

CRUISE

WEEKLY

THURSDAY 24th MARCH 2011

www.cruiseweekly.com.au



Ph: 1300 799 220 Fax: 1300 799 221

Email: info@cruiseweekly.com.au

Editors: Louise Goldsbury & Amanda Collins

Crystal moves towards all-inclusive

From early 2012, two Crystal ships will include complimentary wines and spirits and pre-paid gratuities.

THE LUXURY LINE IS BOOSTING ITS OFFER ON *Crystal Symphony* and *Crystal Serenity*, with

fares to include complimentary fine wines and premium spirits throughout the ship, open bar service in all lounges, and pre-paid gratuities for housekeeping, bar and dining staff.

These new benefits begin with each ship's first transatlantic cruise next year: *Symphony's* 'Beyond the Sea' sailing from Miami to Lisbon (19 Mar 2012); and *Serenity's* 'New World to Norway' voyage from New York to London (08 May 2012).

The complimentary gratuity amenity also includes penthouse butler service, as well as service in all of Crystal's fine specialty restaurants and sushi bar.

Gregg Michel, president of Crystal Cruises, said the move was a response to the expectations of its upscale clients.

"As many lines throughout our industry have itemised their services for additional charges, Crystal is maximising the guest experience by eliminating additional transactions, further enhancing the ease and luxury of a Crystal cruise," Michel said.

"We believe this service will offer greater convenience, simplicity and comfort."

A complete list of 2012 Crystal itineraries and fares is now posted on www.crystalcruises.com, and all cruises are now open for booking.

Also included with all cruises is a generous air credit.

Across all ships, Crystal will continue to provide complimentary non-alcoholic drinks; all meals, including specialty restaurants; ice-cream and frozen yogurt bar; gym, saunas and spas; fitness classes; in-room movies; port shuttles; self-service laundry; 24-hour room service; and a wide range of lessons, lectures and entertainment.

For more information, contact Wiltrans on 1800 251 174 (Aus) 0800 446 376 (NZ) or visit www.wiltrans.com.au.

TODAY'S CRUISE WEEKLY

Welcome to today's **Cruise Weekly** Trade edition featuring four pages of all the latest cruise industry news.

Silversea's Passport

SILVERSEA CRUISES HAS EXTENDED ITS PASSPORT TO Luxury promotion to all 2012 voyages (excepting *Prince Albert II* expedition cruises).

Available on new bookings only, the program offers tiered onboard spending credits depending on the length of the voyage.

Cruises of six to eight days incur a US\$500 per suite credit; whilst eight to 21 day bookings score US\$1,000 per suite credit, and voyages over 22 days incur US\$1,500 credit per suite.

Single occupancy suites will receive 50% of the onboard spending credit.

The program is capacity-controlled and subject to availability- see www.silversea.com.

Aussies love Poesia

MSC POESIA'S 22-NIGHT NORTH AMERICAN/ Caribbean cruise package has proved a winner with Aussie cruisers, with MSC's managing director Australia and NZ, Lynne Clarke, confirming strong bookings from the local market.

The New England and Calypso package is priced from \$4113pp/ts, departs in Oct 2011 and includes return flights, transfers, one-night NY accom, and the 20-day cruise.

"We are thrilled with the healthy response this cruise package has had in Australia," Clarke said.

See www.msccruises.com.au.

Enter Here

WIN \$1,000*

We're celebrating 30 years in travel recruitment

As part of our 30th Birthday celebrations we are giving you the chance to WIN one of three \$1,000.00 gift vouchers of your choice*.

3 to be WON so enter today!

* Conditions apply
Competition closes 25.3.2011
NSW Permit no. LTPS/11/01780

02 9278 5100

www.inplacerecruitment.com.au

Europe
ONBOARD NAUTICA

JEWELS OF THE AEGEAN

CRUISE DEPARTS MAY 22, 2011

from **\$3,350** per guest

ISTANBUL TO VENICE | 12-DAY VOYAGE

NEW PROMOTIONAL FARE
ACT NOW ENDS 31 MAR 2011

OCEANIA CRUISES®
Your World. Your Way.®

www.OceaniaCruises.com.au



Single Travellers - Book NOW

8-day *Danube Waltz*, 8-day *Romantic Danube*, 11-day *Passage to Eastern Europe* or 13-day *Waterways of the Czars*?

Book now to secure travel without paying hefty single supplements on your choice of 2012 river cruises.



Call 1800 829 138
or email australia@vikingrivercruises.com.
Visit www.vikingrivercruises.com.au
for all details.

THE WORLD'S LEADING RIVER CRUISE LINE...BY FAR®

Conditions: Conditions apply, visit www.vikingrivercruises.com.au for full booking conditions.

CRUISE

WEEKLY

TRADE UPDATE

www.cruiseweekly.com.au



MSC CRUISES
NOW AVAILABLE WITH LIVE PRICING AT
ECRUISEING.TRAVEL

1300 369 848 www.ecruising.travel



Spotlight on Captain Cook Cruises

One of the original members of the ICCA was Captain Cook Cruises (CCC), a household name that we are all very proud of.

Whilst attending the launch of CCC's 2011 Fiji program on Sydney Harbour this week I was very pleased to hear about the refurbishment and relaunch of their ship *MV Reef Endeavour*.

Until a couple of years ago, *Reef Endeavour* was an integral part of the Barrier Reef landscape offering cruises in Far North Queensland from Cairns.

With their former Fiji vessel *Reef Escape* being damaged in a cyclone last year CCC made the decision to take *Reef Endeavour* "home" to Fiji where she was originally built.

With an extensive renovation complete, *Reef Endeavour* now features brand new suites as well as interconnecting family rooms and a new look spa and gymnasium.

The ship's top deck Tabua Staterooms have been transformed into luxurious and much larger one bedroom suites.

In addition to the transformation of cabins, the *Reef Endeavour's* on board Senikai Spa has also had a complete refurbishment with new colours and features ensuring a modern relaxing atmosphere.

It is not just the ship that has undergone transformation but also some of the traditional CCC Fiji itineraries.

A seven night cruise that features a first ever circumnavigation of Fiji's 2nd largest island Vanua Levu will explore remote regions that offer passengers a more in-depth experience of Fijian culture whilst still enjoying the many secluded beaches and reefs that the destination is famous for.

Sending clients to Fiji? The traditional resort stay for a family can be fun but imagine the lifetime of memories that children would inherit, from experiencing such a region with CCC.



Brett Jardine
Brett Jardine
General Manager
ICCA

Princess sets Select Sailings record

Princess Cruises' enhanced group program, launched last week, attracted an unprecedented trade response.

WITHIN 24 HOURS OF ITS LAUNCH, AUSTRALIAN and New Zealand travel agents registered more than 1000 new group contracts with Princess Cruises through POLAR Online – more than four times the previous local daily record for new contracts.

The release of the enhanced Select Sailings program coincided with last Friday's global opening of Princess' 2012-13 programs, featuring almost 600 cruises.

"Clearly the worldwide launch of all our 2012-13 programs and the debut of our Select Sailings program has given Australian and New Zealand travel agents a great incentive to sell more cruises and commit to more group bookings," said commercial

director Stan Birge.

"Whilst these group contracts have yet to convert to solid bookings, the agents' response is overwhelming and reflects their intention to sell Princess Cruises holidays to their clients over the coming months."

"...the agents' response is overwhelming and reflects their intention to sell Princess Cruises to their clients..."

To set up a contract, agents need to specify a cruise and register their intention to make at least 10 berths on that voyage.

Agents are then eligible to receive a bonus berth for every 16 berths booked and can choose from a range of extra client cruise benefits, such as onboard credits.

No deposit is required until passenger numbers reach 18 and, regardless of the number of bookings, the agent will still receive the group booking perks.

Windstar's new website

WINDSTAR CRUISES HAS LAUNCHED ITS NEW redesigned website, which has been tailored to capture the essence of the Windstar brand.

As such, the homepage features revolving imagery, as well as tabs for destinations, yachts, Windstar style, special offers, booked guests and its blog.

In addition the home page features voyage search functionality, as well as a link to its brochure, special voyages, foremast club and special offers- see windstarcruises.com.

Inter cruises gets Nordic

INTERCRUISES SHORESIDE & PORT SERVICES HAS opened a Nordic Countries & Baltic Sea office, encompassing Denmark, Norway and Sweden.

The new team is based in Copenhagen and is equipped to offer ground handling and port agency services to members of the ocean and river cruise industry.

The regional establishment is a direct result of strong cruise growth in the Nordic countries and Baltic Sea.

The move is also in line with the company's worldwide growth strategy, which has recently seen the creation of a North America & Caribbean region, the acquisition of Top Class in France, and the company's rebranding in Australia.

"The creation of this region is in reaction to increasing client demand for Inter cruises services in the area," said Mark Robinson, Managing Director at Inter cruises.



CALL OF THE ARCTIC TERN

16 DAY CRUISE DEPARTS 21 JULY, 2011

FARES FROM
\$3,916
PER PERSON

Portsmouth to Portsmouth

Explore the Norse world, hear about the sagas, volcanic landscapes and islands. Discover Iceland's capital, Reykjavik, geysers and waterfalls, whale watch and discover active volcanic landscapes and islands.



TERMS & CONDITIONS APPLY

WWW.SWANHELLENIC.COM.AU



Legend to skip Japan

ROYAL CARIBBEAN HAS REVISED TWO OF *LEGEND OF the Seas*' seven-day itineraries from Shanghai departing on 26 Mar and 02 Apr respectively, to skip scheduled calls in Japan.

"Royal Caribbean has been closely monitoring the situation in Japan since the earthquake and tsunami, especially the status of the damaged nuclear reactors," the cruise line said in a statement.

"We are aware that several countries have issued advisories discouraging travel to Japan, and many of our guests have expressed concern about whether it is safe to call there," the company added.

As a result of the revisions *Legend of the Seas* will swap Japanese calls for a stop in Cheju Island (South Korea), as well as an overnight in Hong Kong.

Guests who choose to sail on the revised schedule will receive onboard credit, whilst those who wish to cancel their cruise will receive a full refund.

"We continue to keep the people of Japan in our thoughts and prayers," the cruise line said.

CLASSIC MEDITERRANEAN \$2,112

LISBON TO DUBROVNIK
11 NIGHTS | SEP 19, 2011



Europe's finest cities - renaissance Florence, mighty Rome and incredible Dubrovnik, form the centrepiece of this cruise combining a touch of chic with the classic

Includes meals, entertainment, port taxes, fuel supplement, government fees & gratuities.

CLICK HERE FOR MORE INFO


TERMS & CONDITIONS APPLY
www.voyagesofdiscovery.net.au

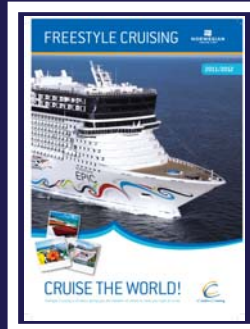
Brochure of the week

Creative Cruising has launched a new 2011 Norwegian Cruise Line brochure targeted at the Australian market.

The 2011 Freestyle Cruising brochure offers a new look and feel, as well as new destinations and product in Hawaii, Alaska, Europe, the UK, USA, Canada and the Caribbean.

A saving of up to \$150pp is also being offered on NCL's eight-night Hawaiian Island cruise package onboard *Pride of America* now priced from \$2429pp.

See creativecruising.com.au.



Record wet season

THE KIMBERLEY IS ENJOYING A RECORD BREAKING wet season with Kuri Bay clocking a phenomenal 1395 millimeters in one month, according to the crew of *True North* who are currently sailing into what they are hoping will be the "ultimate Kimberley season".

The wet season officially kicked off this month on 12 Mar and is characterised as the 'waterfall season'.

Expecting strong demand for the seasonal voyages, North Star Cruises has listed up to date availability for *True North's* remaining cabins to aid agents and guests select suitable voyages, and avoid disappointment.

To view the availability **CLICK HERE**.

Celebrity in summer

CELEBRITY CRUISES IS SLATED TO HOST ITS LARGEST ever summer season in Europe next year.

Five vessels are in the offing for the 2012 season, which will see cruisers visit 70 ports across 22 countries, with departures available from six ports.

Newly released for sale, the expanded season will involve four Solstice Class ships: *Celebrity Silhouette*, *Celebrity Eclipse*, *Celebrity Solstice*, and *Celebrity Equinox*, and the recently Solsticized *Celebrity Constellation*.

Highlights of the season are set to include more overnight calls and eight new ports, with *Celebrity Silhouette* set to offer a series of 11-13 night round-trips from Venice, as well as eight Holy Land voyages from Rome.

Eclipse will be based out of Southampton with season highlights including four 14-night Mediterranean, Scandinavia/Russia, Iceland/Fjords and Canary Islands/Azores itineraries, as well as an expanded Baltic season.

Additional highlights will see *Solstice* feature 12-night Barcelona roundtrip Mediterranean sailings, whilst *Equinox* will feature 10 and 11 night Eastern Mediterranean sailings, and *Constellation* will offer a variety of cruises from Amsterdam to Scandinavia/Russia, the Arctic Circle, Norwegian Fjords, Greek Islands and Holy Land.

See www.celebritycruises.com.

New Cruiseabout team

FLIGHT CENTRE HAS OPENED ITS LATEST Cruiseabout office in Glenelg, SA.

Adventure in the Aegean

ADVENTURE WORLD HAS SLASHED THE PRICE OF ITS 8-day Aegean Odyssey 15, 29 Apr; 15, 28 Oct voyages, with prices starting at \$1,460pp- see www.adventureworld.com.au.

Retail Cruise Consultant

- Fast Paced Environment
- Motivated Teamwork
- Desirable Product



Our motto is to "Bring Customers Dreams to Life" and we need a Cruise Retail expert to do this. We have been established for 15 yrs, we are part of a large group of wholesale brands with NRMA backing.

We design individual training for personal development and looking for people who are passionate about cruising. We offer uncapped performance based incentives and product training opportunities.

You will have the knowledge and experience in selling cruises domestic and international. Your personal traits are enthusiastic, friendly, helpful, passionate with a great sense of humour. You are someone who can win the customer over, treat them with respect and get repeat business.

**If this is you, please email your CV to
jobs@nrmaleisure.com.au for consideration.**

New CCS team member



Rebecca Mutanen and Ken Byers at the CCS offices

REBECCA MUTANEN HAS BEEN APPOINTED AS Complete Cruise Solution's newest Business Development Manager, International Brands.

Mutanen comes to the position having spent three years in sales at Disney Cruise Line's Port Canaveral office.

In her new role Mutanen will be kept very busy boosting the profile and developing sales locally for five cruise lines including: Princess Cruises, Cunard Line, P&O Cruises UK, Costa Cruises and Seabourn.

Agents will also benefit with a series of webinars presented by Mutanen updating them on the latest news, as well as new program releases and product updates.

Tonga's cruise wharf

ACCORDING TO THE PORT AUTHORITY OF TONGA the island nation's new cruise wharf is almost complete.

Speaking to media recently, Moses Lavemai from the Ports Authority said the wharf is a "great investment" which "shows the Government's commitment to developing the Cruise Market for Tonga".

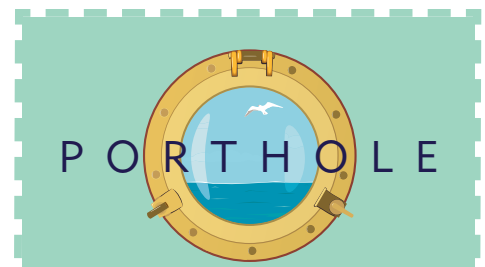
"In fact we are the only South Pacific Island country with a dedicated cruise wharf," he added.

Silversea specials

SILVERSEA CRUISES IS OFFERING ALL INCLUSIVE fares from \$25,756pp/ts for *Silver Spirit's* 52-day voyage from Istanbul to Fort Lauderdale (including taxes and a \$900 air credit), for bookings before 31 Mar 2011.

Departing on 23 Sep 2011, the voyage includes stops in Turkey, Greece, Malta, Italy, Spain, Gibraltar, Portugal, Antigua, St Lucia, Barbados, St Kitts, St Maarten and the USA.

The cruise line is also offering pax who book a suite before the deadline an onboard credit of US\$1,000- see www.silversea.com.



A ROYAL MOMENT WITH NORWEGIAN CRUISE LINE.

Cruisers and agents who have been papering their walls with posters of Prince William and are heartbroken by their inability to attend his wedding are being offered a consolation by NCL- a series of themed activities.

Hosted onboard *Norwegian Pearl, Jade, Jewel, Gem* and *Epic* the events kick off with a live broadcast of the Royal wedding on 29 Apr 2011 on the vessels' respective two-storey big screens.

Special dining events are also in the line-up and include a Prince and Princess Brunch (\$15pp) with a spread involving eggs poached in champagne, English muffins, kippers, scrambled eggs with grilled lamb, marmalade toast and fruit salad with clotted cream.

Passengers will also be able to book in for a spot of Royal High Tea, whilst those who want something a little less fancy can enjoy fish and chips in the vessels pubs as well wedding cake dessert complete with Union Jack in the ships' action-station restaurants.

Each of the vessels will also host a street party where guests can raise a toast of champagne or Pimm's whilst bopping along to the upbeat sounds of the very British (but not so royal) Beatles.

THE BIGGEST LOSER ON THE HIGH SEAS.

The Biggest Loser TV franchise is expanding its reach beyond land, to embrace the ocean, with its first Biggest Loser Experience voyage slated to sail from Miami on 12 Nov onboard *Celebrity Eclipse*.

In what may be the first case ever of cruise passengers losing weight whilst cruising, the Experience is basically a group booking onboard *Eclipse*, which will see 'contestants' mingle with US *Loser* trainer, Bob Harper, as well as favourite TV *Loser* participants.

The weight-conscious cruisers will also participate in group fitness challenges, as well as wellness lectures, and healthy cooking demonstrations.

Faced with the all-you-can-eat menus of *Eclipse's* non-Loser guests, contestants will be tested to turn down traditional dining for a 'special Loser menu'.

It was a Dam good week of HAL cruising



'Dam' good Travel the World sales managers recently traipsed across the nation visiting agents to mark the arrival of three Holland America Line ships into Australian waters.

In the spirit of whimsy and fun Travel the World's HAL campaign played on the fact that all three vessels, *Volendam, Amsterdam* and *Zaandam* (in fact all 15 vessels in the HAL line-up) names end in 'dam'.

As part of their store visits, TTW sales managers presented agents with commemorative Dam t-shirts.

Pictured above, sporting their freshly donned Dam shirts are the team from Jetset Travelworld in Norwood (from left) Nieccia Miller, Todd Gackle, Michael Pound, Neil Moreton, Chloe Kenny, Karin Tunbridge, Lesley White and Nick Lowes.



Pictured above (right) also enjoying their new wardrobe additions is the team from DB Travel in Collinswood SA (from left) Susan Heine, Dorothy Baldwin, Lizz Heyes and Paul Cook.

Cruise Weekly Australia/New Zealand
PO Box 428, West Ryde NSW 1685
Ph: 1300 799 220 | Fax: 1300 799 221
www.cruiseweekly.com.au

Editorial
Editors:
Louise Goldsbury & Amanda Collins
info@cruiseweekly.com.au

Advertising & Promotions
Advertising & Marketing Manager
Lisa Maroun
advertising@cruiseweekly.com.au

Cruise Weekly is a publication of Cruise Weekly Pty Ltd ABN 731 230 414 85. All content fully protected by copyright. Please obtain written permission from the editor to reproduce any material. While every care has been taken in the preparation of *Cruise Weekly* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.