

# CRUISE

WEEKLY



Thursday 13 October 2011

## Carnival Australia shuffles ranks

Ann Sherry explains why the company has promoted its Chief Financial Officer to a new strategic development role.

**CARNIVAL** Australia's chief financial officer Neil Linwood has been appointed to the newly created position of senior vice president strategic development – a role that will see him take the lead on responsibilities previously shared with CEO Ann Sherry.

Speaking to *Cruise Weekly*, Sherry said that Linwood, who has been with the company for more than a decade, would focus on delivering further growth.

“Neil will be working on ports issues and everything happening in Sydney, as well as options in Brisbane, the Garden Island review,

and in the long-term, looking at investments that we need to make in the Pacific to make further growth sustainable,” she said.

“At the moment we do most of this together, and Neil has been doing it in addition to his CFO functions, so now he will carry more of it.”

Rather than “doing the job of two people, we need someone to have a concerted focus,” Sherry said.

When asked if this would lighten her workload, Sherry laughed and said: “Probably not. I’d like to put my feet up and go on a couple of cruises.”

Taking up Linwood’s vacated CFO role will be Wayne Stokes, Carnival Australia’s “extremely capable” finance director, Sherry said.

### Last minute voyage discounts

**VOYAGES** of Discovery has reduced fares for 11 of its upcoming Asia, Australia and India sailings, with fares starting from \$1,355pp for a 14-night ‘Trade Routes to Bombay’ cruise from Safaga to Mumbai departing 14 Nov 2011.

See [www.voyagesofdiscovery.com](http://www.voyagesofdiscovery.com).

### Spirited upgrades for 2012

**UNTIL** 30 Nov Carnival Cruise Lines is offering guests booking an Ocean View cabin onboard *Carnival Spirit’s* 2012 cruises from Sydney and Melbourne, the opportunity to upgrade to a Balcony Cabin from just \$99.

### Star Cruises earlybird sale

**STAR** Cruises is offering earlybird savings for *SuperStar Virgo’s* 2012 three-, five- and seven-night sailings around Thailand, see p7.

### TODAY’S ISSUE OF CW

*Cruise Weekly’s* new-look trade issue today features six pages of news and photos, plus a full page from Star Cruises on p7.

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## ICCA UPDATE

ICCA General Manager,  
Brett Jardine

### Upcoming events

With the 2011/12 wave season underway and roughly 40% more capacity available locally, there is no doubt a lot more Aussies and Kiwis are going to be cruising over the next six months.

Knowing how many people are cruising it is also re-assuring to know that front line agents are keeping their cruise knowledge up to date through attendance at various ICCA events.

**Scott Koepf Seminar:** Our guru Masters Conference facilitator will be in Sydney for a one-off seminar on Saturday 22<sup>nd</sup> October. Discussing many topics that are impacting the current retail environment, Scott will no doubt put on a show to leave all attendees inspired – SOLD OUT!

**Masters Conference:** The 2011 ICCA Masters Conference is a SELL-OUT once again. Participants will be embarking *Radiance of the Seas* as part of her maiden round Australia voyage on Sunday 23<sup>rd</sup> October and will return home armed with a greater knowledge and motivation to grow their cruise sales even further. Good luck to all attending.

**Rhapsody of the Seas Sampler Cruise:** With three ICCA training modules available as part of the 3<sup>rd</sup> November SYD/SYD sampler cruise on *Rhapsody*, agents didn't take long to take advantage of this great opportunity – SOLD OUT!

**Cruise3sixty 2012:** Don't delay on registering for Cruise3sixty 2012. The ICCA is holding allocations for all ship inspections and seminars that will be released by 15

Dec 2011. Register now to avoid disappointment via [cruising.org.au](http://cruising.org.au) then click on the Cruise3sixty tab.



## Shrek to sail on Australasian cruises

DreamWorks characters will brighten up the entertainment on *Voyager of the Seas* Down Under next year.

**CHILDREN'S** activities on *Voyager of the Seas* are set to become more animated with the inclusion of Shrek, Po and Kung Fu Panda on 2012 cruises in Australia, New Zealand and Asia.

*Voyager* will be the fifth Royal Caribbean ship to offer the 'DreamWorks Experience', which debuted on *Allure of the Seas* last year.

Announcing the program's extension, while visiting Shanghai this week, Royal Caribbean's president and ceo Adam Goldstein said it "further illustrates our commitment to Australia, New Zealand, China and their surrounding regions".

He added: "This is really going to set us apart in the region as an international cruise line that delivers the very best in family

entertainment for vacationers around the world."

The DreamWorks Experience, also incorporated onto *Oasis of the Seas*, *Freedom of the Seas* and *Liberty of the Seas*, features "celebrity characters" from the studio's animated films.

The life-size characters participate in parades, breakfasts and photo opportunities with passengers onboard.

The DreamWorks Experience will be available at the start of the summer 2012 Asia season, which commences 26 May, and throughout the 2012-13 Aust/NZ season, commencing 05 November 2012 in Perth, followed by sailings ex Sydney.

Meanwhile, Goldstein is currently in Sydney in the lead-up to Saturday's arrival of *Radiance of the Seas*, which kicks off its inaugural Australian season this weekend.

### Mexican storm stops cruise calls

**HURRICANE** Jova, which is currently moving inland from Mexico's Pacific coast, has caused several cruise lines to cancel calls into popular Mexican ports.

Holland America Line rejigged *Oosterdam's* 11-night Mexican Riviera sailing to skip calls at Puerto Vallarta on Tuesday and Wednesday, replacing them with an extra day at sea as well as a call into La Paz.

Meanwhile *Disney Wonder* skipped its scheduled call into Puerto Vallarta, instead spending two days in Cabo San Lucas; whilst *Carnival Spirit* changed its nine-day cruise to call into La Paz on Tue, Cabo San Lucas on Wed and Puerto Vallarta today.



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## Stena Line adds Nordic spas

**STENA** Line's *Stena Superfast VII* and *Superfast VIII* ferries are each being kitted out with a Nordic Spa to offer Stena Plus and Premium fare passengers the ability to enjoy a sauna and Jacuzzi during the brand new 2.15 hour crossing between Cairnryan, Scotland and Belfast, Northern Ireland.

The spa fit-out is part of major renovation works for the vessels currently underway ahead of the new route launch on 21 Nov.

Following the launch, *Stena Superfast VII* and *Superfast VIII* are scheduled to make 12 crossings per day between Cairnryan and Belfast, carrying up to 1,200 pax and 660 cars each trip.

## Pirates warned: your time is up

**THE** time for talking about piracy has passed and now is the time for action, according to the International Chamber of Shipping's chairman Spyros Polemis.

Polemis was addressing delegates at the India Shipping Summit in Mumbai in the lead up to "piracy season", and called on Governments to use their navies to act "robustly" against pirates, to immobilise motherships, and to ensure pirates are prosecuted.

"This has to stop now, the pirates must get the message that we have reached the end of our tether and that any act of piracy will be severely dealt with," he said.



**IF** you're cruising the Dalmatian Coast, beware of Yetis.

Serbian officials have proudly informed world media that they have "indisputable proof" that Yetis exist.

The evidence comes in the form of footprints and hair samples found by researchers on an expedition to the Azasskaya Cave.

Located in the Shoria Mountains- long thought to be a Yeti stronghold - the caves yielded scientists from the US and Canada a slew of snowman stuff, including his footprints, supposed bed, and "various markers with which the Yeti marks his territory".

Unfortunately, or perhaps luckily, the Yeti in question was not present in the caves, presumably off doing Yeti things.

His belongings however are now set to be analysed in a laboratory.

**SEE** it before it sinks.

Cruisers have only 4,000 years in which to see London's iconic Big Ben clock tower before it reaches the recline of the Leaning Tower of Pisa, according to engineers.

The lean is now visible to the naked eye, and is being blamed on Big Ben's gradual sinking into the land on which he is built.

Trying to calm concerns engineer John Burland told media "I don't think we need to do anything for a few years yet".

## Beyond Travel in Russia

**BEYOND** Travel has launched a new 15-day expedition cruise titled 'Across the Top of the World' which leaves roundtrip from Anadyr in north eastern Russia next year.

The voyage departs 25 Jul 2012 onboard the 48-passenger *MS Spirit of Enderby* and will visit nine different islands including four or five days around the wildlife powerhouse of Wrangel Island.

The itinerary also takes in the Bering Strait, and the North Siberian coast, as well as Russia's most north-eastern settlement, Uelen Village.

The voyage is priced from \$9,900pp/ts including 14 nights cruise accom in a sea-view cabin with full board, sightseeing and zodiacs, transfers plus a personal post cruise log book.

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### New Windstar vice president

**TRAVEL** industry veteran Dan Chappelle has been appointed to the position of Vice President of Sales for Windstar Cruises, effective immediately.

Chappelle comes to the position after serving as Vice President of U.S. Sales and Operations at Expedia CruiseShipCenters.

In his new role Chappelle will be responsible for overseeing all aspects of the company's outside sales efforts.

### Scoop up Myer One Rewards

**EASTERN** Eurotours is offering agents double Myer One Rewards Points for every escorted tour and river cruise booking made in Oct and Nov.

In addition, the first 20 agents who book a combined flight/tour/cruise package before 31 Oct will receive an additional 500 Myer One Points.

See [www.easterneurotours.com.au](http://www.easterneurotours.com.au).

### Wild and woolly compensation

**ROYAL** Caribbean is compensating passengers who were cruising onboard *Freedom of the Seas*' seven-night Eastern Caribbean voyage which departed on Sunday from Port Canaveral during wild weather.

According to reports, *Freedom* was the only vessel to depart from the port on Sunday, with other cruise lines including Disney and Carnival choosing instead to stay in port until the weather cleared.

The "freak storm" saw *Freedom* buffeted with wind speeds three times greater than what had been forecast, as well as torrential rain and big seas.

The weather conditions saw 13 passengers incur minor injuries due to "severe ship movement", as well as the cancellation of *Freedom's* dinner service, and some damage to her cabins and public areas.

The cruise line has however moved to reassure the industry, saying that the damage has "in no way affected the seaworthiness of the ship" and that repairs will be completed during the voyage, which will continue as planned.

The cruise line is compensating guests for their troubles with US\$200 onboard credit (per inside and outside cabin), US\$300 onboard credit (per balcony cabin) and US\$500 (per suite).

Guests whose cabins incurred water damage from the storm will also receive 50% off a future cruise.

### No Glories for Aussie market

**VIKING** River Cruises is not running the new eight-day itinerary titled, The Glories of the Hermitage, for the Australian market (CW Tue).

The itinerary is only being run for the cruise line's American market.

### Compagnie gets green tick

**HOLIDAYMAKERS** who like eco-friendly travel options can now include luxury French line Compagnie du Ponant in their plans, after its vessels, *Le Boréal* and *L'Austral*, each earned the internationally recognised 'Green Ship' label.

Eco-friendly features implemented on the vessels include dynamic positioning (so there is no need to drop anchor and protecting the seabed); optical underwater detection system to avoid collisions with whales and other sea life and electric propulsion systems.

Other eco measures include diesel engines using less polluting oil; waste and sewage treatment on board; low energy light bulbs and reduced exhaust emissions.

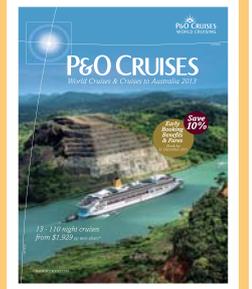
## Brochure Spotlight

P&O Cruises World Cruising 2013 World Cruises brochure features four full world voyages onboard the cruise line's vessels: *Arcadia*, *Aurora*, *Azura* and *Adonia*.

Together the four vessels will visit 94 destinations in 52 different countries, covering a distance of 130,000 nautical miles.

In addition to the four full world cruises, the brochure also details 18 line voyages between the UK and Australia or New Zealand on *Aurora*, *Arcadia* and *Azura*.

For more info see [www.pocruises.com](http://www.pocruises.com).



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## Celebrity modifies Europe

**CELEBRITY** Cruises is replacing several of its 2012 Holy Land and Greek Isles/Turkey sailings from Istanbul with new wine-themed voyages around top wine producing regions in Europe.

As such, next year between 07 Sep and 18 Nov *Celebrity Constellation* will host 'Immersive Europe Wine Cruises' from Southampton.

The new voyages will begin with three consecutive over-night stays in Paris and Bordeaux (France) and Bilbao (Spain), and will also visit Vigo (Spain) and Porto (Portugal).

*Constellation* will also now offer a two-night repositioning cruise from Amsterdam to Southampton departing 05 Dec, whilst its 15-night transatlantic voyage from Europe to the US will now depart Southampton 30 Nov 2012, and will visit Paris, Normandy; Lisbon and Tenerife.

Meanwhile four previously announced 2012 *Celebrity Solstice* 12-night Mediterranean voyages (departing 11 May, 28 Jun, 15 Aug and 02 Oct) have also been modified to offer passengers more ports in the Western Mediterranean, as well as an overnight stay in Venice.

For full details of the changes, visit [www.celebritycruises.com.au](http://www.celebritycruises.com.au).

## Jetset Travelworld Group gets behind the Wallabies

**A GROUP** of very lucky JTG agents joined the throngs of Aussies who flocked to New Zealand last weekend to witness the Wallabies knock South Africa out of the running for the coveted Web Ellis cup.

Hosted onboard Adventure World's charter of HAL's *ms Volendam*, the agents enjoyed all things rugby onboard, with talks from rugby legends, Nick Farr-Jones, Bob Dwyer, Mark Ella and Gordon Bray as well as rugby trivia, rugby dinners, and a rugby supporters pack.

The agents also received tickets to see the quarter finals matches in Wellington where Wales took on (and conquered) Ireland, and Australia pitted itself against the mighty Springboks and won.

Pictured above ready to cheer the Wallabies to victory is Dan Penner, JTG; Anthony Jackson; Peter Egglestone, JTG; Mick McFarlane, Adventure World; Leigh Glaser; Renee Stanton, Adventure World and Sue Graham, JTG.



## Hurtigruten debuts earlybirds

**HURTIGRUTEN** has released earlybirds for its 2012 Greenland Explorer voyages, which include savings of 10% off sailings, if booked before 31 Dec 2011- call 1800 623 267 for details.

## Carnival shareholders score

**HOLDERS** of Carnival Corporation stock are set to enjoy a dividend of US\$0.25 per share following the cruise line's dividend declaration this week.

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## Face to Face: Brett Dudley

Founder and Chairman, [ecruising.travel](http://ecruising.travel)

Welcome to Face to Face, where we chat to cruise industry leaders.

**Why did you get into the industry?**

I could see it becoming a growth industry. Guess I was right!

**What is the key to your success?**

Hard work, determination and a good team.

**How many cruises have you been on in the past five years?**

Not enough. Six I think.

**What is your favourite destination and why?**

My new favourite destination is South America. I love it! It's a mixture of European culture, old world architecture and history.

**What was your most memorable moment on a cruise?**

Spending three weeks with Bob Hawke. He is such an interesting person. I learnt a lot from him, not to mention we had some great laughs and a beer or two!

**How do you spend days at sea?**

Sleeping in, relaxing, spa treatments, nice long lunch and an afternoon siesta. I also like meeting new and interesting people, you tend to do that when you're travelling.

**What is the most important issue in the cruise industry today, and why?**

For Australia, it's infrastructure for the ships and education for the agents and consumers. If we don't improve our port facilities, we'll see the cruise lines take the ships somewhere else which would be a great shame given the point we are currently at. We need to educate consumers about what a cruise holiday is really all about, because it's usually 180 degrees out. We all know once someone goes on the right ship, they are hooked forever! As for agents, they need to learn more about selling a cruise. It's a long term process and investment from all involved.

**How can cruising continue to grow in the current financial climate?**

It will grow but yields are going to be affected so the only people that win are the consumers. In saying that, in a normal climate, cruising is just great value so it will always survive and grow regardless of the markets, we've proved that in the last three years.

**How can cruising attract more young people and/or families?**

Again, better education: letting young people know cruise ships are not full of nearly dead, over fed and newly weds. Of course there's, "I'll get bored" or "I'll get sea sick", so more education is needed. I'd like to see the cruise lines work together on a national marketing campaign explaining what exactly a cruise holiday is all about and what's on board. If all the ICCA cruise line members put in 20K each, imagine the awareness campaign they could run. Not sure we'll ever see that.

**What makes Australians/New Zealanders different to other cruise passengers?**

We are loud and bad at tipping. We are friendly though.



### Brett's Cruise Favourites!

**Ship:** Don't have one

**Ship Activity:** Dinner

**Shore Excursion:** Snorkeling or diving

**Region:** South America

**Port:** Barcelona

**Onboard Food and Drink:** Baked Alaska and Lycee Martini

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 Visits – Phuket, Langkawi.

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### 5 NIGHT PHUKET/LANGKAWI

**EX SINGAPORE** (8 May – 23 September 2012)  
**Inside: \$970 Window: \$1250 Balcony: \$1615**  
 Visits – Phuket, Langkawi, Pulau Redang.  
*7 night itineraries also available.*

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**EX SINGAPORE** (10 June 2012)  
**Inside: \$1035 Window: \$1340 Balcony: \$1745**  
 Visits – Pulau Redang, Koh Samui, Bangkok.

### 7 NIGHT SPECIAL BANGKOK/KOH SAMUI

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