



Cruise Weekly today

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

MSC fills key role

MSC Cruises has hired well-known travel industry figure Arnaud Michelin as Contact Centre and Operations Manager - Australia & New Zealand.

In the role, Michelin will lead MSC's contact centre, operations, and group functions.

Most recently he was the General Manager for Australia, New Zealand & South West Pacific for leading airline GSA Airline Rep Services.

Michelin also previously held key leadership roles at Norwegian Cruise Line, Air France/KLM, and Finnair, the latter where he held the role of Regional Manager.

MSC Managing Director Lisa Teiotu welcomed Michelin and highlighted his "remarkable background and comprehensive understanding of the travel industry".

"As we continue to expand our presence in the Australia and New Zealand markets, his expertise will undoubtedly play a vital role in driving our customer-centric initiatives and achieving our business objectives," she added.

Michelin started at MSC Cruises on 23 Aug.

FCTG's cruise market "gap"



EXCLUSIVE

FLIGHT Centre Travel Group (FCTG) has identified a gap in the market for a brand which specialises in the fly-cruise segment, leading it to revive its dormant Cruiseabout brand (**CW** yesterday), Chief Executive Officer Leisure James Kavanagh (pictured) revealed.

Even though all of FCTG's brands sell cruise, Kavanagh explained to **CW** there is no travel agency which has a footprint servicing the sector through the combination of traditional retail, a call centre, and online bookings, all of which are backed by a strong wholesale division.

As cruise tourism continues to rebound faster than international arrivals, FCTG wants to own the market, Kavanagh said.

"It's understanding the product that our customers are looking to buy," he explained.

"What's important for us to make sure is that we've got the right experts that are well versed

on the ships, and are designing the right itineraries.

"We're partnering with our suppliers to be able to design exclusive products which will be quite unique."

The revised Cruiseabout offering will also involve ensuring the brand is providing the right offering to its customers, in the right location, and matching the product to its customers' needs, using its cruise partners' data to do so.

"We'll also look to what are the key postcodes and areas - there'll be some suburbs, supermarkets, strip malls, malls - where we'll find most of our customers are located," Kavanagh explained.

"The plan is to actually figure out what locations do we want to be in as a result of that.

"We are mining a lot of data to understand where are the key postcodes where customers are actually booking from across the country, and then we make choices around that."

New Swan rises

THE Swan Hellenic commercial team is gearing up for fresh growth with Anna Wolfsteiner joining in the new role of Senior Vice President Sales Europe & UK.

Wolfsteiner is set to join Swan Hellenic next month, providing close support to the cruise line's European customers and trade partners.

She has almost 30 years of experience in the travel industry, and most recently spent more than a decade with fellow cruise line Scenic Luxury Cruises & Tours.

Commenting on the deal, Chief Executive Officer Andrea Zito said: "Anna's a perfect fit for our company, combining big-picture strategic acumen with detail focus and strong relational values."

Patrizia Iantorno will also be stepping into the newly expanded role of Chief Commercial Officer, after the departure of Alfredo Spadon.

New yoga cruises

CAPTAIN Cook Cruises Fiji has partnered with celebrated yoga teacher Charlotte Dodson for a new series of wellness cruises aboard *Caledonian Sky*.

The first voyage will be a seven-night Remote North Wellness Cruise sailing from Port Denarau Marina on 25 Nov - **CLICK HERE**.



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PORTHOLE

THEY say sports teams are like a member of the family, and a new Royal Caribbean International survey has proven exactly that.

Apparently the Spanish are the world's biggest sports nuts, with 37% of them planning to keep track of their favourite team during their cruise.

Spain beat out other sports-mad countries such as Germany, Italy, Ireland, Norway, and the UK to take the win in the poll.

Motorsports are popular in the Southwestern European country, with almost half (47%) of Spaniards planning to watch a Formula 1 Grand Prix while on a cruise, keeping track of their stars Fernando Alonso and Carlos Sainz Jr.

Other popular sports for cruisers to watch while on board include EPL soccer and Wimbledon.

Cruise hails NSW call

CARNIVAL Corporation has welcomed the end of New South Wales' COVID-era protocols, after Premier Chris Minns earlier this week revealed the rules are set to be scrapped (**CW** 23 Aug).

The company said the "common sense" decision is a win for New South Wales' economy, with more than one million Australians set to take a cruise holiday in their own backyard this summer, delivering a \$3.3 billion boost to the state.

Chief Strategy Officer Teresa Lloyd (**pictured**) said the decision will bring cruising more into line with current Australian community COVID settings.

"We are pleased this decision removes the ongoing confusion that surrounds cruising for so many tourists and brings us back in step with the rest of the community, including restaurants, sporting and entertainment venues, and public transport," she said.

"We look forward to other states following suit."

Lloyd said Carnival and its cruise



lines have worked hard alongside the relevant state health authorities to ensure its ships go above and beyond when it comes to keeping guests, crew and the community safe.

"The health and safety of our guests remains our number one priority," she said.

"We will continue to abide by our strict and robust hygiene standards on our ships whilst working alongside health authorities into the future."

Virgin Voyages also applauded the government's decision to lift COVID-19 restrictions on cruising in New South Wales, with Chief Brand Officer Nathan Rosenberg acknowledging the leadership shown by Minns, and his commitment to the Australian cruise industry.

"We thank the Premier for his decision on the removal of these regulations that will finally bring Australia in line with the rest of the world," he said.

"We encourage the remaining states to follow suit as soon as they can, given the high levels of interest to cruise by Australians and the contribution it makes to the economy nationally."

Cruise Calendar

Current ports of call in Australia and New Zealand.

SYDNEY		
<i>Carnival Splendor</i>		31 Aug
<i>Pacific Adventure</i>		01 Sep
BRISBANE		
<i>Pacific Encounter</i>		26 Aug
CAIRNS		
<i>Pacific Adventure</i>		26 Aug
AIRLE BEACH		
<i>Pacific Adventure</i>		25 Aug
FREMANTLE		
<i>Silver Explorer</i>		26 Aug
BROOME		
<i>Caledonian Sky</i>		25 Aug
<i>Coral Discoverer</i>		28 Aug
<i>Le Soleal</i>		28 Aug
<i>Heritage Adventurer</i>		31 Aug
DARWIN		
<i>Le Laperouse</i>		01 Sep
<i>Coral Geographer</i>		01 Sep

Aurora \$10k comp

AURORA Expeditions is giving away \$10k to travellers who submit an amazing image capturing the wild's beauty.

There are three categories: Wild Souls, Wild Places and Wild Animals, with award-winning photographers and Aurora guides Richard l'Anson, Matt Horspool and Pia Harboure judging.

Winners receive a \$2,500 gift voucher for photography equipment or accessories, and there is also a People's Choice Award up for grabs.

Entries close on 19 Sep - [CLICK HERE](#) to enter.



The Chat with Jenny

A Conversation with **Anne Rogers**
Tour Designer & Business Consultant

[CLICK HERE to listen](#)