

Somerville continues to pursue Scenic

SYDNEY law firm Somerville Legal this week claimed “two major victories” in its long-running court battle with Scenic Tours Pty Limited.

One of the cases relates to European river cruise departures in 2013, which were impacted by heavy rain and flooding causing changes to itineraries planned for the Rhine, Danube, Saone and Rhone rivers.

Somerville Legal launched a class action, and two years ago the NSW Supreme Court ruled in favour of lead plaintiff David Moore, ruling he was entitled to a full refund plus \$2,000 in damages (**CW** 05 Sep 2017).

However, that was not the end of the matter, with a series of appeals and counter-appeals ensuing, and ongoing arguments about the damages payable including a ruling that in the original decision the judges had



Pictured: Low water on the Elbe River.

“made an error in awarding a full refund” (**CW** 25 Oct 2018).

In the most recent update, on 13 Sep 2019 the High Court of Australia dismissed Scenic’s application for special leave to appeal a 2018 decision of the NSW Court of Appeal.

The High Court has also granted special leave to the lead plaintiff, giving him the opportunity to argue that he and other passengers should be entitled to additional damages for their “distress and disappointment”.

Somerville Legal has also launched a separate class action in relation to cruises impacted by low water levels in 2018, with the Supreme Court of NSW ordering Scenic to hand over documents relating to 47 departures after finding passengers “may be entitled to a claim for relief”.

Scenic noted that no guests had come forward in relation to a class action for weather conditions in 2018, and was reviewing its right to appeal the decision.

Ritz-Carlton delay

THE Ritz-Carlton Yacht Collection has confirmed a four-month delay to the delivery of its first vessel, after “delivery and project cost issues” at the Hijos de J. Barreras shipyard in Spain.

The as-yet-unnamed ship’s first sailing was scheduled for early Feb next year, but will now take place on 14 Jun 2020.

Ritz-Carlton said “our focus remains on ensuring a seamless delivery of the standards of quality and service that The Ritz-Carlton is known for”.

Cruise Weekly today

Cruise Weekly today features seven pages of all the latest cruise industry news plus full pages from:

- Tauck
- MSC Cruises



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Pictured: Kangaroo Island.

Creative cashback

CREATIVE Cruising has introduced a range of cashback and bonus commission offers to mark CLIA's Cruise Month.

The deals include \$100 cashback on all Azamara, Celebrity Cruises, Oceania Cruises, Princess Cruises and Royal Caribbean Int'l cruises booked with Creative in Oct, as well as an extra 1% of sale commission for all Royal domestic and int'l sailings.

Call 1300 362 599 for more.

Royally rewarding

ROYAL Caribbean International has launched a new incentive allowing agents to earn points on every new fully-deposited booking they make on any Royal, Celebrity Cruises or Azamara voyage before 31 Mar.

The Set Sail Consultant Rewards program kicked off yesterday to mark CLIA's Cruise Month, with agents afforded 30 days from making the booking to redeem points.

To get the ball rolling, Royal is also awarding agents with triple points for every local and European cruise deposited which departs by 31 Dec 2020.

Points can be redeemed for a range of prizes including e-gift cards from major retailers Coles, Myer, Bunnings, Hoyts and JB Hi-Fi.

For more details regarding the incentive, [CLICK HERE](#).

SEABOURN'S upcoming Australian summer season will boast 40 calls between Dec 2019 and May 2020 - including a number of maiden calls.

Deploying two of its ships to the region, *Seabourn Encore* and *Seabourn Sojourn*, the cruise line will mark up several firsts, making its first ever call to Portland, Victoria on 14 Mar, the first permanent European settlement in the state.

Breaking new ground will be *Seabourn Encore* which will make her first visits to Hobart (11 Mar), Kangaroo Island (15 Mar) and Adelaide (16 Mar).

Meanwhile *Seabourn Sojourn* will visit six Australian ports

as part of her world cruise, including maiden calls to Airlie Beach in Queensland (24 Apr) and Brisbane (26 Apr), before closing the cruise season on 29 Apr as the last international ship scheduled to depart Sydney.

Seabourn Encore will also forge new firsts in New Zealand, undertaking the brand's maiden dedicated wellness cruise to the country in Feb 2020.

The 16-day wellness cruise departs from Auckland and explores both of New Zealand's north and south islands before sailing back to Melbourne and Sydney.

The voyage will take place from 21 Feb to 08 Mar 2020.

She sells Seychelles

PONANT has unveiled three new itineraries exploring the Seychelles in 2020.

The new adventure includes an eight-night Essential Seychelles, a 12-night Seychelles and Aldabra Atoll package, and a nine-night Vanilla Islands cruise.

Seychelles is comprised of 115 islands - call 1300 737 178.



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*T&Cs apply. See website for details.



Pictured: HapagLloyd's HANSEATIC Inspiration.

Celestyal appoints BDM



CELESTYAL Cruises has announced the appointment of Mary Williams (**pictured**) as its new Business Development Manager, Australia.

Mary arrives in the role with more than 10 years' experience across sales, business development and travel consulting, and will be charged with developing the brand's

local client relations.

She reports into APAC Director Stewart Williams.

Williams joins at a busy time for the cruise line which commences its new "Eclectic Aegean" cruises this month through to Dec, a collection which adds Turkey to its range of destinations on its cruises through the Greek Islands.

HAPAG-LLOYD Cruises has announced that from Jul 2020 its global fleet will use marine gas oil with a maximum sulphur content of 0.1% - significantly reducing its emissions by 80%.

The cruise line will undertake the transition voluntarily, in a move it claims will strive to "set the highest standards in the industry".

"With our years of expertise in the luxury and expedition segment...our ships are committed to adhering to strict environmental protection standards," said Hapag-Lloyd Cruises Chief Executive Officer Karl Pojer.

"These efforts have taken us far beyond the minimum statutory

requirements, the decision not to use heavy fuel oil is a significant step towards operating environmentally conscious cruises and an important investment in our future," he added.

The switch to marine gas oil will also result in a reduction in soot and particulates for the cruise line of up to 30%.

Cop a bad bounce

THE torrid run for British holidaymakers continues after more than 1,000 mostly English P&O UK passengers were forced to sleep overnight on a basketball court in Monte Carlo when a storm prevented them from boarding their ship.

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ROYAL Caribbean International has released a new brochure showcasing its range of Australia, New Zealand, South Pacific and Asia sailings departing between 2020 and 2021.

Highlights of the latest brochure include the “newly-amplified” *Voyager of the Seas* which arrives in Australia on 30 Nov following a US\$97 million makeover.

The 2020/21 season will also see Royal Caribbean homeporting *Radiance of the Seas* in Brisbane following a \$158 million upgrade of the city’s cruise terminal.

To support the extra homeport, the South Pacific section of the brochure has been separated into Sydney and Brisbane, making it easier to find specific itineraries based on a starting port.

Features separating previous editions include pages detailing Royal’s partnership with WWF,



through the partnership aiming to reduce emissions, build efficient ships, reduce waste and work with WWF-Australia to protect the hawksbill turtle.

Download the brochure [HERE](#).

Carnival Bahamas

CARNIVAL Corp has committed to building two new cruise ports in the Bahamas in a timely boost for the devastated island nation following the effects of Hurricane Dorian last month (**CW** 06 Sep).

The cruise line will develop a new \$100 million cruise port destination on Grand Bahama, as well as a new \$80 million pier on Little San Salvador island.

Construction is scheduled to begin on both by mid-2020 after environmental impact assessments are completed.

Choose more fun

CARNIVAL Cruise Line has reintroduced its Choose Fun sale, offering free cabin upgrades on board select sailings to the South Pacific, New Zealand, the Great Barrier Reef, as well as some shorter “fun size” cruises.

The promotion applies to voyages departing Sydney, Melbourne and Brisbane between 14 Oct 2019 and 30 Dec 2020, with bookings needing to be made by 01 Nov.

Cruises on offer include an 11-day sailing from Melbourne to New Caledonia on board *Carnival Spirit*, priced from \$1,399ppts.

Also available is a 10-day Sydney to New Caledonia and Vanuatu cruise aboard *Carnival Splendor*, as well as a three-day Weekend Sampler cruise out of Sydney priced from \$449ppts - more [HERE](#).

P&O Qld anthem

P&O Cruises has launched a remastered version of “Love You Queensland” in partnership with pop star Ricki-Lee.

The new “sailaway song” will be played at the start of every P&O Cruise departing Brisbane.

SeaDream expands Caribbean offering

SEADREAM Yacht Club has announced a range of new shore-based activities in the Caribbean, under an expansion of its popular Yachting Land Adventures program.

The revamped offering will feature 17 new professionally guided activities, ranging from “engaging tours to high adrenaline adventures,” the cruise line said, with the program featuring canyoning, kite surfing, horse riding and kayaking tours as well as a range of culinary experiences such as cooking classes.



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Horne living the Dream



BYRON Horne from Bicton Travel has won himself a seven-night Qld cruise on board *Explorer Dream* after taking out a comp run by **Travel Daily** and sponsored by Dream Cruises.

Agents were asked to describe their ideal Dream cruise, and

with the calibre of entries so high, Dream decided to reward Rose Febo from Travel Managers with a Dream Cruises goodie bag for her entry.

Pictured: Dream Cruises', Katrina Katich presenting Horne with his coveted prize.



UK WINE Master Keith Isaac worked with Scenic Luxury Cruises & Tours to develop a special wine selection for guests to enjoy on board its newly launched ship *Scenic Eclipse*.

The vessel's "Chairman's Cellar Selection", the brainchild of Isaac, is comprised of "some of the most incredible French Champagnes and wines from around the world".

One of only 400 Master of Wines around the world, Isaac worked with Scenic on a list that would appeal to the palates of

global travellers.

"Fine dining and quality wines are an integral part of the Scenic experience - for both our river and our ocean cruising products," said Scenic Group Chairman and founder Glen Moroney.

"Our guests have a passion for and a knowledge of quality wines, and it is essential that we offer a selection of wines that represent both a diversity of regions and a diversity of styles," he added.

Pictured: Isaac enjoys a friendly chuckle while sampling his newly crafted wine selection.

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The cruise survey results are in and the industry is still strong – read more in the October issue of *travelBulletin*.

CLICK to read
travelBulletin

Win a river cruise

RIVIERA River Cruises is offering Australian and New Zealand travel agents the opportunity to win a European river cruise, as part of celebrations marking the brand's second year of operation in the local market.

To be in the running, travel consultants must complete Riviera's new online training course before 31 Dec 2019.

Riviera's Australasian Sales Manager Thomas Morgan noted that the brand exclusively sells through the trade here, with bookings from Australia and New Zealand up 73% since establishing the local business.

Access the training course at rivieraexpert-aus.com.

Cruise with Heals

OCEANIA Cruises has limited availability still remaining for its upcoming South Pacific sailing with celebrity host, former Australian cricketer and wicket-keeper Ian Healy.

The package includes flights ex Brisbane to Papeete for a 10-night trip aboard *Regatta*, and departs BNE 02 Apr 2020.

The itinerary is being operated in partnership with Qld travel agency Dream Maker Travel, and includes Daily Dream Maker Drinks with Ian, a "Have a Chat with Heals" session and other exclusive opportunities.

For more information on the cruise, call 1300 355 200.

Scenic Neptune sinks



NORMALLY this isn't the sort of headline you'd want to see in *Cruise Weekly*, but in this case the vessel is doing exactly what it's supposed to do. *Scenic Neptune* is the six-passenger submarine aboard *Scenic Eclipse*, and last week **CW** was fortunate enough to see the vessel in action off the coast of eastern Canada.

The futuristic sub-aquatic craft is stored in a special hangar aboard *Eclipse* (right) and was pressed into action during a visit to Lunenburg, Nova Scotia where an artificial reef was created in 1994 by the scuttling of the former Canadian navy vessel *HMCS Saguenay*.

Neptune carries six passengers - three in each of two large bubble-shaped observation areas, with the pilot controlling the vessel from a central console.

On the surface for boarding all that's visible is the top platform



(see main pic), through which guests drop to take their seats before the hatch is closed and the vessel heads under water.

Unfortunately the weather conditions worsened during the day so **CW** missed out on a *Neptune* voyage - which means there's something to look forward to next time we're lucky enough to experience *Scenic Eclipse*!

Iguazu stopover

ECRUISEING is offering a free Iguazu Falls stopover in conjunction with its upcoming "Antarctica in Depth" journey which features a *Scenic Eclipse* cruise and a host of luxury add-ons - call 1300 369 848 for more.

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TAKING a cruise is all about the relaxing ocean views, amazing land excursions and onboard entertainment, right? Well, yes but there's so much more than just those aspects to chew on.

Travel Insurance provider Admiral recently uncovered that a typical week-long Caribbean cruise carries a whopping 100 tonnes of food and drink on board every trip.

To help digest this wide load of revelation a little further, let's break things down into slightly smaller morsels.

That equates to 250,000 meals consumed in seven days, ranging between 28,000 and 30,000 dishes per day.

Ships cruising the Caribbean typically stock a delicious 67,550 pastries, 21,000 ice cream cones, as well as a heartwarming 10,680 hot dogs and 7,200 burgers.

On the beverage front, passengers can expect to gulp down 861 litres of coffee, brewed into 119,721 hot cups each morning to wake up sleepy travellers from their endless gorging the day before.

When it comes to alcohol, vessels carry approximately 16,862 litres of alcohol - that's the equivalent of 169 bathtubs full of booze.

Now although the bottomless buffets and plethora of restaurants are a big part of the cruise experience, just a friendly reminder, ships run slower when they're weighed down y'all!

#WeAreCruise: Christa Kinnear

Leisure Business Development Manager, Phil Hoffmann Travel (PHT)



1. How important is cruise to your business?

Australia contributes 5.1% to the world cruise market and is growing rapidly. We need to be aware of the trends and predict and act on these trends. As the amount of people who are cruising for the first time increases - this business is valuable to PHT & is the fastest growing sector of our business.

2. What do you love most about selling a cruise holiday?

Re-booking those clients who are returning to book a second and third cruise - and then also waiting for the first-time cruisers to come back and tell us how delighted they were.

3. What's your most memorable cruise experience?

Antarctica took my breath away. I did not expect this great vast white continent to touch my soul as it did. Stunning vistas of gigantic icebergs, funny and abundant wildlife.

4. What was your best fam?

Sailing down the Brahmaputra River with the sun setting on the Himalayas and sipping a wine on a sand island around a bonfire with elephants, rhinos, wild buffaloes and fresh water dolphins in the river.

5. What's the most important contribution you make in the

#WeAreCruise community?

I love the story telling about the importance of selecting the right ship for people, and of course selling all the benefits of cruising: inclusiveness, unpacking once, visiting ports that might otherwise be difficult to get to from land.

6. How do you see cruise benefitting communities around the world?

As shown with Hurricane Dorian, the cruise ships went straight back to the most affected areas with supplies and meals. In New Zealand, the locals are able to tell their stories and sell their local produce at new markets.

7. Tips for selling cruise?

Question, question, question. Have you cruised before? Where was your last holiday? What did you like or not like about that holiday? With the ship, never presume the cheapest cabin is best. Start at ocean-view midship, then it is easy to convert up or down.

8. What would you do if you ran your own cruise line?

Incorporate tipping into the cruise fare, as this causes so many people grief. Provide a cheap electronic tablet to access documents so that we can do away with paper.



AUSTRALIAN
CRUISE
ASSOCIATION
**ACA
UPDATE**
with Jill Abel - CEO

Ports of Call

AS WE mark the launch of cruise season today, exciting port news has been announced on both sides of the country.

In WA, the state government has approved plans for a floating wharf to be built in Broome making the Port more accessible during the exceptional tidal changes and limited berthing capability.

This new infrastructure announcement came on the heels of the completion of a dredging project which cleared navigation hazards from the approach channel.

At our conference in Broome last year, Tourism Minister, Paul Papalia commented that growing the cruise market and attracting more people to regional WA was a key part of Tourism WA's Action Plan so it's exciting to see this continue.

On the other side of Australia, the NSW Govt invited industry to start making comment on the third cruise terminal planned at one of two sites in Port Botany addressing the shortfall on Syd berthing space.

Industry responded immediately with the NSW Business Chamber, TTF and the Accommodation Association immediately issuing positive responses of support recognising the important role cruise plays in the overall tourism industry delivering \$2.75b to the NSW state economy annually.

Port infrastructure plays a key role in the development of cruise in our country allowing for itinerary growth and opening access to new markets. In turn, cruise plays a key role in the overall tourism industry.

We are delighted to see this being recognised by governments and look forward to further positive steps being taken.

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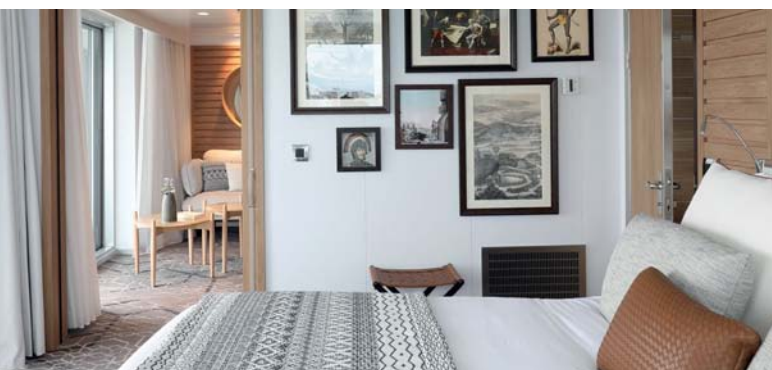


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