

# CRUISE



WEEKLY



Tuesday 01 Dec 2015

## Cruise Weekly today

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

## Norwegian Sydney call centre now open

**NORWEGIAN** Cruise Line has this week commenced operations at its new Australian call centre, with five full time cruise consultants led by operations manager Elizabeth Krstevski having just completed four weeks of intensive training.

Operating from 8am-6.30pm eastern time Mon-Fri and 8.30am to 1pm on Sat, the call centre will cover Norwegian, Oceania and Regent Seven Seas cruises, and calls lodged outside these hours will receive a response the next business day.

"Establishing a local call centre to deliver enhanced service and assistance to local trade was a top priority for us when setting up Norwegian Cruise Line's Australasian office," said senior vice president and md Asia Pacific, Steve Odell - call 1300 255 200 or +61 2 9224 6000.

## Cruise category 'rebuilt'

**AUSTRALIAN** cruise figurehead Ann Sherry says the segment has successfully re-established itself, 13 years after its darkest hour following the death & subsequent investigation of Dianne Brimble aboard P&O Cruises' *Pacific Sky*.

Delivering a keynote address on leadership during Helloworld Ltd's owner managers Summit in Wellington last weekend, the Carnival Australia chief said cruise is now a powerhouse industry in Australia and New Zealand.

Sherry said the transformation

has included "rebuilding" P&O to now having a local fleet of five ships (**CW** Thu), at the same time rebuilding the cruise category.

"All industries rise and fall on their weakest link and that was a weak link for the industry and it is now a strength for the industry," she told HLO delegates on Sat.

"Rebuilding a category in all of our markets has been good for us.

"It's been a journey. It has had its ups and downs.

"Those of you may remember when it started to feel as though we were getting on the front foot, and then we had swine flu... it took tenacity, courage and great people to rebuild the category into the amazing force that we are today," Sherry remarked.

## Fast growing sector

**THE** cruise industry is set to be the fastest growing segment of the travel and tourism sector in Australia and New Zealand, says Carnival Australia ceo Ann Sherry.

"In fact, we are going to mop up where mining left off," Sherry said, referring to the softening in Australia's mining industry.

"Cruise is also going to be the next phase of wealth creation and job opportunities in Australia & New Zealand from the cruise and travel sector," she predicted.

## 3m cruisers by 2030

**CARNIVAL** Australia boss Ann Sherry has set the ambitious target of reaching 3 million cruise passengers onboard vessels from the Australian market by 2030.

Addressing delegates at the Helloworld owner managers Summit in NZ, Sherry set the goal high, saying it is achievable.

She flagged that within 15 years, the cruise segment in Australia and NZ should be able to attain 10% market penetration.

"Most Australians live by the sea. We've created amazing product across amazing brands, & not just our brands but across lots of other brands in the market.

"We need to get more people choosing cruise as a form of holiday but it is absolutely doable," Sherry told agents.

## Brochure Spotlight

### Star Clippers 2016/17

#### STAR

Clippers has launched its 2016 /17 brochure with a new destination - Asia.

The Asia program offers seven night itineraries exploring Singapore, Malaysia, Thailand and Phuket Island.

Asian cruises will start in December 2016 with earlybird fares now available.

Also new in 2016/17 is an inaugural program to Greece and Turkey including seven night sojourns from Istanbul to Athens.

In addition there are new Grand Mediterranean 10 and 11 night cruises from Rome to Sicily, Malta and Tunisia.

Star Clipper's vessels carry around 200 passengers and are designed for cruising in casual elegance.

For more information visit [www.starclippers.com](http://www.starclippers.com).



**HURTIGRUTEN**

**GO TO THE ENDS OF THE WORLD TO WIN AN APPLE WATCH\***

Make and deposit any two new bookings on select Hurtigruten 2016/17 sailings to go in the draw to win an Apple Watch\*

**CLICK HERE FOR DETAILS**

\*TERMS & CONDITIONS APPLY

## Third paddlewheeler

**CROISIEUROPE** has ordered a third paddle river boat for 2018 delivery, following the completion of the *Elbe Princess* which will cruise Prague-Berlin from Apr.

The innovative design allows vessels to cruise in low water, with the first of the paddlewheelers, the *Loire Princess* now operating in France.

## DISTINCTIVE VOYAGES

### 19 CRUISE TOURS ON SALE

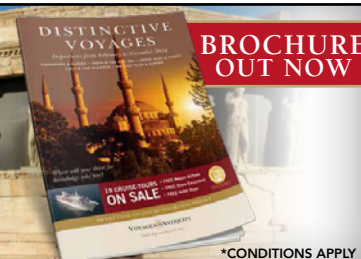
DEPARTING FEBRUARY TO NOVEMBER 2016

FROM ONLY

\$4,275\*

PER PERSON  
TWIN SHARE

VOYAGES to ANTIQUITY



**BROCHURE  
OUT NOW**

\*CONDITIONS APPLY



## Cruiseco charity partnership

**CRUISE** specialist travel agency consortium Cruiseco has announced its support for Hands Across the Water, an Australian charity providing a "safe, caring and educational environment for at risk children across Thailand".

Founded by former Australian police forensics specialist Peter Baines following the 2014 Boxing Day tsunami, Hands Across the Water now supports almost 300 children in Thailand across seven locations from Khao Lak to Chathaburi.

Cruiseco ceo Steve Lloyd said with the organisation providing travel experiences to thousands of passengers every year, "this comes with a social responsibility to assist those who are less fortunate."

"Cruiseco's vision for its

partnership with Hands Across the Water is to help enrich the lives of these children with education and opportunities."

A small optional donation will be added to every Cruiseco booking, Lloyd said.

As part of the partnership Cruiseco has committed to the construction of a nursery at the Baan Tharn Namchai orphanage in Khao Lak.

Baines said all projects were tailored to meet the local community's needs.

"We remain absolutely committed to ensuring that every cent donated is used to enhance the lives of the children, with 0% of the funds going towards administration or fundraising costs," he said.

## Un-Cruise land tours

**SMALL** ship cruise operator Un-Cruise Adventures will now offer on shore tours as part of its itineraries.

From next year the company will include a Denali Park & Knik River Adventure tour and a train journey through Canada and the Pacific Northwest aboard the Rocky Mountaineer.

CEO Dan Blanchard said the move came in response to guests wanting to expand their trips.

"We are offering land tours that match the unrushed, uncrowded, unbelievable concept delivered by our ships," he said.

## Grand Princess blaze

**A FIRE** in the engine room disrupted cruising on the *Grand Princess* 20 miles off the coast of Hilo, Hawaii last week.

An official update from Princess Cruises said the blaze was caused by a propulsion circuit breaker suffering "significant failure".

As a result the ship lost propulsion and electricity for a short time.

Within the hour, the crew of the *Grand Princess* was able to extinguish the fire, restart its engine and resume the voyage.

None of the 2592 guests or 1095 crew were injured and everyone has been accounted for.

## Win with travelBulletin

Want to win a year's subscription to *travelBulletin*?

Just find the *travelBulletin* cover inside the pages of today's *Cruise Weekly* to WIN.

The first 10 correct entries sent to [tb@cruiseweekly.com.au](mailto:tb@cruiseweekly.com.au) with the page number and your details will win.



## Explorer of the Seas maiden call



**ROYAL** Caribbean's newest & largest cruise ship *Explorer of the Seas* docked at her new home port in Sydney Harbour on Sat, ahead of her maiden call and historic meeting with twin sister, *Voyager of the Seas*.

The mammoth ship received an US\$80m (AU\$110m) makeover recently, adding three new specialty dining restaurants: *Izumi* Japanese Cuisine, *Chops Grille* Steakhouse and Italian trattoria *Giovanni's Table*.

Staterooms and suites have also been revamped; adding new furnishings, carpets and technology, as well as a floor-to-ceiling Virtual Balcony which offers real time views of the ships actual surroundings.

Onboard features offered include a FlowRider surf simulator, ice skating rink, 3D cinema and rock climbing wall.

More pictures online at [facebook.com/cruiseweekly](https://www.facebook.com/cruiseweekly).



Flowriter surfing simulator



Virtual balcony stateroom



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Cruise Weekly app?



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Google play

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Cruise Calendar	
This week's port calls of cruise ships at various destinations around Australia and New Zealand.	
SYDNEY	
<i>Carnival Legend</i>	01 Dec
<i>Explorer of the Seas</i>	02 Dec
<i>Astor</i>	02 Dec
<i>Radiance of the Seas</i>	03 Dec
<i>Celebrity Solstice</i>	04 Dec
<i>Pacific Eden</i>	04 Dec
<i>Voyager of the Seas</i>	05 Dec
<i>Noordam</i>	05 Dec
<i>Pacific Eden</i>	07 Dec
<i>Dawn Princess</i>	07 Dec
MELBOURNE	
<i>Superstar Virgo</i>	05 Dec
<i>Celebrity Solstice</i>	06 Dec
BRISBANE	
<i>Radiance of the Seas</i>	01 Dec
<i>Sea Princess</i>	04 Dec
<i>Pacific Pearl</i>	04 Dec
<i>Pacific Dawn</i>	05 Dec
<i>Pacific Aria</i>	07 Dec
HOBART	
<i>Voyager of the Seas</i>	02 Dec
DARWIN	
<i>Legend of the Seas</i>	02 Dec
ADELAIDE	
<i>Superstar Virgo</i>	03 Dec
<i>Astor</i>	05 Dec
CAIRNS	
<i>Pacific Aria</i>	03 Dec
<i>Legend of the Seas</i>	05 Dec
WITHSUNDAYS	
<i>Pacific Aria</i>	02 Dec
<i>Legend of the Seas</i>	06 Dec
AUCKLAND	
<i>Noordam</i>	01 Dec
<i>Dawn Princess</i>	03 Dec
<i>Pacific Pearl</i>	05 Dec
<i>Explorer of the Seas</i>	06 Dec
TAURANGA	
<i>Dawn Princess</i>	02 Dec
<i>Pacific Pearl</i>	04 Dec
<i>Explorer of the Seas</i>	07 Dec

## Crystal river trips out

**CRYSTAL** River Cruises has revealed the itineraries for its five new luxury "river yachts" which will debut starting from next year.

*Crystal Mozart* will debut the programs on 13 Jul 2016 with two distinct Danube itineraries of ten and 11 nights.

Also on sale now are Seine River voyages aboard the new *Crystal Debussy* which will commence operations on 04 Jun 2016, *Crystal Bach* on the Rhine from 18 Jun 2017, *Crystal Ravel* on the Garonne & Dordogne rivers from 08 Aug 2017 and the *Crystal Mahler* on the Rhine, Main and Danube from 29 Aug 2017.

See [www.crystalcruises.com](http://www.crystalcruises.com).

## HNA drops cruising

**CHINESE** conglomerate HNA has suspended its cruise operations in China, three years after launching HNA Tourism & Yacht Management Co Limited.

The business operated with a single vessel, the *Henna* which was constructed in 1986 and homeported out of Shanghai operating voyages mainly to Taiwan and Japan.

HNA, which also has major aviation and hospitality operations including Hainan Airlines and Tianjin Airlines, said the move to suspend the cruise business was a decision by shareholders to "redefine its business areas".

## Look, it's Lindblad's Lindy!

**LINDBLAD** Expeditions sent in this photo of ACT travel agents who are hoping to win \$1,000 in the company's current consultant incentive.

Julie Berzins and Belinda Bodman from Curtin Cruise & Travel along with Emma Sullivan from Weston Cruise & Travel are pictured with Lindblad BDMS Amelya Grey and Christine Gardener - along with Lindblad's penguin mascot Lindy.

The incentive celebrates the release of Lindblad's 2016/17 Explorations brochure with the store sending in the best photo featuring Lindy receiving \$1,000.

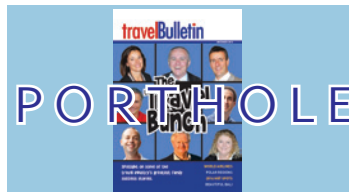
The promotion closes at the end of the month - for more details see [expeditions.com/lindy](http://expeditions.com/lindy).



## Danube EETB bargain

**EASTERN** Europe Travel has released what it says is its best offer in a long time, with a 15 day Danube Cruise and Hotel tour starting at just \$3,437ppts - or \$229 per day.

The offer is valid for bookings made by 07 Jan 2016 and includes a seven night coach tour ex Berlin on 29 Aug 2016 followed by a 7 night cruise from Passau - for details see [eetbtravel.com](http://eetbtravel.com).



**HOLLAND** America Line celebrated Thanksgiving last week with a special array of holiday culinary delights.

Created by HAL "Master Chef" Rudi Sodamin, options included several Thanksgiving-themed cocktails - such as the delightful Midnight Pumpkin which is a combination of tequila, Cointreau and pumpkin puree.

There was also the Pumpkin Pie cocktail of Baileys, Kahlua and pumpkin puree.

It's not clear how popular the celebratory drinks were, but we expect it's unlikely they will be added to the year-round menu.

**THERE** was a red alert in the South Atlantic Ocean this week, with Britain's Royal Air Force scrambling two aircraft and a warship to rescue a passenger who had been bitten by a seal.

According to a statement from the RAF, a search and rescue helicopter based in the Falkland Islands, accompanied by a Hercules tactical transport plane, flew several hundred miles to reach the unnamed British victim of the attack who was aboard the *Akademik Sergey Vavilov* at the time.

The operation also saw offshore patrol vessel *HMS Clyde* dispatched to about 200 nautical miles east of Stanley so the helicopter was able to refuel.

The man was apparently bitten by a fur seal during a visit to Salisbury Plain Beach on South Georgia Island, with the official statement saying he was in serious condition with a major arm injury which required urgent medical attention.

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