



Cruise Weekly today

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

Hurtigruten travel inspiration

HURTIGRUTEN Cruises has this morning launched a new Explore From Home hub, featuring destination videos, online guides, weekly in-depth webinars and 360 degree VR technology, featuring a sea eagle safari, kayaking in Antarctica, meeting penguins and a Lofoten RIB adventure.

“Right now, people are confined to their homes, but it doesn’t mean we all have to stop dreaming of travel,” said Hurtigruten Asia Pacific MD, Damian Perry.

More content will be added to the new hub in the coming weeks - hurtigruten.com.au.

Carnival agent pledge

CARNIVAL Cruise Line this morning announced an “Onboard with You” pledge to the Australian and New Zealand travel sector, including an additional 1% bonus commission on new retail bookings made via the line’s GoCCL platform through to 30 Jun.

“We want our travel partners to know how much we value and appreciate them, and that they are not in this alone,” said Anton Loeb, Carnival Cruise Line’s Director of Sales for Australia and New Zealand.

“Travel agents have always played a key role in Carnival’s success, and we want to ensure that we are taking care of them and helping them continue to grow and succeed now and in the future,” he added.

The new pledge builds on Carnival’s commitment to protecting agent commission on

all fully paid bookings cancelled due to the current pause in cruise operations.

The cruise line is also offering full commission on the value of future cruise credit (FCC), giving agents the ability to earn commission on their original booking and also compensating them for working to rebook clients using the FCC.

“We understand how hard agents worked for the first booking, and re-booking their clients using the FCC involves additional work.

“We want to recognise this effort and ensure that agents get commission on both bookings,” Loeb added.

Information on the new Onboard with You pledge is on Carnival Cruise Line’s freshly enhanced GoCCL Navigator, the company’s online booking and service tool - see GoCCL.com.au.

Virtual Viking

VIKING has today announced a suite of interactive webinars designed for both seasoned cruisers and new-to-viking guests.

The sessions are running throughout this month, and replace the now-postponed national roadshow which had been scheduled for Mar and May (**CW** 02 Mar).

The webinars will give participants the opportunity to learn about Viking’s full range of ocean, river and expedition products, on which the cruise line is offering bookings through until 2023.

Agents who register will have the ability to view and share the presentations with clients after the livestream.

The webinars are free to join and bonus booking offers will be available for viewers - **CLICK HERE** to register.

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How bad is cruising actually for the environment? Find out in the April issue of *travelBulletin*.

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WHILE we may not be able to take a cruise right now, that has not stopped Tampa residents navigating their boats out into Tampa Bay, and conducting a boat parade to show their appreciation for health workers.

Participants of the flotillas held signs and balloons, and blew air horns, with more than 100 boats sailing past the Tampa General Hospital to show their thanks.

A video of the parade was shared by the hospital - **CLICK HERE** to view.

New CLIA learning hub

CRUISE Lines International Association (CLIA) Australasia has launched its "next-generation" education platform, offering members access to a new learning experience in a single, streamlined location.

The new platform, which is live today, introduces a range of new features & content, and simplified services to make agents' work easier, as well as boosting their cruise knowledge, by combining the existing CLIA Learning Academy and CLIA Member Hub.

The new Hub has been under development since last year, and introduces dedicated areas for individual cruise lines, allowing agents to access information such as Business Development Manager contact information, view webinars, download brochures, find news and promotions, and undertake training offered by cruise lines.

The Hub also offers an amalgamated calendar that combines CLIA events with cruise line-specific calendars, while existing education components have also been updated, with new courses being introduced as part of a new, streamlined learning structure.

"The new system creates a better and more cohesive experience for travel agent users



while at the same time providing a foundation for expansion in the future," said CLIA Head of Int'l Training & Development Peter Kollar (**pictured**).

"CLIA Australasia took the opportunity to develop a new system to evolve and grow...at a time when education has never been more important...we'll continue to add more content over the year ahead and beyond."

Head to cruising.org.au to access the portal.

CLIA on Fri also announced the establishment of a social media campaign to help rebuild the industry's reputation (**CW** 01 May).

The entire sector is urged to participate and promote positive cruise messages in the face of recent adverse coverage, focusing on the facts about the benefits cruising brings to the community.

Celebrity changes

CELEBRITY Cruises is developing a return-to-service plan, which will include enhanced health and safety protocols.

Closely collaborating with Cruise Lines International Association (CLIA), the Centers for Disease Control and Prevention (CDC) and other government and health officials, the new processes and standards will focus heavily on boarding, as well as the general cruise experience.

The new conditions will also relax certain standards introduced at the start of the COVID-19 outbreak, such as the restrictions for travellers with chronic illnesses and "fit to travel" forms for guests aged 70 and older.

New Adventures

ADVENTURE Canada is now offering bonus commission and relaxed booking terms to help its travel partners during the COVID-19 pandemic.

Travel advisors are now entitled to an additional 5% commission on new *Ocean Endeavour* bookings confirmed for the month of May.

The bookings must be validated with a registration form and deposit, and Antarctica is excluded.

Payment policy has also been relaxed for May and Jun, with a number of adjustments made, including reduced deposits, booking flexibility, future travel credits and terms & conditions updates.

CLICK HERE for more, or contact Cruise Traveller to book, on 1800 507 777.

TUI testing crew amid COVID-19 outbreak

TUI Group will test almost 3,000 cruise ship workers quarantined aboard *Mein Schiff 3* for COVID-19.

The ship was being used to transport workers home, but with more than a dozen presenting with flu symptoms last week, the ship was forced to quarantine everyone on board, with 229 tests having already been conducted, coming back negative.

Carnival probe

UNITED States Congress is investigating Carnival Corporation over its handling of the COVID-19 outbreaks aboard its ships.

With the investigation being led by the United States House Committee on Transportation and Infrastructure, officials are now requesting Carnival turn over documents and communications regarding its coronavirus response and plans for future improvement.

The probe will specifically investigate how aware the company was of the severity of the COVID-19 outbreaks on its ships, and action taken after being informed of the risks to passenger's health.