



## P&O expands offshore call centre

A decision to increase the amount of front-line call centre work for P&O Cruises processed offshore has resulted in 38 local staff being made redundant.

**CARNIVAL** Australia has reduced its head count at its North Sydney office following an operational review, with Steller, a Philippines-based organisation to take over a larger slice of P&O Cruises' reservations duties.

The Steller group provides contact centre services in multiple regions across the world, as well as social media & back office processes.

"Following an extensive review of P&O Cruises' contact centre operations, the decision has been made to extend the existing agreement with Steller to take on additional call capacity for P&O Cruises, P&O Cruises

World Cruising and Cunard," a Carnival spokesman told *Cruise Weekly* this morning.

Steller already handles around half of P&O Cruises' call volumes, with the company saying that 38 locally based roles will be "affected by the change".

Both part-time and full-time positions will be affected, with the changes to be fully implemented from Sep this year.

An additional 22 positions comprising the company's Customer Relations, Customer Care, Groups and Polar Support team members are not affected and will remain in Sydney.

Call centre operations for Carnival Australia's other brands represented locally, including Princess Cruises, Holland America Line and Seabourn are also not affected in any way, Carnival Australia said.

Carnival added the expanded delegation to Steller will allow P&O Cruises to leverage the company's global capabilities in both Sydney and Manila to deliver improved efficiency & customer performance and new technologies.

"The extension of Steller's responsibilities will also allow P&O Cruises to access a range of new options such as extending contact centre operating hours and introducing new technologies like web-chat," Carnival said.

P&O Cruises said it had already shared the news with a number of travel agents, but will deliver more information to the trade closer to the time, stating that its immediate human resources focus was on "working through the changes with the team members affected by the new arrangements.

## Industry conference city push

**CRUISE3SIXTY** host city Vancouver has earmarked a renewed focus on building its local cruise industry, in which it will continue attempting to lure new ships.

The city's proximity to Seattle, just across the US border, means the city has to keep on its toes in order to attract vessels to dock there.

Forecasts for 2013 show efforts are working, with Downtown Vancouver Business Improvement Association executive director Charles Gauthier saying the city has deployed "Downtown Ambassadors" to greet passengers arriving on cruise ships, armed with iPads, to point out some of the city's local highlights.

The work is now yielding results, with the *Disney Wonder* cruise ship switching from Seattle to Vancouver and bringing its 75,000 annual passengers along with it.

## A chance to learn about Astor

**AHEAD** of its arrival into Fremantle for the first of at least three summer seasons, travellers and agents interested in learning more about Cruise & Maritime Voyages' *Astor* vessel can attend an information session at the WA port next week.

The free Q&A session will be held next Wed 10 Jul at Fremantle Passenger Terminal Lounge, commencing from 6:30pm.

Fifteen voyages will be operated by Astor on the 620-passenger vessel starting from Dec.

Bookings for the ship will not be available on the night, and representatives will advise passengers to book through their travel agent.

To attend the session, send an RSVP email to [info@cmvaustralia.com](mailto:info@cmvaustralia.com).

## A massive issue today

Today's trade issue of **CW** features six jam packed pages of all the latest cruise news.



TraveltheWorld **TAUCK**

### CANADIAN ROCKIES plus GLACIER NATIONAL PARK

9-day tour from \$4,190\*



2014 Brochure **OUT NOW!**  
Selected for Australia's  
discerning travellers

**1 FREE NIGHT'S ACCOMMODATION**

See Kootenay's canyons, drive through glacial Icefields Parkway and stay in breathtaking wilderness resorts at Lake Louise, Jasper and Banff.

[CLICK HERE TO EXPLORE](#)



**JOIN NOW!**  
...in time for  
**National Cruise Week**



## Become an Official Travel Agent for the Cruise Industry

**JOIN NOW** and  
receive an extended  
membership through  
to 1st Jan 2015.  
*Offer ends 31 July '13.*

Agency or Individual Memberships  
for travel professionals...

[CLICK HERE FOR MORE DETAILS](#)

CRUISE LINES INTERNATIONAL ASSOCIATION

# CRUISE

WEEKLY



Thursday 4 July 2013

Legendary river cruises. Inspired design.



## SAVE UP TO \$1000

per couple on 2014 European river cruises

AVALON  
WATERWAYS®

10<sup>TH</sup>  
ANNIVERSARY

CLICK HERE  
to find out more

avalonwaterways.com.au

## New owners for The Cruise Centre

Managing director of Travel Concepts and The Cruise Centre, Mel Haycock, has sold his share of the business.

**AFTER** more than 12 years at the helm of the company, Haycock handed over the reins this week to partners David Brandon and Elizabeth Clarke, who become joint managing directors.

Haycock, 67, told **CW** he decided to sell his remaining financial interest as part of his "exit strategy" so he could start a new chapter as a home-based consultant looking after special interest group business, luxury cruises and private clients.

"Without the day to day responsibility of managing the business, it will allow me the opportunity to become more hands-on with my clients and projects," he said.

Haycock counts his greatest achievement as "finding and retaining wonderful staff who have been like family to me".

In recent years, the cruising division of Travel Concepts, has become one of the major focuses of the business.

"Our proudest moments have been achieving number one Virtuoso agent in Australia for both Silversea and Seabourn cruises and number one worldwide for Orion Expedition Cruises," Haycock said.

"We were also fortunate last year to receive the award of top producer in Australia and New Zealand for the Virtuoso group – not bad for a single location."

**ELSEWHERE**, Alan Stuart plans to leave Princess Cruises next week after less than a year as commercial director.

The company's head of sales, Brett Wendorf, will cover the role until a replacement is found.

Stuart has not yet announced his next move, but according to Carnival Australia chief Ann Sherry, he tendered his resignation "after considerable personal reflection".

### AIDA cancels Egypt port call

**GERMAN** cruise company AIDA Cruises, who operates the *AIDAdiva*, has cancelled plans to visit Port Said in Egypt due to the escalating security situation in the country.

The company, a Carnival Corporation brand owned by Costa Crociere, will relocate the voyage's stop to Ashdod in Jerusalem instead.

Plans to return to Port Said, currently slated for 22 Jul, are being monitored as the tensions involving the country's president are resolved.

Stuart has more than 20 years' experience in the tourism and transport industry including management positions with Skywest Airlines, Qantas and Great Southern Rail.

His last day at Princess Cruises will be 11 Jul.

### HAL Panama Canal centenary

**TWENTY-EIGHT** full or partial transits of the Panama Canal will be operated by six ships in the Holland America Line fleet in celebration of the 100th anniversary of the man-made canal.

Cruises range in length from 10-22 days and will operate between Sep 2013 to Apr 2014.

"The Panama Canal is a 'must see' for many travellers because of the historic technology and beautiful scenery," HAL executive VP of sales and marketing Richard Meadows said.

Itineraries travelling through the canal range in price from \$1,239 for a 10-day cruise through to \$1,999 for an 18-day voyage - for more details, see [www.hollandamerica.com.au](http://www.hollandamerica.com.au).



Brett Jardine - General Manager



Cruise News  
& Views...

## National Cruise Week

**MANY** of you will be aware that September 2nd to 9th has been declared "National Cruise Week".

Associations representing different industries all over the world each have a role in raising the awareness of their particular industry or cause. A great example of this is the work that is done by the Cancer Council in aligning themselves to different events.

For the Cruise Industry, we are proud to have all our Member Cruise Lines pulling together to raise the awareness of cruising during this one special week.

For National Cruise Week to be a raging success for the cruise industry, the critical ingredient is going to be pro-active participation at a retail level. This means co-ordinating your own local promotions and activities in conjunction with the wider national promotion.

There are many clichés that capture the spirit of such an event – probably the best example I can think of is "the power of one"! For us this means "one industry, one voice" so let's all get talking about cruise and make National Cruise Week the biggest week of the year.

If each of us can just talk to a handful of prospective new cruise clients over this week, just imagine how far our reach will extend!

Participation in National Cruise Week is open to all retail travel agents but you must be a member of CLIA to access any Member Cruise Line offers. We will certainly welcome all enquiries we receive online at [www.cruising.org.au](http://www.cruising.org.au) (click on the membership icon) or give a call to enquire about our special membership offer available between now and 31 July.

TraveltheWorld WINDSTAR CRUISES

# Dreams of Tahiti

2014

7-night cruise from \$3,675\*  
PAPEETE TO PAPEETE

> SEE VOYAGE <



# CRUISE

WEEKLY

Thursday 4 July 2013



Follow us on:    

Just one click away from keeping up to date with all the breaking news as it comes to hand...

CRUISE  
WEEKLY

## NZ cruise conference & AGM

**REGISTRATIONS** are now open for the 2013 Cruise NZ Annual General Meeting, taking place at the Auckland Museum on 05 Aug and followed by drinks at Queens Wharf terminal.

Members of Cruise NZ can attend, as well as non-members and those keen on furthering their knowledge of the NZ cruise industry.

Tourism Industry Association chief executive Martin Snedden will be joined by Air New Zealand deputy ceo Norm Thompson and a senior cruise industry executive to discuss the country's fly/cruise potential and the strategic issues affecting the industry both locally and in the international arena.

The first member attendee is priced at \$150, or non-members at \$250, with each additional delegate wishing to attend priced at \$75 each.

For more information on registration, send an email to [info@cruisenz.org.nz](mailto:info@cruisenz.org.nz).

## Ice-filled Christmas on Crystal

**A NEW** Christmas/New Year's Eve cruise to Antarctica has been released by Crystal Cruises, sailing aboard the *Crystal Symphony*.

Departing 21 Dec, the 18-day voyage sails from Buenos Aires to Valparaiso and offers several excursions to the Antarctic continent.

## RCI launches upgrade sale

**ROYAL** Caribbean has introduced a special upgrade sale offering a Balcony stateroom for the price of an Oceanview on selected sailings in Australia and Asia in 2013 & 2014.

Itineraries are valid for departures on *Voyager of the Seas*, *Rhapsody of the Seas* and *Radiance of the Seas* - for more information on valid departures, see [www.bit.ly/upgdeals](http://www.bit.ly/upgdeals).

## Pride set to replace Legend

**CARNIVAL** Cruise Lines will deploy the *Carnival Pride* to operate from Tampa, Florida from Dec next year, replacing *Carnival Legend*, which will be repositioned to operate summer cruises from Sydney.

*Legend* will join sister vessel *Carnival Spirit* in Sydney, which is based year-round, from Sep next year for the peak summer season to operate locally for the next three years.

## Compagnie take new delivery

**FRENCH** cruise firm Compagnie du Ponant has taken delivery of its new 260-pax *Le Soléal* cruise liner from Italy's Fincantieri shipyard.

The vessel is a twin ship to *Le Boréal* and *L'Austral* and consists of 132 cabins and suites.

## Credit offers for expeditions

**LINDBLAD** Expeditions is celebrating the launch of its latest brochure for the Galapagos Islands by releasing a special \$1,000 air credit offer on itineraries to the region for new bookings made before 31 Jul 2013 on remaining departures scheduled for this year.

The brochure details the company's range of expedition cruises to the region, which will be operated by the *National Geographic Endeavour* & the *National Geographic Islander*.

**MEANWHILE**, land/air credits as well as savings of up to 15% are also available on the company's inaugural voyage to New Zealand's south island and the sub-Antarctic islands.

The expedition departs on 03 Jan, with cabins priced from \$11,030pp twin share.

## Gay Globe launch river cruise

**LGBT** travel specialist firm Gay Globe has opened sales on a 15-day European river cruise coinciding with the end of the Gay Pride festival in Amsterdam, departing on 09 Aug.

The sailing, aboard the custom-built vessel *The Queens Choice*, travels from the Dutch capital city through to Budapest, Hungary, with all-inclusive cabins priced from \$6,195ppts.

Phone (02) 8005 1690 for more information.

Explore  
YOUR WORLD

  
OCEANIA CRUISES<sup>SM</sup>  
Your World. Your Way.<sup>SM</sup>

FREE UNLIMITED  
INTERNET PACKAGE

SHIPBOARD CREDITS  
UP TO US\$500 PER STATEROOM

BONUS SAVINGS  
UP TO \$5,650 PER GUEST

2 FOR 1 DEPOSITS  
ON 2013 VOYAGES

OFFERS ARE AVAILABLE  
ON SELECT SAILINGS



NEW BROCHURE OUT NOW!  
CLICK HERE TO DOWNLOAD YOUR COPY



## Whale watch on Hurtigruten

**HURTIGRUTEN** has launched a whale watching excursion for passengers aboard a Classic Voyage in Norway up to the end of Aug. The tour travels to a whale spotting region just outside of Andenes in Nordland County, where guests join a larger whale watching vessel known as the *MS Reine*. Tickets for the seven-hour journey are priced from £205 per person.

## Grand Pacific Celebrity tour

**NEW** Zealand tour operator Grand Pacific Tours has released a new 15-day cruise/tour itinerary in collaboration with Celebrity Cruises. The itinerary begins from Sydney with a trans-Tasman cruise aboard *Celebrity Solstice* via Melbourne and up the eastern coast of NZ. Passengers disembark once reaching Auckland, having one day of touring in the city and another day at leisure, before flying home. Packages start from \$3,449pp twin share and are available departing from Sydney, Brisbane, Melbourne and Gold Coast.



**TALK** about an in-depth self-guided tour. A British cruise ship passenger, Keith Morgan, was walking the streets of Tallinn, Estonia, minus his passport, wallet or phone, looking at local architecture during the vessel's visit when his wife decided to return to the ship early to lie down prior to the ship's departure.

Simple enough right? Whether Keith decided he wasn't ready to leave Estonia or not - it is unclear - however he failed to make it back to the ship on time and naturally, it left without him. "Keith is very interested in culture. They had gone to visit a church and he was saying how pretty it was - that's the last we heard," his sister later told news reporters.

After realising Keith was not on the ship, his wife alerted staff and local police were contacted, but with no sign of Keith, Mrs Morgan understandably feared the worst. Keith phoned in 48 hours later, saying he was fine and staying in a hotel in Tallinn. What exactly happened in that two-day period though, remains a speculative topic.

## CLIA Accreditation deal signed in Vancouver

**CHAPTERS** of Cruise Lines International Association in Australia, the UK and USA are set to work together closely on the progressive roll out of a new industry accreditation scheme for travel agents globally. The agreement was formalised recently in Vancouver as part of the 2013 Cruise3Sixty conference in the western Canadian city.

As reported in *Cruise Weekly* last week, CLIA CEO Christine Duffy reinforced her commitment to the ongoing education of travel agents worldwide at the conference, making no secret of the importance of the sector to cruise lines operating globally. Signing the agreement, CLIA Australasia general manager Brett Jardine reiterated Duffy's message & the importance of training. "Training is vital when it comes to travel consultants' ability to sell cruise holidays," Jardine said from Vancouver. "Our markets are leaders in this field, and it's no coincidence that we have the highest



population penetration rates for cruising anywhere in the world". The education program will form part of the new global CLIA structure, which was also formalised recently. "By combining the best available resources from each of the different markets we will be able to deliver a global standard with consistent learning outcomes at all levels of accreditation that will eventually be available to travel agents worldwide," Jardine added. Jardine is pictured above right with CLIA Australasia Training and Development Manager Peter Kollar and Director of CLIA for the UK and Ireland Andy Harmer.

## Food/Wine themed Windstar

**WINDSTAR** Cruises, in conjunction with US food and wine magazine *Saveur*, has launched a culinary themed cruise visiting a number of ports in Spain and Portugal. The eight-night sailing departs Lisbon and will be operated by the 312-pax *Wind Surf* vessel. Guests will visit a number of ports strong on Spanish cuisine, with a specialist chef onboard as well as a wine sommelier.

## MSC Adventure excursions

**A RANGE** of adventure activities in Northern Europe have been added to the available list of shore excursions in the region on MSC Cruises. Hiking, biking and dog-sledding experiences in various locations comprise the available range, operating from towns including Romsdalsfjord, Longyearbyen & Geirangerfjord.



## Cruising Specialists - Perth & Surrounds

Cruiseabout is on the lookout for fun-loving, team-oriented **Cruising Specialists** to join their vibrant teams in **Perth**. You will love this fantastic opportunity to **make your mark on the fastest growing cruise retailer** in the sector!

If you're self-motivated, with a drive to succeed and have personal confidence to make sales and give outstanding customer service - we want to hear from you! Cruise industry experience is desirable but not essential for your success in this role.

You'll love our **competitive remuneration** and **uncapped earning structure**, along with a range of **excellent benefits** which has seen us recognised as an **award winning employer!**

Apply now at <http://applynow.com.au/jobFI47091>



# CRUISE

WEEKLY



Thursday 4 July 2013

## Advertise with us

• Cost Effective • Targeted • Easy

For details call us today:  
1300 799 220

CRUISE  
WEEKLY

## ANZ Sky Tours hosts huge Yum Cha party

**CELEBRATING** some of Princess Cruises' most popular itineraries, the line joined forces with ANZ Sky Tours recently to host 200 VIP guests to a big Yum Cha party at the Sunny Harbour Restaurant in the Sydney suburb of Hurstville.

On show to the guests were Princess' 14-night Baltic cruises, operating in Northern Europe aboard the *Emerald*

*Princess*, along with the company's range of seven-night sailings in Alaska.

The many impressed guests continued their discussions over the Princess product over the



delicious dumplings and other culinary delights that subsequently followed.

**Pictured** above at the function from left is Nan Lu, ANZ Sky Tours; Sherry He, ANZ Sky Tours; Rebecca Mutanen, Carnival Australia bdm and Stanley Zhang from ANZ Sky Tours.

## No more Glory in Norfolk

**CARNIVAL** has confirmed it will later this year relocate the *Carnival Glory* from its prior home of Norfolk, Virginia to Miami, Florida at the end of its current season in Oct.

The decision sees Norfolk join fellow US East Coast ports Baltimore and Boston as former ports for the company's vessels.

A new rule forcing the company to burn lower sulfur fuel - one which is outside the control of officials in Norfolk & a requirement of the International Maritime Organisation - was Carnival's cited reason for the withdrawal.

## Orion commission offerings

**AGENTS** interested in boosting commissions are being advised by Orion Expedition Cruises to encourage their clients to attend one of five upcoming information sessions.

Five sessions will be held across Australia in coming weeks, beginning in Melbourne on 10 Jul and continuing on to Brisbane (11 Jul), Sydney (16 Jul), Adelaide (07 Aug) and Perth (08 Aug), with drinks and canapés provided to attendees at each session and a variety of special offers available to book either on the spot or subsequently.

Orion Expedition Cruises says the average Orion Kimberley booking is able to earn up to \$2000 in commission for agents.

Places at events are limited, and to register for a spot, phone 1300 361 012 or register online at [www.orionexpeditions.com/events](http://www.orionexpeditions.com/events).

A special email invitation that can be sent to clients can be obtained by emailing Orion at [invitations@orionexpeditions.com](mailto:invitations@orionexpeditions.com).

## True North schedule released

**KIMBERLEY** Cruises operator True North has launched its 2014 operations schedule, with details on departures, highlighted voyages and full pricing information now available.

To download the schedule, **CLICK HERE**.

## Uniworld Industry discounts

**BOUTIQUE** river cruise firm Uniworld is inviting travel agents to take advantage of a limited number of staterooms that have been discounted by up to 65% for departures between 14 Jul and 22 Dec this year.

The offer applies to Uniworld's Classic Christmas Markets and Rhine Holiday Markets itineraries, with a choice of either Nuremburg to Frankfurt or Basel to Cologne available.

For more information or to book a stateroom, email [insidesales@uniworldcruises.com.au](mailto:insidesales@uniworldcruises.com.au).

## Silversea unveils Asia-Pacific

**A THREE-NIGHT** stay in Myanmar and two Grand Voyages are among highlights featured in Silversea's latest brochure for *Silver Shadow* and *Silver Whisper* in 2013-14.

Other itineraries include Australia, New Zealand, China, Japan, Vietnam, Thailand, Malaysia and Indonesia.

Karen Christensen, general manager and director sales and marketing Australasia, said: "The Asia-Pacific region always holds great appeal to our Australasian guests due to its accessibility, wealth of culture and exotic landscapes.

"We have some fascinating itineraries on offer for 2013 and 2014, including two Grand Voyages – one featuring an extended three-night stay in Myanmar – and dedicated culinary and wine cruises."

The "epic" 40-day 'Shores of the Orient and Australasia' cruise departs Hong Kong for Auckland on 25 Nov 2013 via Hue, Ha Long Bay, Ho Chi Minh City, Hong Kong, Singapore, Bali, Australia's east coast and New Zealand.

A 24-day 'Old Asia and Myanmar Mystique' voyage departs Bali for Singapore on 3 Feb 2014, taking in Lombok, Semarang, Malacca, Phuket, Langkawi and Yangon.

Michelin-star chef Jason Atherton will cook a four-course dinner aboard the nine-day Culinary Arts Voyage through Vietnam in Nov 2013 as well as hosting a tour to a food market in Ha Long Bay.

See [www.tifs.com.au](http://www.tifs.com.au) for a copy of the guide.

## A&K expands Connections

**ABERCROMBIE & Kent** has boosted its range of Connections itineraries to 31, up from the 17 that opened the division one year ago.

Capacity on the lower priced range has been increased, with demand for river cruise product on the *Amadeus Brilliant* seeing departures jump from three to nine next year.



## Cruising Specialists - Adelaide

Cruiseabout is on the lookout for fun-loving, team-oriented **Cruising Specialists** to join their vibrant teams in **Adelaide**. You will love this fantastic opportunity to **make your mark on the fastest growing cruise retailer** in the sector!

If you're self-motivated, with a drive to succeed and have personal confidence to make sales and give outstanding customer service - we want to hear from you! Cruise industry experience is desirable but not essential for your success in this role.

You'll love our **competitive remuneration** and **uncapped earning structure**, along with a range of **excellent benefits** which has seen us recognised as an **award winning employer!**

Apply now at <http://applynow.com.au/jobFI62119>



## Face to Face: Aniela Richards

### Marketing Manager: Holland America Line & Seabourn

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

#### How/why did you get into the cruise industry?

I've always had an interest in cruising, geography and languages. Cruising is a booming sector within the travel industry and I wanted to be a part of the action.

#### What is your favourite destination, and why?

Cinque Terre, Italy - I'll never forget walking the cobbled streets during an unexpected summer sun shower, gelato in hand while I took in the picture-perfect views. Absolute bliss!

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

Cruising Ha Long Bay in Vietnam. My husband and I ate local cuisine on deck and sampled the cocktail menu as the sun set.

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

I like to do a bit of everything to get the most out of my cruise. The observation bar and sun terrace are two of my favourite places to relax onboard Seabourn ships and the outdoor whirlpools are a lot of fun. On my last Seabourn cruise, my sun tanning was only interrupted by my complimentary shoulder massage on deck! Also, the fitness centre is a must (so I can go back for more dessert).

#### What is the next "hot spot" in cruising destinations?

The seventh continent – Antarctica. With unspoilt natural splendours, glaciers and wildlife, it's easy to see why. *Seabourn Quest* makes her inaugural cruise to Antarctica this Nov. This destination is definitely on my 'to do' list.

#### What do you think is the most underrated/overrated aspect of cruising?

Unpacking once is definitely underrated. A ship is like a world-class hotel that literally travels the world. I love not having to lug everything around and there's no luggage weight limit so I can pack as many clothes as I like.

#### What is something you wish more agents/consumers knew about cruising?

The value proposition on a cruise is really high compared to any other style of travel. Everything is included from accommodation, entertainment and onboard services. On both Seabourn and Holland America Line, the quality of food is exceptional and the different dining options are fantastic. Plus on Seabourn, all beverages and gratuities are included.

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

Australians/New Zealanders are willing to travel long distances. A really significant number of Seabourn and Holland America Line sales are to Europe. Australians love Holland America Line Collectors' Voyages and are happy to cruise 3-4 weeks on back-to-back itineraries on both lines.

#### What is your prediction for the future of cruising?

Cruising is going from strength to strength and I think there's still so much potential in this region. Australians now have so much choice and there's a cruise brand to suit different guests' needs whether they are after a family cruise or a luxury experience...so the future looks good.



### Aniela's Cruise Favourites!

**Favourite Ship:** *Seabourn Odyssey*

**Favourite ship activity:** I love trivia

**Favourite shore excursion:** Canoeing to a glacier near Skagway, Alaska

**Favourite region:** Mediterranean

**Favourite port:** Mumbai, India

**Favourite onboard food:** Any cocktail

*Cruise Weekly* is Australia's favourite online cruising publication. In production since 2007, *Cruise Weekly* is published each Tuesday, with a further travel industry update each Thursday.

*Cruise Weekly* is free and is sent to subscribers via email as an Adobe Acrobat PDF document.

Sign up for a free subscription at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

PO Box 1010, Epping, NSW 1710

Phone: 1300 799 220 Fax: 1300 799 221

**Advertising and Marketing:** Christie-Lee Lachance, Magda Herdzik and Lisa Martin  
Email: [advertising@cruiseweekly.com.au](mailto:advertising@cruiseweekly.com.au)

**Business Manager:** Jenny Piper

Email: [accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

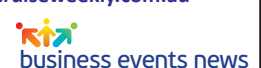
Part of the Travel Daily group of publications.

**Publisher/Managing Editor:** Bruce Piper  
**Editor:** Louise Goldsbury

**Production Editor:** Matt Lennon

**Contributors:** Roderick Eime and Chantel Housler

Email: [info@cruiseweekly.com.au](mailto:info@cruiseweekly.com.au)



*Cruise Weekly* is a publication of *Cruise Weekly* Pty Ltd. All content fully protected by copyright. Please obtain written permission 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.