

RCL announces fleetwide technology overhaul

ROYAL Caribbean Cruises has promised to eliminate "time stealing moments from its cruise experience" with a technology overhaul across its fleet.

The company unveiled a number of digital innovations aiming to eradicate check-in lines, introduce new on-board experiences, equip crew members to anticipate passengers' needs and improve the energy efficiency of its fleet.

Many of the changes stem from an app, which the company aims to make available across its 48-ship fleet over the next two years.

The platform allows passengers to sign up for shore excursions, order drinks to be delivered to where they are, make dinner reservations, navigate the ship using interactive maps and guides and explore the vessel using "x-ray vision".

The app, along with the next

generation of the company's WOW bands, will allow pax to unlock their staterooms & control lighting and temperature.

The platform is already available on select ships and RCL will continue to refine the app, with the goal of having it enabled on about 15% of the fleet by the end of the year and more than double that by the end of 2018.

"Consumers are buying experiences now, not things," said Richard D. Fain, RCL's chair & ceo.

"So we are creating ways for them to design vacations rich in made-to-order, memory-making moments, and even providing recommendations based on what they have enjoyed before or shared with us about their preferences," he said.

The innovation aims to return time to guests, by allowing pax to board ships "in the time it takes to order fries from the drive-



through" and other experiences through a combination of technology including facial recognition, RFID tagging, GPS mapping and Bluetooth.

RCL will introduce virtual reality and augmented reality experiences and provide a suite of tools for crew.

The release includes technology to enhance ship management, energy efficiency, reduce fuel consumption & it will preview use

of fuel cells for power generation.

In Jan Carnival Corp unveiled its technology platform called Ocean Medallion, which offers many similar features and aims to personalise the cruise experience & customise service (**CW** 05 Jan).

Cruise Weekly today

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

NORWEGIAN JEWEL SECOND AUSTRALIA & NZ SEASON NOW ON SALE



19-DAY JOURNEY DOWN UNDER FROM SINGAPORE

12 NOVEMBER 2018



13-DAY SOUTH PACIFIC FROM SYDNEY

5 JANUARY 2019



12-DAY AUSTRALIA & NEW ZEALAND FROM SYDNEY

1 DECEMBER 2018 | 18 JANUARY 2019



7-DAY AUSTRALIA & TASMANIA FROM SYDNEY

13 DECEMBER 2018



CLICK HERE FOR MORE DETAILS OR CALL 1300 255 200

NCL NORWEGIAN
CRUISE LINE®

CRUISE

WEEKLY

Thursday 9th November 2017

2017 CRUISE GUIDE

The most
comprehensive source
of information on
leading cruise lines.

Get your copy now

CRUISE
WEEKLY
travelBulletin
Travel Daily

Princess bookings

PRINCESS Cruises' 106-day World Cruise aboard *Sea Princess*, (CW 26 Oct) opened for bookings today.

The cruise will depart from Sydney, Brisbane and Auckland in May 2019.

Lindblad grows fleet



LINDBLAD Expeditions has inked a deal with Norwegian shipbuilder Ulstein for an expedition vessel, due for delivery in the first quarter of 2020.

The ship will be the line's first polar new-build in its fleet and the agreement includes the option for two additional ships to be delivered in subsequent years.

It will be built in Ulsteinvik, Norway, and be designed as "the ultimate expedition platform with a focus on safety and comfort, as well as incorporating innovative sustainability solutions to reduce its environmental impact," according to Lindblad.

The ship will feature Ulstein's X-BOW, which works to improve guest comfort in rough seas, a very high ice-class, expanded fuel and water tanks for extended operations in remote areas and zero-speed stabilisers.

There will be 69 cabins and suites, including 12 for solo travellers and 75% of cabins will feature balconies.

The ship will offer new "observation wings," and be

equipped with a Zodiac loading system allowing pax to get ashore quickly and safely, a helicopter landing platform, a remotely operated vehicle, underwater video camera and more.

Viking extension

VIKING Cruises has released three new cruise extensions for its 15-day Australian and New Zealand ocean itinerary in 2018.

The additions include the "Best of Australia", packing in Melbourne, Alice Springs and Uluru, as well as "Port Douglas & the Great Barrier Reef", exploring the Daintree National Park & the Great Barrier Reef.

Rounding out the fresh options is the "Auckland & Tongariro National Park", venturing to Waiheke Island and a guided hike.



APT TRAVEL GROUP
90
ORIGINS 1927
UNFORGETTABLE

THERE IS ONLY
ONE BEST

And it's APT

Hurry book by
30 November 2017!



LEARN MORE

Holland America Line®
SAVOR THE JOURNEY

FLY YOUR CLIENTS
TO EUROPE FOR
\$999 RETURN

Book your clients on a
selected European cruise
and take advantage of our
\$999 airfare offer!

Plus enjoy Explore4 offers
including a beverage package,
speciality dining, reduced
deposits and more!

Hurry - Offer ends 17 Nov!

*Terms and conditions apply

FIND OUT MORE >



SCENIC®
LUXURY

SALE

luxury
for everyone

Save up to
\$1,500*
PER COUPLE



CRUISE



Thursday 9th November 2017

Venice shifts big ships



THE Italian Government has decided to block large cruise ships from docking near St Mark's Square in Venice, following longrunning concerns from residents and environmentalists.

The decision was made by a committee and determined vessels over 100,000 tonnes must instead dock at the industrial port of Marghera, with the new route set to open within four years.

"After so many months of study and very serious work we found a real solution," said Italy's Minister of Infrastructure and Transport Graziano Delrio.

"The big ships will arrive in

Marghera, they will stop at Marghera's Northern Channel," he explained, adding that there was no interference with commercial traffic, so the two could coexist.

According to *The Guardian*, Mayor of Venice Luigi Brugnaro hailed the plans as the solution to the requirements of residents, tourism businesses and groups concerned about damage to the shallow lagoons and canals.

"This takes into account all the jobs created by the cruise industry, which we absolutely couldn't afford to lose, and we can start to work seriously on planning cruises," Brugnaro said.

Celestyal charts the *Majesty*

CELESTYAL Cruises has revealed the *Majesty* will conclude its charter with Thomson and sail for Celestyal, operating three- and four-day Aegean cruises from 30 Mar-27 Apr 2018.

The 700-cabin vessel features a pool and Jacuzzi, a fitness centre with a sauna, spa and salon, a casino and duty-free shopping.

It also has two full-service dining rooms, two casual restaurants and four bars.

Spectrum keel laying



THE start of construction on Royal Caribbean International's new cruise ship *Spectrum of the Seas* was celebrated with an official keel laying ceremony this week.

RCI's Kevin Douglas & Sebastian Brunila were on hand to place a lucky coin under the block of the ship.

The vessel will be the fifth largest cruise ship in the world when it debuts in 2019, boasting a gross tonnage of 168,800 and capacity of 4,200.

Pictured are: Thomas Murken, DNV GL; Thomas Weigend, Meyer Werft; Carsten Pengel, Meyer Werft; Mathias Kopitzki, Neptun Werft; Stephan Schmees, Meyer Werft; Raimon Strunck, Neptun

Werft; Kevin Douglas, Royal Caribbean & Sebastian Brunila, Royal Caribbean.

MEANWHILE Royal Caribbean International has released its itineraries for the 2019/20 season, with the big ticket items in the program to include four new ports of call in Europe and the announcement of the first Quantum Class ship to set sail for Alaska.

The European stops available for the first time in the next itinerary will include Visby in Sweden; Zadar, Croatia; Portofino, Italy; and Porto in sunny Portugal.

The Alaskan segment will include seven-night sailings on *Ovation of the Seas* from Juneau to Victoria, British Columbia.

Royal Caribbean records best Q3 results

ROYAL Caribbean Cruises has recorded the strongest third quarter financial results in the company's 20-year history.

US GAAP and Adjusted Net Income for Q3 came in at US\$752.8m, up by US\$59.5m on the same period last year.

Assisting the bottom line was a reduction in operating costs for the quarter, most notably a decrease in fuel costs.

RCL were happy with the results, especially in light of the quarter having been adversely affected by the recent spate of hurricanes that saw trips cancelled, costing the company an estimated US\$55m.

"Delivering record earnings during a period of such unprecedented disruption is a testament to the strength of our brands," said Jason T. Liberty, executive vice president and chief financial officer.

GO NZ

**SAVE \$200
+ UP TO US\$1890
BONUS VALUE
PER COUPLE***

**< 2018 / 19 BROCHURE
OUT NOW AT TIFS**

>> ORDER

AGENT INCENTIVE

Earn a \$50 Coles-Myer Gift Card per room on NEW bookings before 31 Dec*

>> AGENT
RESOURCES
ON
DEMAND

gptnzNOW.com

>> SIGN IN / REGISTER



**100%
WHOLE
SALE**

*Conditions apply. Quote Cruise & Coach Incentive at time of booking.

CRUISE

WEEKLY

Thursday 9th November 2017

Lindblad bookings boom



LINDBLAD Expeditions says it is experiencing strong conditions, with 2017 bookings up more than 30% year-on-year.

The company reported its results for the three months to 30 Sep yesterday, with revenues up 20% to US\$84.6m & quarterly net income jumping 25% to \$9.3m.

CEO Sven-Olof Lindblad said the company's "strategic investment to expand our capacity to capitalise on the rapidly growing demand for expedition travel has begun to deliver significant returns" for Lindblad.

He said the period had been marked by strong bookings for

its first new-build vessel, the *National Geographic Quest* (pictured) launched in Jul, as well as maintaining high occupancy levels across the existing fleet.

Higher ticket prices saw yield increase, while occupancy of 91% was in line with the same period a year ago, the company said.

The result would have been even better if the company hadn't been forced to cancel four "highly booked voyages" on the new *National Geographic Quest* due to a delay in its launch.

Lindblad is expecting full year revenues of up to US\$270m and adjusted earnings up to US\$44m.

Uniworld's "best offer ever" returns

UNIWORLD Boutique River Cruise Collection has brought back its "Our Best Offer Ever" promo, offering savings of up to 40% off 339 departures in 2018.

The deal is valid from now until 31 Dec and covers a range of itineraries in Europe and Russia.

The eight-day Bordeaux, Vineyards & Chateaux is available from \$3,149pp - a saving of \$1,350 - visit www.uniworld.com/au.



Discover where the next hot spots are in the November issue of *travelBulletin*.

CLICK to read
travelBulletin

Horizon nearly ready



THE newest ship in the Carnival Cruise Line fleet, the 133,500-tonne *Carnival Horizon*, has successfully completed its final sea trials.

Currently in the last stages of construction at the Fincantieri shipyard in Marghera, Italy, the vessel will depart on its inaugural cruise from Barcelona on 02 Apr, 2018.

During the trials, officers, technicians and engineers jumped on board to thoroughly test *Carnival Horizon's* technical, mechanical and navigation systems.

The vessel features the line's first Dr Seuss WaterWorks aqua park, a new teppanyaki dining venue, and BBQ restaurant Guy's Pig & Anchor Bar-B-Que Smokehouse Brewhouse.

It will also offer an IMAX Theatre, SkyRide, a tropics-inspired Havana section with

colourful staterooms and a Cuban-themed bar and pool, and Family Harbor, providing extra-roomy accommodation and the Family Harbor Lounge.

It will sail four round-trip cruises from Barcelona before repositioning to New York to operate a summer schedule.

MEANWHILE, Carnival Cruise Line has signed an agreement with Shell to be its supplier of marine liquefied natural gas (LNG) for its two new LNG-powered ships.

The vessels are expected to launch in 2020 and 2022 and be homeported in North America and will refuel at Shell's LNG Bunker Barge, a project announced this week.



DREAM CRUISES

**\$150* GIFT CARD
FOR EVERY BOOKING
INCLUDING 3 NIGHTS IN SINGAPORE**

Book & deposit before: **31 Mar 18**

1300 362 599

Book now >

*Conditions apply.

Creative
Cruising

SG SINGAPORE
Passion Made Possible

MAKING
TRAVEL
SIMPLE



CRUISE



Thursday 9th November 2017

Stay up to date
wherever you go

Get the *Cruise Weekly* app



CRUISE
WEEKLY

Carnival callout

CARNIVAL Cruise Line is urging entertainers to attend auditions being held down under this month.

Talent head-hunters will be in Sydney and Brisbane on 13, 15 and 17 Nov to recruit singers and dancers for Carnival's Broadway style stage shows.

"We know that Aussies are not only talented and hardworking, they also love to have fun, which is the perfect combination of attributes for anyone working onboard our ships," said Carnival Cruise Line casting and booking manager, John Guglielmetti.

Voyages 18/19 program



VOYAGES to Antiquity has unleashed its 2018/19 South Africa, India & Southeast Asia cruise program.

The release offers cruise-tour experiences, featuring six sailings and five fly free grand voyages, including a 138-night Grand Odyssey across three countries.

Highlights from the season

include the Golden Triangle of India, the pagodas of Burma, the beaches of the Maldives and spotting the "Big Five" on a classic safari in Africa.

The company is offering earlybird fare savings up to 20% per person and an additional 10% discount for past guests.

See voyagestoantiquity.com.au.



JUST when we thought The Hoff had done it all, the star decided to tackle cruising.

Television's best-loved lifeguard has just completed a cruise organised by Austrian tour operator Geo Reisen, which gave over 600 fans the opportunity to spend five days in his company.

The sailing on Costa Cruises' *Costa Favolosa* departed on 04 Nov and operated a Western Mediterranean itinerary.

During the cruise, the Hoff delighted fans with two concerts in the ship's theatre, along with DJ sets, autograph signing sessions, interviews and "many other unmissable moments".

Pax travelled from Germany, Austria, Switzerland, Italy, UK and USA to join the sailing.

Media Sales Executive Macquarie Park, NSW

- Drive sales across leading titles
- Permanent part-time role
- Generous commission structure



The Business Publishing Group, a leading independent publisher in business-to-business news titles is looking for a proactive candidate to join our close knit team in Macquarie Park, NSW.

You will be responsible for contributing to the sales of our leading digital news titles as well as custom print publications helping to achieve revenue targets.

If you have at least three years' advertising sales experience, know how to close a deal and can work autonomously as well as within a team, this could be your next rewarding role.

To apply email your confidential CV with Cover Letter to jobs@traveldaily.com.au before 24/11/17.

CLIA UPDATE



with Joel Katz
MD, CLIA Australasia

Invest in your own success

THANKS to the hard work and efforts of CLIA agents who threw their support behind the annual Plan a Cruise Month promotion, it's thrilling to report that this year we achieved record online hits, bumper social media and marketing campaigns, and increased awareness of cruising through widespread media coverage.

The PACM Toolkit, which provides CLIA travel agents with marketing assets was widely used to build fantastic campaigns and make the most of the month-long promotion.

Social media exposure also exceeded expectations and it was great to see cruising covered so extensively in the media. Many of our agency and agent members reported that they couldn't have achieved such great results and generated such a focus on cruising without the support of CLIA and our cruise line members during PACM.

Participating in campaigns such as PACM, attending CLIA educational events such as Cruise360, and access to CLIA's world-leading training and accreditation are key reasons to renew your CLIA membership, or to join up if you are not yet a member – just like any profession the more you learn about the product/industry you are selling and how to sell it well, the more successful you will be.

CLIA membership provides this at a reasonable cost – remember you have to invest in yourself to succeed, so to renew your membership or join up, head to www.cruising.org.



CRUISE
WEEKLY

www.cruiseweekly.com.au

Cruise Weekly is part of the Business Publishing Group family of publications.

Cruise Weekly is Australia's leading travel industry cruise publication.

EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Managing Editor – Jon Murrie

Editor – Jasmine O'Donoghue

Contributors – Guy Dundas, Matt Bell, Adam Bishop

info@cruiseweekly.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Melanie Tchakmadjian
advertising@cruiseweekly.com.au

BUSINESS MANAGER

Jenny Piper
accounts@cruiseweekly.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

Every Wed *Cruise Weekly* also publishes a consumer-facing newsletter - sign up free at www.cruiseweekly.com.au.



Cruise Weekly is a publication of Cruise Weekly Pty Ltd ABN 73 123 041 485. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of the newsletter 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.