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## Our storytellers

*"I have been showing our guests the Kimberley for 18 years and it still gets me excited. There is something new to see, hear and learn every day. There is never a dull moment in this place."*

*Jamie Anderson - Expedition Leader*

DISCOVER MORE



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*Special offer*

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# "Let's sink Viking": Helloworld Travel Group



**HELLOWORLD** Travel has taken aim at Viking Cruises after the line terminated its agreement with The Cruise Team "with no cause and with very little notice".

Executive director and head of wholesale & inbound Cinzia Burnes has urged Helloworld travel agents to "show a united front" and stop selling Viking.

In an email sent yesterday to Helloworld Travel's branded,

associates, the My Travel Group & Magellan Network, Burnes rallied for the company to "send a clear message that the new Helloworld Travel is a united and integrated group and that we act as one."

"So....let's 'sink' Viking and stop selling it....We should direct as much business as we can to our loyal and supportive Preferred Partners," she said.

Burnes told **Cruise Weekly** Helloworld received notification from Viking two weeks ago advising its Cruise Team contract, which expires at the end of Apr, would not be renewed.

Burnes said Viking Cruises cited a change of strategy regarding wholesale, but advised its agreement with Helloworld Travel's wholesale division in New Zealand (Go Holidays) could keep its contract.

"Bullies need to be dealt with," Burnes said, adding "I am very

unhappy with the fact that we have been targeted...Along with others in Australia.

"Clearly that is not the across-the-board strategy, given that we know that they are continuing to have wholesale contracts with other companies," she said.

Viking Cruises told **CW** it had terminated all of its wholesale-only agreements in Australia and The Cruise Team contract was "a legacy agreement" set up nine years ago when Viking had no call centre or sales representation & minimal marketing investment.

"Our strategy moving forward is to move away from wholesale agreements as this no longer reflects our business needs," Viking Cruises md Australia and New Zealand Michelle Black said.

"We therefore exercised the 60 day termination clause within the contract which either party could do without need for cause."

Black said the company approached HLO Group last year regarding a retail agreement "and they were not interested".

She added that NZ was a "very different" market for Viking.

"We have no on-the-ground representation and nor do we sell in NZD, therefore a wholesale agreement is the right solution."

"We are looking to continue to build successful relationships with the agent community, and will maintain significant investment in above-the-line consumer marketing to drive footfall into all agents' stores - regardless of the name above the door," Black said.

### Cruise Weekly today

**CRUISE Weekly** today features six pages of all the latest cruise industry news plus a front cover wrap from **Coral Expeditions**.



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# CRUISE

WEEKLY

Tuesday 20th March 2018

Unpack all of Carnival Australia's recent announcements in the March issue of *travelBulletin*.

CLICK to read  
**travelBulletin**



## Agents boost Windstar Cruises' yield

A **SIGNIFICANT** shift by Windstar Cruises away from direct bookings towards an agent-friendly stance has led to increased profitability for the business, with the travel trade selling higher category cabins, on longer cruises and further in advance of departure.

Windstar vice president of sales Steven Kona Simao is in Australia this week for a series of product showcases, and told **Cruise Weekly** yesterday "agent business is more profitable".

He said Windstar was targeting strong growth in international bookings, with Australia the company's top overseas market.

However in terms of passenger numbers, US domestic cruisers still dominate the line's clientele.

Travel The World, which operates Windstar's office here under its Travel Service Provider model, is looking to change that, particularly with the increasing demand for small ship "soft adventure" in the local market.

Windstar currently operates six vessels - three with its traditional "sailing ship" style and three cruise ships purchased from Seabourn (**CW** 19 Feb 2013).

Simao said the key feature of Windstar was its intimate size, with all ships carrying fewer



than 300 passengers making its offering "true small ship cruising".

Ongoing demand for new destinations from loyal clientele - Windstar's repeat rate is close to 50% - has seen the introduction this year of cruises to Japan, while Windstar is also returning to Alaska for the first time in 15 years, Simao said.

In Alaska, the small size of Windstar's vessels enables them to cruise right up into fjords, while US-flagged Zodiacs on board will offer a new array of unique shore excursions.

"Our guests are travellers, not tourists," he said.

Capacity growth is also on the

agenda, with Simao saying when it comes to new vessels "it's a matter of when, not if".

A refurbishment program for part of the existing fleet is planned, after which the addition of more ships is firmly on the agenda.

**MEANWHILE** Australia is also a key part of future plans for Windstar, and while he wasn't able to confirm a local deployment at this stage, Simao said Australia was the top destination requested by the company's past passengers.

Simao is pictured above with Travel the World md Andrew Millmore and the company's sales manager Sharon Hando.

## Coral Kimberley

**CORAL** Expeditions is showcasing its 2019 Kimberley program which will see it operate three Australian-flagged and crewed vessels in the region.

The offering will include the maiden season of the new *Coral Adventurer*, with 10-night voyages starting at \$8,690 per person - for details see the **cover page**.

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\*A minimum of 20 passengers is required to guarantee tour host.

## CLIA charts course for Northern Europe

**CRUISE** Lines International Association Australasia has launched a new Cruising Northern Europe online training course.

The elective covers 48 ports across 13 countries, and features a range of videos along with 30 downloadable resources including port reference sheets.

CLIA members will earn 20 points upon completion, with a promotional video now online at [cruiseweekly.com.au/videos](http://cruiseweekly.com.au/videos).

## Boudicca refit

**FRED** Olsen Cruise Lines'

*Boudicca* is set to re-enter service on 29 Mar after an extensive refit in Hamburg.

The 880-passenger vessel will have all cabins upgraded along with a public area makeover.

## BALTIC CAPITALS & ST PETERSBURG - Copenhagen Roundtrip -

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### Splendor's first steel



**CONSTRUCTION** on Regent Seven Seas Cruises' *Seven Seas Splendor* has begun, with executives igniting the cutting torch at Fincantieri Ancona to shape the first plate of steel.

The 750-guest ship will join the Regent fleet in 2020 and sales for its inaugural cruise will go on sale this month.

**Pictured** during the steel

cutting ceremony are: Giovanni Steconi, shipyard director for Fincantieri; Franco Semeraro, svp of hotel operations for Regent Seven Seas Cruises and Oceania Cruises; Jason Montague, president and ceo of Regent Seven Seas Cruises; and Robin Lindsay, exec vp of Vessel Operations, Norwegian Cruise Line Holdings Ltd.

### Sun to homeport in WA



**PRINCESS** Cruises' *Sun Princess* will spend a record 121 days homeporting in Western Australia's Fremantle during the 2019/20 cruise season.

The move is being hailed as the biggest investment that any cruise brand has made in cruising in Western Australia and it is expected to inject \$32 million into the state's economy.

"I'm delighted to announce this significant investment to Western Australia, doubling our capacity in this great state by 100% over the 2019/2020 season," said Princess Cruises senior vice president Asia Pacific, Stuart Allison.

*Sun Princess'* homeported season will include 28 cruise ship visits, including 18 to regional port destinations in WA.

The deployment follows the Government's commitments to improvements and upgrades at the Fremantle, Broome and Geraldton ports.

"When Carnival stopped homeporting in Western Australia because of some regional port issues, we acted swiftly to rectify the problems and committed to improvements at Geraldton, Broome and Fremantle ports," said WA Premier Mark McGowan.

McGowan noted over 100,000 West Australians took a cruise last year, representing 4% of the state's population.

Last year Princess Cruises announced *Sun Princess* would be redeployed to Fremantle in Oct and early Nov 2018 for five departures (**CW** 10 Oct 2017).

### Alaska on Sale

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SEABOURN®



# CRUISE

WEEKLY

Tuesday 20th March 2018

## Nat Geo *Endurance*

**LINDBLAD** Expeditions has laid the keel for its first polar newbuild and revealed it will be named *National Geographic Endurance*.

The ceremony took place at Ulstein Group's CRIST shipyard in Gdynia, Poland.

Lindblad Expeditions president and ceo Sven Lindblad said the vessel was "named in honor of Ernest Shackleton, Lindblad Expeditions' most revered explorer, and will incorporate technical advances and create opportunities for guests beyond the reach of any contemporary ship."

*National Geographic Endurance* is due for delivery in the first quarter of 2020.

Lindblad said the polar class 5 ship would allow the line to explore deeper into the pack ice & further north in the arctic.

## Uniworld Uni rejig

**UNIWORLD** has marked the first anniversary of its agent training portal, Uniworld University, by announcing significant enhancements for the platform.

Changes include the addition of rich video content, new images and insight on the rivers and excursions from the Uniworld Product Team.

The platform also features a revamped course on U by Uniworld, with information on the new brand and tips on how to introduce river cruising to a new gen of travellers.

Uniworld University also includes courses on the *SS Beatrice*, Uniworld's newest super ship; the new 'Remarkable Rhine' itinerary; and details on Uniworld's Connoisseur Collection, Generations, Jewish Heritage & Holiday Season themed dep.

## RCI reno & island plan



**SYDNEY** regulars *Voyager of the Seas* and *Explorer of the Seas* will be part of a US\$900m fleet modernisation program flagged by Royal Caribbean Int'l.

The cruise line said the modernisation program, called "Royal Amplified", would cover all *Voyager* and *Freedom* class ships, as well as *Oasis of the Seas* and *Allure of the Seas*.

The program will see 10 ships fitted in four years with new features and experiences including specialised pool spaces, experiential dining and nightlife concepts, and attractions like Sky Pad, a virtual reality, bungee trampoline experience.

In its Europe 2019 program, RCI last week revealed *Explorer* would finish its season with a cruise to Miami on 05 Nov, positioning it far from Australian waters - where it usually operates during Nov (**CW** Thu).

In the upcoming northern summer, *Mariner of the Seas* will be the first in the *Voyager* class to be refitted and will receive Sky Pad and laser tag, The Bamboo Room, a retro lounge with its "tiki-chic decor" and the Playmakers Sports Bar & Arcade (**pictured**).

The program will continue in 2019 on *Navigator of the Seas*, with full details of each ship's new amenities to be revealed over the next three years.

**MEANWHILE** RCI has announced a US\$200m transformation of its private island in the Bahamas, to become the first in a global "Perfect Day Island Collection".

To be called "Perfect Day at CocoCay", the island will be fitted with a waterpark featuring two water towers with 13 slides.

By the northern spring 2019, the majority of the island's experiences will be open.

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# CRUISE



Tuesday 20th March 2018

## RCL promotes Goldstein

**ROYAL** Caribbean Cruises has appointed Adam Goldstein as its vice chairman from May.

Goldstein has racked up 30 years with the company and has served as the cruise giant's president and chief operating officer since 2014.

"Adam has played a pivotal role in our success since he joined the company in 1988," said RCL chairman and CEO Richard Fain.

"He has exerted a positive influence across the company and provides exemplary leadership in our industry...I look forward to working with him to continue to build on these successes," he said.

In his new role Goldstein will continue to oversee RCL's global government relations and destination developments, as well as representing the company in industry associations.

Goldstein said "it remains an



incredible privilege to work with the men and women of RCL, who help create the memories of a lifetime for our guests and who know the importance of doing good while doing well.

"I look forward to focusing my efforts in a few key areas where I can help advance the cause of both RCL and the cruise industry," he added.

## Pacific Jewel's reno done



**P&O'S** *Pacific Jewel* has emerged from her Sydney drydock sporting what the line describes as a "fresh and modern look and feel" in her public spaces and venues.



The makeover includes a new Shell & Bones restaurant and a revamped Atrium, Connexions Bar and Orient Bar.

There's also a new outdoor barefoot lawn bowling green, while *Jewel* also now features P&O's iconic Southern Cross livery.



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## Barge upgrades

**EUROPEAN** Waterways has announced the completion of a €400,000 upgrade program for its hotel barges, including new bathrooms and Mercedes-Benz excursion vans.

## Cruise Calendar

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

### SYDNEY

<i>Voyager of the Seas</i>	20 Mar
<i>Celebrity Solstice</i>	21 Mar
<i>Diamond Princess</i>	22 Mar
<i>Pacific Explorer</i>	22 Mar
<i>Ovation of the Seas</i>	23 Mar
<i>Carnival Legend</i>	24 Mar
<i>Sea Princess</i>	24 Mar
<i>Carnival Spirit</i>	25 Mar
<i>Ovation of the Seas</i>	26 Mar
<i>Pacific Explorer</i>	26 Mar

### MELBOURNE

<i>Pacific Eden</i>	20 Mar
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### BRISBANE

<i>Pacific Explorer</i>	20 Mar
<i>Sea Princess</i>	22 Mar
<i>Pacific Dawn</i>	24 Mar
<i>Pacific Explorer</i>	24 Mar

### DARWIN

<i>Seven Seas Voyager</i>	20 Mar
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### FREMANTLE

<i>Golden Princess</i>	22 Mar
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### HOBART

<i>Carnival Legend</i>	21 Mar
<i>Sea Princess</i>	26 Mar

### AUCKLAND

<i>Pacific Jewel</i>	21 Mar
<i>Radiance of the Seas</i>	25 Mar
<i>Sun Princess</i>	26 Mar

## Big year for Coral Expeditions



**CORAL** Expeditions was busy showing off *Coral Discoverer* on Fri, hosting media on board for lunch and trade in the evening.

The ship was docked in Sydney's White Bay Cruise Terminal on its way to the Kimberley via Cairns, following the completion of its season in Tasmania.

The cruise line's commercial director Jeff Gillies declared 2019 would be "a very big year," with the introduction of a fourth ship, *Coral Adventurer*.

The 120-pax newbuild is currently under construction at a at Vard shipyard in Vietnam and will join the fleet in Apr 2019, sailing her maiden voyage from Singapore to Darwin.

The new ship will open up fresh itinerary options for Coral Expeditions, with the company running some scouting expeditions in the last few months in Papua New Guinea.

"We suspect that region - Papua New Guinea and then into the West Papua Spice Islands - will start to develop into another feature of our annual calendar," he said.

Coral Expeditions will this year

embark on its 24th season of cruising in the Kimberley and is in its 35th year of operation.

Captain Gary Wilson told media the Kimberley was a remarkable area, with the second highest tides in the world.

"Those tides rule everything we do up there so no two trips are the same, it's certainly not a bus run," he said.

*Coral Adventurer* will become the company's third ship sailing in the Kimberley when it arrives in the region next year, joining *Coral Discoverer* & *Coral Expeditions I*.

Wilson said the Singapore to Darwin route would become a regular itinerary each year.

Coral Expeditions also revealed the extra capacity provided by *Coral Adventurer* had allowed it to join CLIA Australasia, with its membership expected to be finalised in coming weeks.

**Pictured** are: Gary Wilson, Captain; Elizabeth Webb, sales distribution manager; Mark Fifield, group general manager & director; Jeff Gillies, commercial director; Peggie Irving, reservations manager and Pauline Wagner-Carden, bdm.

## NSW infrastructure

**INFRASTRUCTURE** NSW has recommended the NSW Government prepare a strategic business case by the end of 2018 for providing additional cruise berthing capacity in Sydney.

The guidance was one of 122 points in a State Infrastructure Strategy 2018-2038 report titled *Building Momentum*.

The report noted the need for a combination of short-, medium- and long-term measures to address capacity constraints, advising these measures be developed further in a strategic business case "to assess options for providing additional cruise berthing capacity in Sydney".



**CRUISERS** off the coast of Western Australia should keep their eyes peeled for a gigantic inflatable duck, which has gone missing from an ocean swimming club in Perth.

The \$9,000 rubber ducky, named Daphne, blew into the sea in the lead-up to the recent Coogee Jetty to Jetty swim.

