

Cruise Weekly today

CRUISE Weekly today features six pages of all the latest cruise industry news including an update from **Hapag-Lloyd Cruises** plus a full page from **Windstar Cruises**.

Industry gears up

CRUISE360 is shaping up to be the largest conference that Cruise Lines Int'l Association (CLIA) has held to date in Aus.

More than 600 delegates have confirmed their attendance, which is this year themed #NextGeneration.

The event will be held at the Hyatt Regency Sydney on Fri 30 Aug and features a packed program of int'l speakers including CLIA Global Chair Adam Goldstein, Uniworld Boutique River Cruise Collection President & CEO Ellen Bettridge, & many more.

Your Travel & Cruise targets 150 agents

QUEENSLAND-BASED "host agency" Your Travel & Cruise has established a new National Business Development role, with the aim of expanding its ranks by 50% over the next few years.

Bianca Scheffe (pictured) has been promoted to the position, with Your Travel & Cruise MD Les Farrar saying "our agent ranks are growing across Australia and we want to ensure all of our clients receive the support they need to run a successful home-based business".

Farrar, who launched the operation in 2014 under the Cruise Holidays brand, said "cruising is in our DNA and will always be an important part of our business".

However, over the last three years the offering has evolved to encompass all segments of the industry, with about 100 agents nationwide of whom about half



are cruise-focused.

"With the growth in home-based agents set to continue, we have a target in the medium term to host about 150 agents... that size would be big enough to provide a full range of services and small enough to ensure our agents feel they are not just a number and will receive the attention they need to reach their

full potential," Farrar said.

A key point-of-difference with the Your Travel & Cruise model is that members are encouraged to operate under their own trading name.

"We stay in the background and help them grow their business from behind the scenes," Farrar said, with a monthly fee covering all services such as a standalone website including a live cruise, air and hotel booking engine with an 80/20 commission split.

The business has a strong relationship with all of the major cruise lines, and is also a Cruiseco member giving agents a range of convenient fly/cruise packages as well as the popular music charter voyages.

Farrar told **CW** that while the group's flight and touring business had grown exponentially in recent years, cruise sales still comprise about 70% of revenue.

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Eclipse tells a thousand words



SCENIC has secured a number of original artworks by local Byron Bay artist Mitch Gobel, including three specially commissioned pieces, that will be displayed on board the *Scenic Eclipse*.

Gobel experimented with resin amongst other materials to create the works of art for the

luxury cruise line.

"His works are truly beautiful, they reflect the colours and movement of the ocean and exhibit a passion for life and the environment, which is at the very essence of the design of *Scenic Eclipse*," said Karen Moroney, Project Director - Design, Scenic Group.

HLO appoints cruise GM



HELLOWORLD Travel (HLO) has announced the appointment of Catherine Allison (**pictured**) to the newly created role of General Manager Cruise - Product and Commercial.

In her new role based in Sydney, Allison will be charged with managing the commercial and product requirements of the company's Wholesale Cruise division, Seven Oceans Cruising, as well as the preferred retail relationships with all cruise lines.

"It's wonderful to see Catherine appointed to GM Cruise – Product & Commercial, bringing

her vast experience & knowledge of the industry into this new and pivotal role for both wholesale and retail," said HLO's Executive Director and Head of Wholesale & Inbound Cinzia Burnes.

The appointment is in line with Helloworld's strategy to provide a "channel agnostic option" for networks when it comes to preferred suppliers.

Allison arrives in the role with 10 years under her belt at Helloworld, most recently operating as the Head of Land, Touring & Cruise Contracting, and with 18 years' travel experience.



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Carnival recharges policy



U can choose three

U RIVER Cruises has launched three new European river cruises for the 2020 season.

The eight-day Vienna Vibe sailing on the Danube takes place aboard *The A*, travelling from Vienna to Nuremburg, including stops at the Austrian city of Linz, as well as the country's quaint towns of Melk and Krems.

Also new is the eight-day Eastern Europe Escape cruise along the Danube, a voyage that makes its way from Vienna to Belgrade with stops at Bratislava (Slovakia), Budapest (Hungary), and Mohacs (Hungary), and Novi Sad (Serbia) along the way.

The final voyage in the trio is the eight-day Amsterdam & Brussels Bound cruise, making its way along the Rhine River on board *The B*.

Prices for the trio of new cruises start from \$2,499ppts and includes three meals daily, local DJ sets, and shore excursions.

Seabourn saunters

SEABOURN is introducing four new pre- and post-cruise land-based journeys in Europe for the 2020 season.

Debuting next year will be the 10-day UNESCO Imperial Heritage of Europe adventure, the six-day UNESCO Lakeside Gems of the Swiss Alps saunter, the six-day UNESCO Treasures of Tuscany tour and the six-day Venice Simplon-Orient Express journey.

Available as extensions on select voyages, the full suite of 14 bespoke journeys each include, transportation, guided experiences and select meals for between two and 10 guests.

"Seabourn's focus for delivering extraordinary experiences for our guests is unparalleled," said Chris Austin, Senior VP of Global Sales & Marketing.

CARNIVAL Corporation has signed a deal with marine battery supplier Corvus Energy to progressively install lithium-ion storage systems on board ships sailing under its German AIDA brand.

The agreement will see the first AIDA vessel equipped with the cleaner technology in 2020, with the goal of reaching "emission-neutral ship operation" across the brand's entire fleet.

AIDA's pilot program will aim to test the system's use of stored battery power for emission-free ship operation for an extended period, as well as meet onboard

energy needs.

However, the pilot program will not be exclusive to Carnival's AIDA brand, with Carnival also flagging the roll out of the battery tech to its Italian brand Costa Cruises following AIDA.

"The electrification of our ships is another important step on this path," said CEO of Costa Group & Carnival Asia Michael Thamm.

"Thanks to the cooperation with Corvus Energy, in just a few months AIDA Cruises will for the first time launch this innovative technology on a large cruise ship," he added.

Pictured: AIDAnova.



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Vancouver mulls terminal



THE Port of Vancouver has revealed intentions to construct a second cruise terminal at the mouth of the Fraser River, flagging the presentation of plans to the public in 2020.

The port authority floated the idea of building another terminal in 2017, a move designed to combat the issue of larger ships not being able to pass under the Lions Gate Bridge to reach the downtown terminal.

The current clearance height is 61 metres, ruling out a number of new, larger ships being constructed round the world.

Locations for the new port reportedly being explored are in Richmond and Delta.

"We are working corroboratively with our industry, destination, and government partners to anticipate, plan for, and accommodate future demand for various cruise ships that will visit Vancouver," Manager of Trade Development at the Vancouver

Fraser Port Authority Carmen Ortega told local media.

Further details are expected to be released later in the year.

The Port of Vancouver is anticipating a record 1.1 million cruise passengers on 290 ship calls in 2019, representing an estimated 20% increase on the previous year.

Pictured: A cruise ships docks in Vancouver.

Farsund goes large

PORT authorities for the Norwegian municipality of Farsund have unveiled plans to lift vessel size restrictions in time for the 2020 season.

The announcement will see new navigation aids added and underwater reefs removed, meaning ships larger than 230 metres in length will be able to dock in the region, however its "one-ship-a-day rule" will remain in place.

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

CLICK to read
travelBulletin



Dorian disrupts

A NUMBER of cruise lines sailing from Port Canaveral in Florida have been forced to alter their itineraries to avoid tropical cyclone Dorian, *USA Today* reports.

Royal Caribbean has modified sailings for three of its ships - *Allure of the Seas*, *Harmony of the Seas* and *Symphony of the Seas* - changing from eastern to western Caribbean routes.

Meanwhile Disney Cruise Line has made the same decision for *Disney Fantasy*, now scheduled instead to make stops in Cozumel, Mexico and Disney's private island of Castaway Cay on Fri.

A short time ago, the National Hurricane Center issued hurricane and tropical storm warnings for Puerto Rico and the Dominican Republic.

Naturally cool brox

NATURAL Focus has recently released its 2019/20 Antarctica & the Arctic brochure.

New in this year's publication is a trip offering guests the opportunity to see the rare total solar eclipse taking place over Antarctica in Dec 2021, starting from \$29,775 per person.

Also featuring is additional itineraries to Russia's remote Franz Josef Land, where travellers are prime to spot wildlife, such as polar bears, walrus and a number of rare whale species.

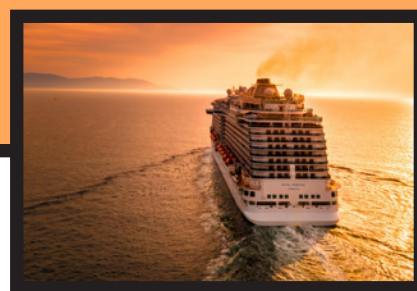
"The polar regions are usually on most clients' bucket-list", said Natural Focus Chief Executive Officer Steve Cameron.

"Both Antarctica and the Arctic offer a range of truly unique expeditions, diverse wildlife and cultural experiences to enjoy, so there are options for everyone."

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Content produced in collaboration with Hapag-Lloyd Cruises

HAPAG-LLOYD Cruises has announced the planned return of its newest ship *HANSEATIC inspiration* to North America's Great Lakes in late 2021.

The ship will travel from Toronto to Montreal, scaling seven locks, a feat which very few vessels can accomplish and then onto the Arctic.

The ability of *HANSEATIC inspiration* to travel this way is made possible by the design of the retractable bridge wings.

HANSEATIC inspiration has a shallow draught and is rated at PC6, the highest ice class designation for passenger ships.

This enables the ship to reach places that others can't, from the polar regions of the Arctic and

Antarctic, to warmer destinations such as the Amazon down to Iquitos, and Azores.

On expeditions, Zodiacs are lowered from the ship into the water several times a day to observe wildlife more closely.

HANSEATIC inspiration is due to launch in Oct and will undertake its first voyage to Antarctica on 16 Dec.

Inspiring details on offer

FURTHER details have been released of Hapag-Lloyd Cruises's newest ship to join the fleet, *HANSEATIC inspiration*.

The vessel is due to launch in Oct and will join its identical sister ships *HANSEATIC nature* (launched Apr this year) and *HANSEATIC spirit* (due 2021).

HANSEATIC inspiration is designed for international guests with English and German spoken onboard.

The ship's internal spaces have been inspired by nature, with the use of curved lines, natural colours and tones

reflecting this.

HANSEATIC inspiration also features more open deck space than any other expedition ship, offering two retractable glass balconies on the Sun Deck.

Guests are free to choose when they eat, with flexible meal times at the three restaurants offering a range of international cuisine and no set seating.

The ship also has an interactive knowledge lab called Ocean Academy, a spa and a water sports marina for use in warmer climates.

EUROPA 2 summer specials



HAPAG-LLOYD Cruises is offering a range of summer specials for cruises onboard its flagship *MS EUROPA 2*.

There are eight summer cruises in the 2020/2021 season to choose from which offer a mix of urban lifestyle, white sandy beaches, exotic nature and adventure.

Destinations include Mediterranean ports such as the Atlantic island of

Madeira, stops throughout the Caribbean, island nations in the Pacific such as Fiji and NZ, as well as Asian ports like Bali, Hong Kong and Singapore.

Prices lead in at €4,190pp (A\$6,880) for an eight-day Mediterranean cruise.

Agents need to be quick to book clients, with the special rates only available until 30 Nov.

CLICK HERE for more information on the deals.

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Evergreen 2020/21

EVERGREEN Cruises & Tours has launched its 2020/21 Egypt and Jordan brochure, featuring a new extension to Israel.

Fresh additions include a 16-day Tel Aviv to Cairo & Ancient Egypt River Cruise.

For more info **CLICK HERE**.



ARE you single? Do you enjoy cruising? Are you partial to scaring the ever-loving snout out of your fellow man? Well, do we have a cruise for you!

SinglesCruise.com's Halloween Cruise is back for its 15th year in 2019.

The most sought-after cruise the company offers, the Halloween voyage visits a number of Caribbean destinations, such as Honduras, Belize and Mexico, aboard *Norwegian Breakaway* from 27 Oct to 03 Nov.

The highlight of the cruise is of course the Halloween Costume Party, a themed open-bar cocktail soiree.

There is also decidedly non-scary entertainment available, like the board game Pictionary.



FACE-2-FACE: Cherie Bowman

Industry Account Manager -
NSW, QLD & NZ at Lindblad
Expeditions/National Geographic



1. What is the favourite part of your job?

Educating our agent partners about who Lindblad Expeditions is and also our focus on sustainability and conservation including our 15-year partnership with National Geographic.

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

The diversity of ships, destinations and styles of cruising - whether it be ocean, river or expedition (and everything else in between), family-friendly to ultra-luxury - there really is a ship and itinerary for all guests.

3. What is the biggest challenge facing the industry?

Ensuring that the footprint we leave behind on the oceans and destinations we visit is a

positive one. I am so proud to be working with a brand that is committed to sustainability. All Lindblad ships are now 100% free of all single-use plastic bottles, cups, and straws.

4. What was your best fam?

That is a tough call! Let's go with my first-ever famil, an ocean cruise to Mexico, which some might say started my love affair with ships and cruising.

5. How do you wind down after a busy week?

You'll most likely find me ensconced on my couch with a bottle of wine and Netflix. A massage or acupuncture never goes astray, either.

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

Sir David Attenborough and James Corden. Education and laughs!

Bicton readies to host major expo in Perth

BICTON Travel is gearing up to host a one-day travel expo in Perth on 14 Sep, offering attendees information on a range of cruise companies.

To be held at the B-Shed, Victoria Quay at Fremantle Port, noted cruise brands in attendance will include APT, Azamara, Celebrity Cruises,

Celestyal Cruises, Cruise & Maritime Voyages, Dream Cruises, Norwegian Cruise Line, Oceania Cruises, Ponant, U River Cruises, Uniworld Boutique River Cruises, Viking Cruises, Windstar and Princess Cruises.

For further information on the event, call Bicton Travel on 08 9339 0177.

CRUISE
WEEKLY

CLIA UPDATE



with Joel Katz
MD, CLIA Australasia

Cruise looks to big issues

THIS week's Cruise360 Australasia conference is shaping up to be one of our most successful yet, having attracted record levels of interest and more participants than ever before.

It's also likely to be one of our most important conferences, as our industry confronts some of the big issues affecting our future and the way cruise is perceived in an era of high consumer awareness.

Much has been said recently about sustainability and the efforts cruise lines are making to reduce their environmental impact. We'll hear more about this at Cruise360, but not simply as a PR exercise.

Increasingly, these issues are going to have greater influence on our relationships with our customers, and travel agents are going to become part of a changing conversation. It might not seem significant today, but trends in Europe suggest consumers are becoming increasingly aware of the impact of their travel and that this is affecting their decisions.

Cruise continues to present enormous opportunities for the travel industry. Our aim at Cruise360 is to help ensure we're able to fully embrace those opportunities while at the same time adapting to changing concerns among our customers.



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