



Pacific Sun burns angry passengers

WA clients will have to pay for airfares to Sydney and Brisbane to take alternative cruises, while Victorians get free flights.

THE sale of *Pacific Sun* has prompted three days of venting on P&O's Facebook page, which is followed by 54,000 clients. Passengers booked on cancelled cruises have used the site to express anger and disappointment about their "ruined" Christmas, holiday and honeymoon plans. Many are unhappy about alternative cruises offered – but some are grateful for better options. The harshest criticism came from WA, where customers are expected to pay for airfares to new departure ports, while Victorians have been offered free flights.

In relation to this discrepancy, Carnival Australia spokesman David Jones told *Cruise Weekly*: "We would like to have offered air travel to all passengers but, in addition to giving more than nine months notice, the costs involved from Fremantle were simply prohibitive."

He said the company had anticipated that the sale of *Sun* would be "a significant event". "While considerable notice has been provided, we appreciate that some passengers might have difficulty in rescheduling their holidays. "We of course apologise for any inconvenience in this regard and that we don't have cruise alternatives departing from Fremantle. "As such, we fully understand if Fremantle passengers elect to take up the refund option rather than an alternative cruise."

Jones said the company had received positive feedback from many customers who were switched to *Pacific Dawn*, *Jewel* or *Pearl*. "They're excited about a cruise on one of our superliners, at the same cost as their *Pacific Sun* cruise, because of extra features like Salt Grill by Luke Mangan and La Luna restaurants," he said. According to Jones, "there are no immediate plans" for another ship to be based in Fremantle.

Carnival Corp performs well

CARNIVAL Corporation earned net profit of US\$216 million for the fourth quarter 2011, down US\$32m year-on-year, whilst its full net income was US\$1.9 billion, compared to net income of US\$2 billion the prior year.

The company attributed part of the dip to the institution of its fuel derivatives program, saying "it is more meaningful to evaluate its earnings performance by excluding the impact of unrealised gains and losses on its fuel derivatives from net income and diluted earnings per share until the gains or losses are realised".

Meanwhile the company did clock a rise in its full year revenues to US\$15.8b for 2011, up from US\$14.5b in 2010.

"On the whole, 2011 was an encouraging year for our global portfolio of cruise brands," said Carnival CEO Micky Arison said.

Our North American brands performed well, achieving an almost 4% revenue yield increase, while our European, Australian and Asian brand yields were in line with the prior year (constant dollars) despite having been significantly impacted by the geo-political unrest in the Middle East and North Africa," he added.

TODAY'S ISSUE OF CW

Today's trade issue of *Cruise Weekly* features four pages of news and photos. Today is the last day of *CW* trade for 2011, the first trade issue for 2012 will be on 12 Jan. *CW* would like to thank all its readers for their support throughout the year, and wishes everyone a happy and safe festive season.

New terminal for San Francisco

WORK is now slated to begin for San Francisco's new James R Herman International Cruise Terminal in the first quarter of 2012, after the San Francisco Port Commission voted to approve the plans this week.

The 88,000 sq-ft James R. Herman International Cruise Terminal will ajoin a two-and-a-half acre public park and will be located at Piers 27-29 and will serve as a primary ship terminal.

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WEEKLY

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ICCA UPDATE

ICCA General Manager,
Brett Jardine

Benchmark Year for Cruise

2011 has certainly been one heck of a year for the cruise industry!

We kicked off the year with the biggest ever Cruise Industry Awards night where agents from across Australia and New Zealand were recognised by Cruise Line Members of the ICCA for their outstanding efforts in promoting and selling cruise though 2010.

The Cruise Industry statistics for 2010 were released in April and we were thrilled to be able to report a massive increase in total passenger numbers from Australasia as a contribution to the global cruise market.

Also in April we also escorted our 2nd (and now annual) group to Cruise3sixty in Fort Lauderdale that gave a group of ICCA agents an insight into the workings of the world's largest source market for cruise (North America) that included extensive opportunities to not only learn but see first hand many ships that have yet to make their way down to our local waters.

Our 2011 Masters Conference was a sell-out for the 4th year running and continues to give agents a fabulous opportunity to enhance their sales and marketing skills that are all aimed at making individuals stand out in their own right as a cruise specialist agent.

Attendance levels at ICCA training continues to show that front line agents remain very committed to enhancing their cruise knowledge so to all those that have achieved their ICCA Accreditation and Masters Certificate in 2011 – congratulations!

On behalf of the team at the ICCA, wishing you all a very Merry Christmas and we look forward to seeing cruise continue to feature as a major part of your business mix in 2012.



Viking orders two ocean vessels

Viking River Cruises has surprised the industry again by moving into ocean cruising, with two 888-pax luxury ships on the way.

SHIPBUILDER STX France has received an order to build two 444-cabin ocean-going vessels for a new affiliate of Viking River Cruises called Viking Ocean Cruises.

STX announced today that the ships will be delivered separately in the first half of 2014 and 2015, with construction on the first one to start in September 2012.

An option for a third ship is also being considered.

Both ships will accommodate 888 passengers, 444 crew and measure 230 metres in length.

The vessels are expected to operate primarily in the Mediterranean and be targeted at the line's Australian, American and British clients.

According to STX, the contract, which represents about 2.5 million man-hours at France's St. Nazaire shipyard, is subject to financing.

"We are proud to have been selected by Viking to build their new series of ships and delighted to contribute to their expansion into a new market," said Jacques Hardelay, general manager of STX France, in a statement.

STX France has previously built vessels for major lines including MSC Cruises and Hapag Lloyd and recently cancelled a contract to build

a Libyan cruise ship for General National Maritime Transport Company after funding fell through.

Viking currently operates 23 vessels in Europe, Asia and Egypt, and has a further six river ships under construction.

Earlier this year, the line revealed an unprecedented four newbuilds will debut in Europe in March 2012 and then beat its own industry record by announcing another two.

In total, the company plans to undertake several complete refurbishments and introduce 10 new longships by 2014, reinforcing its position as the world's largest river cruise line.

This latest move will see two ocean vessels added to the ever-expanding fleet.

It is understood the ocean vessels will similarly be designed with destination cruising in mind.

Costa in Harmony with Korea

COSTA Cruises has chartered its 1,000-passenger *Costa Marina* to South Korean cruise line Harmony Cruises (owned by Polaris Shipping) for a period of three years.

As part of the bareboat charter agreement *Marina's* name will be changed to *Harmony Princess*.

Harmony Princess will debut in Mar next year, and will be based in Seoul operating voyages for the South Korean cruise market with itineraries expected to include ports in Korea, China, Russia and Japan.



Position Vacant Cruise Industry Trainer

The International Cruise Council Australasia (ICCA) is the peak cruise industry body representing 28 x Cruise Lines that carried over 500,000 Australians and New Zealanders in 2010.

The role of Cruise Industry Trainer is responsible for the development, implementation and delivery of all areas of the ICCA training syllabus.

Candidates must hold a Certificate IV in Training & Assessment and be prepared to travel extensively throughout Australia and New Zealand to deliver training.

All enquiry will be treated with the strictest of confidence – email to brett@cruising.org.au

Applications close Friday 6th January 2012

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Inspiration at Long Beach

CARNIVAL *Inspiration* has begun her year-round stay in Long Beach, California, after having vacated her previous homeport of Tampa, Florida.

From her new homeport *Inspiration* will now operate year-round three-day cruises departing Fridays to Ensenada and four-day cruises departing Mondays to Ensenada and Catalina Island.

Inspiration joins the 3,006-passenger *Carnival Splendor* which operates seven-day Mexican Riviera cruises from Long Beach.

Aussies enjoy Hawaiian Pride



A GROUP of Aussie agents relished a taste of Hawaiian life onboard a *Pride of America* voyage through the Hawaiian Islands.

Hosted by Travelscene Cruise Holidays, Hawaiian Airlines and NCL, the agents enjoyed seven relaxing days onboard *Pride*, luxuriating in balcony cabins and exploring the beautiful Hawaiian landscape.

The agents are pictured above: (back row) Brendan Coory, Travelscene; and Adam Vance, Travelscene American Express; (middle row) Marilyn Dickenson, Travelscene Cronulla; Sue Laybutt, Travelscene Menai; Francine Moutsos, Travelscene Laze Away Travel and 3rd officer John Gardner; (front row) Katrina Katich, NCL; Jane Black, Globenet Travel; Emma Sillato, Travelscene South West Travel; Liz Emmerton, Travelscene; Debra Johnston, Passport to the World; Julie Preston, Travelscene Nowra, Leonie Veith, *Pride of America* Group Services Coordinator and Sandra Whittington, Coastal Travel seated in the Captain's chair.



MAN takes steamboat love seriously.

You know somebody loves steamboats when they take time off work to help restore a 1933 steam engine, as has Mike Sutton, who is currently using his holidays to slave away restoring an engine for the 436-passenger *American Queen*.

The engine in question was salvaged from an old 1933 dredge boat which had been resting in the watery depths of the Missouri River- making Sutton's labour of love even harder.

It is hoped that the engine will be well and truly ready and up to rated horsepower before *American Queen* takes to the water once again in Mar next year.

MSC adds cruising from Cork

AN explosion of growth in the Irish market for MSC Cruises has prompted the cruise line to add three new *MSC Lirica* itineraries embarking from Cork, as well as a Cork positioning cruise from Hamburg.

Departing on 07 Aug 2012, the positioning cruise will take in Helgoland, South Queensferry, Invergordon, Stornoway, Kirkwall and Oban before arriving in Dublin on 15 Aug.

Two subsequent identical roundtrip Cork itineraries will depart on 16 and 26 Aug respectively, and will take in Amsterdam, Hamburg, Helgoland, South Queensferry, Invergordon, Stornoway, Kirkwall, Oban and Dublin, before *Lirica's* final Cork voyage departs on 05 Sep and takes guests to Amsterdam before arriving at Hamburg on 08 Sep.

"By positioning one of our ships in Cork, we can give many more local passengers the opportunity to experience the superb itineraries on offer," said company spokesperson Lorenzo Diamantini.

Oriana renovations complete

AT long last P&O UK's *Oriana* has returned home to Southampton following a multi million dollar refit which ran for almost half a month over its scheduled timeframe and resulted in the cancellation of three Dec cruises (**CW** 01 Dec).

The makeover work transformed *Oriana* into an adults-only vessel, and included the addition of 27 cabins, an Open Grill restaurant by Marco Pierre White and the Italian eatery Sorrento.

Oriana's public areas were also refreshed, as was her Oasis Spa, Al Fresco Mediterranean cafe and aft deck with bar.



Swan Hellenic would like to say thank you for your support in 2011. And for those with a mind to travel, we look forward to welcoming you onboard in 2012

Wishing you and your family a safe & wondrous Christmas & New Year!



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Carnival thanks its partners in style

ALMOST 200 Australian and New Zealand cruise agents, plus 120 partners, sailed aboard *Dawn Princess* for the Carnival Australia Partnership Summit last week, departing Sydney on a wet afternoon.

The sailaway party was moved indoors, followed by a welcome dinner, attended by top executives including Ann Sherry, Carnival Australia ceo; Jenny Lourey, Carnival Australia

senior vp; Stan Birge, Princess Cruises' commercial director; Jennifer Vandekreeke, Carnival Cruise Lines Australia director; and visiting from the US, Princess CEO Alan Buckelew.

The three-day event wrapped up with a cocktail party after speeches and award presentations to travel agents.

Below is a selection of photos from the event.



Taking advantage of *Dawn's* delicious cocktail list is (above from left): Natayla Stremouchiw, Jean Summers, Frances Gericke, Kimberley Green of Globenet Travel.



After a hard days work the group above is enjoying a well earned dinner (from left): Kirsty Jensen, Cruise Republic Australia; Derek Harwood, Cruiseabout Kew; Michelle Levins, Cruiseabout Kew; Kevin Dale, National Network Travel; and standing (from left): Michelle Reeks, NRMA; Nicola Parker (partner of one of the agents); Jenny Lourey and Kate Schilling NRMA.

2011 European cruise results

CRUISING in Europe continues to be a popular pastime with the latest figures released by the European Cruise Council (ECC) showing a 9.3% increase in passenger numbers in 2010.

"It is encouraging and indeed remarkable that in these highly uncertain times the cruise industry continues to grow steadily and make a real social and economic contribution to Europe's economy," said Manfredi Lefebvre D'Ovidio, ECC chairman.

Indeed, according to the report, the number of passengers cruising in Europe has more than doubled in the past decade, with 5.5 million passengers cruising the region last year alone (making Europe the second largest cruise market worldwide, after North America).

In terms of economic impact, the report found that in 2010 the industry generated €35.2 billion (around A\$45.6b) for Europe's economies, whilst the industry also generated 4% more jobs last year bringing the total to 307,526 for 2010.

The report did however note an 8.5% dip in the economic impact of cruising on cruise vessel building in 2010, however according to the ECC, the level of orders has begun to accelerate, "so this trend could start to stabilise within a couple of years".

QE2 rings in 2012 in Dubai

QUEEN Elizabeth 2 is set to host a glittering black-tie New Year's Eve party to ring in 2012, in what will be the vessel's first public debut since it was purchased by Istithmar World, a subsidiary of Dubai World for \$100m three-years ago.

Sell Serenity and sail Serenity

AGENTS who sell two double staterooms aboard *Crystal Serenity* between 01 Dec and 31 Jan on selected voyages will sail for free on select 2012 voyages - see www.wiltrans.com.au.

HAL drops Mexican calls

HOLLAND America Line is dropping Mazatlan and Acapulco port calls between Jan and Mar next year due to safety concerns.

The move affects *ms Oosterdam's* 7-day Mexican Riviera cruises departing roundtrip from San Diego which will replace Mazatlan calls with two days in Puerto Vallarta with an overnight included; as well as *ms Statendam's* 14-day Panama Canal Explorer cruises which replace Acapulco with additional time in Santa Cruz Huatulco with a noon until 11:00pm visit.

Ms Rotterdam's 30-day Inca Empire cruise will also feature extended time in Santa Cruz Huatulco, with an 8:00am-11:00pm port call instead of an Acapulco call.



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