

Cruise Weekly today

CRUISE Weekly today features five pages of all the latest cruise industry news plus a full page from **Tauck**.

Aurora appointment

EXPEDITION cruise line Aurora Expeditions has announced that Anthony Flores has been appointed to the role of Regional Business Development Manager, ANZ.

Joining ahead of the launch of the company's *Greg Mortimer* ship in Oct, Flores brings with him more than 20 years of experience in the travel sector, including a long tenure at Flight Centre.

In further human resource updates, Alex Fayan is now a BDM for New South Wales, ACT and New Zealand, while Jackie Gordon takes on the sale territories of Queensland and the Northern Territory.

Cruise Boutique set for rapid growth

FLIGHT Centre's new Cruise Boutique offering (**CW** 12 Aug) was formally launched last night in Sydney, at a glittering gathering which hosted the Australasian leaders of the global cruise sector.

A specialised division of Flight Centre Travel Group's (FCTG) Travel Associates brand, the Cruise Boutique is initially launching with 14 branches nationally, but FCTG Group GM of Premium Leisure Brands, Danielle Galloway, told **Cruise Weekly** that was just the start, with the company targeting expansion to 20 stores by the end of 2019.

Each of the Travel Associates Cruise Boutiques will undergo an external redesign, with Galloway saying the new specialisation will "cater for a very specific customer requirement".

Each Cruise Boutique will focus strongly on the experience of its advisors, who have an average of



10 years in travel.

"Many of the advisors are past and present CLIA masters or ambassadors," she said, with hundreds of nights at sea.

"These experts live cruise," she enthused.

Galloway said she hoped in 12 months to announce "real growth" in cruise bookings for the Travel Associates brand, along with "higher repeat customer business than ever before."

"Success to us will be

represented by positive growth in cruise numbers, increased client loyalty, strong margins, exciting attachments for clients, and of course TTV," she said.

Galloway is pictured centre with the leaders of some of the initial 14 Cruise Boutiques, from left: Debbi Clarke (Erina, NSW); Janette Wall (Balgowlah, NSW); Kathy Pavlidis (Kew, Vic); and Alison Lord (Turramurra, NSW).

More pics from last night at facebook.com/cruiseweekly.

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CRUISE



Wednesday 21st August 2019

We were on hand at *AmaMagna's* christening – check it out in the August issue of *travelBulletin*.

CLICK to read
travelBulletin



A Turkish return

SEABOURN has announced it will make a return to Istanbul, Turkey from Oct 2020 aboard its newest ship, *Seabourn Ovation*.

The cruise will offer two seven-day cruise options, including the Ephesus & Greek Isles package exploring the Greek islands of Crete, Mykonos, and Skiathos, before arriving at Istanbul.

Another itinerary will see passengers depart Istanbul before traversing the Aegean Sea to visit Myrina, Rhodes, Santorini in Greece before arriving at Athens.

"Istanbul is a fascinating city steeped in history, with stunning architectural wonders and cultural sites," said Seabourn's President Richard Meadows.

For further info on the cruises, call 1800 984 3225.

Recurring dreams afoot



DREAM Cruises has revealed it will be returning to the Australian market in 2020/21 following a strong uptake for its debut season starting in Oct, the brand's newly appointed President Michael Goh has revealed.

Speaking with *Cruise Weekly* this week, Goh said he was confident the early positive signs meant Dream has a bright future ahead in Australia.

"Upon the announcement of *Explorer Dream's* Australia and New Zealand deployment from Oct 2019 to Mar 2020, we received a positive response and tremendous support from our trade partners," Goh said.

"There is definitely a good opportunity for us to carve out a place...we are confident in the success of the Australia and New Zealand deployment and our goal is to nurture this market into Dream Cruises' advocates over time," he added.

Goh believes that part of the initial success of the brand's maiden Aussie season can be

attributed to stronger than expected interest from the Aussie cruisers – a trend he admits the cruise line was somewhat surprised by.

"Originally, we anticipated mainly inbound tourists for our longer down under fly-cruise holidays, however, we have seen increased market demands and an overwhelming local response to *Explorer Dream's* arrival for the summer holidays," Goh said.

There is a real appetite for something novel and new in Australia and New Zealand...we foresee a good mix of 65% locals and 35% international guests".

Moving forward, Goh believes Australia will very much be a blueprint for the company's global expansion ambitions, with *Explorer Dream's* imminent Aussie season its first foray into servicing cruises outside of Asia.

Explorer Dream has recently undergone a major refurbishment of its onboard facilities including the VR ESC Experience Lab.

Pictured: Dream's Balcony Suite.

Celebrity NZ deal

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Viking on Vor road

VIKING Cruises is inviting agents to take part in its Viking Vor Training program.

Aimed at agents new to the cruise line's product, as well as old-hands looking at brushing up on their product knowledge, the roadshow will be held at various locations across, NSW, SA, Vic, WA, Tas and the NT from 22 Aug to 08 Oct - reserve your spot for a training session **HERE**.



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Prescott wins Crystal comp



CASSIE Prescott from House of Travel, Upper Riccarton in New Zealand (**pictured**) has taken out a competition run alongside Crystal Cruises' recent webinar series created in partnership with **Travel Daily & Cruise Weekly**.

The jubilant travel agent won a nine-night cruise to the Caribbean for entering the comp and watching all of the amazing webinar content for Crystal Cruises hosted by our very own plucky **Travel Daily** Editor Jasmine O'Donoghue.

Cunard's local ramp up



Cunard's MS Queen Elizabeth.

CUNARD Line has made a raft of new key appointments in Australia spearheaded by a new National Sales Manager, the cruise line's Commercial Director Katrina McAlpine told **CW**.

Amy Williams has been hired in the key sales role, which will see her relocate from Cunard's UK office to be based in Sydney, bringing with her more than 12 years of experience working with Cunard Line.

The hiring spree will also see a new Business Development Manager for Queensland added to the local team, new PR and marketing people, as well as a range of back of house roles including a new Pricing Analyst and a new Sales Analyst.

McAlpine said the beefing up of Aussie operations follows a very

successful period in the market for the cruise line.

"The brand is growing significantly in Australia and we've got our biggest ever cruise season of 101 days starting in Dec and the following year we have 118 days homeporting so we're growing with homeport, and at the same time, growing our demand for international fly cruise as well," she said.

"The three Queens down here in 2018 was huge for us with our ships full of Australians and New Zealanders, so we're seeing a massive amount of local demand for Cunard, so it's really important to build out the team to support this demand".

Cunard is also on the hunt for a Partnerships Manager to nurture relationships with global brands.

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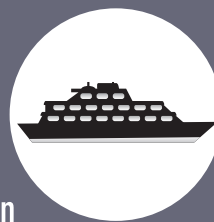


Wednesday 21st August 2019

Need help wading through the huge variety of cruise options out there?

Check out the 2019 Cruise Guide for a comprehensive tool.

CRUISE WEEKLY Travel Daily travelBulletin



Small cruises go wild

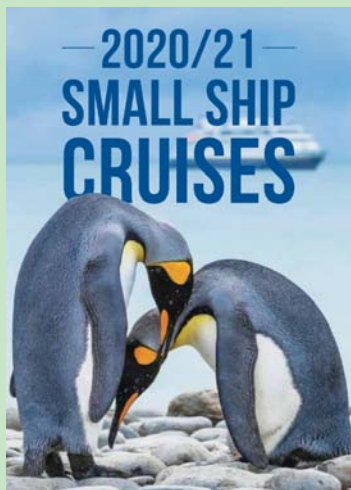
WILD Earth Travel has released its 2020/21 Small Ship Cruise brochure featuring over 1,200 cruise destinations.

Highlights of the latest instalment include an exclusive charter to Scotland led by Wild Earth Travel's General Manager Aaron Russ.

The voyage explores the country's many pristine isles and waterways, aiming to educate its passengers at the same time on Scotland's various landscapes and ecosystems.

"Scotland is so unique, every harbour or village you visit takes you back in time," Russ said.

"Many travellers head to Scotland to connect with these coasts, waters and more than often past family ties - for these clients the lectures and local guides on board make for a truly



engaging experience".

Another highlight of the brochure is a sailing of the Marquesas Islands in French Polynesia, exploring the seldom visited areas of the island chain.

For more, call 1800 107 715.

McAllister keeps *Muse* pax on their toes

SILVERSEA Cruises has announced that Australian Ballet stalwart David McAllister will join *Silver Muse* as a guest enrichment lecturer in Jan 2020.

His arrival is part of an exclusive partnership between Silversea and The Australian Ballet, and celebrates the final year McAllister will be the Artistic Director of the entertainment company.

"We are delighted to welcome David aboard our newest

flagship vessel *Silver Muse* when she returns to the region later this year," said Silversea MD Australia & NZ Adam Armstrong.

"David will provide an exclusive insight into his illustrious career, which includes almost four decades with The Australian Ballet and recognition in the 2004 Australia Day Honours List," he added.

The 13-day voyage departs 03 Jan and prices start from \$7,920 per person, twin share.

A&K grows expedition



Photo: Drake Passage, near Antarctica.

ABERCROMBIE & Kent has announced the launch of its new expedition voyage collection for the 2020/21 season, exploring such far flung destinations as the Arctic, Antarctica, and the Northwest Passage - which connects the Arctic Ocean with the Pacific Ocean.

The new collection also includes culturally focused cruises to a range of popular cruise spots including Japan, the Baltic, Italy, the Greek Isles, and Australia's Kimberley coast.

New product introduced in the latest program include a new Baltic cruise aboard *Le Dumont d'Urville*, exploring the countries of Denmark, Poland, Lithuania, Sweden, Estonia, Finland and Russia.

Another new addition is a Greenland and Iceland voyage tracing the footsteps of the famous Norse explorer Erik the Red, with prices for the cruise leading in at \$21,985ppts.

"Expeditionary cruising is becoming an ever more significant part of A&K's business", said the company's

Regional Managing Director Sujata Raman.

"In the past year, we've seen strong growth across all destinations with sales up 38% year-on-year, and while Antarctica and the Arctic remain perennial favourites, Japan and Greece are the front-runners in terms of growth," he added.

Lux takes Emperor

VIETNAM-BASED Lux Group has acquired 100% of Emperor Cruises, raising its stake from a previous 50% ownership.

Lux Group President Pham Ha said the company would now "expand its portfolio of luxury small ship and expedition cruises to new cruising destinations" following the purchase, and will also buy five new cruise ships to service Nha Trang Bay and Phu Quoc Island.

Emperor cruises currently specialises in small ship luxury cruises in Vietnam such as Ha Long Bay and Nha Trang.



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Solo Europe tours

RIVIERA Travel River Cruises has introduced 12 new river cruises across Europe, exclusively targeting solo travellers in 2020, with all cabins dedicated to solo use.

"It can be frustrating for solo travellers to find good-value river cruises that don't come with hefty supplements, that's why Riviera Travel now offers solo-exclusive river cruises and an expanded selection of cabins on every sailing, year-round, with zero or reduced solo supplements," said Riviera Travel's Int'l Sales Manager for Australia, Thomas Morgan.

Eight-day Rhone River cruises in France start from \$2,859pp.

Bookings are available via Cruise Traveller or Cruiseco.



CRUISE passengers love mementos from their trips, but you have to draw a line in the sand somewhere, right?

A French couple is facing up to six years' jail time after allegedly making off with 40kg of fine sand from a beach in Sardinia.

Border police discovered the sand during a routine check as the tourists were preparing to board a ferry to Toulon.

Locals have battled with tourists for years over the issue of sand theft, so much so that some residents have self-appointed themselves as guardians of the beaches in a bid to eliminate the practice.

FACE-2-FACE: Francesco Galli Zugaro

Founder and CEO of
Aqua Expeditions



1. What is the favourite part of your job?

I enjoy exploring new and exciting locations around the world that are rich in culture and wildlife. Some of these locations, like the Spice Islands, can potentially become the next new Aqua Expeditions destination. I also love creating itineraries based on my discoveries.

2. What is the key to success in the cruise industry?

The first key to success is to have a clear vision to offer something truly unique that appeals to first-time and frequent cruisers alike. That requires a focus on branding and product differentiation and operations that truly walk-the-talk. Teamwork is essential too. Thirdly, passion for cruising is important, it rubs off on your team and inspires people.

3. What is the biggest challenge facing the industry?

We're at the mercy of climate change. Governments need to realise there's no time to lose in preserving Earth's most vital and biodiverse ecosystems such as the Amazon, Tonle Sap and the Coral Triangle. Cruise operators can do their part, like how we eliminated single-use plastics and collaborate with

local authorities, NGOs and communities while educating our guests. Hopefully the luxury cruise industry can demonstrate to the world that there is both immensely tangible value in preserving nature and wildlife.

4. What was your best fam?

Recently, it would have to be the Spice Islands of Indonesia. I was blown away by the history of the locale as the epicentre of the global spice trade in the 15th and 16th centuries. I literally stepped back in time to find old Dutch fortifications alongside rustic, very welcoming local communities that have very colourful traditions such as war canoe racing. The icing on the cake for me was the marine and coral life that fed off old lava flows and thermal springs.

5. The celebrity you would most like to cruise with?

Leonardo di Caprio because of the work he's done for the environment.

6. What should the cruise ship of the future look like?

It would not only have zero impact on the environment but be able to monitor, detect and track wildlife populations, feeding the info back to conservationists.



Safety First presentation

IAN Graham, Flotilla Commander for the Geelong Coast Guard will speak at our ACA Conference Breakfast on 06 Sep.

The breakfast, which is the closing event for each year's Conference, is one of the most popular presentations on the program as it features an organisation providing support for the local community in which the Conference is being held.

Previously we have enjoyed talks from organisations such as Orange Sky Laundry, the Great Barrier Reef Research Foundation and the Broome Bird Observatory.

Through these wonderful local speakers, we have been able to make an important connection between our delegates and the destination. As the Coast Guard plays such an important role in the boating industry, we felt this was an incredibly relevant presentation for our Conference in Geelong.

A volunteer organisation, the Coast Guard's main role is education around safe boating but their other very important responsibility is search and rescue. Their distinctive yellow vessels respond to numerous emergency marine incidents each year such as marine fire and medical evacuation.

The Coast Guard also delivers vessel tracking and monitoring and provides public education courses as well as overseeing all licencing. These breakfasts are a wonderful finale to our conferences and help to inspire, motivate and educate our delegates.

This year, the Victorian Regional Channels Authority, which manages all commercial navigation in the port waters of Geelong, will sponsor the breakfast - register [HERE](#).



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- Visit to a grand castle in Sintra or Muscatel wine and cheese making in the village of Azeitão
- Wine tasting in St. Émilion, exploration of Bordeaux and dinner at an acclaimed wine estate
- Discovering Guernsey on a choice of sightseeing including a cliff-top hike
- Tauck's private shore excursions and distinctive inclusions valued at \$3,856



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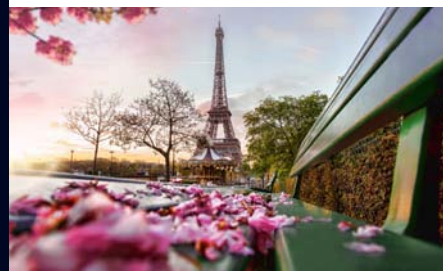
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