



## CLIA formation “the right step”

Global cruise industry heavyweights have banded together to champion the cause of the Cruise Lines International Association.

**IN A** special promotional video presentation prepared by CLIA, the role of the organisation in serving as a unified promotional voice for the global cruising industry was outlined, with a number of industry leaders contributing with statements of support for CLIA.

The film starred Royal Caribbean Int'l president and CEO Adam Goldstein, Carnival president and CEO Micky Arison among many others, and aimed to reinforce the message of CLIA's role in the global industry.

“I've always visualised CLIA as being a global association,” MSC Cruises North America

president Richard Sasso said in the video.

“We need to communicate with more people around the world, and CLIA needs to be that messenger,” Sasso continued.

Royal Caribbean International president and CEO Adam Goldstein said one of the themes he is constantly talking about in the cruise industry is its globalisation.

“In the next two, three or four years, what we're going to see within the industry through its relationship with CLIA around the world is a lot better sales and marketing of cruises, a lot better technical and regulatory support and a significantly enhanced Governments affairs presence with lots of different regional, national and local jurisdictions around the world,” Goldstein added.

“I think the important thing about putting all of the industry associations around the globe together under the CLIA banner is to speak with one voice and to give associations like the ones in Europe or Australia some of the resources that we have with CLIA,” Carnival Corporation chairman Micky Arison said.

Additional participants in the film included Azamara Club Cruises president and CEO Larry Pimentel, Celebrity Cruises president and CEO Michael Bayley and Carnival vice chairman Howard Frank.

Pimentel said the global CLIA was something that should have happened many years ago.

“It is a way, within single meetings to learn a great deal about the entire industry and the rules and regulations that are being created on a global footprint, so I think it's a very important time for us to consolidate as one, with one strong voice, to accomplish as much as we possibly can”.

The formerly known International Cruise Council Australasia transformed into CLIA Australasia earlier this year, and to see the video, go to [www.bit.ly/cliavideo](http://www.bit.ly/cliavideo).

### ALL THE CRUISE NEWS

Today's trade issue of **CW** features 5 pages.

## P&O to host webinar lessons

**FOLLOWING** the launch of its biggest cruise program to date which kicks off on 12 Apr, P&O Cruises will host a pair of information webinars for the Australian trade on Wed 10 and Thu 11 Apr.

The webinars will cover features of the new program and will touch on its departures from every mainland state as well as new itineraries.

To register for the the Wed webinar, visit [www.bit.ly/powedweb](http://www.bit.ly/powedweb) and for Thu's session, see [www.bit.ly/pothuweb](http://www.bit.ly/pothuweb).

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## Cairns to turnaround Gauguin

**BOUTIQUE** cruise liner Paul Gauguin Cruises has scheduled Cairns to be one of its turnaround ports in its 2014 itinerary range.

Paul Gauguin Cruises president Diane Moore said the company was thrilled to be offering the North Qld port to its guests.

“We look forward to operating cruises between Cairns and Fiji, and between Singapore and Cairns, aboard the *m/s Paul Gauguin* in Jun and Aug 2014,” Moore said.

The announcement has been welcomed by Tourism Tropical North Queensland director of sales Brian Hennessy.

“This is exciting for Cairns to have an international cruise ship do a turnaround as it means passengers and crew fly in and out of our city for their voyage and spend some time sampling the local tourism assets.

“It also will showcase Cairns as an ideal destination for turnarounds, building our credentials to become a base port for cruise ships,” Hennessy added.



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## Tollman extols elegance on rivers

Beatrice Tollman, the designer and visionary behind Uniworld and Red Carnation Hotels, shares her thoughts on new ship designs.

MRS Tollman rarely gives interviews, and hardly ever talks about designing cruise ships, but she sat down for martinis with **Cruise Weekly** in London last week at The Egerton House Hotel.

As godmother and namesake of Uniworld's *River Beatrice* and president and founder of the Red Carnation Hotel Collection, the South African Mrs Tollman said the company had no interest in contemporary, minimalist designs.

"There are people who prefer a modern style and the very stark lines that are the trend today, but a tremendous number of people like the traditional, warm feeling that is different to what you have at home," she said.

"We try to do the elegant style because we find that it wears better and people feel comfortable in it.

"Whether it is one of our hotels or our river ships, they feel at home, they can sit and relax, they feel cosy in bed, the lighting is good, the sheets are the best quality – all of these things add up."

The Uniworld design team is currently

working on the *SS Catherine*, due from 2014. "We have designed all the cabins and passages but we still have to find the right fabrics and furniture for the public areas," Mrs Tollman said.

"In May, when we go to Venice for the launching of the *Countess*, we are having the most fabulous chandelier made for the lobby, and we've bought a wonderful antique green glass horse, ready to go into place under it."

The new *Catherine* and *Queen Alexandra* will be designed differently to previous vessels while maintaining Uniworld's high quality.

"We try to be innovative so that nothing is too standardised, and we don't do cheap and nasty," she said.

"We class ourselves as being more upmarket and we charge a bit more, so people expect more."

Does she think Uniworld will ever launch an ocean ship?

"No," Mrs Tollman replied without hesitation. "Too big for us."

This year, Uniworld will launch the *Queen Alexandra* on the Danube, *Queen Isabel* on the Douro River in Portugal, new Italy cruises on the remodelled *River Countess*, and the *River Orchid* on the Mekong.

In 2014, *Alexandra* will sail along the Rhine, Main, and Danube, and *Catherine* will debut in France.



### WOULDN'T you be annoyed too?

Cruise travel agency bonvoyage.com has put together a list of the best - or worst depending on your take on it - complaints received by cruise passengers.

The cracker is undoubtedly the woman who, on her Mediterranean cruise, found the sea too loud & registered a complaint.

A couple who took a shine to a particular port left a note in their cabin asking the captain to stay in port longer so they could enjoy the sights more - needless to say, the ship was gone when they returned.

Royal Caribbean must have had a laugh when a passenger complained about the noticeable lack of celebrities on her *Celebrity Cruises* voyage, as another must have after enquiring why, after learning Take That singer Gary Barlow was on the previous voyage, did not book himself on for her cruise too.

Fundamental ship design has also proven to be a bugbear to some cruisers, such as one person who booked an inside cabin and demanded a window be installed so she could view the ocean from her room.

Perhaps though, more of a compliment to the industry than a gripe was a passenger becoming upset after he overspent his tipping budget due to the "impeccable service" he received from crew members.

### Carnival Dream back in action

A FORTNIGHT after a malfunctioning emergency generator forced it to cancel the end of a Caribbean voyage, the *Carnival Dream* has been repaired and returned to service.

One itinerary was forced to be cancelled, however following repairs and tests, the ship last weekend successfully departed on a seven night voyage from Port Canaveral in Florida.

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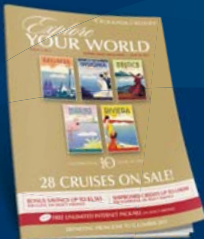

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## Cruise3sixty – last chance

THIS year is the 4th year we will be taking a group to Cruise3sixty – the world's largest cruise conference for travel industry professionals.

This "must-attend" event is being held in Vancouver from June 19-23 and will once again offer an extensive array of ship inspections, educational seminars, destination workshops, hands-on technology training and product updates from CLIA-Member Cruise Lines.

Cruise3sixty also features innovative general sessions featuring top cruise industry executives and thought provoking keynote speakers as well as one of the largest, most dynamic business-oriented trade shows where conference attendees have the opportunity to meet with suppliers from all parts of the cruise industry.

On the social side there is plenty of opportunity for networking and you don't want to miss CLIA's annual Hall of Fame Gala Evening with some spectacular entertainment provided by some of our cruise line members featured acts.

There are just a few spaces remaining on the CLIA Australasia group to Cruise3sixty, so if this event is on your radar get in touch with us now to avoid missing out. More information can be found on our website at [www.cruising.org.au](http://www.cruising.org.au) then click on the Cruise3sixty icon.

Masters Conference 2013 – space at this year's Masters Conference is all but sold out. Once sold there will be no further space available. Feedback from this event has been exceptional for many years and of course as our industry changes, so too does the course content.

## HAL brings two ships back to Aus

**HOLLAND** America Line will base two of its ships in Australia once again for the upcoming cruising summer season 2013/14, with the *MS Oosterdam* and *MS Volendam* set to return.

The two liners will operate a season of voyages ranging in length from 10-14 days, visiting more than 50 ports across Australia, New Zealand and the South Pacific islands.

Departures will take place for both ships in Sydney as well as Auckland.

"Over the past few years the popularity of the Australia region has grown tremendously because of its beauty, diversity and friendly citizens, with many travellers making it their top 'must-do' trip of a lifetime," Holland America Line executive vice president of sales and marketing Richard Meadows said.

Highlights of the season will include a 34-day circumnavigation of Australia by *MS Volendam*, scheduled to depart on 20 Oct from Sydney, which will visit 20 ports as well as scenic cruising in the Ribbon Reef and the Far North Regions, including a sunrise docking at Lizard Island.

In addition, three 14-day New Zealand

Discovery sailings will be operated by the *MS Oosterdam*, departing on 08 Dec 2013 as well as 19 Jan and 16 Mar 2014.

"Our array of itineraries includes popular ports, stunning island visits, extended stays, overnight calls and enticing pre- and post-cruise options to make the trip 'Down Under' a memorable experience," Meadows added.

Those seeking a longer cruise voyage can also take advantage of HAL Collector Voyages, which range in length from 28-58 days and combine back-to-back itineraries, or trans-Pacific crossings departing from Los Angeles or Vancouver 25 or 29 Sep to coincide with the beginning or end of the ship's deployment.

### Treat Mum to Sydney Harbour

**CAPTAIN** Cook Cruises has released tickets for a pair of two-hour Mothers Day cruises around Sydney Harbour, with breakfast and lunch cruises departing at 9am and 12:30pm respectively.

A Sunday breakfast cruise is priced from \$45 per adult, with kids under 15 years of age priced at \$10 with every paying adult, and departs from Circular Quay at 9am.

To make a booking, phone (02) 9206 1111.

### Breakaway sea trial successes

**NORWEGIAN** Cruise Lines has carried out its sea trials for its new *Norwegian Breakaway* off the coast of Norway and Denmark, with the new vessel on track for its 08 May christening.

The multi-day ocean tests are designed to ensure a new vessel's systems are working properly, including speed, manoeuvrability and emergency response protocols.

Following the successful tests, *Breakaway* will now be christened in New York prior to its first voyage to Bermuda, departing 12 May.

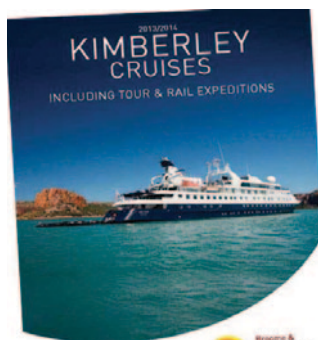
### Natural causes ruled in death

**AN AMERICAN** woman found dead aboard Royal Caribbean's *Enchantment of the Seas* apparently died of natural causes.

The death had been previously classified as suspicious, due to a laceration on her forehead, which saw the woman's husband interviewed by the FBI over the matter.

He found his wife, Katherine Kennedy, 64, of Virginia, in their cabin last weekend and the ship was turned back to Baltimore.

The local medical examiner's office has since determined that she died of hypertensive atherosclerotic cardiovascular disease.



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## P&O Academy member rates

**MEMBERS** of P&O Cruises and Princess Cruises respective educational Academies will be eligible for exclusive cruise rates to help boost their product knowledge under a plan released this morning by P&O Cruises.

Eligibility criteria for the exclusive rates requires members to have achieved one of the four rankings of First Officer, Staff Captain, Captain or the highest rank of Commodore.

Those who have achieved the Commodore status will be able to book cabins on P&O or Princess Cruises vessels from \$50 per person per day, while the other three ranks are priced from \$65 per person per day.

Special voyages that can be taken at the Academy rates will be advertised on MyCCS and must be booked through POLAR Online.

Training programs offered by the Academy cover elements such as customer service and sales of P&O Cruises and Princess Cruises product and destinations, the onboard sailing experience, technology such as documentation, POLAR online and many more.

## Venice green-fuel agreement

**AUTHORITIES** in Venice have praised a voluntary agreement for the establishment of a "green zone", entered into by cruise lines visiting the Italian city and council officials.

The agreement will see cruise lines utilise cleaner fuel sources after passing the entrance to the harbour, and follows the Venice Blue Flag Agreement of 2007 which called for the use of cleaner fuel to be used while in port.

## Last minute Croatia sail saving

**BEYOND** Travel is offering a \$600 saving per person on a seven-night cruise from Dubrovnik to Zadar or vice-versa, departing 11 or 18 May.

The itinerary, which sails through the Adriatic and Aegean seas, is operated by the newly-built *MS Princess Aloha* and is priced from \$1,195 per person twin share, inclusive of seven nights accom in a sea-view cabin, return transfers, port taxes and some sightseeing.

For details, phone Beyond Travel on 1300 363 554 or email [info@beyondtravel.com.au](mailto:info@beyondtravel.com.au).

## Cunard behind the scenes

**SPECIAL** behind the scenes tours of the inner workings of Cunard ships will soon become available during sea days on the line's vessels.

Tours will be rolled out on the company's three Queens and will include visits to the bridge, engine control room and galleys.

The 3.5 hour in-depth excursion will also offer backstage access to the ship's theatre and include a greeting from the ship's captain.

## Divina to be based in the USA

**MSC** Cruises has increased its commitment to the US market, announcing that its *MSC Divina* ship will be based year-round on cruises departing from Miami from Nov this year.

The announcement marks the first time MSC has based a vessel in the US to operate voyages all year long.

*Divina* had originally been scheduled only to operate from Miami for the 2013-14 winter season, with itinerary sales for the 1,715 stateroom vessel proving to be strong.

"The popularity of our introduction of *MSC Divina* to this market among agents and consumers alike has been nothing short of tremendous," MSC Cruises USA president and ceo Richard E Sasso said.

Itineraries to be operated by *Divina* from its new Florida home are expected to be announced shortly.

## Four-nights on the Mississippi

**AMERICAN** Cruise Lines has added a series of four-night cruises to the *Queen of the Mississippi's* 2013 schedule.

Three days shorter than the standard itinerary length, the new cruises will focus on the historic plantations found along the river

The maximum 150 passengers can enjoy live jazz music, praline-cooking demonstrations and mint juleps served on the Oak Alley plantation lawn.

Roundtrip from New Orleans, departures include 30 Nov, 04 and 08 Dec, with cabin fares starting at US\$2,395 per person.

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## AW launch UN-Cruise promo

**ADVENTURE** World has a new incentive to the Australian market, offering a prize of an Un-Cruise voyage for two to Alaska or Hawaii. To be in the running, sell any Un-Cruise Adventure product from Adventure World's 2013 Canada, Alaska and USA brochure before 30 Apr, with the winner notified by 09 May. The prize can be taken between Apr this year and Dec 2014 - [www.adventureworld.com.au](http://www.adventureworld.com.au).

## Triumph snaps its moorings

**ONE** person is still believed to be missing in the harbour in Mobile, Alabama after the luckless *Carnival Triumph* snapped its moorings late yesterday, local time. The vessel has been undergoing repairs in the port following the widely publicised "poop cruise" two months ago in which it was left crippled for five days off the coast of Mexico & had to be towed back to the United States following a fire in the ship's engine room. After breaking its moorings yesterday, *Triumph* dragged a guard's building into the harbour with it, with the US Coast Guard now searching for one man unaccounted for. Tug boats have stabilised the *Triumph*, which is now resting against a cargo vessel. The incident has caused more damage to the vessel, with a gaping hole on the ship's right hand side near the stern to be repaired, which is expected to delay it's return to service.

## Costa Easter bookings boom

**HAVING** just celebrated its 65th anniversary, Costa Cruises has reported a 15% increase in bookings for Easter 2013 than one year prior. The line celebrated its anniversary with special events taking place on each of its 14 ships in the fleet.

## Angola the next cruising star?

**AN INCREASING** number of small ship and luxury cruise operators are understood to be eyeing the southern African nation of Angola as a potential new destination. The former Portuguese colony is in a period of significant growth following the conclusion of a civil war and the discovery of natural resources such as oil and gas reserves. Ten ships have booked a stop in the capital of Luanda for the coming summer season, including the *Silver Explorer*, *Astor*, *Hanseatic*, *Albatros* and the *Quest for Adventure*. Hapag-Lloyd Cruises, Phoenix Reisen, Silversea and the *Crystal Serenity* have all put their names down for a visit next season. "It's a country that is now at peace for over 10 years and is under a huge restructuring process: new roads, new hotels, new airports and other factors that are important to become a developing country. "The government is working on the rehabilitations of those ports to receive cruise ships," local cruise agency Travelgest said.

## Trans-Atlantic milestone mark

**CUNARD'S** *Queen Mary 2* will cross the Atlantic Ocean for the 200th time on Jul 06, marking the occasion by adding a number of special speakers and performers on the voyage between New York & its Southampton home. One of the guest speakers will be Stephen Payne OBE, who primarily oversaw the design of the superliner and will provide an insight into its design in a special informative lecture. Over the course of her 200 Atlantic crossings, Cunard said it estimates passengers have consumed 8.4 million cups of tea, 481,000 bottles of champagne and 980,000 scones. Fares for the 06 Jul crossing start from \$2,009 per person twin share.

## Obama to cause cruise delays

**PASSENGERS** disembarking three ships over the Easter weekend in Miami were subjected to delays due to the visit of US President Barack Obama, who was speaking at the port. The facility was closed temporarily, with *Carnival Imagination*, *Norwegian Sky* and Royal Caribbean's *Majesty of the Seas* all forced to advise passengers due to join the ships to arrive early to avoid access problems.

## Old Fashioned Summer sailing

**AMERICAN** Cruise Lines will operate a brand new themed eight-day cruise aboard the *Queen of the Mississippi* on 13 Jul and 10 Aug. The "Old Fashioned Summertime" sailing is aimed at "taking guests back to simpler times", the company said, with kite-flying off the deck, afternoon picnics and ice-cream socials. By popular demand, the company has also added two more Mark Twain themed sailings to its schedule for the upcoming summer.

## Crystal go back to the future

**BRUGES** and Amsterdam will again be part of a Crystal Cruises itinerary after a multi-year absence, when the company operates a seven-night Northern European journey from London on 08 Jun aboard the *Crystal Serenity*.



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