



# Carnival unveils new sales structure

**EXCLUSIVE**

**CARNIVAL** Australia has today finally revealed details of a now-completed “comprehensive sales restructure” which has seen a number of high profile departures from some of its brands - most notably Holland America Line/Seabourn’s Tony Archbold (**CW** 18 Jul), Nikki Glading (**CW** 16 Aug) and Sally Murphy (**CW** 23 Sep).

The changes will “better equip key cruise brands - P&O Cruises Australia, Holland America Line and Seabourn - to provide ‘heavy duty support’ to travel agent partners across Australia,” according to a statement from Carnival obtained by **Cruise Weekly** this morning.

The company also confirmed that the changes reflect the desire of the Holland America Line and Seabourn brands to “uncouple” in order to each take different commercial paths to grow in the region.

Carnival Australia VP of Sales, Ryan Taibel (**pictured**), said the “ambitious hybrid structure” would see major travel partners continue to have strong face-to-face contact with key account managers, “with the backing of a team of in-house specialists with formidable experience and skills”.

The new arrangements will see P&O Cruises Australia, Holland America Line and Seabourn each



have dedicated Key Account Managers, including Christine Oliver and Helen Courias at Holland America Line, and Anastasia Kitinids and Jennifer Compton at Seabourn.

Angus Mackay remains Key Account Manager for P&O Cruises Australia, which will “continue investing in its sales team to ensure that it can best support its valued trade partners”.

All of the Key Account Managers, including Belinda Clark in New Zealand, will report to Head of Sales Andrew Thwaites.

Dedicated Sales Support functions for all three brands will report to Head of Sales Operations, Alex Pikardt.

Taibel said the new structure

“puts us in a better position to leverage the skills and expertise of people in the business, many of whom have dedicated much of their working lives to growing the cruise business and giving travel partners every opportunity to excel”.

“We have people who have each spent more than 15 years supporting our business and the cruise sector, giving us an unparalleled level of experience.

“This doesn’t involve a return to the Complete Cruise Solution model from a decade ago, but it does have a shared objective of putting travel partners at the forefront of everything we do in terms of well-directed sales support,” Taibel added.

“Irrespective of size, travel partners will have access in one way or another to the skills and service that sit behind our new structure,” Taibel said, noting that travel partners with businesses at the epicentre of cruise tourism would “particularly benefit from the combined face-to-face and behind-the-scenes elements” of the new arrangements.

“Our new sales structure is deliberately far-reaching, to put our brands in the best position to succeed in the new environment, and to share their success with our highly valued trade partners,” he concluded.

**Cruise Weekly today**

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

## Oceania half off

**OCEANIA** Cruises is offering flexible “Reduced 50% Deposits” for all sailings booked this month, with the offer valid on Penthouse Suites and below on a wide range of global itineraries (excluding Around the World cruises).

The line is encouraging travel partners and their clients to secure their preferred stateroom or suite and voyage at a flexible rate - for more details call 1300 355 200 (AU) or 0800 625 691 (NZ).

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## Heritage offer

**HERITAGE** Cruises is offering a complimentary Premium Drinks Package upgrade worth up to NZ\$250 for bookings by 17 Oct on its 18-guest yacht *Heritage Explorer*.

The company is highlighting its Marlborough Sounds exploration encompassing Queen Charlotte, Kenepuru and Pelorus Sounds, with a few berths for 2022 still available - 1800 143 585 (AU) or 0800 262 8873 (NZ).

## MSC unveils *Splendida* Red Sea itinerary

**MSC** Cruises has launched a new seven-night *MSC Splendida* itinerary in the Red Sea for the upcoming Northern hemisphere winter 2022/23 season.

The innovative program will offer 33 shore excursions, including the addition of Cairo and three embarkation ports: Sokhna and Safaga in Egypt as well as Jeddah in Saudi Arabia.

Ports of call provide access to iconic antiquities at Hurghada and Luxor in Egypt as well as

Aqaba for Petra, Jordan; Jeddah for Saudi Arabia’s AIUIa, and Yanbu, while an extended 13-hour stay at Sokhna Port allows time for trips to the Great Pyramids of Giza and the spectacular Sphinx.

The season kicks off in late Nov and continues through until Feb 2023, with prices starting at just \$414 per person twin share.

For more details on the enriched itinerary see [msccruises.com.au](http://msccruises.com.au).

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## CLIA expedition focus

**CRUISE** Lines International Association (CLIA) Australasia will operate an Expedition Cruising Virtual Showcase next month, putting the expedition cruise sector in the spotlight for agents.

“Expedition Cruising has become one of the most exciting areas of the international cruise sector, and its rise in popularity presents fantastic opportunities for travel agents,” according to CLIA Director of Membership and Events, Maria Nasic.

“The Expedition Cruising Virtual Showcase will help agents understand the latest developments in this area and allow them to hear about the unique style and attributes of different expedition cruise operators,” she added.

The showcase will feature seven CLIA member cruise lines, presenting practical insights into their expedition

offerings as well as showcasing recent developments including new ships, new technologies, advances in sustainability and new experiences for the expedition traveller.

Sessions will be held daily from 07-10 Nov, with participating presenters including Aurora Expeditions, Silversea Cruises, Ponant, Heritage Expeditions, Quark Expeditions, Coral Expeditions and Scenic.

CLIA member travel agents who take part will have the opportunity to win one of five prize packs, and will also earn three CLIA points for each presentation they attend, after completing a brief quiz.

As well as live presentations, the sessions will be recorded for those who are unable to attend on the day.

For more information and to register see [cruising.org](http://cruising.org).

### Paul Gauguin 2024

**PAUL** Gauguin Cruises has opened sales for its 2024 small-ship itineraries in French Polynesia, with a total of 33 sailings on offer to seven destinations, including two new itineraries.

The voyages centre on water sports including swimming, scuba diving, kayaking, paddle boarding and snorkelling, as well as discovering local traditions and visiting several UNESCO World Heritage sites.

Cruises are aboard the 330-guest *Le Paul Gauguin*, which joined the Ponant family in Sep 2019 and is specifically designed to sail in Polynesia with a shallow draught allowing her to traverse the region’s shallow lagoons.

Savings of up to 30% are on offer, with fares leading in at \$4,200 per person - 1800 878 671 (AU) or 0800 854 777 (NZ).



**CRUISE WEEKLY**  
On location aboard *Valiant Lady*

Today's issue of CW is coming to you from the Mediterranean aboard Virgin Voyage's *Valiant Lady*.

**TODAY** *Valiant Lady* will call at Corsica, known as the home of Napoleon Bonaparte - the topic of the Napoleon Invasion Tour, one of the main shore excursions in port.

Guests will chart Bonaparte's footsteps on a walking tour through Ajaccio's old town, past many of the famous sites of the French military leader's life.

Those more interested in experiencing Corsica's natural beauty can take a scenic drive through the winding Gorges du Prunelli and Lac de Tolla to gaze upon the island's beauty.

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## Bicton team in Viking club



**BICTON** Travel has had three of its consultants placed into the hallowed halls of the Viking Cruises Valhalla Club, honoured among the line's strongest sellers in the country.

Reserved exclusively for the best Viking travel professionals,

it's believed to be the first time that three individuals from a single agency have been recognised in this way.

Bicton's top Viking Cruises sellers are **pictured** from left: Byron Horne, Nadia Redman and Phil Smethurst.

## New Uniworld itineraries

**UNIWORLD** Boutique River Cruises has released new itineraries for 2023, including the debut of its first Cruise and Rail journey in India and a new Egypt program as part of its family-focused Generations Collection.

The new India trip is a 16-day journey combining seven nights on the *Ganges Voyager II* plus a week-long luxury Maharajas' Express private train journey.

This trip departs on 28 Oct 2023, and is priced from \$29,859 per person twin share all inclusive.

Uniworld's new dedicated Generations departures in Egypt will cruise aboard the all-suite *River Tosca* on 16, 23 and 30 Dec 2023, "offering guests of all ages the opportunity to experience Egypt's ancient wonders, vibrant capital and welcoming people".

CEO Ellen Bettridge also unveiled two brand-new "mystery cruise" itineraries from

Amsterdam and Nice, which will have special events, on-trip excursions and ports of call only unveiled during the journeys.

"We are excited to expand some of our most popular offerings next year," she said.

"Many of our guests are seeking bucket-list experiences next year, while others want to spend time travelling as a family or multi-generational group...we constantly strive to anticipate guests' needs and innovate accordingly, and we know these new itineraries are really going to resonate," Bettridge added.

She will host the French mystery cruise in person, with the 10-day voyage departing on 07 Jul 2023 priced from \$11,199 per person.

Uniworld's Timeless Wonders of Vietnam & Cambodia trip is also being extended to 15 days, adding two pre- or post-cruise days in Hanoi - [uniworld.com](http://uniworld.com).

# Norway Early Bird Sale

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## PORTHOLE

**THE** undeniable attraction of themed cruises has been highlighted this week with the sellout of a 50s and 60s music voyage called "Malt Shop Memories" in the USA.

The annual departure is a full-ship charter of Holland America Line's *Nieuw Amsterdam*, and features artists such as Frankie Avalon (pictured), The Righteous Brothers, Bill Haley, Herman's Hermits and more - performers that the target baby boomer demographic grew up with.

As well as performances, the week-long voyage into nostalgia also features onboard events such as a Sock Hop and Prom Night, as well as panel discussions, hosted game shows and Q&A sessions with the stars.

"Unlike a concert, you have the chance to mingle and interact with these amazing performers while on board," the promotional website enthuses.

The Malt Shop Memories voyage has sold out every year since it was first established in 2010, and 2023 goes on sale next month with a line up including The Temptations, The Contours, The Elegants and The Reflections.



## P&O holiday report

**P&O** Cruises Australia has released a new "Holiday Report" which found that cancelled or delayed flights are impacting holiday plans for 38% of Australians.

Based on a survey of 1,000 consumers in Aug this year, the report also noted that 47% of respondents didn't want to spend more than 3-5 hours in transit, while 40% of those polled said the additional cost to participate in activities once they reach their destination was also having an impact.

P&O VP of Sales & Marketing Australia, Ryan Taibel, said the figures indicated that the return of cruising to Australia and the South Pacific "couldn't be timelier".

"We understand more than anyone that Australians value their holidays...we've all been waiting a long time for cruising to restart as it's one of the most affordable and stress-free ways to holiday and spend quality time with friends and loved ones," he said.

P&O has launched a Kids Cruise Free sale for bookings made 11-17 Oct "to help Aussies fulfil their holiday goals".

## Hellenic incentive

**SWAN** Hellenic Cruises is offering travel advisors the opportunity to win a cabin for two on either a Kimberley or North Sulawesi and Philippines cruise.

An entry into the draw comes along with every booking made by 30 Nov - details via [sales-au@swanhellenic.com](mailto:sales-au@swanhellenic.com).

## Celebrity's out and about



**CELEBRITY** Cruises is now over half way through its national agent roadshow, successfully giving advisors "A Taste of Luxury" in Sydney (CW 14 Sep), Brisbane, the Gold Coast and Melbourne last month.

Guests were able to meet new Head of Sales Trevor Thwaites, pictured above with Fiona Heron and Cameron Mannix, as well as walk away with exclusive merch and incredible prizes.

The remaining events will take place this month in Adelaide and NZ - **REGISTER HERE.**

