

Azamara to scale back Aussie visits?

AZAMARA Club Cruises' president and chief executive officer Larry Pimentel has hinted at a reduction of the line's capacity in Australian waters.

The executive highlighted "the combination of Australia and NZ are some of the highest rated voyages we have in the world," but told *Cruise Weekly* at CLIA Australasia's Cruise360 on Fri "we tend to move the ships around because our guests are port and country collectors".

"I personally like the idea of having one or both ships in Australian waters every year, however we will move the ships around," he continued.

Pimentel highlighted South Africa as a destination he would like to see the cruise line visit, but admitted it would "take a ship out of our pattern today".

Although not fully ruling out the chance for a third ship to join



Azamara Quest and *Azamara Journey* in the future, Pimentel said the "tricky part" about the upper end of the market would be "expanding too quick, too fast".

The executive said Azamara has "carved out a niche" and its two ships are very successful, very full and profitable.

"A third [ship] is 50% growth - assuming it's the same size - and

50% growth is a big number and we have a very successful model at this point," he said.

The upcoming season will be Azamara's third and biggest season in Australia and 2018 will see both *Quest* and *Journey* visit Australian waters.

Pimentel is pictured with Adam Armstrong, md Australia and New Zealand, RCL Cruises.

Cruise Weekly today

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

Hurricane Harvey

FLOODING in Texas caused by Hurricane Harvey has forced The Port of Galveston to remain closed, causing itinerary changes and cancellations on three Carnival Cruise Line ships.

Pax on Galveston-based ships, *Carnival Freedom*, *Carnival Valor* and *Carnival Breeze* can either disembark in New Orleans in coming days, or stay on board until the ships can reenter Galveston.

Guests booked on the cancelled *Valor* and *Freedom* 26 Aug sailing and *Breeze's* 27 Aug dep will be refunded.

Galveston is expected to be closed until late this week.

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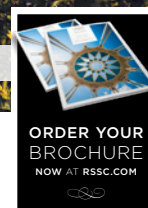
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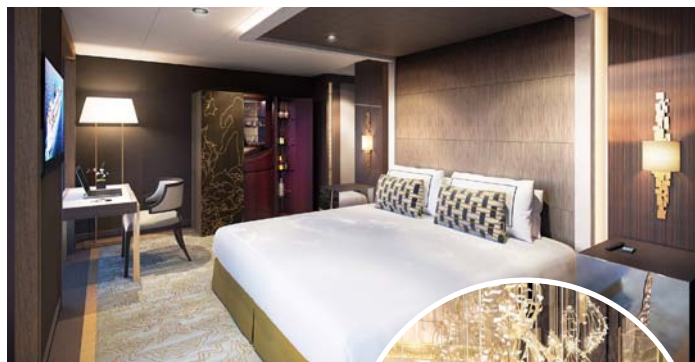
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CRUISE

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World Dream renders out



IMAGES have just been released of Dream Cruises' *World Dream* which will debut in Hong Kong in Nov this year, operating voyages to Vietnam and the Philippines.

Conceived as a "floating high-end integrated resort at sea," the ship will double the Dream Cruises fleet, with sister ship *Genting Dream* to be redeployed to Singapore.

Among *World Dream's* many features is the new Vintage Room private food and wine



chef's table showcasing Dream Cruises' preferred relationship with Penfolds, while onboard retail partners include Tiffany.

World Dream floated out of its German shipyard this week.



Scenic streamlines sales team

SCENIC today announced the promotion of national sales manager Emma Davie to the newly created role of commercial sales manager. Her new role will see her responsible for the company's consortia agreements, as well as product notifications and events including information sessions and expos.

The national sales manager role will be taken by Rob Kalembe, who is currently Scenic's national business development manager. He will manage the sales team and work with travel agent partners to maximise mutual sales growth.

The restructured team at Scenic has also seen the company recruit Matt Symonds as senior sales development manager.

SCENIC
LUXURY CRUISES & TOURS

Trials cut boarding times



Photo credit: James Morgan

CARNIVAL Cruise Line has shaved an hour off ship turnaround times through advances in its processes, easing one of the most complained about "friction points" in cruising.

The line's svp of commercial port ops and int'l Terry Thornton told Cruise360 Australasia a series of trial processes in the US had streamlined both disembarkation and boarding systems.

"We focussed on every minute piece of each interaction that happens - how do we get people through customs faster, how do we get luggage to them faster," Thornton said.

"There is no one magic bullet, it's across all the touch points - making three minute changes, five minute changes, making 20 minute changes," he said.

Among the adjustments was a rethink of allocated disembarkation times.

"We found people weren't getting off at the time assigned on the ships, so the luggage hall got congested," Thornton said.

"Now we ask guests what time would you like to get off - you give them the choice and match the luggage to that, and it works better in the luggage hall."

With turnarounds cut, the next phase of the process would involve assessing ways to utilise the time saved.

Thornton said this could involve later departures or additional time spent at an itinerary's first port of call.

Advances pioneered in the US would be extended to other destinations worldwide, he said.

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Cruise NZ renamed

CRUISE New Zealand has been renamed New Zealand Cruise Association.

The decision was ratified at the association's AGM yesterday and executive officer Kevin O'Sullivan told **Cruise Weekly** this morning that the new name "better reflects who we are and what we do".

"We are a group that represents our members," O'Sullivan said.

Silversea flags more Oz



SILVERSEA Cruises would "hopefully consider to repeat" the deployment of a ship to Australian waters for a couple of months, ceo Roberto Martinoli told **CW** at Cruise360 on Fri.

The line's newest ship, *Silver Muse* is scheduled to debut in Australia on 26 Dec 2018 and will sail in the region until Mar.

Barbara Muckermann, cmo Silversea said with eight restaurants and the biggest suites in the category, she thinks *Silver Muse* is "the right ship" for the Australian market and the line is expecting the deployment to be "an amazing success".

Martinoli said having a ship based around the country for an extended period is "a big thing because normally we just pass by".

Although the line couldn't have a ship in the region year-round, "not yet at least", he said the line would definitely extend the time spent in and around the country due to high guest satisfaction.

Martinoli said a ship could be deployed in local waters for up to "four to five" months, depending on the market.

The Australian market has been continuously growing for Silversea and sits less than 2,000 additional passengers off overtaking the operator's second source market of the UK, a figure which is expected to be tipped by *Muse's* visit.

Martinoli noted Silversea had more aggressive growth up until a couple of years ago, but the line is still growing steadily.

MEANWHILE, Silversea last week officially launched a global partnership with photographer Steve McCurry.

Under the three-year deal, McCurry will travel with Silversea and chronicle the fleet and destinations visited.

Muckermann said McCurry's artistry and storytelling aligns with Silversea's "immersive experiences, intimate vessels and unforgettable destinations".

McCurry's shots will be used in marketing materials.

Pictured in Sydney are: Leanne Fonagy, marketing manager Asia Pacific; Barbara Muckermann, cmo; Roberto Martinoli, ceo; and Amber Wilson, md Asia Pacific.

Rivers' wi-fi quest

INTERNET connectivity has become a necessary requirement of passengers, but river cruise operators are facing major challenges in providing services.

Uniworld Boutique River Cruise Collection local md Fiona Dalton told Cruise360 delegates increasingly connected travellers required greater bandwidth.

"It can be challenging on the rivers with wi-fi, particularly through the main gorges through Europe," she said.

"It's crucial and it's fortunate on the rivers that it's easier to provide than on ocean cruises, but it's one of the things we have to keep upgrading to make sure we can deliver."

Dalton said Uniworld had introduced booster devices for guests to use on shore, allowing internet access for a cost of €8 per day for 200mb of data.

"It's about the size of a cigarette packet and you can pop it in your backpack and you can be completely online on your shore excursion," Dalton said.

Tauck national sales manager Nick Coward said ships were subject to changing signals and systems as they travelled on rivers, making the provision of wi-fi services difficult.

"To run the bandwidth that today's clientele wants is still hugely expensive," he said.

"On one ship for one given month, you can buy two or three very nice cars for the cost of just one ship's wi-fi system," Coward explained.

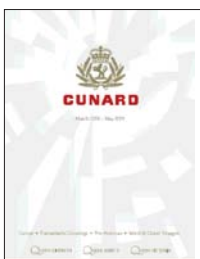
Brochure spotlight Cunard 2018

CUNARD has just released its newest brochure, covering voyages between Mar 2018 and May 2019.

The 104-page program features the Mediterranean, Norwegian fjords, Baltic, Iceland and the British Isles, along with more than 20 transatlantic departures in each direction on the "remastered" *Queen Mary 2*.

There's also a section on 2019 World Voyages focusing on the first ever local deployment of *Queen Elizabeth* in Australian waters, with the vessel to spend 54 days cruising in Australasian waters.

The new brochure is now available via Brochure Flow.



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Beatrice makeover

UNIWORLD Boutique River Cruise Collection has confirmed details of *River Beatrice's* makeover (**CW** 04 Apr 17) with the river ship to undergo an "extensive bow-to-stern renovation" & relaunch as *S.S. Beatrice* on 04 Apr 2018 - just prior to the debut of *U* by Uniworld on 14 Apr.

All public spaces and rooms will be redesigned, with the addition of new Royal Suites and an Owner's Suite along with connecting rooms.

Cruise Calendar

This week's port calls of cruise ships at various destinations around Australia and New Zealand.

SYDNEY
Pacific Explorer 30 Aug
Carnival Spirit 02 Sep
Sea Princess 02 Sep

BRISBANE
Pacific Dawn 29 Aug
Pacific Aria 01 Sep
Pacific Dawn 02 Sep
Sea Princess 04 Sep

CAIRNS
Pacific Eden 02 Sep
Pacific Explorer 03 Sep
Pacific Aria 04 Sep

DARWIN
Coral Discoverer 31 Aug
L'Austral 01 Sep

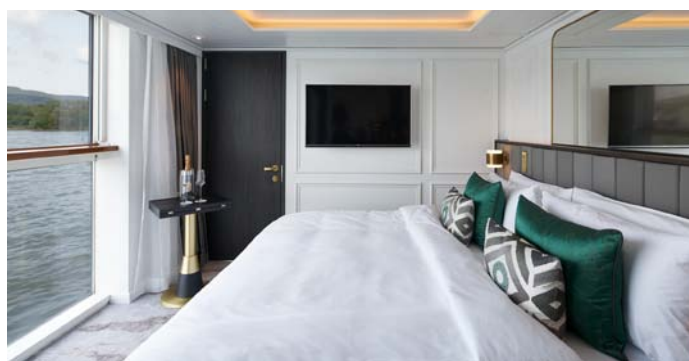
AUCKLAND
Sea Princess 29 Aug
Pacific Jewel 01 Sep
Golden Princess 02 Sep

New Crystal Bach images



CRYSTAL Cruises has released a collection of images of its new ship, *Crystal Bach*, which was christened in Germany earlier this month (**CW** 22 Aug).

Crystal Bach's Palm Court is pictured above, Waterside restaurant is inset and a River Suite is below.



Windstar Cruises releases new dates

WINDSTAR Cruises has announced five new cruises between Sep and Nov 2018 in addition to its existing offering in Asia in 2017/18.

Itineraries include a President's Cruise between the Philippines and Borneo and a 16 day Aleutians & North Pacific Crossing tour between Seward, Alaska and Tokyo, which includes the chance to sportfish in Kodiak and Kushiro, home to Japan's largest marshland.

Travellers will have the chance to explore many well-known ports and hidden harbours across South-East Asia and East Asia.

In total, Windstar is offering 18 itineraries with 25 different departures ranging from seven to 34 days in length.

Explorer repairs

THREE windows on *Pacific Explorer* were repaired during the ship's turnaround in Sydney last Sat.

One window in Waterfront restaurant and two in Angelo's were damaged during higher than forecast wind and swell off the NSW coast at the start of the previous cruise.



CRUISE guests usually want to take home a souvenir of their voyage - but Crystal Cruises has taken the idea of a shipboard memento to a whole new level with a coffee table book celebrating its historic North-West Passage voyage last year.



The "photographic tome" (pictured) can be purchased through the Exclusively Crystal online boutique, featuring stunning images of the *Crystal Serenity* voyage through the arctic from Anchorage, Alaska to New York City.

Serenity is currently retracing her steps on the 2017 version of the voyage, with the ship in Canada's Victoria Strait today.