

# CRUISE

WEEKLY



Tuesday 21 October 2014

## GC port info centre

**DEVELOPERS** of the proposed Gold Coast Integrated Resort and Cruise Ship Terminal have today opened a new Project Information Centre at Southport.

The ASF Consortium says the move reinforces its commitment to community consultation.

## Dreamlines debuts in Oz

**GLOBAL** online players are turning their attention onto the fast-growing Australian market, with German cruise portal Dreamlines grabbing immediate market share with the acquisition of [www.cruisecentre.com.au](http://www.cruisecentre.com.au) and [www.cruiseaway.com.au](http://www.cruiseaway.com.au).

Dreamlines will operate the new sites alongside its own Australian portal [www.dreamlines.com.au](http://www.dreamlines.com.au).

The move is effective from today, with Dreamlines taking over from the sites' former ownership firm Cruise Marketing Group immediately.

"Each of the new portals has a significant existing customer base which is maintained by an experienced cruise consultant team," the company said.

Dreamlines Australia is being run by former Expedia staffer Holger Numrich, who also previously worked for German price comparison site [billiger.de](http://billiger.de). Dreamlines' Felix Schneider said

he is delighted at the expansion of the business in Australia.

"The acquisition of CruiseCentre.com.au and CruiseAway is an important step for Dreamlines to achieve our goal of becoming the global market leader in selling cruises online," he said.

Dreamlines was founded in 2012 in Hamburg, and as well as being one of the most popular cruise portals in Germany, has now expanded into seven new markets, with 250 staff employed across the globe.

## Big CW issue today!

**Cruise Weekly** today features four pages of all the latest cruise industry news & photos.

## Active Antarctica

**ACTIVE** Travel is offering \$750 off flights for travellers who book one of ten One Ocean Expeditions Antarctica, South Georgia and Falkland Islands voyages sailing between Oct 2015 and Mar 2016.

The air credit is valid for bookings made before 30 Nov and includes three new 'air and cruise' packages ranging from 11-15 days in length - 1300 783 188.

## First look at APT's RV Samatha

**ARTIST** impressions of the decor & layout of APT's forthcoming Burma river cruise ship *RV Samatha* have been released.

The images appear in the line's new 52-page Burma river cruising brochure for 2016/17, in which the ship will make its anticipated debut.

**Pictured** right is a design of one of the ship's Twin Balcony Suites, which will reflect the look of 30 suites on the ship.

Glossy dark wooden ceiling panels and flooring complement and accentuate the green wall covering, bedding fabric and furniture within the living space.

The main restaurant has also been put together utilising local



influences, with onboard menus and overall culinary program personally designed and overseen by APT Asia Ambassador and celebrity chef Luke Nguyen.

Guests who travel on the new vessel will be offered the chance to sample a specially designed degustation menu put together by Nguyen in the ship's private eight-seat dining room.

## CLIA Ebola protocol

**CRUISE** Lines International Association has developed strict protocols to deal with the Ebola virus, including denial of boarding to anyone who has been in a country designated with a Level 3 Travel Health warning by CDC within 21 days of embarkation.

A passenger onboard *Carnival Magic* in Galveston last weekend who was under self-monitoring for exposure to Ebola has tested negative and safely disembarked.

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### OPT affects RCI cruise

**ROYAL** Caribbean Cruise Lines has issued a list of departures likely to be affected with changes to embarkation procedures due to ongoing works at Sydney's Overseas Passenger Terminal.

Disembarkation protocols are also expected to be affected.

Seven departures have been listed from 21 Oct to 11 Nov inclusive on ships including *Celebrity Solstice*, *Rhapsody of the Seas* and *Celebrity Century*.

**CLICK HERE** for the full list.

### No solo supplements

**EIGHT** Silversea Expeditions voyages taking in New Zealand, the Solomon Islands, Southeast Asia, Indonesia and Northern Australia are available with no supplement for single travellers.

The offer has been released by Wild Earth Travel and is valid for any View or Explorer Suite on departures from Dec 2014 until Mar 2015 (availability pending).

Email [info@wildearth-travel.com](mailto:info@wildearth-travel.com).

## White Bay connection calls

**CARNIVAL** Australia ceo Ann Sherry has reiterated calls for more investment from the NSW State Government to connect the White Bay Cruise Terminal to mass transport facilities.

Labelling the terminal "a piece in a broken puzzle," Sherry said the facility's potential was not currently being realised.

"It's the only purpose built cruise facility in Australia in the last 50 years so it's a good facility but it hasn't been connected properly and I think that's the difficulty in governments investing in infrastructure - you've got to put the whole package together," Sherry said.

The Carnival boss called for the facility to be linked with a ferry service to the city not just to help pax access the terminal without a taxi as their only option but also to appease locals in the area.

Tammy Marshall, senior vice president of P&O Cruises - White Bay's most regular tenant - said

passengers were favourable to the facility and that access issues were not enough for the line to be losing any customers.

"We're lucky we can get our ships under the bridge and it allows us to have more flexibility on our itinerary planning because we're not all trying to find the Overseas Passenger Terminal."

**MEANWHILE**, a Senate inquiry began last week to investigate cruise ships not being bound by the Environmental Protection Authority's (EPA) regulation of exhaust emissions.

A *Daily Telegraph* report said suburbs near White Bay such as Balmain have been subjected to dangerous levels of pollution due to ships leaving their engines running while in port overnight.

The EPA said the inquiry was a great opportunity to develop new clean air guidelines on emissions which would affect cruise ships.

Findings from the inquiry are expected early next year.

### Snake guide released

**SMALL** ship cruise operator Un-Cruise Adventures has released a dedicated brochure specifically for travel agents, detailing river cruises on the Columbia & Snake Rivers in the US Pacific northwest.

The 16-page guide details the highlights of the week-long cruise on the 88-passenger *S.S. Legacy*.

### Christening of a Star

**EVERGREEN** Tours has formally christened its second 'Star Ship' *Emerald Star* at a ceremony late last week in Vienna.

Carrying out the duties of Godmother was veteran American cruise travel agent Joanie Ogg.

*Emerald Star*, like its sister ship launched earlier this year *Emerald Sky*, offers capacity for 182 guests double occupancy, with two berths built specially for solo travellers to occupy.

Prior to its christening, the ship has been operating cruises of 8-15 days between Amsterdam, Budapest and Nuremberg.

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## Junk in Port Stephens

**VISITORS** to Port Stephens, near Newcastle are now able to cruise the region's waters aboard an authentic three-masted Chinese junk boat - the only one operating year-round in Australia.

Shaolin Charters operate the 15-metre long junk boat, with a maximum of 23 pax per sailing.

The vessel operates two-hour cruises three times each day, taking travellers to spot wildlife and also caters for special events.

## CCL winning back lost pax

**FORMER** passengers of Carnival Cruise Lines disillusioned with the line due to a bad experience are now returning in droves, according to brand perception studies in the United States.

Ever since negative headline-grabbing events such as last year's infamous 'Poo Cruise', the line has been on a resurgence in terms of brand consideration.

An engine fire onboard *Carnival Triumph* in early 2013 completely disabled the ship's engines and all hotel services, leaving it adrift for five days in the Gulf of Mexico with no power, air-conditioning, working toilets or refrigeration.

Soon afterward, CCL announced a US\$300m overhaul of onboard technical and backup technology across the fleet, boosting reserve power supplies & adding backup generators (**CW** 18 Apr 2013).

Carnival Cruise Lines senior vice president guest operations Mark Tamis told **Cruise Weekly** the line's resurgence was based on doing a lot of the right things often rather than one big thing.

"We're right now back to about where we were pre-*Triumph* and continuing to garner more positive perception so it's really been a lot of things over time."

In recent times, Tamis said Carnival was awarded the No 1 ranking in the US Brand Index for the greatest improvement and has subsequently won back

## HAL West US season

**TWO** Holland America Line vessels - *MS Veendam* and *MS Statendam* - will ply the waters of Hawaii and Mexico during the northern autumn & spring seasons, offering cruises of 7-18 days duration, the line announced.

passengers previously angry after a poor experience last time.

Initiatives launched by Carnival to help its perception in America include the 'Great Vacation Guarantee', a promise to refund 110% of the cruise fare paid if the passenger doesn't like the cruise before it reaches its first port.

The guarantee also covers the cost of homeward travel within the US and a \$100 onboard credit if the passenger chooses to return for a future departure.

Carnival recently renewed the Great Vacation Guarantee for the US market for 2015 departures.

## Aurora spans globe

**SMALL-SHIP** voyage operator Aurora Expeditions now offers adventures on all seven continents, with the line's brand new Expedition Guide now out.

New itineraries developed for the 2015-16 guide include a 15-day African Cruise Safari (**CW** 23 Sep) including a three-night sail on the luxury *Zambezi Queen*.

Africa becomes the last continent to join the Aurora range, which for 2015-16 encompasses 80 departures of 21 itineraries.

**MEANWHILE**, the tour operator is reminding agents its Kimberley Coast Package in which partners can fly free from any Australian capital city is valid until 31 Oct and is a \$700 saving per couple.

The 15-day itinerary includes an 11-day Kimberley Coast voyage, with departures in Jun & Jul 2015.

## Cruise Calendar



The **Cruise Weekly** cruise calendar details upcoming port calls of cruise ships at various destinations around Australia and New Zealand.

SYDNEY	
<i>Rhapsody of the Seas</i>	21 Oct
<i>Pacific Pearl</i>	22 Oct
<i>Celebrity Century</i>	22 Oct
<i>Celebrity Solstice</i>	23 Oct
<i>Oosterdam</i>	24 Oct
<i>Carnival Spirit</i>	25 Oct
<i>Celebrity Solstice</i>	26 Oct
<i>Carnival Legend</i>	27 Oct
MELBOURNE	
<i>Celebrity Century</i>	24 Oct
<i>Oosterdam</i>	26 Oct
BRISBANE	
<i>Volendam</i>	21 Oct
<i>Radiance of the Seas</i>	22 Oct
<i>Pacific Dawn</i>	25 Oct
<i>Sea Princess</i>	27 Oct
CAIRNS	
<i>Volendam</i>	22 Oct
DARWIN	
<i>Sun Princess</i>	23 Oct
<i>Oceanic Discoverer</i>	27 Oct
PORT DOUGLAS	
<i>Sun Princess</i>	26 Oct
ADELAIDE	
<i>Celebrity Century</i>	26 Oct
<i>Celebrity Century</i>	27 Oct
AKAROA	
<i>Sea Princess</i>	21 Oct
PORT CHALMERS	
<i>Sea Princess</i>	22 Oct
FIORDLAND	
<i>Sea Princess</i>	23 Oct
AUCKLAND	
<i>Dawn Princess</i>	24 Oct
TAURANGA	
<i>Dawn Princess</i>	25 Oct
NAPIER	
<i>Dawn Princess</i>	26 Oct
WELLINGTON	
<i>Dawn Princess</i>	27 Oct



## MUST have been a good party!

An invitation to a young girl's birthday party in Maui, Hawaii has washed ashore in California inside a glass bottle, four years after being set off on its journey.

A Californian family were out fishing earlier this month when they spotted the bottle, secured with a cork in its mouth.

Inside was a legible invitation to the birthday party of a girl named Safina, with her mother's name Kim also on the paper.

The bottle containing the note washed up on Pismo Beach, in central California.

Unfortunately, the phone numbers written on the note had been disconnected, meaning it is unlikely the note's author will be tracked down.

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## WLCL accolades for top staff



**HUNDREDS** of cruise travel agents around Australia cast their votes for World's Leading Cruise Lines inaugural awards for the top

bdm & best inside sales support, with the winners acknowledged during the recent WLCL Summit.

After votes were counted, it was P&O Cruises key account manager Andrew Thwaites and Carnival Cruise Lines business development executive Athena Mok taking out the coveted titles.

Both were presented with their awards during one of the WLCL Summit conference sessions.

Upon learning of the awards, agents around Australia couldn't get their votes in fast enough, with 50 received in the first day, Carnival Australia said.

All endorsements labelled both Thwaites and Mok as exemplary in their day-to-day attitudes, service standards, enthusiasm, knowledge and efficiency.

Thwaites and Mok are **pictured** above with their trophies.

## Icebreaker continues

**NORTH** Pole icebreaker cruises operated by Poseidon Expeditions will continue to be available for at least the next three years.

The earlier than expected deployment of a new icebreaker vessel has allowed the Russian company to continue to offer the ship for tourism adventures.

Previously, the ship was set to be devoted solely to scientific exploration, supplies & transport.

Departure dates and prices are yet to be determined but will be advised upon the completion of negotiations between Poseidon and the ship's owner, Atomflot.

## Princess star power

**LUMINARIES** of the film, TV and music industries are tipped to attend the upcoming christening of Princess Cruises newest ship *Regal Princess* on 05 Nov in Fort Lauderdale, Florida.

Headlining proceedings will be the entire cast of *The Love Boat*, including Captain Merrill Stubing (Gavin MacLeod) and Cruise Director Julie (Lauren Tewes).

Serving as emcee for the event will be Tori Spelling, actress in her own right but also the daughter of *The Love Boat's* legendary producer Aaron Spelling.

Celebrities who made cameos on the show and tipped to attend will include Frank Sinatra Jr, Jamie Farr, Florence Henderson, Rich Little and many more.

"We're incredibly excited to host what will be one of the largest Love Boat reunions ever aboard our newest ship *Regal Princess*," Princess Cruises president Jan Swartz commented.

## Seaplanes in Vietnam

**A NEW** tourism venture offering seaplane rides for sightseeing has begun operation in Vietnam's popular Halong Bay region.

The privately owned company Hai Au Aviation offers air tours at a height of between 500-3000m above sea level.

Hai Au Aviation has also teamed up with Paradise Cruises to offer a package incorporating both a sightseeing flight and a cruise.

## Diadema Godmother

**ITALIAN** travel agent Carolina Miceli has been selected by Costa Crociere to serve as Godmother to its newest ship *Costa Diadema*, which will be christened in Genoa early next month.

Miceli was selected from a pool of more than 700 agents from 50 countries around the world for her passion toward Costa Cruises and strong sales numbers.

After being christened, *Costa Diadema* will be deployed to sail in the Western Mediterranean on seven-night voyages from Savona.

## Expand or lose ships

**A PLANNING** hearing into the financial & environmental impact of expanding Dublin Port is ongoing, with proponents saying the port will lose cruise revenue if it does not cater to lines' needs.

The proposal calls for the navigation channel into the port to be deepened to allow ships over 300m in length to gain entry.

According to the Dublin Port Masterplan, it hopes to build a new cruise ship terminal complete with a tourist information centre.

## Pandaw combo cruise

**PANDAW** River Expeditions has unveiled a new 14-day combined land and water trip taking pax to the upper Irrawaddy in Burma.

The package offers a seven-night Pandaw cruise with two nights in Bagan, Rangoon and Mandalay, priced from US\$2,969pp.

VIEW ONLINE

## 2015 Luxury Cruises On Sale

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