all nominees and winners of the 2025 CLIA Awards



CRUISE Lines International Association (CLIA) celebrated its biggest-ever awards night on Sat, which saw 15 winners named from more than 80 finalists in front of around 600 guests at ICC Sydney.

The cruise industry's night of nights saw Ignite Travel Group take out the major gong of the evening, named Cruise Agency of the Year for the second time in a row.

Travel Associates was also once again recognised for its promotional prowess, winning Network Promotion of the Year for its Travel Associates film festival.

MTA's Lauren Jenkins was named Home-Based Cruise Consultant of the Year, which she picked up for a second year running.

Also honoured was Royal Caribbean vice president & managing director Gavin Smith, who was inducted into the CLIA Hall of Fame.



THE Ignite Travel Group team, which took out Cruise Agency of the Year for a second year running.



TRAVEL Associates takes out Network Promotion of the Year again, celebrated by head of product Adam Townson, FCTG managing director luxury Danielle Galloway, and general manager Rachel Kingswell.



CREATIVE Cruising took out Online Cruise Agency of the Year.



THE MSC Cruises Group team.



UNIWORLD Boutique River Cruises' marketing manager Tanja Zimmermann, head of operations Renee Rowlands, reservations consultant Anita Hutton, Adventure World head of marketing Liz Glover, with Uniworld's senior manager key accounts Jen Pagett, and inside sales manger Clarke Peninton.



THE Cunard team: commercial sales manager Alex Oakley, senior vice president commercial Liz Fettes, and sales & marketing director Amy Williams.



GUESS who's back: CruiseHQ national BDM Viktoryia Shliashko was welcomed back to the fold from maternity leave by general manger Caroline Hitchen.



CARNIVAL Cruise Line AVP sales & marketing Anton Loeb, Cunard sales & marketing director Amy Williams, FCTG contracting manger Rachel Lochhead, CruiseHQ GM Caroline Hitchen, Luxury Travel Collection global product director Shannon Fogarty, and Princess Cruises national sales manager Heather Pryde.



Twice as nice for TA

THEY say in showbusiness to never work with children or animals, and Cruise Lines International Association broke at least one of those rules on Sat night.

This year's annual awards night theme was *The Greatest Showman*, and CLIA certainly put on a show, bringing in an elephant as its star performer.

Fortunately CLIA did not actually bring in one of the largest living land animals on earth, but a stunning puppet which was occupied by some of the performers from Brent Street dance school.



However perhaps the star of the show (in more ways than one) was the ringmaster, CLIA executive director Joel Katz, who more than stood out as he welcomed guests.

Cruise Weekly would like to see Joel return in this setup at Cruise360 later in the year.



TRAVEL Associates' (TA) success this year saw the travel agency network return to its DNA to bring clients through its doors, as the brand once again walked away with the Large Network Promotion of the Year award.

TA was honoured for its 'Travel Associates Film Festival' promotion, which saw it screen cinematic presentations of top-tier cruise and tour journeys on the big screen.

The event was held in cinemas around Australia, offering a "purple carpet" experience with champagne, snacks, and direct access to TA advisors and exclusive, event-only offers.

General manger Rachel Kingswell (**pictured** right with head of product Adam Townson and FCTG managing director luxury Danielle Galloway) told **Cruise Weekly** the promotional style helped target potential clients who would be a good match for her network.

"What we really did was tap into

new audiences that really talked to the brand's DNA," Kingswell explained to **CW**.

"The team was really committed to make sure that after so many years positioning ourselves as a luxury player, that we stay true to what our DNA was."

This is the network's second gong in a row for Promotion of the Year, after it last year took home the award for its lauded luxury cruise season launch at Sydney's Overseas Passenger Terminal (**CW** 22 Aug 2024).

Kingswell said the key to TA's success is its ability to approach self-promotion from a new angle each year.

"What I tasked the team with 12 months ago was to reinvent ourselves and to make sure that we continued to lead this category," she said.

"The festival also moved into our film about what our brand does, and what we stand for, and what our advisors are all about," Kingswell added. **MS**



CLIA UPDATE

with Joel Katz
MD, CLIA Australasia

Congratulations!

WHAT a night! I'm incredibly proud of our travel agent community in Australasia and the passion you have for cruising.

Saturday's Cruise Industry Awards put that passion up in lights, and it was undoubtedly our biggest and best awards night.

Our 23rd annual awards reinforced how vital our travel agent community is and the trusted guidance that advisors offer – something that is more relevant than ever today.

We saw a common quality among many of the finalists and winners in their ability to create success through being an indispensable expert in cruising.

Customer service has come to the fore, and clients know they're in safe hands with a dedicated cruise specialist.

Among our winners we see an enormous amount of innovation and digital capabilities.

We see industry leadership, strong partner relationships, effective marketing strategies, and a holistic approach to sales.

Importantly, we see a focus on staff development and education, which is why CLIA's members in Australasia are among the most professional in the world.

Thanks to everyone who made these awards a success – our headline sponsor Visit Qatar, our cruise line sponsors, and of course our CLIA travel agent community - congrats to all our winners!



SCENIC° GROUP

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40 YEARS OF
INNOVATION

Congratulations to all the winners and finalists, recognised at this year's CLIA Cruise Industry Awards. We greatly value your partnership and support, and look forward to celebrating your outstanding contribution to the cruise industry.



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DISCOVERY YACHTS™



SCENIC°
LUXURY CRUISES & TOURS



EMERALD°
CRUISES & TOURS



Disney
ADVENTURE

WHERE MAGIC MEETS THE SEA

Disney Cruise Line Presents the *Disney Adventure!*

An All-New Adventure is on the Horizon!

Embark on an unforgettable 3 or 4 night holiday aboard the all-new *Disney Adventure*, setting sail from Singapore starting tomorrow!

Sail away on a magical adventure as you explore 7 imaginatively themed areas across the ship, each brimming with immersive experiences that bring the tales from Disney, Marvel and Pixar to life on a grand scale.

From enchanting Character experiences to a spectacular fireworks show lighting up the night sky, elegant culinary journeys or made-to-order casual fare at uniquely themed restaurants, magical moments await at every turn.

Through the magic of imagination, discovery, fantasy and – of course – adventure, this spellbinding voyage will enchant you with memories that only Disney can create. And no matter where the magic may guide you, the stories will stay with you forever.

We can't wait to welcome you onboard the all-new *Disney Adventure* real soon!

