

CRUISE

WEEKLY



Tuesday 07 October 2014

Veendam in the dock

HOLLAND America Line has been forced to cancel three voyages of its *ms Veendam* due to problems with one of the vessel's propellers found while she was cruising in Canada last week.

HAL said the ship will now sail under its own power from Quebec City to Philadelphia, where it will enter a drydock.

Initially repairs were attempted in Quebec, but "it has been determined that a complete repair can only be made in a drydock," a HAL statement said.

Holland America said the ship's services and safety systems are still fully operational, with affected passengers to receive a full refund plus a 100% future cruise credit.

Today's issue of CW

Cruise Weekly today features three pages of all the latest cruise industry news.

CLIA adding new awards

CRUISE Lines International Association has announced an expansion of the categories in the 2014 Cruise Industry Awards, with the additions for the first time aiming to recognise both online and home-based/mobile travel agents.

CLIA Australasia gm Brett Jardine said the move reflected the changing cruise agent landscape in Australia and NZ.

The new Online Agency of the Year award will honour a CLIA member "dedicated to the online space," with the majority of business driven by an internet booking engine.

And the Home Based/Mobile Agency of the Year category will acknowledge a growing part of CLIA's individual membership base, Jardine said.

There will be separate awards in each of the new categories for



agents in Australia and New Zealand.

The longstanding Gold, Silver and Bronze Agency of the Year awards will be retained for shopfront agencies.

CLIA has also decided to reinstate its Media Award category, taking the total to a record 19 awards for this year.

The 2014 CLIA Cruise Industry Awards ceremony will take place on Sat 28 Feb at Sydney's Star Event Centre, and agents can now submit entries via nomination forms available on the CLIA websites in Australia and NZ.

Tickets for the 14th annual awards are also now available for \$220+GST, with orders to be placed via the CLIA websites at www.cruising.org.au or www.cruising.org.nz.

Celebrity launches family-friendly trips

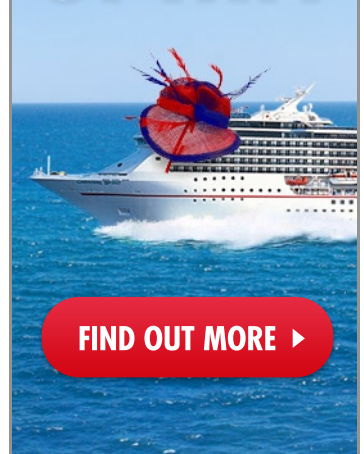
CELEBRITY Cruises has announced a new shore excursion program with options specifically designed for onboard families with teenage children.

Dubbed the "Family Tour Challenge" program, options include such trips as a Family Flamenco Dance Off tour in Barcelona, a Gondoliering Challenge in Venice, sailing in a mini regatta in Bermuda and even a "geo-caching" GPS-based treasure hunt in Ketchikan, Alaska.

Don't forget to enter

THERE are just a few more questions left in our fabulous Carnival Cruise Lines competition in which a lucky **CW** reader will win a 7 night *Carnival Spirit* trip to the Emirates Melbourne Cup - see **page 3** for details.

CRUISE TO THE
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Pioneering Ponant



PONANT is celebrating after its *L'Austral* successfully completed the Northwest Passage, retracing the historic route taken by Roald Amundsen in 1905.

It's the second time that Ponant has negotiated the voyage, with sister ship *Le Soleal* also making the trip in 2013 - the first French commercial vessel to follow the legendary maritime route which links the Atlantic and Pacific oceans via Arctic islands in the great Canadian north.

The voyage, with 206 pax on board, departed Kangerlussuaq in Greenland on 26 Aug, viewing stunning Arctic landscapes (above) before arriving 22 days later in Anadyr, Russia on 16 Sep.

Carnival Corp fuel savings

CARNIVAL Corporation has released the results of a seven year initiative to lift its fuel efficiency, with a huge 24% improvement across its entire fleet since 2007.

The Fleet Fuel Conservation program, which has operated across its nine brands comprising more than 100 ships, will have saved almost four billion litres of fuel by the end of this year.

As well as a huge saving on the cost of its biggest expense, the reduction also sees carbon emissions cut by 12 billion kilograms over the period.

The program combines energy-saving programs on board current ships with more energy-efficient designs for newbuilds.

Initiatives include innovative hull coatings and cleaning technologies to reduce drag, as well as optimising ship speeds and cruise distances via more fuel-efficient itineraries.

Because the ships generate their own electricity, more efficient power systems such as new lighting and air conditioning have also helped reduce consumption, while reducing water usage has also been targeted, Carnival said.

Education about energy efficiency for crew and guests has also been part of the program.

Carnival Corporation ceo Arnold Donald said the firm was very proud of its conservation efforts.

"We have made great strides in working together to reduce energy and fuel consumption across our fleet, which is a top priority for us," he said.

Other environmental initiatives undertaken by Carnival Corp include improving onboard waste management as well as a US\$400m investment in ECO-EGC, said to be an industry first exhaust gas cleaning technology which uses sea water to remove pollutants from exhaust gases.

Cruise Calendar	
This week's port calls in Australia and New Zealand.	
SYDNEY	
<i>Carnival Spirit</i>	08 Oct
<i>Pacific Jewel</i>	08 Oct
<i>Celebrity Century</i>	10 Oct
<i>Radiance of the Seas</i>	11 Oct
<i>Rhapsody of the Seas</i>	12 Oct
MELBOURNE	
<i>Dawn Princess</i>	07 Oct
BRISBANE	
<i>Pacific Dawn</i>	11 Oct
<i>Sea Princess</i>	13 Oct
YORKEYS KNOB	
<i>Pacific Dawn</i>	07 Oct
PORT DOUGLAS	
<i>Pacific Dawn</i>	08 Oct
BURNIE	
<i>Dawn Princess</i>	06 Oct
WELLINGTON	
<i>Radiance of the Seas</i>	07 Oct
PICTON	
<i>Radiance of the Seas</i>	08 Oct

Got Nuts? Want More?



Our nut stash is getting bigger and we want to share them with people like you.

Cruise 1st requires more consultants to fulfil its ongoing growth. We are looking for consultants with a flair for cruise and cruise holidays. We supply full support with no set up costs and the most attractive commission share available. All systems and technology are browser based so work from anywhere. All training and leads are provided. All we need you to do is deliver a customer experience that converts these enquiries and for that you will receive up to 30% of all commission received.

This unique opportunity suits existing consultants either working in a traditional agency environment or consultants who are already working from home looking for something different but with similar flexibility.

We are also looking for salary based office Sales Consultants.



Get in touch with our top of the tree squirrel
recruitment@cruise1st.com.au or 02 81989951

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Counsellors into CLIA

TRAVEL Counsellors has signed a global deal with Cruise Lines International Association (CLIA), which will see the group's local members able to access CLIA Australasia training and events at no extra cost to them.

Travel Counsellors operates in the UK, Ireland, South Africa, the

Netherlands, Belgium and Canada as well as Australia, and has around 1,300 home-based travel consultants worldwide.

CLIA membership in Australia means that Travel Counsellors here can access a wide range of cruise industry training and recognition through CLIA's accreditation program.

"As we continue to focus on the cruise support, tools and training we give to our agents we felt joining CLIA was a great way to further enhance this offering," said Travel Counsellors group commercial director Kirsten Hughes.

"This membership gives even more credibility to our agents when marketing themselves to potential cruise customers and gives them access to some excellent training programs, events and products," she added.

Travel Counsellors launched a range of new cruise marketing and training tools for its agents as part of last week's National Cruise Week, including a dedicated 20 page cruise brochure.

The group has seen a 50% increase in Sep cruise sales compared to last year as a result.

Shore-side activities

WALKING, hiking & mountain-biking tours will be offered to pax free of charge on SeaDream Yacht Club voyages in the Caribbean from next month until Apr 2015.

Places able to be visited on the crew-conducted excursions include the Bequia Turtle Sanctuary, Soper's Hole in the British Virgin Islands, extended hiking in Puerto Rico and more.

Caribbean sailings start at US\$3,135ppts - 02 9958 4444.



A CRUISE

would have been so much more comfortable.

The US Coast Guard has rescued an Iranian man who was attempting to travel more than 1600km by sea in a giant inflatable plastic ball.

Reza Baluchi, who lives in Florida, was making the trip to raise money for charity, hoping to use the "Zorb" (below) to get from the US to Bermuda.

He had planned to run in the bubble each morning, cool off in the ocean and sleep in a hammock inside it each night.

Baluchi had a stock of protein bars but also hoped to catch some fish during the journey.

However he was picked up about 120km after setting off when he activated an emergency beacon due to exhaustion.



Win with Carnival Cruise Lines

Over the next few weeks *Cruise Weekly* and *Carnival Cruise Lines* are giving away a seven-night roundtrip cruise from Sydney to Melbourne for this year's **Emirates Melbourne Cup**. Departing Sydney on 2 Nov, the cruise includes accommodation for two people in a balcony stateroom, general admission and transfers to Flemington Racecourse, plus onboard meals, entertainment and activities.

During *Carnival Spirit's* inaugural Melbourne Cup cruise, guests can get into the racing spirit with sweepstakes, virtual betting and high tea on every sea day. Racing identity Richard Callander and stylists Campitelli Clarke will also be on hand to share race and style tips ahead of the event. *Carnival Spirit* will return to the Emirates Melbourne Cup next year on an eight-night cruise departing Sydney on 30 Oct, 2015.

The subscriber with the most correct answers to all of the questions and the most creative answer to the final question will win.

Send your entries to: carnivalcomp@cruiseweekly.com.au



Q7: Which horse won the Melbourne Cup in 2013?



Crystal Symphony emerges from dock

CRYSTAL *Symphony* has a fresh new look and feel after an intensive US\$20m two week refit.

The makeover includes "lushly reimagined spaces" including new designs in the Crystal Plaza and Crystal Cove Bar area.

There's a new outdoor "Fitness Garden" across three aft decks, a redesigned spa and casino and a host of technological upgrades.

There are new carpets, and 48 additional cabins have been upgraded to PURE hypoallergenic staterooms, while onboard shops now feature luxury Hublot, Jaeger LeCoultre and Zenith watches.

Evergreen incentive

EVERGREEN Tours is offering agents more than 44,000 Scenic Rewards points on every new booking of a 12 day or longer 2014 or 2015 European river cruise made between 01-15 Oct.

The "End of Earlybirds Celebration" offer is equivalent to \$150 per booking, with the points able to be redeemed for items such as Myer, David Jones, iTunes or Mitre10 gift cards.

Participating agents must be a member of Scenic Rewards at the time of booking.

There are also a range of fly free and earlybird savings available - see evergreentours.com.au.

Cruise Weekly is Australia's leading travel industry cruise publication. An industry-focused PDF edition of Cruise Weekly is published every Tue and Thu, and there's also a consumer-facing email newsletter published each Wed - sign up free at www.cruiseweekly.com.au.

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