



Cruise Weekly today

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

NCLH assures

NORWEGIAN Cruise Line Holdings (NCLH) President & Chief Executive Officer Harry Sommer has written to travel agents to advise the company yesterday successfully raised US\$2.2 billion in liquidity.

The increased funding "puts us in the best position of any of the public cruise operators to weather the impact of the COVID-19 pandemic," he said.

"Our company will remain in a strong financial position even if cruises are suspended for 12 months or even considerably longer," Sommer added.

"I hope this news provides you, our guests and the general public, with the peace of mind that it brought me."

Princess cancels remainder of season

PRINCESS Cruises this morning announced it was making the "extremely difficult decision" to extend its pause of global ship operations for the rest of the 2020 northern summer season.

The company cited "reduced air flight ability" for the move, as well as the closure of cruise ports in regions across the globe and other factors caused by the COVID-19 outbreak.

The suspension impacts Australian-based cruises on *Sapphire Princess* and *Sea Princess* through until the end of Aug, along with northern summer to autumn voyages departing Japan on *Diamond Princess*.

All remaining Alaska cruises on *Emerald Princess* and *Ruby Princess* have been cancelled, as well as Europe and transatlantic voyages aboard *Crown Princess*, *Enchanted Princess*, *Island Princess*, *Regal Princess* and *Sky Princess*.

Also cancelled are Jul cruises sailing from Taiwan aboard *Majestic Princess*, and *Pacific Princess* sailings to Hawai'i and French Polynesia through to Nov. *Caribbean Princess* and *Sky Princess* cruises to the Caribbean, Canada and New England are also included in the suspensions.

"While prioritising health and safety, it is with much disappointment that we announce an extension of our pause of global operations due to the COVID-19 outbreak," said Princess President Jan Swartz.

"It saddens us to think about the impact on the livelihood of our teammates, business partners and the communities we visit".

Guests booked on the cancelled voyages who have paid in full will receive a 100% future cruise credit plus an additional bonus credit equal to 25% of the fare.

For guests who have not paid in full, Princess will "double the

deposit," providing a refundable future cruise credit for the money currently on deposit plus a matching bonus credit that can be used on any Princess voyage through until 01 May 2022.

To be automatically provided, the matching bonus credit will not exceed the base cruise fare amount of the current cruise, and will have a minimum value of \$100 per person.

Alternatively guests can request a full refund of all monies paid on their booking by completing an online form (**CLICK HERE**), and requests must be received by 15 Jun or they will receive the refundable future cruise credit.

Princess will protect travel agent commissions on bookings for cancelled cruises that were paid in full "in recognition of the critical role they play in the cruise line's business and success," the company said.

More details at princess.com.

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HAL extends suspensions

HOLLAND America Line (HAL) today announced the cancellation of all of its cruises in Alaska, Canada, Europe and New England for 2020 due to the COVID-19 pandemic.

In addition, *Amsterdam* will not operate the 79-day Grand Africa voyage that had been set to depart on 03 Oct.

“Having sailed to destinations around the globe for 147 years, all of us at Holland America Line share in your disappointment of this news,” the company said in an update to passengers and the travel trade.

“We would love to welcome those guests who have been

impacted by cancellations on board a future Holland America Line cruise,” the company said.

Full refunds are being offered which must be claimed by 15 Jun, but those who elect to take a future cruise credit will receive 125% of the base cruise fare paid to Holland America.

Deposited HAL bookings will receive a future cruise credit of double the amount of the deposit with a minimum of \$100.

Future cruise credits are valid for 12 months and may be used to book sailings departing through until the end of 2022.

More detailed information at hollandamerica.com.

Seabourn out too

SEABOURN Cruise Line has extended the pause of its global cruise operations, with the company’s five vessels now set to resume sailing in either Oct or Nov this year.

Seabourn Odyssey will not cruise in Europe and is paused until 20 Nov, while *Seabourn Sojourn’s* Alaska/British Columbia Season is off, with operations out until 13 Oct.

Seabourn Encore’s Europe season is also out until 19 Oct, and *Seabourn Ovation* will also not operate its Europe season this year, ceasing operations until 06 Nov; *Seabourn Quest* will not resume sailing until 06 Nov also, meaning no Canada/New England voyages.

Previously the cruise line had announced a pause in its global ship operations from 14 Mar-30 Jun, with today’s announcement a “proactive response to the unpredictable circumstances continuing to evolve from the global response to the COVID-19 situation,” it said.

Guests with fully paid reservations will automatically receive 125% future cruise credits, while deposited bookings will receive a future cruise credit of 125% of the amount paid, plus an onboard credit of US\$300 per suite.

Passengers can also request a refund of monies paid to Seabourn.

RCL extends canx policy to Apr 2022

ROYAL Caribbean Cruises (RCL) is extending its “Cruise with Confidence” cancellation policy.

The change applies to new and existing bookings created by 01 Aug, giving guests the flexibility to cancel their cruise up to 48 hours prior to sailing and receive a full credit of the cruise fare for a future voyage through to Apr 2022.

New rebooking options are also available, including a Best Price Guarantee offer, allowing guests to change the price and promotional offer on their booking up to 48 hours before their cruise, as well as “Lift and Shift”, which enables bookings to be simply moved to the same itinerary on a future date, maintaining the original price and promotional offer along with the length of the cruise and the stateroom category.

RCL Chief Executive Officer Richard Fain said guests were reacting positively to the Cruise with Confidence policy “because it enables them to make informed decisions and to better manage complicated travel plans during this unprecedented time of uncertainty”.

The policy applies to Royal Caribbean International, Celebrity and Azamara.

RCL has also launched a new “RCL Cares” travel agent support program in partnership with AFTA - more details in tomorrow’s **CW**.

Derby of deals

SAVINGS are now available on the Kentucky Derby steamboat river cruise in 2021 with American Queen Steamboat Company.

Australians who book by 30 Jun can save up to US\$800 per couple and receive a free beverage package on the nine-day *American Duchess* cruise.

Starting on 25 Apr, the journey begins in Cincinnati, before heading to Madison, Indiana Brandenburg, Owensboro and Louisville, with *Duchess* herself competing in the Great American Steamboat Race run prior to the Derby - an event she won in 2018.

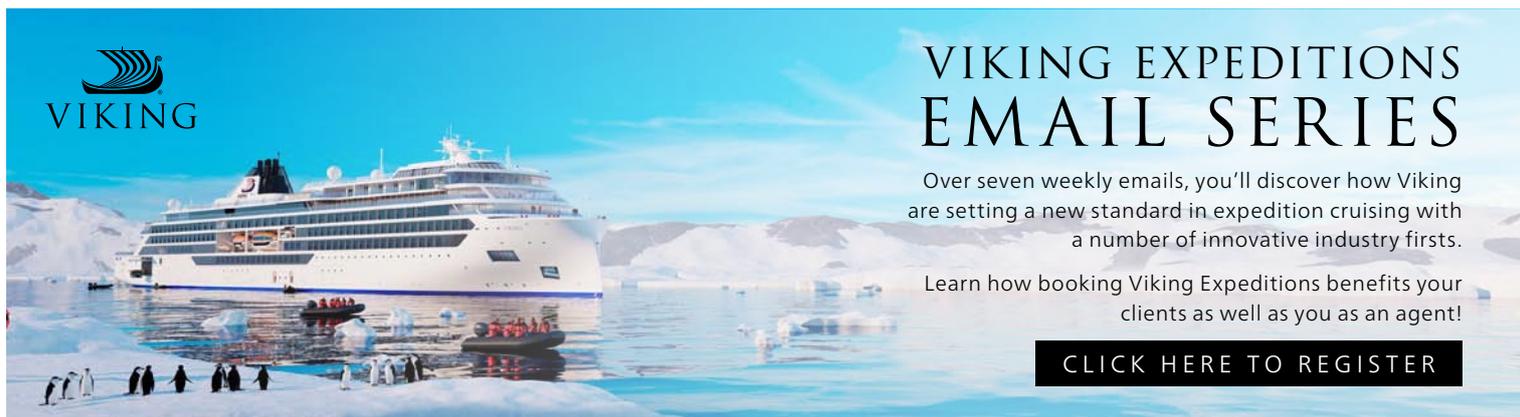
Sea Cloud delay

SEA Cloud Cruises says COVID-19 will inevitably delay the planned 29 Aug debut of its new *Sea Cloud Spirit*, with a new date to be announced once the Spanish shipyard where she is being built returns to full operation.

Celebrity special

CELEBRITY Cruises is hosting a Big Dream Sale, offering three perks at no extra charge, including the classic beverage package, unlimited internet and \$150 onboard credit.

The deal is on sale until the end of the week, with full details available at rchihomeport.com.au.



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What does recovery from COVID look like for the travel industry? Find out in the May issue of *travelBulletin*.

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FOR those among us who may not be the most adept present-buyers, Celebrity Cruises is inviting us to whip up a culinary treat for our mums on Mother's Day.

Celebrity has released signature recipes from onboard menus crafted by Michelin star chef Cornelius Gallagher.

Featuring a dish for every meal of the day, breakfast features gluten-free apple oatmeal cookies from Spa Cafe, lunch treats her to seafood ceviche from Blue, dinner offers up butternut squash farfalle from Luminae (**pictured**), and for dessert, cherry chocolate trifle from the Main Restaurant.

CLICK HERE to download the recipes.



Ponant's exploration



PONANT is launching a series of expedition lectures on Facebook, featuring the cruise line's expedition team members elaborating on their areas of specialisation relative to the destinations or environments being reviewed.

Naturalists, scientists and photographers will all feature, and throughout May, the focus will be on the Antarctic region, including South Georgia Island and the Falkland Islands.

Viewers are also invited to

ask questions and submit their own photos ahead of the lectures to these experts, who include National Geographic photographer Jason Edwards (**pictured**), Expedition Leader Jorge Villamarin and naturalists Lou Paynter and Chloe Powers. The lectures take place each Thu at 5pm AEST.

CLICK HERE to view the lectures.

More canx ext

BLUE Lagoon Cruises and South Sea Cruises have extended their suspension of services to the end of Jun.

The cruise lines will review their ability to operate services from Jul later, or in line with any changes to international border restrictions and/or airline schedules.

Blue Lagoon Cruises recently announced funds held for any customer on a cancelled cruise will be held in credit and be available to use in full for travel up until 31 Mar 2022.



NZCA UPDATE

with Kevin O'Sullivan
CEO, NZCA



The Trans-Tasman Bubble

IT LOOKS like Australia and New Zealand have been successful in reducing the impact of COVID-19, to the extent our countries are looking at a Trans-Tasman bubble that would allow travel between the two countries without quarantining, once it is agreed to be safe to do so.

Earlier this week the Australia New Zealand Leadership Forum (ANZLF) announced the formation of the Trans-Tasman Safe Border Group to investigate the bubble and work with government officials on both sides of the Tasman to put in place the COVID-19 safe travel zone.

There is a lot of work to be done and it's still unclear when it could happen, but freer travel between Australia and New Zealand will make a big difference to both our tourism industries, which are suffering.

It also opens the way for an Australia and New Zealand cruise zone. Once the ban on cruise ships is lifted, and the borders are open between our two countries ships based in Australia and New Zealand, could cruise regionally with Aussies and Kiwis as the source markets.

We are already pushing for this to happen.

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