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EXPEDITIONS

cruise

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Ruling the river

Riviera Travel's trade philosophy

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- BEAUTY GIFT SETS

The Wave Awards 2018

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VIKING SEA
SCENIC ECLIPSE

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Jon Schofield
Regional Sales Manager
North & Scotland
Tel: 07841 921533
jon@cruseportfolio.co.uk

Nan Short
Representative
Northern Ireland & Eire
Tel: 02890 642252
nanshort@btopenworld.com

Megan Saunders
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PUBLISHER
Andrew Say
andrew.say@realresponsemedia.com

EDITORIAL TEAM
EDITOR
Rebecca Barnes
rebecca.barnes@realresponsemedia.com

CONTRIBUTOR
Lynn Houghton

ART EDITOR
Patrick Myles

SUBEDITOR
Vaughan O'Grady

GROUP PRODUCTION MANAGER
Stuart White

Printed in the United Kingdom by Micropress.

MANAGING DIRECTOR
Chris Pitchford
chris.pitchford@realresponsemedia.com

For subscriptions and enquiries:
020 8444 2554
info@cruisetradenews.com

ALL ENQUIRIES +44 (0) 20 8444 2554

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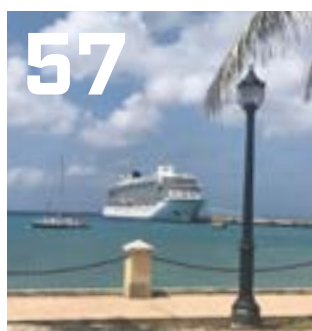
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Letter

A cruise ticket to paradise...



There are some places in the world that will never be short of visitors, and the **Caribbean** is one of them: as I write this I'm 34,000 feet above sea level, heading for **San Juan** in Puerto Rico where the beautiful **Viking Sea** is docked. I'm going to be spending a few days exploring the West Indies, a region which is **open for business** following the hurricanes which affected some of the main cruise ports of call. You can read about my adventure – and the ship – on page 57.

Also in this issue, you'll find our **Wave Awards 2018** special, which you may even have attended. Talented photographer Steve Dunlop documented the evening, and if you were there you'll know it was **a huge success**; see if you can spot yourself on pages 24 to 30.

Back to business, and if your clients are looking for a **multi-generational cruise**, we have the inspiration with our pick of family sailings on page 46. We're also discussing the hot topic of **data protection** on page 15.

Destination highlights include **Asian rivers**, and enduringly popular **Greece and her islands**.

But for now, Miami is calling – see you in May..

A stylized, handwritten signature in black ink that reads "Rebecca".

Rebecca Barnes
Editor
@RebeccaCTN

INDUSTRY NEWS

Record number of Brits cruising

The latest figures from CLIA report that two million cruises were taken by British holidaymakers in 2017, which represents an increase of 0.5 per cent compared with 2016. Mediterranean cruises remain the most popular, representing 37 per cent of all sailings last year. Cruises in Northern Europe soared in popularity last year, with a rise of eight per cent against 2016 figures, making it the second most popular region for British cruisers, beating the Caribbean. Northern Europe and the Caribbean attracted the youngest average age of cruisers, while unusual cruise itineraries increased in popularity by 3 per cent, boosted, in part, by adventure-style 'exploration' cruises in the Antarctic, Arctic and Galapagos.



NEW SHIPS

Sales open for MSC Grandiosa

MSC Cruises is launching a new mega-ship in November 2019, the first ship in the Meraviglia-Plus Generation class, and sales are now open for her inaugural season. MSC Grandiosa is the evolution of the Meraviglia prototype, first introduced nine months ago. Two Cirque du Soleil at Sea shows are planned for the ship and will be created exclusively for guests. The ship will have 12 dining venues and a new bar and lounge. L'Atelier Bistrot will offer lounge seating with a stage plus dance floor and will also have 'terrace' seating with Parisian Bistrot tables and chairs on the Promenade. Carrying 6,334 passengers, it will be significantly larger than MSC Meraviglia and MSC Bellissima.



NEW SHIPS

Titan adds to fleet



Titan announces further expansion

Following the success of its exclusive charter of MS Serenade 1 in 2017, Titan Travel has announced that the 180-passenger MS Bellejour will be added to the fleet, in celebration of the escorted tour operators' 40th anniversary year. 127m-long MS Bellejour has 90 cabins, expansive public areas, a panoramic restaurant and lounge, plenty of outside seating, and an extensive indoor wellness area with sauna, whirlpool and gym.

RIVER CRUISES

New ships, new itineraries

Riviera Travel has announced four new ships, four new itineraries and one new destination for 2018/19 as its 2019 River Cruise programme goes on sale. The British premium river cruise operator now offers 14 river cruise itineraries in Europe on its fleet of 13 five-star ships, including new 'all suite' ships. This year, Riviera Travel will carry 40,000 passengers on river cruises and it says the price will be the same whether customers book via an agent or direct through the website, and whether they do so a month or a year in advance. 2018 will see the launch of MS Douro Splendour and MS Robert Burns, while



MS Douro Splendour

the 2019 European river cruise programme will feature two new ships: the MS Dylan Thomas and the MS George Eliot. New itineraries are

Budapest to the Black Sea, Amsterdam, Kinderdijk & the Dutch Bulbfields and Danube's Imperial Cities & Yuletide Markets River Cruise.



Celestyal Cruises has appointed **Jo Reid** as country manager for the UK and Ireland. Reid will oversee and provide sales support, and develop revenue streams and business opportunities throughout the region, as well as implementing growth plans for the cruise line.



Global Ports Holding PLC, has appointed **Mark Robinson** as its chief commercial officer. He will be based in Barcelona, Spain, and report to CEO Emre Sayin. Robinson was previously chief commercial officer of Portaventura World Parks & Resorts.



Fred. Olsen Cruise Lines has announced the appointment of **Ben Williams** as head of marketing. Promoted from his previous role as eBusiness manager, he will be responsible for developing the brand and its marketing strategy.



Craig Upshall will be joining Aurora Expeditions as UK and Europe sales director. Previously at Rocky Mountaineer, he will work alongside newly appointed North America sales director Edith Beaudoin.

INDUSTRY NEWS

Employee-led group to unleash women's potential



Rosy Sims, Brodie McIntosh and Emma Kenny

CARNIVAL UK'S new employee-led group, designed by women, has been launched. Called Athena, its primary aim is to ensure all women, irrespective of current level or position, are supported and given equal opportunities to develop and thrive. Carnival UK encompasses P&O Cruises, Cunard, Princess Cruises, Holland America and Seabourn. Executive board support from Emma Kenny, trade marketing manager, Rosy Sims, senior business manager, sales strategy, and Brodie McIntosh, trade engagement manager, helped to found the group. By understanding the needs of women within the business, Athena will develop forums to spotlight topical issues and provide a voice for female employees.

NEW SHIPS

Steel cutting for Spirit of Discovery

A steel-cutting ceremony has taken place for Spirit of Discovery, Saga Cruises' first bespoke-built boutique ship. The event took place on 26 February 2018 at the Meyer Werft shipyard in Papenberg, Germany, to mark the start of construction of the 999-guest vessel. A selection of mock-up cabins from Spirit of Discovery was revealed at the same time. Spirit of Discovery is due to start sailing from Dover in July 2019 and is the first of two ships being built by the cruise line. Spirit of Discovery will replace Saga Pearl II in July 2019, while Saga's second ship, Spirit of Adventure, is planned to enter service in 2020.



Saga management and new build team with the steel cutting

INCENTIVES

On-board booking a winner for agents

Regent Seven Seas Cruises is looking to raise awareness of the earning potential for travel partners if customers book their next cruise while sailing. Regent will be launching a UK trade awareness campaign that features high-profile executives promoting future cruise bookings while on board. The cruise operator will also give away an ultra-luxury, all-inclusive seven-night cruise to one cruise travel partner. When sailing, guests have access to special offers, such as exclusive savings across a variety of cruises. If a guest books on board, the reservation is automatically passed back to the original travel agent booker to process, and he or she will receive the commission.



Regent Seven Seas is launching a trade awareness campaign

INDUSTRY NEWS

Azamara launches new campaign

Azamara Club Cruises has announced the launch of its new brand campaign – Explore Further – which, says the company, relays the brand's commitment to connect people with people, enabling them to look at life with a new perspective. Explore Further launches more than 900 new tours focused on intimate experiences. With overnight stays and docking at smaller, less-travelled ports, Azamara invites guests to step on land as an insider, and to travel deeper, beyond the initial layers of a city. Azamara says its campaign continues to champion the brand's foundation of Destination Immersion experiences and strengthens its commitment to longer stays, more overnights, events and unparalleled itineraries.

Azamara explores further with its new campaign

NEW SHIPS

Fourth Viking Ocean ship named

Viking Sun, Viking Cruises' fourth ocean ship, was officially named during a celebration on The Bund in Shanghai. The Bund, part of the waterfront, has unofficially been the symbol of Shanghai for hundreds of years. The ship sailed Viking's sold out 141-day World Cruise from

Miami to London, ending on 5 May 2018. The stop in Shanghai is the first time one of Viking's ocean ships has called in China. Receiving a warm welcome from local residents and boats in the harbour, Viking Sun is the first ever cruise ship to be named on The Bund.



Viking Sun in Shanghai

NEW SHIPS



Elaine Page named godmother of Ovation

Elaine Paige, above, has been chosen as godmother of Seabourn's new ship, Seabourn Ovation.

The naming ceremony will take place on Friday 11 May in the baroque harbour of Valletta, Malta, a city that is both a UNESCO World Heritage site and 2018 European Capital of Culture. Seabourn has a special partnership with UNESCO to support its efforts to protect World Heritage sites around the world. Paige originated the role of Eva Peron in Evita, followed by Grizabella in Cats and Florence in Chess.

NEW SHIPS



CMV buys and renames ship

Cruise & Maritime Voyages has announced the acquisition of Pacific Eden from P&O Cruises Australia. The ship will be renamed Vasco da Gama after the famous Portuguese explorer. The vessel will join CMV's expanding fleet with delivery in Singapore in April 2019, followed by a short docking period to include livery change, rebrand and some

preparatory works before she positions westbound to Northern Europe via the Suez on her inaugural voyage. The ship will be deployed and dedicated to both the German and Australasian cruise markets. The new name was decided following votes by Columbus Club members and trade partners, who were asked to choose between four choices.

IN BRIEF

Sir Ranulph to attend CLIA conference

British explorer Sir Ranulph Fiennes has been confirmed as one of the keynote speakers for the 12th annual CLIA UK & Ireland Conference, taking place in Southampton from 23 to 25 May. Sir Ranulph, who has been described as 'the world's greatest living explorer' by the Guinness Book of Records, will address delegates on 25 May, at the close of the conference.

Hebridean announces guest speakers

Hebridean River Cruises has announced guest speakers for 2018 on its two Royal Crown river vessels. On the 11-night Bavaria to the Moselle itinerary departing 13 July 2018, the featured guest speaker will be well-known journalist and former independent candidate (and MP) Martin Bell OBE. The 10-night Moselle to Black Forest itinerary departing on 24 July 2018 will feature Australian politician, John Ducker.

Feast from the East

Feast on the culture of the Baltic cities and St Petersburg this autumn with CMV sailing through the Kiel canal. There's also a chance to visit Berlin and Tallinn, and overnight stays in St Petersburg, Helsinki, Stockholm and Rotterdam. Astoria sails from Portsmouth on 25 September for 13 nights with fares from £1019pp.

This is planet earth

Following the success of Frozen Planet in Concert, produced in partnership with BBC Earth, Holland America Line is debuting Planet Earth II in Concert on nearly all ships in its fleet. Combining live music with footage from the award-winning television series Planet Earth II, the exclusive show immerses guests in spectacular landscapes and habitats.

Latifah named godmother

Grammy-award-winning artist Queen Latifah will preside over the official naming ceremonies of Carnival Horizon. The cruise line has been reported as saying that Latifah embodies the Carnival brand with her fun-loving spirit and positive, can-do attitude. She will participate in the ship's official naming ceremony, as well as a 'Lip Sync Battle: Horizon' showcase on board in New York on 23 May 2018.

CLIA CRUISE FACTS & FIGURES...



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Get to know the Wave Awards Winner 2018: Best Adventure/Expedition Cruise Line



It may seem as though the entire world has been explored, however, genuine voyages of discovery are still possible. The 230-guest, state-of-the-art **HANSEATIC inspiration**, which will be launched in **October 2019 in Antwerp**, will be cruising not only in the **Arctic and Antarctic** but also in warmer water destinations such as **Cape Verde**, the **Great Lakes**, **South America** and **Amazon**, with numerous expedition activities and Zodiac landings. After almost a decade, we will be returning in the summer of 2020 to the **Great Lakes in North America**.



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Movers & Shakers

If you only have five minutes to read the magazine, you'll want to check out our hot picks this month...



1. BUS BEHAVIOUR

Team Marella arrived at The Wave Awards 2018 in style, in a fully branded Marella Cruises Routemaster bus. Travelling from their office in Luton through the snow, the journey to Covent Garden took two and a half hours. Of course, some fizz was compulsory in anticipation for the night ahead – and to warm them up, especially for the ladies who braved sandals on possibly the coldest night of the year. Liking your style!

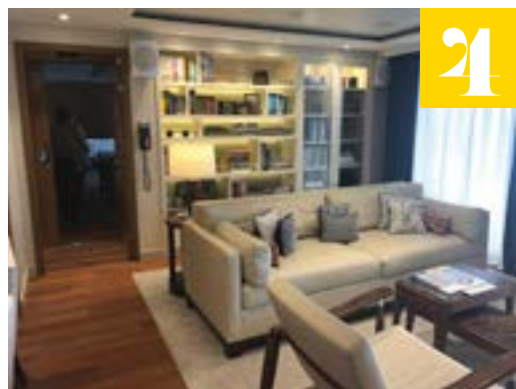


3. UP ON THE ROOF

If you have adventurous clients visiting Stockholm, why not suggest they try a rooftop hiking excursion, as Princess Cruises' passengers recently experienced on ITV's The Cruise. They'll get to view the city from the rooftops on a guided tour, well secured with safety equipment. This is a unique combo of climbing and sightseeing, and great fun – so long as they're not afraid of heights! The Stockholm by Rooftop and Gamla Stan excursion is freely available when a Princess ship is in port.

2. MONOCHROME MOMENTS

Never mind the latest style trends, black and white will never go out of fashion and is a great wardrobe option for a cruise. Plus we'd like to think that all U by Uniworld The B passengers dress to match the décor on board, like Pia Muehlenbeck has done! Image: @piamuehlenbeck



4. OWNING IT

We were lucky enough to get a sneak peek at the one bedroom, three bathroom Owner's Suite on Viking Sea recently, which features touches from the owner of Viking himself, Tor Hagen. This includes family photos, books from his university days and his personal wine collection. But the real wow feature is the private sauna with floor-to-ceiling windows, so you can steam while staring out to sea.

5. EYE TO EYE

A theme park is not necessarily what you'd expect when visiting Malta – this historic island is known for ancient walled cities Valletta and Mdina, as well as landmarks such as the Grand Harbour and Red Fort. But on Anchor Bay in Mellieha, a former film set has been turned into an unlikely attraction. In the 1980s, Popeye's Village was built for the movie of the same name. The village was left behind but the theme park is now a notable draw. We love its quirkiness and beautiful setting.





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PCI DSS compliance: what does it mean for the cruise industry?

Tony Smith, sales director EMEA, PCI Pal



2017 was a record-breaking year for the UK's cruise companies. 1.9 million passengers took advantage of the services on offer by the country's cruise lines, and while that growth looks set to continue on its pleasant, upward trajectory, the year ahead will almost certainly present some new and interesting challenges for the industry. Foremost among them is likely to be the issue of data protection.

At first glance, one might be forgiven for missing the significance of information privacy when discussing our burgeoning luxury travel industry, but 2018 is set to be the year which shines a spotlight on the frailties of data protection legislation, and with the introduction of the European Commission's General Data Protection Regulation (GDPR), seeks to shore them up.

This will affect the running of businesses greatly – even when the UK exits the EU.

The cruise industry as a whole relies heavily on contact centres for its booking and customer outreach. Payments are processed over the telephone daily, and customer

service is conducted as a matter of course.

The information passed, stored and processed in these centres is subject to the new legislation, and companies will be under increased scrutiny to ensure that this information is handled in line with the new regulations.

Failure to comply won't be an option, with fines of up to €20 million – or 4 per cent of annual turnover – on the horizon.

Insight suggests that 25 per cent of businesses are unprepared for (or even unaware of) the changes that the introduction of the GDPR will bring when it comes into force on 25 May 2018. Companies that are unprepared could find themselves badly damaged or even out of business, given the weight of punishment.

While compliance with the GDPR may seem like something entirely new, it should be remembered that we have had, for some time, the PCI DSS to guide us, as we seek to maintain strict and diligent data security procedures.

Adhering to the Payment Card Industry

Data Security Standard, which is itself compulsory for processing card payment, will continue to be the most practical first step as we look to comply with newer regulations and stay ahead of the curve when it comes to the rapidly evolving face of information privacy.

The PCI DSS has been around for some time (it was first introduced in 2004), so there is no shortage of experience and expertise on the subject. Even businesses without the right in-house wisdom needn't be concerned, because there are plenty of consultants (such as PCI Pal) that can implement the necessary software and controls to ensure every business is compliant.

Ensuring PCI DSS compliance benefits business and customers alike. In fact the buoyancy of our trade, and its continued growth, could depend on it. ⚓

What is the Payment Card Industry Data Security Standard (PCI DSS)?

- The PCI DSS is a unified information security standard for companies that handle debit and credit card payments.
 - It was introduced in 2004 with the support of all five major credit card brands.
 - It governs the protection and handling of cardholder data and seeks to reduce fraud.
 - The Standard applies to web-based customer service and more traditional methods, such as telephone contact centres.
 - Non-compliance can result in fines or even the removal of a business's right to handle card payments.
 - Compliance has 12 requirements, including that companies must install and maintain a firewall to protect data, avoid using default passwords, use encryption to protect data and keep antivirus software up to date.
- pcipal.com



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We're absolutely thrilled to be awarded Best Ocean Cruise Line at the 2018 Wave Awards. It's an incredible achievement that wouldn't have been possible if it wasn't for you—our amazing trade partners. A huge thank you to everyone who voted for us. With your continued support and the epic 12 months ahead, here's to another year of making extraordinary happen.

THIS IS EXTRA EXCITEMENT

The excitement doesn't stop there, because after her multi-million pound makeover, Independence of the Seas® returns to our fleet on May 13th. With so many more wild features packed on board, our guests' favourite ship is back and better than ever*. There's extra zap in the all-new laser tag arena, extra whoosh at the exciting new trio of waterslides and extra bounce in the virtual world on the new bungee trampoline experience, Sky PadSM.

*Independence of the Seas®, voted best ship sailing from the UK As voted in a survey of over 1,000 participants conducted between 21 June 2017 and 23 June 2017.



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What's in it for you?

CMV celebrates ten years with prizes for agents

Cruise & Maritime Voyages is offering the chance to win one of 10 super prizes in a new incentive coinciding with its 10 years of cruise operations and new preview brochure. On offer to agents making bookings until 30 April 2018 are two tickets for the Chelsea Flower Show, Joules Printed Wellies, Molton Brown gift sets, a Virgin Pamper Day for two, a large Hotel Chocolat hamper and a family visit to the Lucky Tails Alpaca Farm. CMV's head of trade sales, Lisa Jacobs said: "We have put together ten prizes to remind our trade partners that spring is here."

Agents wishing to participate should send their name, ABTA number and booking reference to competitions@cruiseandmaritime.com

HELLO SPRING
we have missed your green grass, warm sunshine and beautiful flowers!

Spring is also the time of new beginnings and we've certainly got plenty of those with the launch of our new Worldwide Cruise Collection 2018. Unbelievably, it will be our 10th year of cruising holidays during which time Cruise & Maritime Voyages (CMV) has grown to become Britain's leading independent cruise line. This success is very much thanks to you, one of our valued trade partners.

And so, to help celebrate the arrival of spring and our fabulous new 2018 cruise collection, we are offering you the chance to win one of our fabulous spring themed prizes, simply make a booking during the months of March or April and send us the details. To register your bookings, please email your name, ABTA number and booking reference to competitions@cruiseandmaritime.com

Prizes

- RHS Chelsea Flower Show Tickets (for 2) Sat 26th May '18 - all day
- Joules Printed Wellies
- Molton Brown - Spring Signatures Bathing Gift Trio
- Molton Brown - Spring Signatures Hand Cream Gift Trio
- Ted Baker Annie Chatsworth Bloom Matinee Waist
- Virgin Active Rejuvenate Pamper Day for two
- Hotel Chocolat - Large Chocolate Hamper
- Interiors Spring Sunshine Hand-knit Bouquet with Chocolates
- Lucky Tails Alpaca Farm Entry with Alpaca Walk for two adults and two children.

Terms & Conditions: Competition open from 22.00 on 20th April 18. The prizes are for cash value and there is no cash alternative offered. Prizes will be awarded to the first 10 agents who book a holiday with CMV during the months of March or April 2018. Booking must be made by 30.04.18. All bookings must be made by 30.04.18. All bookings must be made by 30.04.18.

Princess Cruises ship visits

OFFER

The 2018 Princess Cruises ship visit programme will feature Royal, Pacific and Sapphire Princess in 11 different ports around the UK and Ireland, over 20 dates from May till October. The visits will inspire agents to be able to sell with increased knowledge, having enjoyed an enriching time on board. Please note: priority will be given to those who are yet to experience a ship visit or fam trip with Princess Cruises. The following ports will be featured: Dublin, Liverpool, Guernsey, Southampton, Edinburgh, Belfast, Glasgow, St. Helier and Milford Haven. On Sunday 21 October Sapphire Princess will be hosting travel agents and their families in the port of Southampton.

BOOK: OneSourceCruises.com with unique login

Book a Holland America ship visit

OFFER

Travel agents are invited to book ship visits with Holland America on the following dates and locations, while agents can also host valued customers who have not yet cruised with Holland America:

Thursday 24 May
Dublin

Wednesday 20 June
Southampton

Wednesday 18 September
Southampton

- The provisional schedule currently includes a guided tour and three-course lunch with wine.
- Delegates will be required to provide full name, date of birth, nationality and passport number at the time of registration.
- Photo ID must be carried on the day to board the ship.
- A final schedule with full joining instructions will be sent to all named delegates around one week prior to the event.

EMAIL: salesupport@hollandamerica.co.uk or call 0344 338 8604

Agent FAM trip before CLIA conference



To register your interest please email: ukinfo@cruising.org. Places for this trip are limited and will be allocated on a first come, first served basis.

Agent delegates for the upcoming CLIA conference in Southampton are being offered the opportunity to visit Winchester (pictured left) on a pre-event fam trip. The one-night stay will include accommodation at the Holiday Inn Winchester, dinner and the chance to explore the city. The Science Centre, just one of the great places to visit in Winchester, will showcase its Planetarium Show for fam trip attendees before dinner on 22 May. Winchester tourist information centre manager Sarah Davis said: "Visit Winchester is delighted to be working with CLIA and the cruise industry to offer a fam trip prior to the CLIA Conference in May 2018, so that we can showcase this amazing city."

Earn Celebrity Rewards points on each booking

Celebrity Cruises is giving agents up to 1,000 Celebrity Rewards points on each booking made before 31 May, regardless of the length of the sailing or date of travel. Starting with a fixed reward of 250 Celebrity Rewards points on Interior and Oceanview stateroom bookings, agents can earn 1,000 points on all Suite Class bookings to spend on celebrityrewards.com. To help agents secure bookings, there are a variety of discounts and incentives.

Until 31 May 2018, agents will earn:

- 250 Celebrity Rewards points on each Interior room or Oceanview Stateroom booking, with an equivalent cash value of £2.50
- 500 Celebrity Rewards points on each Balcony Stateroom booking, with an equivalent cash value of £5
- 750 Celebrity Rewards points on each AquaClass or Concierge booking, with an equivalent cash value of £7.50
- 1,000 Celebrity Rewards points on each Suite Class booking, with an equivalent cash value of £10

Agents who haven't already signed up to earn Celebrity Rewards should visit celebrityrewards.com. Agents earn points on their bookings that can be spent on a catalogue of gifts on the website. Agents will receive their points after the relevant sailing has been completed.



For more information about Celebrity Cruises, visit cruisingpower.co.uk

Best of British

Joseph Grimley, head of agency sales at Riviera Travel, discusses agent partnerships and the importance of educating the trade

Our agent partnerships are incredibly important and we continue to see very strong growth. This is due to a number of factors – one being that our brand profile is growing thanks to us now advertising on prime-time television. This has had a positive effect on clients new to the brand, who see the ads on TV and then visit their local high street agent (or call their favourite homeworker) and request more details on Riviera Travel River Cruises.

It's almost six years since we started selling through UK independent agents. During this time, we have worked extremely hard to educate agents on our unique river cruise proposition. This has included branch visits across the country, face-to-face and online training, webinars and roadshows. Of course the best way to showcase the product is for agents to experience it for themselves. Over the last five years we have taken around 200 agents to Cologne on day trips for a tour of one of our brand-new ships. We have also taken ships (most recently the MS Emily Bronte) to the annual CLIA river cruise convention where agents have been able to enjoy all of the fine facilities and service on board. Last year we also ran a competition for two UK agents to become godmothers to the newly built MS Thomas Hardy and MS Emily Bronte, where they were guests of honour at the joint christening ceremony in Amsterdam.

In addition to training and ship visits, we have an agency sales team whose members have built up some fantastic relationships with agents. The members of the sales team work with agents on client presentations, holiday shows and in-store promotions, and also seek out marketing opportunities to support the agent. These depend on the particular agent's strengths. Some do well with Facebook advertising. For others it's direct marketing pieces or database magazines. We also have a closed agent group on



Facebook with nearly 700 agents signed up, and we send out a bi-monthly agent newsletter.

We are a British company and so the UK traveller is at the forefront of everything we do. As the UK river cruise market is still relatively small, a lot of the big players in the market are US, German or Australian companies. Their main market is their home market, so they tend to tailor their offering accordingly. Often their customers are coming to Europe to do a river cruise following a long-haul flight, so they want to cover more during their time over here. Our customers visit Europe frequently and therefore we can slow the pace of our river cruises, spend longer in each place, build in free time and, most importantly, focus on the actual cruising along the rivers during the day to take in all the amazing scenery. The other very 'British' thing we do is provide tea and coffee-making facilities in every cabin, which you won't find with many other river cruise companies, if any.

When it comes to luxury, I see a 50/50 split between clients who want what's perceived to be 'the best of the best' and don't mind how much they pay for it, and those who want a five-star product and have the money to pay for it, but like to know they're getting good value, with plenty included in the ticket price. If it's the latter, then we definitely provide that type of luxury. All but one of our fleet of river cruise ships are five star, and the service and cuisine we provide on board are exceptional. Some people perceive luxury to be the amount of inclusions, which I struggle with, because most of the finest luxury hotels in the world are on a 'room only' board basis.

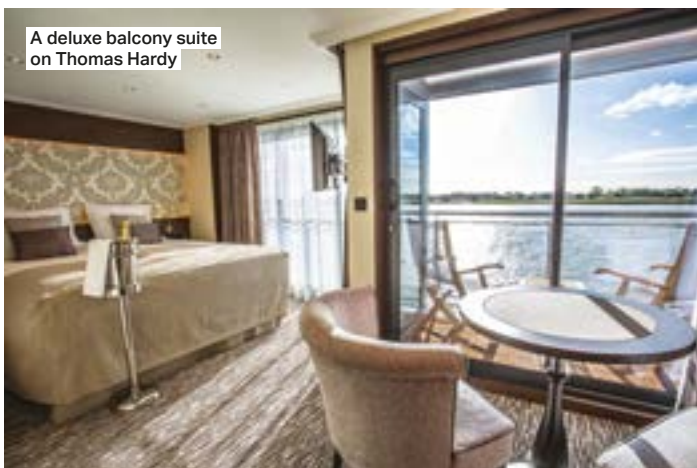
When it comes to our river cruises we listen to our clients. They tell us they don't want 'all inclusive' drinks as not everyone drinks, and certainly not a huge quantity on a river cruise. Also, when you're moored up in the evening in the centre of a lovely town with a tempting array of local rustic bars, why would you want to remain on board the ship, rather than exploring the town? We see a river cruise as lots of city breaks rolled into one. When was the last time a customer asked for a city break to Vienna and then wanted to stay in an all-inclusive hotel?

With us it's all about choice. We now have an optional 'drinks with meals' package that customers can pre-book. At just £109pp for a week, this is excellent value for those customers who like to have a couple of beers with lunch and a bottle of wine with dinner. However, since offering this the uptake has been pretty low with just less than 20 per cent of customers pre-booking. I guess this proves most people like to 'pay as they go' when it comes to drinks on board. ⚓

For more details email
agencysales@rivieratravel.co.uk



The Emily Brontë in Amsterdam



A deluxe balcony suite on Thomas Hardy



Thomas Hardy



Fam trip on the Lord Byron



The world. Within reach.

THE UK'S FAVOURITE RIVER CRUISE COMPANY

Expect only the best on a Riviera Travel river cruise: the most luxurious ships; surprisingly spacious suites with everything you would expect from a superbly appointed boutique hotel; a gastronomic journey sampling the finest cuisine; and first-class service from a crew ready to tend to your every need.

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OPTIONAL DRINKS PACKAGE
FROM ONLY £59pp

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THE BLUE DANUBE VIENNA, BUDAPEST & SALZBURG



8 DAY RIVER CRUISE

from only £999pp

THE DOURO, PORTO & SALAMANCA



8 DAY RIVER CRUISE

from only £1,299pp

BUDAPEST TO THE BLACK SEA



15 DAY RIVER CRUISE

from only £2,299pp

Book early to secure your clients' first choice for their 2019 river cruise, safe in the knowledge that they won't see a cheaper price later - we never discount. There are a limited number of lower deck cabins available on all ships with no sole occupancy supplement. Superb value for your solo customers. **Once they're gone, they're gone!**

NEW FIVE-STAR SHIPS FOR 2019



MS DYLAN THOMAS

The all-suite MS Dylan Thomas is the sister ship of the much-admired MS Emily Brontë. Measuring 135 metres in length, it is Swiss-operated and carries up to 167 guests.

MS GEORGE ELIOT

The brand new MS George Eliot measures 110 metres in length, carries up to 132 guests and offers the warm ambience and personal service of a boutique hotel.



CONTACT OUR FRIENDLY AGENCY SALES TEAM...

- We don't discount
- We hold options for 5 working days
- Product video clips available: www.rivieratravel.co.uk/agents
- Agent online training: www.rivieraexpert.com



Joseph



Darren



Tamzin



Mia

Bulk supplies of the new 2018/19 agent river cruise brochure will be sent to you automatically by Trade-Gate W/C 5th March 2018.



Call: 01283 744307

Visit: www.rivieratravel.co.uk/agents

Email: agencysales@rivieratravel.co.uk

Riviera Travel booking terms and conditions apply. Prices correct as of 26.02.18. MS Dylan Thomas and MS George Eliot ship images are an artist's impression.





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Talking Tech

Debbie Dale's refresher will help you stay one step ahead of the competition

Technology is wonderful – if you're up to speed with it!

The ships are all doing their bit with robot bartenders, interactive screens for booking dinner, the games, the smart glass, 5D theatres, biometrics and RFID wristbands – not to mention better WiFi and all the amazing tech on board. It's little wonder that cruise is seen as a front runner when it comes to innovation.

But what about the agents? We have not been known as pioneers or great innovators when it comes to technology. Brilliant service, excellent knowledge and a great customer understanding yes, but tech?

A booking system that makes the process easy, a dynamic website, a CRM that filters and sorts and helps us manage our customer data... these are things that only some of us have – and the rest of us dream of. However, more and more of us are embracing the amazing apps and tools that are now available online.

Employing a virtual reality 360-degree headset while the customer is sitting with us brings an experience to life more than words or static pictures will ever do. Meanwhile, interactive screens and 3D maps showing full itineraries give our customer more ideas, excitement and the willingness to book.

All of this helps us to sell more cruise more effectively than ever. The more we explore the technology available to us, the more innovative we appear, and this makes our customers advocates; they like it and they want more.

My top tips for taking on tech are:

- 1** Embrace technology. Make it your business to know what's out there and make it available to your customers.
- 2** Shout about your innovative, tech-focused approach – if your customers don't know what you offer, they can't experience it.
- 3** Ensure that you keep your CRM up to date – even if it's just a spreadsheet. Keep the data 'clean' and up to date and it will work for you.
- 4** Consider your own content. Video is widely watched online now. Gather as much imagery as you can and use it in emails, on your website and in social media.
- 5** Know what the ships offer and what the benefits are to your customers. Again, if they don't know, they can't talk about it or look forward to it and – more importantly – they can't want to be part of it.

The millennial generation is tech savvy. Generation Z is full of tech and digital natives. If you are not sure, go and find someone who not only knows, but who can help you implement technology to its fullest potential. Remember, this is the next generation of cruisers, so follow their lead and you won't go wrong! ⚓



Debbie Dale provides consultancy, training and coaching for businesses, and has designed award-winning online training solutions for ACE (Association of Cruise Experts, now CLIA), Norwegian Cruise Lines and Hurtigruten.



WATCH THE REWARDS SAIL IN

**AHOY THERE! THROUGHOUT THE MONTH OF
APRIL WE'RE OFFERING £10 PER BOOKING, WITH
CARNIVAL PANORAMA AT £20 PER BOOKING.**

Through our Loyalty Rocks Club app we're making it easier for you to access rewards, news and industry announcements.



loyaltyrocksclub.com

#TRAVELAGENTSROCK



Terms & Conditions: Full Loyalty Rocks Club Terms and Conditions apply, these can be found on our website (www.loyaltyrocksclub.com). Carnival Cruise Line reserves the right to increase and decrease points awarded through the incentive scheme without notice at any time. The claim must be submitted by the end of each month in order for correct points to be allocated. Bookings submitted through Loyalty Rocks Club from 1st March 2018 until 31st March 2018 will earn 20 points per booking, which equals £20 per booking through the Loyalty Rocks Club scheme.

Q&A

CHRIS AUSTIN

Senior vice president, global sales and marketing,
Seabourn



HOW LONG HAVE YOU WORKED IN YOUR CURRENT JOB AND WHAT ATTRACTED YOU TO THE ROLE?

I joined Seabourn in January 2017, in time for the naming of Seabourn Encore. The cruise industry has enviable momentum, so joining the world's finest ultra-luxury cruise brand realised a dream for me.

HOW IS YOUR COMPANY DIFFERENT TO OTHER CRUISE LINES?

Thirty years ago, in 1988, our founders were at the forefront of innovation and were the first to launch an ultra-luxury small ship that focused on the finest service on board and exceptional experiences on shore. We continue this today with authentic experiences, unique destinations and personalised service. On a Seabourn ship, space is generous. There are no crowds. Guests' names and preferences are noted. Wishes are granted, before they are spoken, by a crew that borders on clairvoyant.

IF AGENTS ONLY SELL ONE SEABOURN ITINERARY THIS YEAR, WHICH ONE SHOULD THAT BE?

We are very excited about several new itineraries but one in particular is our 15-day Iceland & North Cape Quest cruise that explores the spectacular scenery and wildlife of Iceland and Norway. Departing in June from Reykjavik, Seabourn Quest will sail up the coast of Iceland to visit a few more Icelandic ports and will then cross the Norwegian Sea to the North Cape and call at several charming towns and ports along the beautiful coast of Norway before ending at Copenhagen.



CAN YOU GIVE US A DESCRIPTION OF THE TYPICAL SEABOURN CUSTOMER?

Seabourn guests are some of the most interesting, accomplished people you could meet. They like to travel in style, and they like the ultra-luxury hotel ambience. They are curious and seek rich, immersive destination experiences, along with a highly attentive on-board service. That is why our two worlds, on board and on shore, are equally important.

WHAT IS THE BIGGEST CHALLENGE FACING CRUISE SALES?

I like to view challenges as opportunities. How can we continue to grow the business and introduce more travellers to cruising?

There are many opportunities for travel professionals to find potential luxury cruise clients. The guest demographic on luxury cruises is varied – retired, singles, busy professionals, and multi-generational groups. Explore the type of holiday a non-cruiser normally takes and how their requirements can be matched to a luxury cruise.

HOW DOES THE COMPANY WORK WITH THE TRAVEL TRADE?

Travel professionals are pivotal to us. Our guests rely on their skills and expertise to craft the best travel experience. We rely heavily on our partners to help tell our story and share the Seabourn differences. We are proud of our partnership with travel professionals around the world, and we work at it. We must be accessible, responsive and provide the right suite of tools to make doing business with Seabourn easy. We have sales teams in the UK and other markets around the world to support top line revenue growth. Our team is a world-class, committed and passionate sales organisation often regarded as the best in the business. Seabourn Academy, our complimentary, online course for travel professionals, is packed with insights, techniques and tips from the most successful sellers of luxury travel in the world. I'd love to invite our travel professional partners to join our webinars and training hosted by our team of sales professionals. We'll also be increasing the opportunity for our loyal partners to see our ships with 'Lunch and Learn' invitations, when the ships are in key ports around the world.

TOP THREE TIPS FOR AGENTS SELLING CRUISE...

1 Focus on a cruise line's unique offerings and become an expert by embracing the training resources that are available. For example, our on-board programme, Ventures by Seabourn, enhances guest destination experiences.

2 Propose that life events, such as birthdays and anniversaries, are celebrated by taking a luxury cruise. Travel professionals should become part of their client's journey when they are booking a holiday.

3 Let clients know about the on-board booking programme. There is no better time for a guest to book their next adventure than when they are on board, immersed in the experience and having a fantastic time.

Avalon Siem Reap

Offering modern features while retaining a colonial charm, the all-suite Avalon Siem Reap was designed to offer the best river cruise experience on the Mekong River. It is also the only ship in the industry cruising from Ho Chi Minh City to Phnom Penh



SMALL SHIP CRUISING, BIG ON PAMPERING

After a day visiting floating markets, shimmering rice paddies, crumbling temples and sleepy fishing villages, guests are invited to take time out and indulge in a relaxing spa session in the private spa room. Treatments on offer include massages, manicures, pedicures and facials.



ROOMS WITH A VIEW

Blending luxury with comfort, and blurring the line between outside and in, every stateroom features wall-to-wall and floor-to-ceiling windows that create river cruising's only open-air balcony. Beds are turned to face the views, giving guests the opportunity to wake each morning and experience the riverbank vistas.



A new era for Saga

Featuring luxurious new ships
and a dedicated new Trade Team



Meet our new-look Trade Team



At Saga, we've been creating holidays exclusively for the over 50s for more than 65 years, with incredible destinations, memorable experiences and fantastic value at the heart of everything we do. We thrive on providing each new generation of customers with innovative, inspiring travel opportunities - such as boutique-style cruising aboard our new ships, Spirit of Discovery and Spirit of Adventure. And it's easy to introduce your clients to the world of Saga with the help of our new-look Trade Team.

Iain Powell

Head of Trade Sales

Great news for our agent partners

Our partners are a hugely significant part of our plans, so we'll be investing in you more than ever before...

- You'll have all the tools you need to increase your sales with us.
- You'll be treated to new, exciting incentives and rewards.
- You'll have complete peace of mind, knowing your clients will have an amazing holiday in the safest hands.

A new-look Trade Team too

To make us even easier to work with, I have joined our cruise and holidays teams together. It means you can discuss all our products with one person. Our National Account Managers are responsible for our relationships with key agent partners, while our head office remains a central point of contact whenever you need us.



Sharon Moore

National Account Manager
01303 771897
07710 440517
sharon.moore@saga.co.uk



Sukina Fagg

National Account Manager
01303 771781
07710 440730
sukina.fagg@saga.co.uk



Sally Ruthwell

Agency Sales
0800 068 8732
agency-sales@saga.co.uk

Call reservations **FREE** on **0800 074 8021** or visit saga.co.uk/agents

Or call Agency sales **FREE** on **0800 068 8732**

Find us on social media   **Saga Trade Team**

Our Regional Sales Managers

This team of six is fully equipped to help you grow your business, no matter where you're based. All of us at Saga Trade Sales thank you for your ongoing support, and look forward to sharing a successful future with you.



Wayne Beard

Regional Sales
Manager – North West
07738 777591
wayne.beard@saga.co.uk
f Wayne SAGA
Trade Sales Northwest



Hayley Morris

Regional Sales
Manager – North East
07710 440663
hayley.morris@saga.co.uk
f Hayley SAGA
Trade Sales Northeast



Stephen Grinnell

Regional Sales
Manager – Central
07738 777089
stephen.grinnell@saga.co.uk
f Stephen SAGA
Trade Sales Central



Zoe Adams

Regional Sales
Manager – East
07738 777571
zoe.adams@saga.co.uk
f Zoe SAGA
Trade Sales East



Claire Hodgkin

Regional Sales
Manager – South West
07738 777576
claire.hodgkin@saga.co.uk
f Claire SAGA
Trade Sales Southwest



Zyel Abraham

Regional Sales
Manager – South East
07738 77761
zyel.abraham@saga.co.uk
f Zyel SAGA
Trade Sales Southeast

Is this Saga's best ever trade incentive?

You know we include so much more in the price of our holidays, so here's your chance to enjoy an all-inclusive treat too. Book any Saga holiday, cruise or river cruise during April and May and you could win a VIP Race Day at either Aintree or Newmarket. This fabulous prize includes a private box with lunch, a free bar and transport, plus A-list entertainment to round off your day.

There's one chance to win with every booking – two for long haul holidays – and with 20 places available the odds are pretty good too.

**Win a VIP
Race Day
at Aintree
and see
Craig David live
or
at Newmarket
and see
Paloma Faith live**

You bet!

Call **FREE** on **0800 074 8021** or visit saga.co.uk/agents

Become a Saga expert, visit sagaexperts.com

Find us on social media [!\[\]\(0f56135fbafc50fedfcfff94393fe0f3_img.jpg\)](#) [!\[\]\(fca212a6a52d16ede5a8c24a2afef8a1_img.jpg\)](#) **Saga Trade Team**

SAGA
keep doing



ABTA
W8164 / W8179

For every booking you make between April 1 and May 31, 2018 you'll be entered into a prize draw to win VIP tickets to race days and the chance to see Craig David on Jun 15 at Aintree or Paloma Faith on Jun 22, 2018 at Newmarket. Long-haul holidays gain two entries. To enter email the booking reference number to incentives@saga.co.uk. For terms and conditions visit saga-trade/incentives. Saga holidays are for anyone aged 50+. A travel companion may be 40+. NHA-SC9551.



A FEAST OF FLAVOURS

Using fresh local ingredients, chefs prepare recipes from Southeast Asia and present them in a variety of inspiring settings. The ship offers flexible dining. With a choice that includes four-course dinners and lunch buffets with live cooking stations dishing up local cuisine, guests can decide what and where to eat on board.

FAST FACTS

2015

Built

60m

Length

24

Crew members

18

Staterooms



SPACIOUS LOUNGES

The communal spaces never feel congested. From the air-conditioned Panorama Lounge to the open-air observation lounge, there is plenty of seating and no shortage of areas in which to relax. Plus, the lounges are located at the front of the ship, not the back, so there will always be a great view.



The Wave Awards 2018

Nothing's going to stop the cruise cognoscenti from getting to the best party in town – battling the snowy elements, the industry's finest defied the unseasonal March weather and jumped on trains, planes and even branded London buses (see page 13 for more on that) for the most prestigious event of the year, The Wave Awards 2018.

Held at the De Vere Grand Connaught Rooms in London's Covent Garden, The Wave Awards is voted for by both the trade and the public, so winners truly are the best of the best. The night also saw a special announcement

– the launch of The John Honeywell Award, in tribute to our late friend and colleague John Honeywell.

Universally known as Captain Greybeard, former editor and then editor-at-large of World of Cruising magazine, the world of cruising lost a true industry icon when John died last October, and Real Response Media is proud to launch this tribute, which, in the coming years, will be presented to someone who has made a marked contribution to the industry.

The inaugural award was collected by John's wife Sheila, and their two sons, Russell and Nick. >

The industry unites

PUBLIC VOTE

- Favourite Cruise Blogger: **Emma Le Teace, Cruising Isn't Just for Old People**
- Favourite Cruise Agent: **Bolsover Cruise Club**
- Favourite Destination: **Jamaica**
- Favourite Luxury or Premium Cruise Line: **Cunard**
- Favourite Specialist Cruise Line: **Cruise & Maritime Voyages**
- Favourite River Cruise Line: **Viking River Cruises**
- Favourite Ocean Cruise Line: **P&O Cruises**



Host and comedian
Alex Horne



Saga's James Langley
with Gayle Balena and
Clive Thomas, ABP
Southampton



The party continued after the awards



Carly Perkins with trophies for Seabourn and Holland America



Kerri Thorpe from Advantage, Michelle Daniels from Voyages to Antiquity and Sarah Wikevand, ROL



Saga's Robin Shaw addresses the guests

INDUSTRY

- Best Advertising, PR or Marketing Campaign: **Barrhead Travel**
- Best Transfer Service: **Titan Travel**
- Best Use of Technology: **Intercruises Shoreside & Port Services**
- Best Digital or Web-Based Platform or Service: **ROL Cruises**
- Best Escorted & Specialist Tour Operator: **Wendy Wu Tours**



ON BOARD

- Best for Entertainment: **Marella Cruises**
- Best for Cuisine: **Oceania Cruises**
- Best for Accommodation: **Regent Seven Seas Cruises**
- Best for Wellbeing/Spas: **Viking Ocean Cruises**
- Best for Enrichment: **Voyages to Antiquity**

PORTS & DESTINATIONS

- Best UK & Ireland Departure Port: **ABP Southampton**
- Best Excursion: **Tauck – Rendezvous on the Seine**
- Best Destination (Port or Country): **Singapore**



MD Chris Pitchford takes to the stage



The band played on



Rachael Jackson and Mike Evans, Fred. Olsen



Silvia Andreotti, NCL and Bernie Carter, Oceania



Iglu's Dave Mills and Simone Clark, with Graham Sadler from Regent Seven Seas cruises

AGENT

- Individual Award for Best Cruise Agent: **Poppy Outram – Bolsover Cruise Club**
- Best Online Cruise Travel Agent: **Iglu Cruise**
- Best Cruise Travel Agent: **World Travel Holdings**



MARELLA CRUISES



CTN Editor
Rebecca Barnes



World of Cruisings' Karen
Pasquali Jones and
Louise Robinson with
Rebecca Thomas, The
Dovetail Agency



Ben Trinder and
Ryan Greeney, Cruise 118



Photo booth action

CRUISE LINE

- Best New Ship Launch: **Seabourn Encore**
- Best Family Cruise Line: **MSC Cruises**
- Best Value-for-Money Cruise Line: **Saga Cruises**
- Best for Solo Travellers: **Fred. Olsen Cruise Lines**
- Best Specialist Cruise Line: **Star Clippers**
- Best Premium Cruise Line: **Holland America Line**
- Best Adventure/Expedition Cruise Line: **Hapag-Lloyd Cruises**
- Best Luxury River Cruise Line: **Uniworld Boutique River Cruise Collection**
- Best Luxury Ocean Cruise Line: **Crystal Cruises**
- Best River Cruise Line: **Avalon Waterways**
- Best Ocean Cruise Line: **Royal Caribbean Cruise Line**



James Cole with partner



SEABOURN®

The World's Finest Ultra Luxury Resort at Sea



Introducing SEABOURN OVATION

In May 2018 we welcome *Seabourn Ovation*, crowning the most modern and acclaimed fleet in ultra-luxury. Like her sister *Seabourn Encore*, the strikingly beautiful all-veranda suite ship delivers a wealth of innovative concepts and a host of illuminating ideas to delight the world's most discerning travellers.

Seabourn Ovation can slip into picturesque ports and hidden harbours. Yet she offers features and amenities rivalling much larger ships, including sumptuously furnished living areas and restaurants designed by the genius of Adam D Tihany, elegant settings for meals created under the guidance of world-renowned chef and restaurateur, Thomas Keller.

SEABOURN OVATION INAUGURAL SEASON

Mediterranean | Northern Europe | Arabia | Asia

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For online training visit; seabournacademy.co.uk | For UK ship visits email: salesupport@seabourn.co.uk

Your World

17 PAGES
OF MARKETABLE
ITINERARIES,
SHIP REVIEWS &
DESTINATION
INSPIRATION



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Glorious Greece

From black sand beaches and star-studded nightclubs to sumptuous food and iconic historical sights, Greece has something for every cruise passenger

According to figures just released in the CLIA UK & Ireland cruise sector report, almost two million cruises were sold to British holidaymakers last year and the Mediterranean remains the most popular region for cruising.

Positioned at the crossroads of Europe, Asia and Africa, Greece is quite rightly perceived as a safe and tourist-friendly destination. Families are wooed by the warm welcome offered to children, and active

passengers enjoy the wide variety of water sports and hiking opportunities on offer, while couples love the chance to discover deserted beaches and off-the-beaten track sights.

"The Greek Islands have long held an allure, and uncovering the history and culture of the islands aboard a tall ship offers the chance to stop in at smaller ports and lesser-visited islands," said Alison O'Loughlin, marketing manager, Adventure World.

With guaranteed sunshine, glass-green seas, kid-friendly port calls and

world-famous cultural attractions, it's easy to see why Greece and the islands have such a huge – and growing – appeal for cruise passengers.

"Hundreds of islands and miles of coastline, combined with immense history and contemporary culture, make Greece a unique cruise destination that has something to offer everyone," agreed Emy Anagnostopoulou, director, GNTA UK & Ireland. "A cruise can be an amazing and rewarding lifetime experience all year round!" >

Castle of Mytilini,
Mytilini, Lesbos



Classic Greece

Although Greece has more than 6,000 islands and a mainland chequered with world-renowned archaeological sites, most major cruise companies tend to visit only the most popular ports. On the mainland these include the Greek capital, Athens – where cruise ships dock out of town and a bus tour takes passengers to visit the Acropolis Museum and other sights – and Katakolon, which is the jump-off point for shore excursions to the site of the original Olympic Games and Gythion, seaport of ancient Sparta and gateway to the Peloponnese.

When it comes to the islands, Mykonos, with its windmills and nightlife, features on most itineraries, as does Santorini, famed for its Caldera views and narrow winding streets, where passengers have to ride a donkey or take a cable car to climb the cliffs to reach Fira town.

Other islands include Crete, where cruise ships generally dock close to Heraklion's Venetian port, a 15-minute walk from the city's old town; Rhodes, which has one of the worlds' best-conserved mediaeval towns; and the lush, charming island of Corfu.

Lesser-known islands

Passengers who want to discover some of the country's lesser-known regions should consider small and mid-sized lines like Celestyal, Star Clippers or Viking. "Our Northern Cyclades itinerary visits two lesser-known regions," said Nicole Lenoir-Jourdan of Star Clippers. "These include the perfectly preserved Byzantine fortified port of Monemvasia and the island of Amorgos, which is famed for its 10th-century cliffside monastery of Panayia Hozoviótissa."

Other smaller atolls starting to pop up on itineraries include Skiathos, a laid-back island with glorious beaches; Skopelos, the backdrop for Hollywood movie *Mamma Mia!*; and Kos, a Dodecanese island littered with archaeological sites.

Lesbos, birthplace of Sappho, is a popular stop on LGBT cruises, while fans of Captain Corelli's Mandolin won't want to miss a visit to Kefalonia, the unspoilt island where the movie was filmed.

Finally, the island of Paros is a magnet for passengers seeking a less crowded version of the neighbouring Cyclades islands of Santorini and Mykonos.

Off the beaten track

"New on our itineraries is the lesser-known Greek island of Elafonisos, located in the Lakonikos Kolpos. In ancient times the island was a peninsula and the sandy isthmus, which separates it from the Peloponnese, is only a few feet underwater, creating the alluring colour in the sea. Elafonisos is a very small island and guests visiting will get an authentic Greek experience," said Mary Stuart-Miller, marketing manager, Star Clippers.

Another little-known atoll featuring on the itineraries of Voyages to Antiquity this year is the Dodecanese island of Karpathos, famed for its white sand beaches and remote villages whose inhabitants still dress in traditional style. VTA is also one of the few cruise lines to include the enchanting Cycladic island of Tinos – renowned for its long marble-carving tradition and unique architecture – in Mediterranean itineraries.

The volcanic island of Milos is one of Celestyal Cruises' hot destinations. According to CEO Kerry Anastassiadis, it's an "uncrowded, unspoilt gem".

Best of all worlds

Star Clippers Northern Cyclades

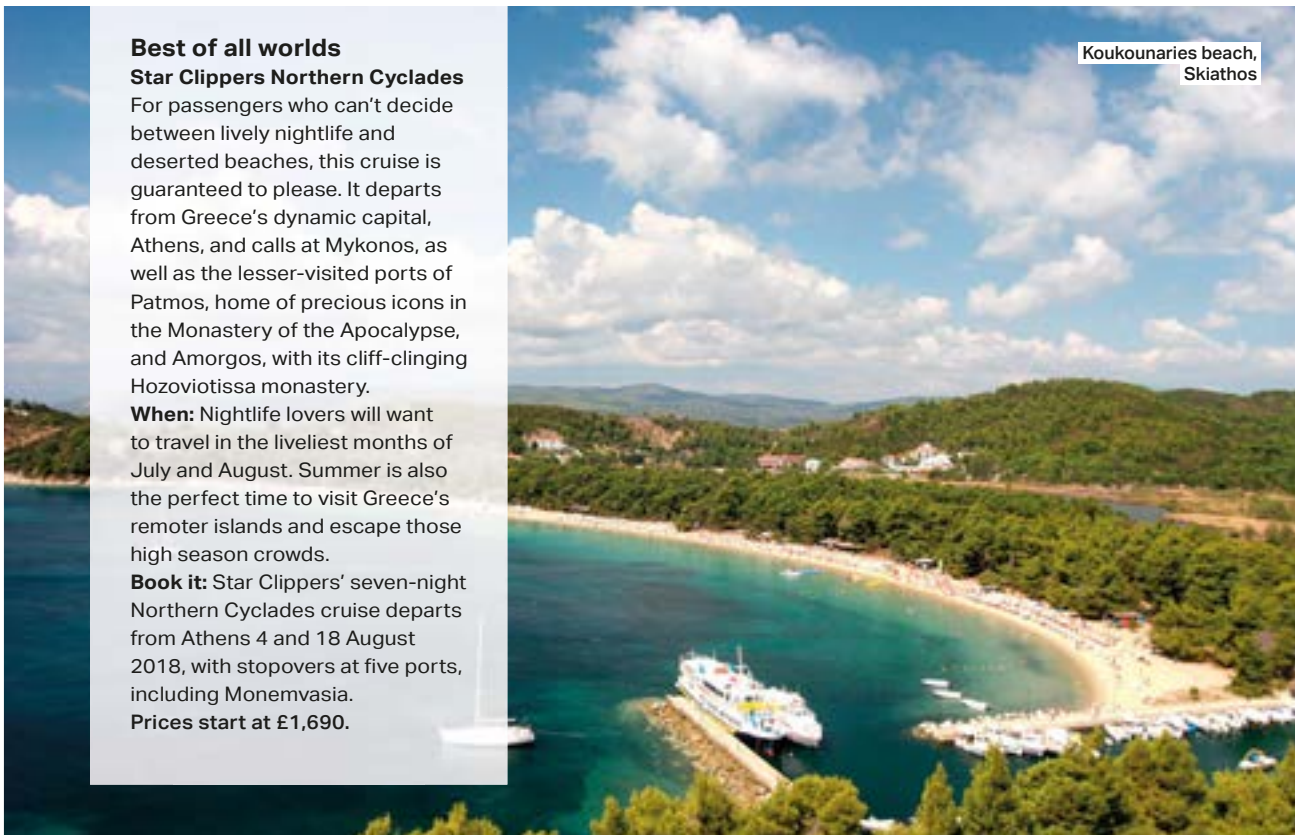
For passengers who can't decide between lively nightlife and deserted beaches, this cruise is guaranteed to please. It departs from Greece's dynamic capital, Athens, and calls at Mykonos, as well as the lesser-visited ports of Patmos, home of precious icons in the Monastery of the Apocalypse, and Amorgos, with its cliff-clinging Hozoviotissa monastery.

When: Nightlife lovers will want to travel in the liveliest months of July and August. Summer is also the perfect time to visit Greece's remoter islands and escape those high season crowds.

Book it: Star Clippers' seven-night Northern Cyclades cruise departs from Athens 4 and 18 August 2018, with stopovers at five ports, including Monemvasia.

Prices start at £1,690.

Koukounaries beach,
Skiathos



Lesbos by night



Best for families

Norwegian's Greek isles from Venice

From Santorini's spectacular donkey rides to Mykonos' centuries-old windmills and whitewashed villages, this cruise is guaranteed to appeal to kids, while parents will love travelling with this family-friendly cruise line with its well-designed youth programmes to suit all ages, from tiny tots to teens.

When: July and August will best suit families with school-age kids, but parents with younger or older children should consider the cheaper, cooler shoulder seasons.

Book it: Norwegian Cruise Lines' seven-day Greek Isles from Venice cruise has departures from June to October 2018, with stopovers at five ports, including the 'Durrell island' of Corfu.

Prices start at £1,097.

Paros harbour



Best for honeymooners

Celebrity's Italy and Greek Isles

From sunset views of Santorini's spectacular caldera to atmospheric rambles in the historic streets of Rhodes, this cruise, departing from Rome, just oozes romance. The icing on the cake is Celebrity Eclipse's massive suites, couples spa facilities, cosy eating venues and adults-only solarium – ideal for loved-up couples.

When: Spring or autumn shoulder seasons, when temperatures are high but kids are still at school, is the time for honeymooners to travel.

Book it: Celebrity Cruises' 14-night Italy & Greek Isles cruise departs from Rome between April and October 2018 with stopovers at seven ports, including the Greek capital, Athens. Prices start at £1,122.

SELL IT

Make a match: "It's important to match the cruise to the person," said Nicole Lenoir-Jourdan. "People who love tall ships, for example, enjoy getting off the beaten track and the romance of the sails unfurling."

Appeal to families: Not only do Greeks love kids in all shapes and sizes, this friendly country is also one of the world's safest destinations for children.

Time it right: "Port times are incredibly important," said the sales staff at Windstar Cruises. "For example, in Santorini it is not just as simple as getting off the ship and heading into town. There are two ways up – by donkey or by cable car – and both of those can have very long lines. Imagine that with a ship of 5,000 passengers."

Sell shore excursions: From foodie tours in the streets of Athens to swimming in Santorini's famous volcanic hot springs or taking a private guided tour of ancient Olympia, there are dozens of enthralling shore excursions available.





6 of the best... family cruises

AS FAMILIES START BOOKING THEIR HOLIDAYS FOR SUMMER, WHICH CRUISE SHOULD YOU RECOMMEND FOR THAT EXTRA-SPECIAL BREAK?

CRUISE LIKE A NORWEGIAN

Norwegian Cruise Line is known for catering to children and families and certainly has fun built into its DNA. Its soon-to-be-launched ship, **Norwegian Bliss**, will feature fantastic amenities for families on its summer cruises to Alaska. Bliss will have the largest Go-Kart race track at sea as well as a kids' aqua park. The Splash Academy kids' club is divided into Guppies (six months to three years), Turtles (three to six years) and Dolphins (10 to 12 years). There is also a teen club (called Entourage) with its own arcade. The whole family will enjoy on-board entertainment including Jersey Boys the Musical, headlining on the ship's main stage. Other amenities will include a two-level electric-car race track which will be the longest at sea at nearly 1,000 feet, an open-air laser tag course which will come to life both day and night, an expansive pool and a sundeck complete with two spacious pools, six infinity hot tubs, and two water slides.

Book it: ncl.com

CARNIVAL'S WATER WONDERS

Launching in spring 2018, the 121,110-tonne **Carnival Horizon** will offer a range of on-board innovations, including a groundbreaking bike-ride-in-the-sky called SkyRide, and an IMAX Theatre.

This will be the first ship in the Carnival fleet to feature Dr. Seuss WaterWorks, with two distinctly different slides. The Cat in the Hat slide will have an enclosed raft slide with heart-racing twists and turns and an entrance resembling The Cat's famous red and white hat. The pattern is carried throughout the slide in alternating translucent and opaque sections. The Dr. Seuss WaterWorks will also include a 150-gallon tipping bucket patterned after The Cat's hat, along with a kiddie splash zone with dozens of water spray toys. A wide range of accommodation will also be offered, including extra-roomy staterooms in Family Harbor, and tropical-inspired Havana staterooms and suites with exclusive daytime access to a Cuban-themed bar and pool.

Book it: carnival.com



Families can get on board with A-Rosa



MSC DOES THE MED

Those boarding **MSC Meraviglia** for a family cruise around the Mediterranean this summer can enjoy new excursions designed with them exclusively in mind. One outing includes a tour of Barcelona which takes participants to the city's highest point for spectacular views. On the same excursion there is a visit to the children's amusement park, Tibidabo Park, famous for its Sky Walk rides and rollercoasters.

Also new is The LEGO family experience day, designed in partnership with LEGO. The day is organised so families complete a specific challenge together, with everyone 'graduating' at the end of the day with a diploma. Other family activities provided on board include the DOREMI Chef cooking competition (DOREMI is the on-board MSC Cruises mascot), the Family Disco and the DOREMI Talent Show.

Book it: msc.com

LIVING THE DREAM

What family wouldn't enjoy a Bahama Cruise on **Disney Dream**? One three-night taster cruise in August sails from Port Canaveral, Florida, and visits Disney's own island – Castaway Cay – in Nassau in the Bahamas, before returning to Port Canaveral. The 1200-stateroom Disney Dream was the first ship to have a water rollercoaster at sea. The 'AquaDuck' is a 765-foot-long winding waterslide with a four-deck drop. It winds 13 feet over the edge of the ship and through the forward funnel. Other water activities include Mickey's Slide and three pools. Other family offerings are Broadway-calibre live shows, themed deck parties and fun-filled youth clubs as well as Disney Character experiences. There is also a variety of gourmet and casual dining plus adult-exclusive nightclubs and lounges for mum and dad.

Book it: disneycruiseline.co.uk

A-ROSA RULES THE WAVES

On A-Rosa River Cruises' popular **Rhone River itineraries** in the South of France, families can immerse themselves in sun-drenched ports of call and enjoy regional food both on board and on shore. They can also learn about the local culture by booking excursions such as a Jeep safari around the Camargue or a bike ride through the countryside of Avignon. While on board, children can visit the bridge to meet the captain and watch the ship going through the locks. Families can relax in the pool area on the sun deck and enjoy outdoor games like shuffle board and mini golf. One child cruises for free for every full paying adult. There is also a variety of cabin options available (depending on the ship/ departure date) including family cabins, suites, cabins with one extra bed and interconnecting cabins. This can mean, in the case of a family of four, they might pay for one cabin but get two. Flights/rail and transfers as well as meals are all included in the cost of the cruise.

aros-a-cruises.com ⚓

OUT OF THIS WORLD

One of **Independence of the Seas'** brand-new features is the Sky Pad virtual reality and bungee trampoline experience. Guests don a virtual reality headset to transport them to another time and planet as they bounce over moon craters or compete in intergalactic games. The out-of-this-world experience can also be enjoyed without virtual reality headsets, for those who prefer to look out over the ocean as they leap into oblivion. The ship's multi-million-pound makeover boasts the addition of other features including The Perfect Storm, a duo of racing waterslides named Cyclone and Typhoon, and Splashaway Bay, an interactive water park for children and toddlers with water cannons, fountains, pools and the ultimate drench bucket. Royal Caribbean's Independence of the Seas will be sailing this July on an eight-night Norwegian Fjords itinerary round trip from Southampton. The ship will call at Bergen plus the famous Geiranger and Stavanger fjords.

Book it: rccl.com



Once clients have experienced the delights of the Rhine and the Danube – Europe's best-loved rivers – they invariably catch the cruising bug and are eager for more. For repeaters looking to do something different, there are far-flung waterways waiting to be explored.

Asia is the fastest-growing region for river cruises and, according to CLIA, is the driving force behind the 15 per cent rise in river cruise passengers sailing outside of Europe.

Andy Harmer, senior vice president of membership and director CLIA UK & Ireland, said: "Cruises on the Mekong are

Set sail on an Asian adventure

From the inspirational Irrawaddy to the magical Mekong, Asian river cruises offer a world of adventure

the most popular in the region, with the highest number of passengers from the UK. However, river cruise passengers sailing on the Irrawaddy have more than quadrupled over the past two years."

The increasing interest in Asia, and specifically in the Irrawaddy, led to CLIA organising its inaugural Asia River Cruise and Destination Forum in Vietnam and Cambodia this month, in order to provide agents with an in-depth understanding of the region.

Culture-rich cruises on the Irrawaddy in Myanmar (formerly Burma) were pioneered by small-ship specialist **Pandaw**. Mainstream lines, including **Avalon**, **APT** and **Scenic**, have followed

suit. Typically starting from the former Burmese capital Yangon, most itineraries take passengers from the temple town of Bagan to Mandalay. With Pandaw, intrepid clients can also venture up the out-of-the-way Chindwin, a tributary of the Irrawaddy.

Marco Rosa, Pandaw's vice president of sales and marketing, said: "Our advice to agents is to target experienced river cruise customers and clients who have a keen sense of adventure. Our itineraries travel to remote areas and, as a result, the ship's captain may have to make changes to the planned itinerary. It's therefore important that agents are comfortable their customers will

have a flexible approach, and are happy to embrace the adventurous spirit of Pandaw's expeditions."

His comments were echoed by Clare Dudley, managing director at **Ponders Travel**, who added: "You get to visit a number of small villages and towns and see local agriculture and manufacturing at first hand. These places are remote from the modern world and offer a glimpse of a timeless, lost Myanmar far from the usual tourist track."

Elsewhere, new ships and itineraries are providing agents with even more options to sell Asian cruises. In response to an ever-increasing demand for the Mekong, **CroisiEurope** launched the >

SALES TIPS

1

Many places visited can only be reached by boat and offer genuine and unplanned experiences - such as being invited to a village festival.

2

Cruises are a comfortable, stress-free way of exploring exotic destinations - and are less tiring than land tours.

3

Ships are small, some carrying less than 20 passengers, with a high crew-to-guest ratio.

4

Asia cruises are suitable for active clients of all ages.

5

Cruises on the Irrawaddy range from three to 10 nights or more, providing customers with plenty of choice.

62-passenger Indochine II last September, joining its four other ships sailing in Vietnam and Cambodia. With an ultra-low draft, Indochine II is able to sail further than other vessels onto the Tonle Sap Lake to explore the fascinating natural landscape.

This September, the new 36-passenger Avalon Saigon joins the Avalon Siem Reap to sail on the line's 15-day Fascinating Vietnam, Cambodia & the Mekong River itinerary.

"For us there is a big demand for these fascinating rivers, and we are excited to see even more growth and new areas such as the Brahmaputra in India," said Giles Hawke, CEO of Avalon Waterways and Cosmos. "Avalon's ships in Asia are rather special in that they mimic our 'suite ships' in Europe, only without the width restrictions of the vessels. This means the 18 staterooms feature even more room to relax and enjoy the river views."

New for 2018 is Scenic's 23-night Indochina & Luxury Mekong cruise-tour, which covers Vietnam, Cambodia and lesser-known Laos. It features the line's trademark Scenic Enrich excursions, included in the fare and providing immersive cultural experiences.

And hot on the heels of its recent launch in Europe, **U by Uniworld** is ready to expand into Asia. The groundbreaking new line for 21-to-45-year-olds has set its sights on the Mekong for a third ship, with plans for a fourth ship to be announced in the future. Launch dates have yet to be announced.

The Mekong was recently given a huge boost on Channel 5's Cruising with Jane McDonald series when the presenter sailed on **AmaWaterways'** AmaDara from Ho Chi Minh City in Vietnam to Prek Kdam in Cambodia. The line created special sales packs to help agents book interested clients.

The final word goes to APT's national sales manager, Jessica Shelton-Agar, who said: "Driving the growth in Asia river cruising is an increasing desire amongst British travellers for more authentic and culturally focused holidays that offer great value for money. "A good tip for agents is to bear in mind the importance of authentic experiences. For example, we feature a range of Signature Experiences as part of our included sightseeing programme – once-in-a-lifetime moments specially curated for our guests." ⚓



CroisiEurope Indochine II



Pont U-Bein Bridge, Amarapura, Mandalay



Cruising with Jane McDonald on the Mekong



AmaWaterways AmaDara

SELL IT

PANDAW'S seven-night Pagan to Mandalay cruise is priced from \$1,611pp (£1,167) cruise only for departures between July and September 2018, including all meals, drinks, excursions, tips and transfers. 0208 326 5620 pandaw.com

AVALON offers the 15-night Fascinating Vietnam, Cambodia & the Mekong River itinerary from Siem Reap to Ho Chi Minh City from £4,529pp, departing 23 September 2018, including all meals, drinks with lunch and dinner, excursions, tips, flights, transfers and VIP home pick-up service. 0800 668 1843 avaloncruises.co.uk

SCENIC'S 19-night Mystical Myanmar land-cruise features a 10-night all-inclusive cruise with butler service and hotel stay in Yangon from £6,795, departing 1 September, 2018, including all on-board meals and drinks, Scenic Enrich experiences, flights and transfers. 0808 250 8477 scenic.co.uk



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Marketing tools are available on our website via the Marketing Portal.
For brochures contact AgencySales@OceaniaCruises.com



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Sailing deeper in Southeast Asia

15-day Mekong River cruises from £3,949pp



With two custom-built boutique ships, Avalon sails from bustling Ho Chi Minh City in Vietnam all the way to Siem Reap in Cambodia. Along the vibrant Mekong River, scenes of everyday life will mesmerise you – from fishermen hauling in their daily catch to chanting monks to boats crisscrossing the river. Cruise the massive Mekong Delta, explore French-influenced Phnom Penh, take a walking tour of Ho Chi Minh City and marvel at spectacular Angkor Wat in Siem Reap.

The Avalon difference



Open-air balconies with seating area and a bed facing the stunning views



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✉ agencysales@avaloncruises.co.uk @ [avaloncruises.co.uk/agent-login](https://www.avaloncruises.co.uk/agent-login)



We are a member of ABTA and our flight-inclusive holidays are protected by the ATOL scheme. From price of £3,949pp based on the 15-day Fascinating Vietnam, Cambodia & the Mekong (Siem Reap to Ho Chi Minh) cruise departing 18 August 2019 from London Heathrow, sailing on Avalon Saigon. VIP private home pick-up service is available if your customers live within 100 miles of their departure point. All meals are included on board the cruise. Hotel nights before and after may not include meals; details of included meals can be found online at www.avaloncruises.co.uk. All pricing and offers are subject to availability and may be withdrawn at any time. Correct at time of print (23 March 2018).

Living the Caribbean dream

A CARIBBEAN CRUISE ON BOARD VIKING SEA IS SMALL SHIP SAILING IN TRUE SCANDI STYLE – CTN'S EDITOR WENT ALONG FOR THE RIDE



Viking ocean ships are like the models of the moment: stylish, cool, well proportioned and easy on the eye. It's an alluring proposition, and one that we, like increasing numbers of Brits, discovered for ourselves, as we left freezing-cold London behind and boarded two-year-old Viking Sea in San Juan, Puerto Rico, for a West Indies Explorer taster cruise in the Caribbean.

Viking has been working closely with local partners in the Caribbean to monitor recovery following last year's hurricanes. However, despite ongoing relief efforts, one of the planned ports of call on this itinerary, Tortola, is not yet ready to support cruise guests. As a result, the decision was made to replace Tortola on upcoming itineraries with Frederiksted, St. Croix, to give the island more time to recover.

With a maximum capacity of 930 guests and all-veranda staterooms, Viking Sea – a carbon copy of the other Viking ocean ships – is light and contemporary, with no showy carpets or slot machines in sight. Easy to navigate due to its small ship size, the carefully planned layout somehow makes you feel as though you're one of just a handful of people on board.

Viking is leading the charge when it comes to décor, with signature Scandi chic design elements running throughout the ship. Service is friendly and thoughtful; one of our group witnessed a crew member offering to make toast for an elderly passenger while she went and sat down.

It's these elements combined that make you feel as though you're staying in an exclusive boutique hotel and not a cruise ship. But whatever the magic formula is, it

definitely seems to be working.

All things considered, Viking cruises are pretty good value for money – free WiFi, one complimentary shore excursion a day, 24-hour room service, a self-service launderette and beer, wine and soft drinks with lunch and dinner each day.

All staterooms have verandas, and even entry-level accommodation is of a good standard, with a library of on-demand movies, and nice touches – including carafes of drinking water, comfy lounge chairs, binoculars and king-size beds with luxury pillows and linens.

Whichever grade your client books (with the exception of the Owner's Suite), all bathrooms are the same and there's lots of storage, own-brand toiletries, robes and slippers and underfloor heating – although in the balmy Caribbean this is perhaps not a >

THE ITINERARY

SAN JUAN, PUERTO RICO

San Juan is all about sandy beaches, rainforests and Spanish colonial architecture. Highlights include the colourful townhouses in the old town, and the El Morro fortress, which has been standing over the bay since the 16th century. This itinerary features an overnight stop in the city.

ST. CROIX

The largest of the US Virgin Islands, St. Croix combines rural expanses with calm seas and a deep harbour. The port town of Fredericksted features rich Victorian architecture and Fort Frederick, which was constructed in 1753 as a defence against pirates and other colonising nations. It's also a great place for scuba diving.

ST. KITTS

A former sugar-producing powerhouse, St. Kitts features unspoiled vistas, white sand beaches and old sugarcane fields. Compact Basseterre is one of the oldest towns in the eastern Caribbean; highlights include the English-style cathedral, Brimstone Hill Fortress National Park and colonial Fairview House & Botanical Garden for a glimpse into the lives of sugar barons.

ST. LUCIA (CASTRIES)

An island so desirable that the British and French fought over it for 150 years. Today, St. Lucia is still part of the Commonwealth of Nations. Well-known for its picture-postcard scenery and beaches, on the island's west coast you'll find the landmark Gros and Petit Pitons, two rocky pylon peaks that loom over pristine coastline.

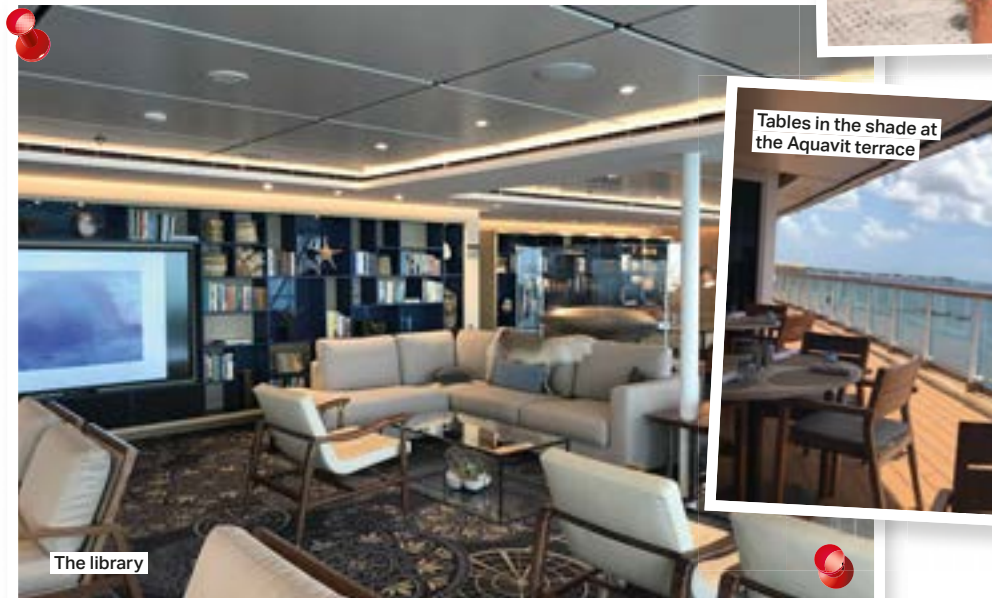
BARBADOS

The easternmost of the Caribbean islands, Barbados is rich in British history and pristine beaches. The capital, Bridgetown, a UNESCO World Heritage Site, boasts historic buildings, while the rest of the island is famed for idyllic beaches, great food and must-see highlights including Harrison's Cave and Bathsheba's Soup Bowl, popular with surfers.



Fairview House, St Kitts

Colourful townhouses in San Juan



The library

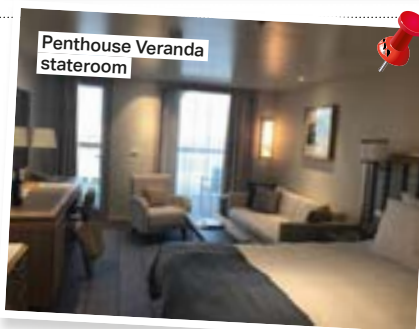
Tables in the shade at the Aquavit terrace

plus point – as I discovered each morning.

The 338 sq. ft Penthouse Veranda stateroom also includes a welcome bottle of champagne, coffee maker, complimentary shoe shine and pressing service and a free minibar each day. To really push the boat out, the Owner's Suite features a sauna with floor-to-ceiling windows and an unbeatable sea view.

There's no better place than the Caribbean to make the most of Viking Sea's wonderful leisure facilities – the main pool features a retractable roof in case you encounter a tropical rain shower, while the infinity pool at the ship's aft is a wonderful place to cool down and grab an Instagram shot after a busy day exploring.

The award-winning LivNordic spa would give many top hotel spas a run for their



Penthouse Veranda stateroom

"Service is friendly and thoughtful; one of our group witnessed a crew member offering to make toast for an elderly passenger at breakfast while she went and sat down"

money. This is a real selling point as wellness is important to Viking, and the design alone is well worth checking out, let alone the treatments and facilities, which include stylish changing rooms, a snow grotto, a hydro pool and heated relaxation beds.

As you would expect, food is plentiful and varied, and there are options to suit all tastes and dietary requirements. A special mention must go to the wonderful breakfast waffles loaded with fruit and sour cream at Mamsen's; I honestly could have eaten a second portion.

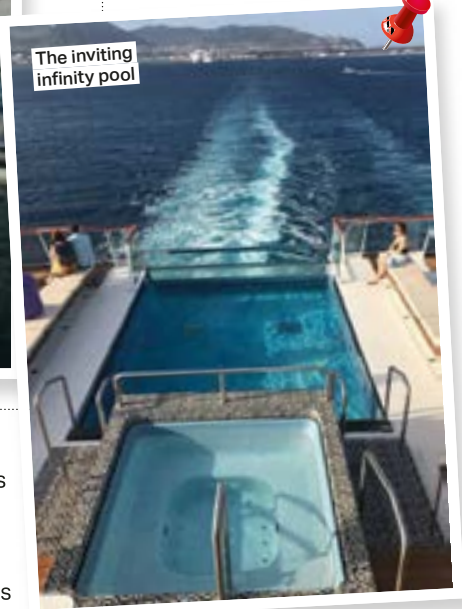
Also notable was the pasta with lobster, scallops and pak choi at The Restaurant, the epic steaks at popular Manfredi's and the calorific but indulgent lunchtime burgers at the Pool Grill. The Chef's Table is a real treat – set themed menus change every three days



The Explorers' Lounge



The main pool



The inviting infinity pool

SELLING HIGHLIGHTS

- WiFi is free and unlimited for all passengers, so it's easy to stay connected

- All staterooms are outside/veranda

- There are no 'specialist' dining restaurants. Viking likes to call them 'alternative dining' and there is no charge, although some need to be booked in advance

- The size and layout of the ship gives a feeling of space - and you can always find seating or a sunlounger

- Cruises feature one included shore excursion per passenger per day

and wines are paired with the food.

When sailing in the Caribbean, the Aquavit Terrace at the back of the World Café is a great spot for breakfast, lunch or dinner while enjoying the sunshine and unobstructed views.

Unlike other ships, there is no extra charge for alternative restaurant dining but advance reservations are required; this includes the private dining room at The Chef's Table which is great for a group celebration.

And, if so desired, room service can be ordered any time of day; this is also complimentary.

Viking's Culture Curriculum has been designed to bring the history and culture of the destinations visited to life, and we recommend checking out the lectures and

talks held by the resident historians - we were fascinated by a lecture on The Masters of the West Indian Slave Trade, detailing the tragedy and extreme profit of the West African slavery route.

When the sun goes down, the ship comes alive with music and performance. There's no need to pack formalwear as the dress code is elegant casual after 6pm, which translates as a dress, trousers or a smart blouse for ladies, and trousers and a collared shirt for gents.

Each evening there's a programme of things to do, hear or watch, including movies under the stars, dancing in Torshavn and shows, including Rat Pack Revisited in the Star Theater.

Whatever your client chooses to do, it's sure to be the perfect end to another beautiful day on Viking Sea. ⚓

BOOK IT

The 11 day West Indies Explorer cruise costs from £2,490 - including flights - in a veranda stateroom, based on two people sharing.

WORDS: REBECCA BARNES

Scenic Eclipse

The world's first Discovery Yacht, the six-star, 228-guest Scenic Eclipse features a helicopter and submarine, and suites with private veranda and lounge area. Launching in August 2018 and with an almost 1:1 staff to-passenger ratio, all inclusive ultra-luxury cruising doesn't get any better than this...



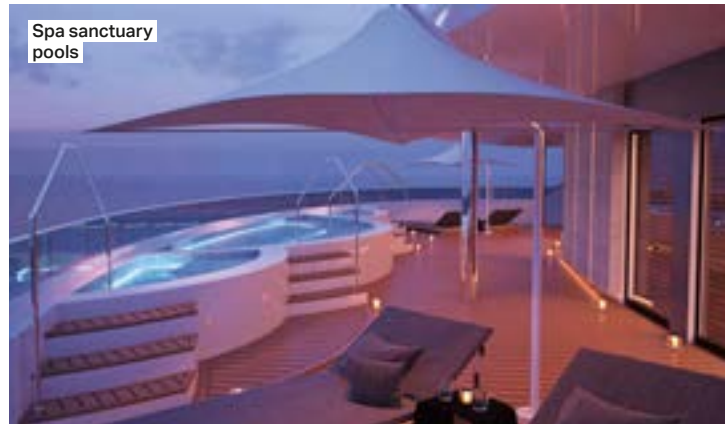
Azure Bar & Cafe



Spa suite bedroom



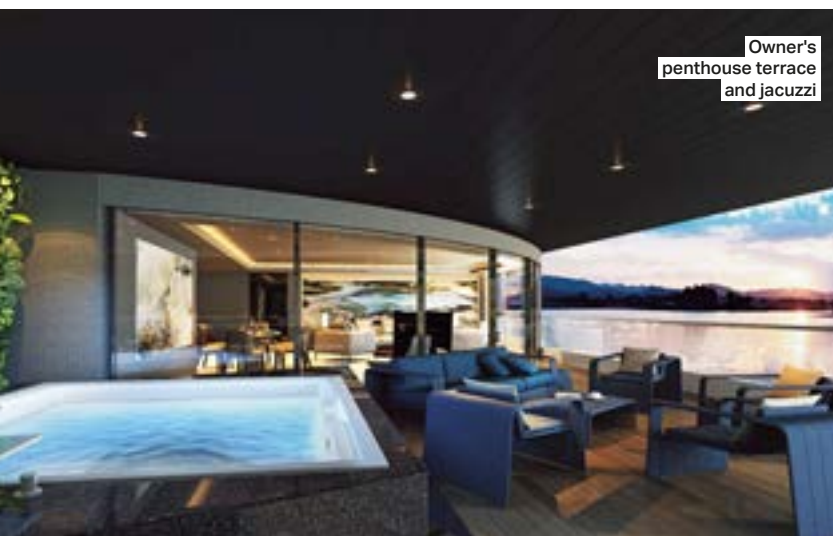
Epicure cooking school



Spa sanctuary pools



Elements restaurant



Owner's penthouse terrace and jacuzzi



The theatre



"Our guests get to experience cultures, customs and sights"

Jenny Wade, Viking Cruises UK regional sales manager, north, discusses desserts, dream destinations and disembarking in every port...

Why is your cruise line the best of all cruise lines?

Our award-winning river and ocean cruises are great value because they include so much in the price – flights, all meals, wine, beer and soft drinks with lunch and dinner on board, WiFi and a complimentary shore excursion in almost every port. We are also extremely destination focused, from local performances to the wine and regional dishes served in the restaurant. Our guests really get to experience the different cultures, customs and sights of the places they visit.

If your cruise line was a person who would it be and why?

Dame Helen Mirren. She oozes class, elegance and sophistication, but in an understated and dignified fashion.

How long have you worked for your cruise line?

I have worked for Viking for two years.

What's the strangest question you have been asked about a cruise?

(About river cruising) "Does the ship stay in

the same place for all seven nights or does it move about?"

Which geographical area do you cover?

I look after anything north of Birmingham, including Scotland and Northern Ireland.

What's the funniest thing that has happened to you on the road?

I was eating my lunch in my car at a service station when someone got in the passenger side, sat there for a second or two and then looked at me in shock and said: "Oh goodness, I thought this was my car", before getting out again! Her partner in the next car was in hysterics.

How many of your cruise ships have you sailed on and do you have a favourite?

Lots! Viking has a fleet of over 65 river ships and four ocean ships (soon to be five) and I have been fortunate to cruise on many of these. They all have the same Scandi-chic design and the ocean ships are all identical – the only difference is the colour of the décor. I have a soft spot for Viking Njord on the river as this was the first Viking longship I went on, and Viking Star on the ocean for exactly the same reason.

Do you have a favourite on-board restaurant on your Viking Ocean ships?

I love food and the food on board our ships is among the best I have ever had. There are numerous places you can dine on a Viking ocean ship, including 24-hour complimentary room service, and one of the best things is there is no additional charge for any of them. It is very difficult to pick a favourite as I love them all, but I am going to say Manfredi's, the Italian restaurant. I love the décor and ambience, the menu is extensive and the tiramisu is literally heaven!

Which port would you definitely disembark in? What would you do there?

I am a bit of a 'culture vulture' so I disembark in every port as I think if you are visiting a



Manfredi's tiramisu gets the thumbs up

place you have to see what it has to offer. Viking includes a guided excursion in almost every port on both river and ocean cruises, which is perfect. Hot on my list of places to visit though is St. Petersburg, Russia, where I would definitely go to the Faberge museum and Peterhof Palace.

Which river cruise is on your bucket list?

Imperial Jewels of China. I have always wanted to go to China and this itinerary includes everything I want to see there in one trip. The Great Wall of China, Terracotta Warriors, Shanghai and the river cruise element really lend the opportunity to see the local culture and visit places less touched by tourism.



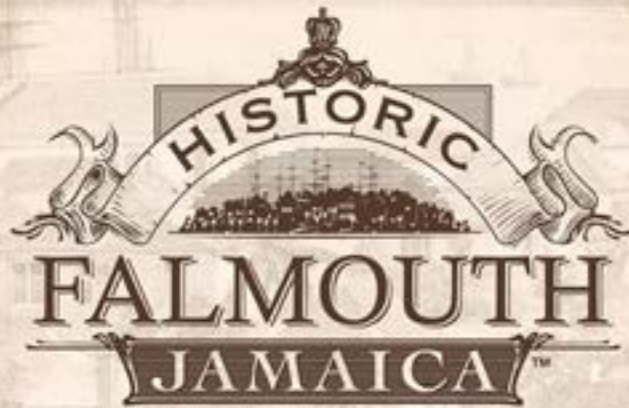
St. Petersburg is on the bucket list

If you didn't work in the cruise industry what do you think you would do?

I studied journalism at university so I think I'd do something relating to that – maybe a travel journalist, so I could still keep in touch with all my industry buddies. ⚓



Dame Helen: classy and sophisticated



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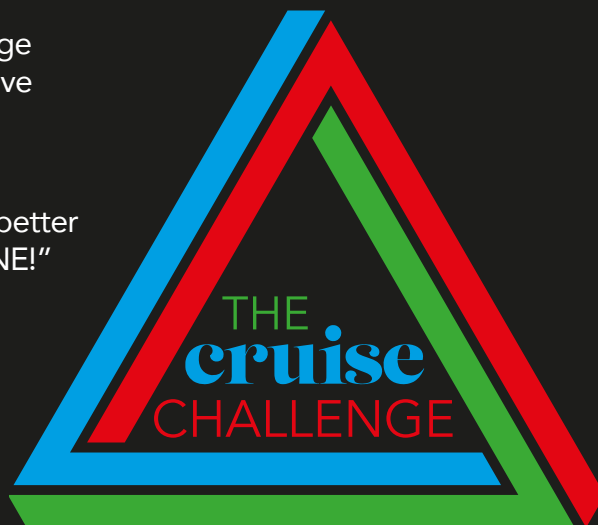
Locations in 2018:

10th May	Manchester
17th May	Glasgow
21st June	Bedford
28th June	London
17th October	Nottingham
31st October	Newcastle
6th November	Liverpool
8th November	Tonbridge
15th November	Guildford

Agent feedback from 2017 Cruise challenges

"The sponsors' talks were very informative. The fun element, makes the Cruise Challenge completely different to any other event I have been to"

"I thought it was absolutely brilliant. Much better than other events I have been to. Well DONE!"



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GALÁPAGOS ISLAND CRUISE

The Galápagos Archipelago is home to an abundance of wildlife. Isolated from the mainland for millions of years, the animals have no instinctive fear of humans. Get up close to unique species such as blue-footed boobies, sea lions and domed giant tortoises.

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EXPEDITIONS

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