

Royal Caribbean supports Port Botany

RCL is urging the industry to give up on Garden Island and switch its focus to Port Botany.

JUST like some of the first sailors to visit Australia two centuries ago, cruise passengers may soon be bound for Botany Bay.

RCL's general manager Gavin Smith told *Cruise Weekly* that the company's preference for a new cruise base in Sydney, out of all the options suggested in last week's Hawke Review (*CW*, 03 Apr), is the Port Botany Container Terminal.

"In our submission to the Hawke Review we said that a second berth east of the Harbour Bridge is essential for the continued growth of the Australian cruise industry and that a creative solution to this requirement has to involve sharing either naval or container shipping facilities," Smith said.

"We also acknowledged that any sharing of Garden Island should not adversely impact on the Navy's maritime operational requirements and we are therefore unsurprised that the Hawke Review considers that this would be the case."

Smith indicated that it was time to give up on Garden Island.

"As the Hawke Review has now closed off the option of Garden Island as a solution to Sydney and Australia's cruise terminal capacity issue, RCL encourages all concerned to now focus on the use of the latent capacity created by the Port Botany Container Terminal expansion for large cruise ship turnarounds," he said.

According to Smith, the use of Port Botany as a cruise port would be similar to the company's experience in several of the world's

largest cruise ports including Fort Lauderdale, Miami, Southampton, Civitavecchia and Barcelona.

"Port Botany would offer fast and efficient processing of our guests and stores with better transport access than can be provided in the congested Garden Island or Circular Quay areas, with convenient access to the nearby airport," he said.

The company's immediate concern, however, is to continue working with all stakeholders for the preparation of Sydney's OPT for the imminent arrival of the *Voyager of the Seas* and *Celebrity Solstice* megaliners.

Fincantieri positions

FINCANTIERI'S Board of Directors has confirmed Corrado Antonini and Giuseppe Bono as Chairman and CEO of the Company, granting Bono full management powers.

Ethical cruising awards

HOLLAND America Line and Seabourn have the distinction of both being listed amongst the most ethical companies of 2012.

The list, compiled by an ethics think-tank, Ethisphere Institute, recognises companies that promote the highest ethical standards, with the pair being awarded the 2012 World's Most Ethical Companies titles for their business, community and environmental practices and initiatives.

TODAY'S ISSUE OF CW

Today's trade issue of *Cruise Weekly* features four pages of cruise news and photos.

World Cruising in summer

P&O World Cruising has added seven new ports of call to its 2013-14 Europe program (which goes on sale towards the end of the month) including Saaremaa Island in the West Estonian archipelago, Karlskrona in Sweden and Sarande on Albania's Ionian Coast.

In addition to new ports, the program also features a smattering of themed cruises, including five Music Festivals at Sea, 13 Food and Drink cruises and seven Strictly Come Dancing themed cruises, as well as an extended program to Iceland and beyond which will see *Oriana* make a two day visit to the Norwegian town of Alta, known as "The Town of the Northern Lights".

Other highlights of the program include the debut of seven-night cruises to the increasingly popular Norwegian Fjords throughout the northern summer, priced from \$1,159pp/ts.

See www.myccs.com.au for full details.

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ICCA UPDATE

ICCA General Manager,
Brett Jardine

Spotlight on ICCA Cruise Line Member- Celebrity Cruises

It was 1997 when Celebrity Cruises merged with Royal Caribbean International to form Royal Caribbean Cruises Ltd.

However, since its inception in 1989, Celebrity has held true to its original commitment of taking many of the best aspects of classic, elegant cruising and updating them to reflect current lifestyles.

A highlight of the Celebrity cruise experience is the organisation's passionate dedication to providing guests with a cruise experience that exceeds the client's expectations.

Celebrity Cruises excel in delivering the great value that we all expect from a cruise holiday, through high quality, superior design, spacious accommodations, grand style, attentive service and exceptional cuisine.

The iconic "X" that adorns the funnel of Celebrity ships is the mark of modern luxury, with its cool, contemporary design and warm spaces; dining experiences where the design of the venues is as important as the cuisine – not to mention the amazing service - all created to provide an unforgettable experience.

In 2011 the latest Solstice-class vessel was launched, *Celebrity Silhouette*, and in 2012 *Celebrity Reflection* will make her debut.

Together with the rest of the fleet these ships will demonstrate why Celebrity is defined as modern luxury.

A great way to learn more about the Celebrity Cruise

experience is via the online training academy "Cruising for Excellence".

The ICCA endorse this training with points counting toward your ICCA Accreditation.



Azamara cancels next Quest cruise

Extensive damage to *Azamara Quest* has forced the cancellation of the Apr 12 sailing from Hong Kong.

AUSTRALIAN clients are among the hundreds of passengers whose holiday plans have been spoiled by the engine fire onboard *Azamara Quest* last Friday.

After last week's 17-day Asia cruise was cut short, Azamara had hoped that the next sailing would go ahead, but it announced the decision to cancel on its website.

The cruise line and travel agents are currently in the process of contacting those affected.

An investigation into the cause of the fire is also underway.

Since Sunday (01 Apr) *Azamara Quest* has remained in Sandakan while engineers assessed the fire damage in order to evaluate the status of the next voyage.

"Assessments such as these can be complicated, and all facts must be gathered before a decision can be reached," the company said in a statement on its website.

"Unfortunately, due to the time needed to repair the damage caused by the fire, it is necessary to cancel *Azamara Quest*'s next voyage, which was scheduled to depart Singapore on April 12."

The ship is expected to be moved to Singapore for the necessary repairs.

Azamara apologised to its clients for the effect of this "unexpected development" on

their holiday plans.

The company said its staff would "personally discuss the details regarding their cancelled sailing" but it is believed that passengers will be given a full refund plus a future cruise certificate for 30% of the fare paid.

Meanwhile, all passengers on the previous cancelled cruise have left Malaysia on flights chartered by Azamara.

Azamara also provided luxury hotel accommodation, while passengers who chose to arrange their own hotel were reimbursed up to US\$300 per day.

Passengers received US\$150 per day for meals and incidental costs, and Azamara also contributed up to US\$500 toward the costs of flight itinerary changes.

Agents can advise their clients, who wish to discuss the matter further, to contact Azamara's head office in the United States via collect call to +1 408 916 9001.

Saga in Southampton

SAGA Sapphire arrived in Southampton on 31 Mar, following the completion of her four-month makeover which saw her transformed from *Bleu de France* to the newest member of the Saga Cruises fleet.

The 31-year old ship weighs in at 37,300-tonnes and was named *Saga Sapphire* by Saga's loyal Britannia Club members.

Described as a "timeless ship with a modern twist", *Sapphire*'s multi-million dollar makeover saw all her public areas remodelled, including The Drawing Room and The Pier, which now have a 'British Seaside feel', the installation of a multi-level atrium, the overhaul of all cabins and the addition of extra balcony cabins.

Sapphire now also sports an open air cinema, and also features iPads and WiFi connection.

See www.sagacruises.com.



New Zealand's Premiership

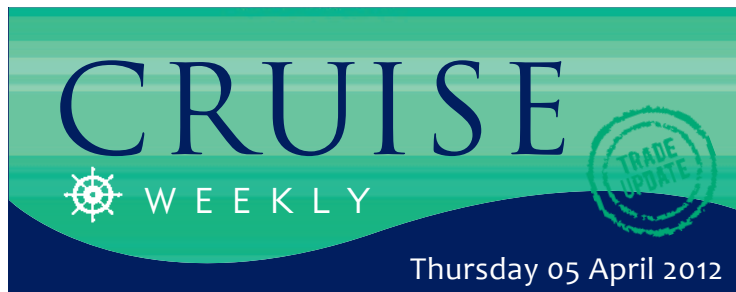


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Last chance to score gift cards

TIME is running out for agents looking to score a bonus US\$200 Gift Card from SeaDream Yacht Club for new European cruise bookings which depart between May to Oct this year.

The incentive kicked off on 15 Mar, and runs until 15 Apr, and also offers guests a US\$200 spa credit, see www.seadream.com.

Cruising excellence winners

ANNEMARIE Hundhammer from Phil Hoffmann Travel, Glenelg; Anna Shannon from Flight Centre North Ryde; and Maree Watson from House of Travel Tauranga, have been announced as the winners of RCL's Cruising for Excellence online training program.

The trio all made it to the rank of Admiral during the promotion, which was designed to lift the profile of the cruise company's online 3D e-learning tool, Cruising for Excellence, which allows agents to explore and learn about the key selling points of the ships in the three Royal Caribbean Cruise brands.

For her efforts Annemarie has won an Azamara cruise, whilst Anna has won a Celebrity Cruises voyage and Maree has won a *Rhapsody of the Seas* cruise.

American Queen trials

THE Great American Steamboat Company's *American Queen* has successfully completed her first set of trials, achieving 17 revolutions per minute as she cruised the Mississippi.

American Queen, the largest paddlewheel steamboat ever built, has been undergoing a complete overhaul and refit since her purchase from the US Maritime Administration in Jul last year, and will be christened on 27 Apr at Memphis' Beadle Street Landing, before departing on her maiden voyage along the Mississippi and Ohio Rivers, stopping in Kentucky and Indiana.

MEANWHILE the cruise line has also announced the Godmother of *American Queen* as none other than Priscilla Presley.

G Adventures discounts Greek Is

G ADVENTURES has discounted the price of its eight-day Greek Islands Santorini to Kos yacht adventure departing on 06 May this year by 25%.

Priced from \$1,087pp/ts, the voyage includes use of snorkeling equipment and the services of a fully licensed skipper.

For full details **CLICK HERE**.



The Royals in Europe 2013

LIBERTY of the Seas, *Navigator of the Seas* and *Serenade of the Seas* will all feature European voyages next year, as will Southampton based *Adventure of the Seas* and *Independence of the Seas*.

The line-up will see *Liberty* sail a series of itineraries roundtrip from Barcelona between Apr and Oct incl five-night and seven-night Western Mediterranean cruises; whilst *Navigator* will sail seven-night Eastern Mediterranean voyages from Rome; and *Serenade* will sail roundtrip from Barcelona, offering 12-night Mediterranean/Greek Is voyages and Mediterranean/Venice cruises.

Amadeus Silver set to launch

TAILORED to cater to a premium market, *Amadeus Silver* will join the Amadeus fleet in Apr 2013, sailing a maiden voyage on the Dutch and Belgian waterways.

Currently under construction at the De Hoop shipyard in the Netherlands, the vessel is set to feature 78 enlarged standard cabins (16m²), as well as 12 Amadeus Suites (24m²) which will also feature walk-out balconies, panoramic windows and large bathrooms.

Other highlights of the luxury vessel will include a River Terrace open air lounge in the bow; as well as Cafe Vienna which will feature Austrian coffee and 'Sachertorte' specialties; and a spacious Fitness Centre which is spread over two decks.

Following her debut cruise in Apr next year, *Amadeus Silver* will feature cruising between Amsterdam and Budapest, priced from \$2,999pp for a 15-day voyage.

CRUISE CONSULTANTS



Viking River Cruises, the world's leading river cruise line, is seeking sales motivated professionals. Viking is continuing to invest in better servicing the Australian & New Zealand markets by opening a local contact centre in North Sydney.

As a key member of our contact centre you will predominantly handle inbound sales and customer service calls.

TO BE SUCCESSFUL IN THE ROLE YOU WILL HAVE:

- Strong sales skills with proven experience in achieving set KPI's (direct, up sell and cross sell – Inbound or Outbound)
- Be highly motivated and strive for excellence in everything you do
- Thrive in the sales environment and are always looking for ways to improve
- Possess an excellent telephone manner, outstanding communications skills
- Possess strong work ethics

The opportunity is permanent full time. Successful applicants will be required to work Monday – Saturday, 37.5 hours per week, hours range from 7.00 am – 8.00 pm on a rotating roster.

Do you have what it takes to be the best? Join our award-winning staff on the career journey of a lifetime. **CLICK HERE FOR MORE INFORMATION.**



Viking Worldwide available

VIKING River Cruises new 2013 Worldwide Journeys Brochure is now available.

Designed specifically for the Aussie and Kiwi cruiser, the brochure features eight new itineraries including a 21-day European Odyssey, 18-day Imperial Cities of Europe cruise and a 14-day Treasures of Southern France voyage.

The brochure also features earlybird deals of up to \$2,660 worth of Viking Bonuses per couple for 2013 bookings made by 31 July 2012, see www.vikingrivercruises.com.au.

No itinerary for Seacloud II

SEACLOUD II will throw schedules to the wind this Jun, when she sails around the Aegean and Cyclades.

The five-star windjammer will depart Turkey on 17 Jun for seven-days sailing through the Aegean, before arriving into Piraeus on 23 Jun.

According to Sea Cloud Cruises, during the cruise, *Seacloud II*'s ports of call will "be determined by the wind", but may include Milos, Naxos or Syros.

The voyage is priced from \$2,994pp, see www.seacloud.com.

P&O scores AFL coverage

GUESTS onboard P&O Cruises' *Pacific Jewel*, *Pacific Dawn* and *Pacific Pearl*, will be able to keep up with all the action of the 2012 AFL season, following the signing of a deal which allows the cruise line to screen Friday night AFL matches, as well as AFL's final series and grand final.

The matches will be screened on the vessels' giant outdoor screens and in other public areas.

Croc gets to crew in True North

A CREW member, Tara Hawkes, onboard North Star Cruises' *True North* has been released from hospital after being attacked by a crocodile whilst swimming at a remote freshwater pool in the Kimberley region.

According to reports, crew members only entered the pool after a check revealed that there were no crocs, however the woman was attacked as she stepped out of the pool.

Hawkes was able to escape the croc's clutches and according to a *True North* spokesperson, her injuries were not serious and only required stitches.

Despite the lucky escape the WA Department of Environment and Conservation has advised tour operators to stay away from the pool, as it still believes the (salt water) croc is lurking under its depths.

Visit Falmouth from home

IF you are looking for an illustration of what cruisers can expect when they visit Historic Falmouth in Jamaica, Royal Caribbean has just released a video to that effect.

The video shows what is available in the port as well as the activities that are available outside of port, for those interested in shore excursions.

Also depicted in the video is a map of where Falmouth is located, in between Montego Bay and Ocho Rios on the Jamaican coast.

To view the two and a half minute video **CLICK HERE**.



Business Partnership Manager - Victoria

Complete Cruise Solution is part of the Carnival Corporation, the world's leading cruise holiday company, representing iconic brands such as P&O Cruises, Princess Cruises, Cunard and Carnival Cruise Lines.

Reporting to the Regional Sales Manager and supported by an inside sales team based in Sydney, the Business Partnership Manager is responsible for building a strong geographic presence, in order to achieve sales targets through industry relationships and business partnerships. The incumbent will be responsible for educating trade and consumer channels in the benefits of cruising, driving incremental revenue through existing and new channels.

Key responsibilities include:

- developing and implementing business plans
- promoting products and services through on-site sales calls, telephone and written communication
- supporting the development of local marketing for agents
- managing product education events, presentations and training
- preparing and delivering financial reporting to key accounts across the territory

We seek applications from individuals with 2+ years' experience in a territory sales role who demonstrate:

- a passion for cruising and 'being on the road'
- strong relationship building and influencing skills
- proven account management and new business development skills
- excellent communication skills, with an engaging and impactful presentation style, and proven ability to present to a large audience
- the ability to work in a highly autonomous manner, prioritising workload and call plan to have maximum impact
- the ability and a willingness to travel frequently across Victoria, and attend functions on evenings or weekends as required

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