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TRADE NEWS



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Fred Olsen unveils new 2023
summer itineraries – on sale now

In association with



Fred.Olsen
Cruise Lines

INTERVIEW

In conversation with
Princess Cruises' John Padgett

CTN INVESTIGATES

The use of LNG in the
cruise industry

CRUISE REVIEW

Sailing on Viva Tiara along
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EMERALD CRUISES



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- Day 7** Zighy Bay, Oman
- Day 8** Dubai, United Arab Emirates
- Day 9** Dubai

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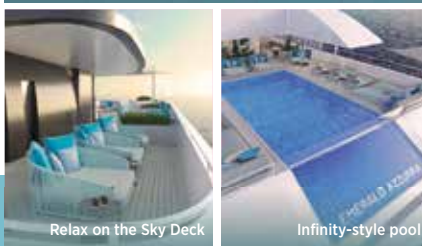
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Editor's Letter

WELCOME TO THE MARCH ISSUE

With every passing year, the issue of sustainability becomes that little more pressing.

The cruise industry knows it has to play its part in global efforts to reduce the environmental impact of tourism, allowing destinations to thrive and tourists to enjoy.

There are, naturally, debates as to the best method of reducing the sector's carbon footprint and emissions. In addition, with the cruise business, it is multi-layered – emissions from ships sailing; waste on board; the impact of mass tourism in fragile destinations.

We have debated this matter previously in *Cruise Trade News*, in particular in the *CTN Investigates* section, and it is to this that we again turn this month, as Lucy Abbott uncovers the story behind the use of liquefied natural gas as it becomes more and more widespread in the cruise sector.

Our work this month also sees us speak to Princess Cruises president John Padgett on all things MedallionClass. As Padgett explains, this technology has benefits for guests and agents, and there's much more to come in the future.

We also take a trip down the Rhine on *Viva Tiara* for a journey full of culture and good food and drink, and hear more about



Ambassador Cruise Line's partnership with marine conservation charity ORCA, which aims to help protect whales and dolphins.

Last but not least, this issue sees the launch of fresh content for *CTN*, namely a new Q&A with top tips and tricks of the trade direct from other travel agents.

On that note, enjoy.

Gary Peters

Editor, *Cruise Trade News*

Above: Princess Medallion tech is revolutionary

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Cruise Trade News

The Briefing

THE ULTIMATE DESTINATION FOR CRUISE NEWS

In BRIEF

Cruise Challenge returns

● The Cruise Challenge, organised by *Cruise Trade News*, will make its return this spring, travelling across the country and featuring insights from some of the world's biggest cruise lines. For more information, visit cruisechallenge.evessiocloud.com

Roberts joins Seabourn

● Seabourn has appointed Tony Roberts as global VP commercial operations, as well as a new role for current HAL and Seabourn UK & Ireland MD Lynn Narraway. Narraway will now become totally dedicated to Seabourn with an expanded role to include responsibility for Europe.

Celestyal's new platform

● Celestyal Cruises has unveiled its new travel agent reservations platform. The system provides access to pre and post packages with both mandatory and optional components, pricing, payment and schedules, shore excursions and on-board experiences.

THE NEWS YOU NEED

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'DYNAMIC & INTERACTIVE' CTN launches digital mags

Cruise Trade News has launched its first dynamic digital magazine, representing the next stage in its growth strategy.

The publication, in partnership with Holland America Line and titled 'We Are Alaska', uses a digital publishing platform to deliver cruise content in a new and exciting way.

Inside, readers will discover key facts about the cruise line, as well as destinations and ports of call in Alaska.

The launch of the digital magazine follows hot on the heels of CTN's new website, which went live at the beginning of 2022. Together, the two projects form

the core part of the brand's plan to reach a wider audience and add to its industry-leading print titles and events.

CTN editor Gary Peters said: "This is an important moment for us. We took our time to ensure the platform worked in the way we wanted – a free-flowing, interactive system that delivers print-quality presentation with the ease and innovation of digital publishing."

TO READ THE MAGAZINE, VISIT
rrm.maglr.com/hal/cover

P&O'S ARVIA CONSTRUCTION MILESTONE



Workers at the Meyer Werft shipyard celebrate *Arvia*'s coin-laying ceremony

P&O Cruises has held the coin-laying ceremony for *Arvia*, its next LNG-powered ship. Specially selected Barbados coins were placed under the block before it was then lowered onto the coins.

P&O Cruises president Paul Ludlow said: "Our guests will enjoy holidays on *Arvia*, as they have done and continue to do on *Iona* and on the other ships in the P&O Cruises fleet.

"They will holiday in the Mediterranean in the summer and in the warmth of the Caribbean throughout the winter."

Arvia – a sister ship to the aforementioned *Iona* – will be delivered in December 2022 and will sail its maiden voyage to the Canary Islands, followed by a winter season in the Caribbean.

falklandislands.com



The Falklands' archipelago is made up of two main islands, East and West Falkland, surrounded by smaller islands and situated 400 miles off the southeastern tip of South America. Great walking experiences can be found at many locations.

The capital, Stanley, on East Falkland, has a beautiful coastline with stunning white sand beaches, rocky shores, heath and scrubland, which provide a variety of habitats for wildlife. Nearby Cape Pembroke is a lovely area with small ponds, coves and a charming lighthouse.

With a gloriously unpolluted atmosphere the views on a bright, clear day are truly fantastic and there's fresh, clean air to inhale deeply. And all to the accompaniment of the natural sounds of birdsong, the sea lapping the shore, a brisk breeze in the hills or the simple sound of silence.



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ALL SYSTEMS GO

In his regular column for CTN, Fred Olsen Cruise Lines head of sales **Geoff Ridgeon** celebrates a strong sales period for the line

There's nothing like the end of the wave season to have you wondering what your name is, what day it is and where on earth the time between Christmas and the

end of February went – but my goodness, what an energy it brings to the industry.

I think it is safe to say that we all entered this year with a shared apprehension about how the Omicron variant would impact on what is typically our busiest booking period of the year. Actually, what we have seen across the board is some really incredible sales.

At Fred Olsen, we have seen bookings return to the pre-pandemic era of 2019, and others have also celebrated similar successes in the media in recent weeks.

We say it every year, but a good wave season really does build strong foundations for the year ahead, so now is the time to think about how to keep that momentum going as we move into spring. Of course, 2022 remains a priority as people look to capitalise on last-minute offers, but we must not lose sight of what

“At Fred Olsen, we have seen bookings return to the pre-pandemic era of 2019”

is on the other side of the horizon while we are in this ‘inbetween’ stage.

We have our summer programme of sailings for 2023, and you'll find other cruise lines unveiling their new schedules too. In fact, we released two new sailings last month aboard *Bolette* and *Borealis* as a tease to our plans for 2023, to build excitement around what's to come.

Get ready for the spring rush

Now is a great time to get prepped for a busy spring, and familiarise yourself with what makes each line special, what they offer and what they are doing to support guests both as part of the booking process and once on board.

We have our no risk deposits and our Travel Ready Service, and across the market you will find that operators are finding ways to be as flexible as possible.

There has been a real shift in sentiment in recent weeks, with the relaxation of government restrictions both ashore and for travel. Plus, the days are getting longer and the mornings and evenings not so dark, and it's this nod to warmer days approaching that has people yearning to get their case packed and off on that next adventure.

The successful wave season shows that the appetite is there, so capitalise on that and keep that momentum going. 🍀



GEOFF RIDGEON

HEAD OF SALES
FRED OLSEN CRUISE LINES

Sales Inspiration

INCENTIVES • ITINERARIES • SPECIAL OFFERS

AMBASSADOR UNVEILS AGENT SCHEME

Ambassador Cruise Line has launched its agent concession scheme for its 2022/2023 maiden season on *Ambience*.

The scheme will give agents the opportunity to experience the line's first ship from £40pp, per night. Agents are also eligible for a 15 per cent discount on any drinks package and a 25 per cent discount on port parking at Tilbury, London.

There is a maximum of one booking per staff member in one year, and the scheme is valid for cruises of up to 15 nights.

All guests must be fully insured with Covid-19 cover and fully vaccinated, Ambassador confirmed.

The line's head of trade sales Lisa Jacobs said the scheme was designed to help agents "become as passionate as we are about the Ambassador brand and *Ambience*".



Agents can sample life on board Ambassador's first ship, *Ambience*, from just £40pp per night

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AGENT TRAINING
MATERIALS



Points mean prizes for travel agents in CroisiEurope's commission-based challenge

CROISIEUROPE LAUNCHES BOOKING INCENTIVE

CroisiEurope has launched its first ever travel agent booking incentive to help the trade "grow their businesses".

The CroisiEurope Sales Challenge, which is live now and runs until 31 December 2022, will give all travel agents in the UK the chance to earn points that can be exchanged for a variety of trips, ranging from a two-night hotel break in the UK to a safari-cruise in Southern Africa.

Agents should register on the official CroisiEurope agent portal. Once registration has been validated, they will automatically receive 250 points to start their challenge followed by points based on the turnover they achieve.

For example, if they sell a cruise with a value of £699, they will receive 699 points. There will also be bonus points on offer throughout the duration of the challenge.



Dramatic scenery and fascinating historical tours are on offer along the Dalmatian Coast

Riviera adds Dalmatian yacht cruise

Riviera Travel has launched a new Dalmatian Coast yacht cruise for 2022. A total of 10 seven-night sailings will take place in June and from late August to early October.

Cruises will be on a twin-masted yacht, the *MS Mendula*. The ship accommodates up to 30 guests and includes 15 cabins, a sun deck with loungers, swim platform, restaurant and bar. Daily tours and visits, all in Croatia, will be on offer.

They include guided tours of Split, Emperor Diocletian's palace, Korčula, Trogir and Jelsa, as well as visits to Postira and Bol. Prices start from £1,549pp and include return flights with a choice of regional airports.

Riviera has previously announced it is operating five other yacht cruises this year. A total of 70 sailings will depart from May to October, which will similarly sail across the Croatian coast.



Fred Olsen will take care of passengers' paperwork

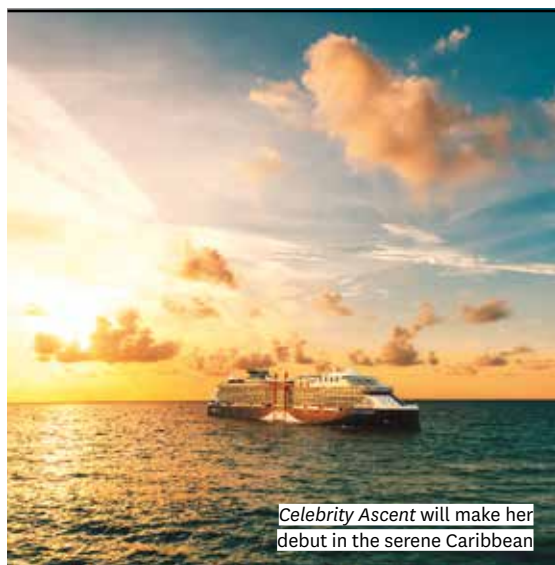
Travel ready with Fred Olsen

Fred Olsen Cruise Lines has launched a Travel Ready Service to reassure guests regarding future cruises with the line.

As part of the package, Fred Olsen will take care of all the paperwork, including passenger locator forms and NHS vaccination letters.

Guests can add the service to their booking three weeks before departure, to ensure Fred Olsen "can act on the most up-to-date travel requirements for each destination". Prices for the service start from £49pp.

Fred Olsen is also offering risk-free deposits on new bookings for 2022 sailings. Guests will be able to move their deposits to any other cruise within 12 months of the original with no transfer fees.



Celebrity Ascent will make her debut in the serene Caribbean

ASCENT TO DEBUT IN CARIBBEAN

Celebrity Ascent – the fourth ship in the Celebrity Cruises Edge class – will cruise the eastern Caribbean on its maiden voyage.

The ship will depart from Fort Lauderdale on 3 December 2023, calling at Philipsburg, St Maarten, Charlotte Amalie, St Thomas, and Puerto Plata, Dominican Republic.

Following this, *Celebrity Ascent* will make roundtrip sailings from Celebrity's Terminal 25 at Port Everglades every Sunday,

sailing through the islands on seven-night western and eastern Caribbean itineraries.

Upon its launch, *Ascent* will join its three Edge-class sister ships – *Celebrity Edge*, *Celebrity Apex* and *Celebrity Beyond*.

Celebrity CEO Lisa Lutoff-Perlo said: "We're so excited to debut the spectacular *Celebrity Ascent* in the serene setting of the Caribbean where she and all of her guests will have their moment in the sun."

The Knowledge

We speak to travel agents to discover their tricks of the trade and how they sell cruise holidays. This time it's the turn of **Caroline Howden**, a Gold Travel Counsellor and cruise specialist



CAROLINE HOWDEN

Gold Travel Counsellor
& cruise specialist

How do you market what you do?

My customers are my marketing (I have a high percentage of repeat customers at 85 per cent plus). I make sure my regular ecards are personal and pick up on exciting cruise news, from new ships and new brochures, to sharing my personal experiences from cruises I have been on.

Everything I do is followed up with posts on my Facebook business page (although that isn't my primary source of business). During the pandemic, I did have to pivot, by stretching my skills to inspire new customers through blogs and social media marketing.

How do you ensure loyalty among your clients?

To me, loyalty is about valuing the relationship I have with my customers. I keep in regular contact with them, through conversations on the phone, newsletters and ecards. You need to keep in touch with clients all the time, not just when they book.

I also speak to each of my customers personally. In my experience, once my cruise customers have made a booking with me, they understand that I am passionate about cruising, and trust starts to build.

How do you target new-to-cruise clients?

Most of my new customers come from referrals from existing customers who cruise with me who have passed my details on. I also like to bring cruise into any conversation, for example if a customer wants to go to the Caribbean, I suggest a cruise, or if they want a city stay in Italy, I ask if they have thought about a cruise. There is so much cruise choice out there – the trick is matching the right cruise to the right new customer. I have also noticed

What's the number one travel agent must-have?

Travel agents must have resilience and patience, plus a sense of humour. Beyond that they must be knowledgeable, experienced and offer excellent customer service.

What do holidaymakers expect of a travel agent in today's world?

Now more than ever before, customers need to know they can contact their agent whenever they need them, and that

“You need to stay in touch with clients all the time, not just when they book”



recently that customers who had booked with me years ago but left to book elsewhere, often based on price, have now come back – people are looking for added reassurance.

How do you upsell your cruise clients?

Depending on the customer and what they want, I will offer a choice of cabin grades, not just what they have asked for. Often the price difference between grades can be minimal, so it is always worth suggesting to them that they have a look at a different grade, for example, to give them that option.

they will pick up the phone to answer them. Travel Counsellors are all about keeping it personal, our customers want to talk to a person – not a screen or a constant answer phone message.

How is the role of a travel agent evolving?

You need to be the personal expert for the client and wow them with knowledge, experience and service. You also need to be so much better than the internet. Show your value as a trusted travel advisor. This is not about price – it is all about service. 📞

Adversity is inevitable but our passion pushes us forward.

RISE TO THE OCCASION.



Spotlight On

Cruise conservation

Ambassador Cruise Line chief marketing officer **Gordon Nardini** discusses the line's partnership with marine conservation charity ORCA and the first cruise anti-whaling campaign

Why has Ambassador launched this project?

Our purpose is to inspire each and every guest to experience authentic cruising effortlessly, but in a sustainable manner. We're passionate about protecting our oceans and destinations, which is why our ships will exceed the latest environmental standards, including no single-use plastic on board and emission reduced engines.

This partnership with ORCA, and the subsequent anti-whaling pledge, comes from our pure passion and our ethical beliefs to protect the seas that we sail in.

We often hear of new wildlife preservation projects being launched – what makes this one different?

Ambassador's joined up approach with ORCA to marine conservation is unique – no cruise company has ever taken this type of stance before. The fact we've taken such a strong position on this is something we are incredibly proud of and the key to its success, and future, has been to have honest, open discussions from day one.



“Our vision is to see oceans alive with whales and dolphins”

This has been imperative to make sure that everything we do with our partner is first and foremost having a positive impact. We want to help save whales and dolphins and protect them from threats that really have no place in 2022.

How will this project evolve over time?

A crucial part of protecting whales and dolphins is long-term monitoring we've committed to help ORCA with, so that they can understand these elusive animals. Having ORCA on board selected itineraries in 2022 and 2023 will not only give them the opportunity to monitor known hotspots, but will also explore areas we have less data on.

As time goes on, we'll continue to work closely together to choose itineraries that give maximum conservation value and help to identify new hotspots that can be protected in the future.

What will constitute success for this project?

Our vision, and ORCA's, is to see oceans alive with whales and dolphins, and to give everyone who cares about these animals an active role in safeguarding their future. Future generations need that opportunity to be able to marvel at whales and dolphins living free in the wild, where they belong.

How important is conservation to your guests?

Research shows that marine conservation, so the protection and preservation of ecosystems including marine mammals in oceans and seas, is an important

or extremely important consideration to 81 per cent of the over 50s that book cruises.

When looking to book a holiday, the travel brand being “sustainability minded and environmentally conscious” is an additional, important or extremely important consideration for a further 80 per cent of the 50-plus market. This demographic actively opts for brands that have environmentally sustainable practices and core values*.📍



GORDON NARDINI
CHIEF MARKETING OFFICER
AMBASSADOR CRUISE LINE



ORCA's ocean conservationists will be on board *Ambience* in 2022 and 2023

*811 respondents. Research conducted on behalf of Ambassador Cruise Line and ORCA, by Rest Less to their 50+ audience.

Time to catch up

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*The offer period is between 1 April - 31 May 2022. Offer applies either to two new holiday bookings made in the offer period, or to a second 2022 holiday booked in the offer period if an existing 2022 holiday booking had been made before 1 April 2022. Both holidays must depart in 2022 in order to be valid for the offer. Discount will apply to the second holiday booked by booking date, and applies to the basic holiday package; flight or hotel upgrades or optional extras are not included. Cannot be used in conjunction with any other offer. Valid for new bookings only, and cannot be applied retrospectively. Not applicable for holidays which have been cancelled prior to travel. 20% saving applies when the second holiday booked is a cruise of 8 days or more, departing in 2022. Saving to be applied to the final balance payment. Normal deposit values apply.





LUXURY ON A GRAND SCALE WITH OCEANIA CRUISES

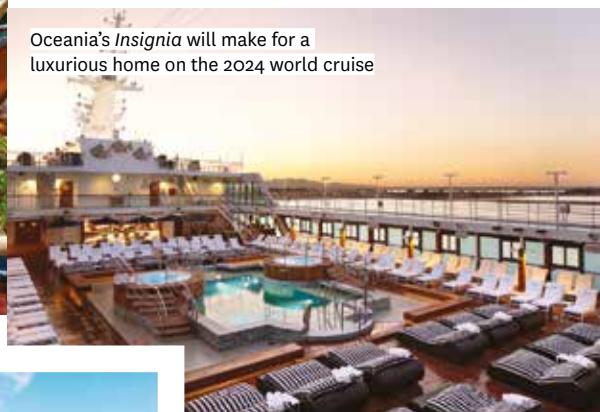
Oceania Cruises is promising guests the opportunity to rediscover the globe on its new world itinerary and Super Grand Voyages



SCAN THIS QR CODE TO
VIEW THE SUPER GRAND
VOYAGES BROCHURE



Sri Lanka is perfect for sightseeing
or just relaxing on the beach



Oceania's *Insignia* will make for a
luxurious home on the 2024 world cruise

Luxury cruise line Oceania Cruises has released its 2024 world cruise, alongside four Super Grand Voyages, also sailing in 2023 and 2024.

Featuring 96 destinations in 34 countries, the Around the World in 180 Days itinerary, on the 684-guest *Insignia*, will depart Los Angeles on 14 January 2024, crossing three oceans and 15 seas from the South Pacific to the coasts of Europe before finally arriving in New York.

Oceania Cruises president and CEO Howard Sherman said: "Incredibly, last year our 2023 world cruise sold out in just one day, so for 2024 we are providing guests more extended voyage options to deeply and meaningfully rediscover the world.

"While a globe-circling journey is the pinnacle of life-changing travel experiences, we have specially curated a set of Grand Voyages for seasoned and time-rich travellers to navigate storied seas, straits and oceans that boldly connect diverse and exotic corners of the globe."



Bali's stunning temples
offer a chance to reflect

Globetrotting itineraries

The 180-day world cruise will feature more than 100 UNESCO world heritage sites, with 24 overnight stays and a series of curated complimentary special onshore events and optional multi-day overland programmes.

Starting from £38,599pp, it includes business-class roundtrip airfare, an array of amenities, with the exclusive prestige package, such as free laundry services, free internet, gratuities up to \$8,200, shoreside events and more.

The 2024 Around the World journey weaves together a lineup of destinations full of attractions and exceptional encounters. *Insignia* will sail across the Pacific to Hawaiian Islands, French Polynesia and the Samoan Islands.

The ship will then head south toward the fjords of New Zealand and on to adventures Down Under. Navigating Asia, guests will have the chance to immerse themselves in everything from the

spiritual haven of Bali and the Japanese culinary powerhouses of Tokyo and Kyoto, to Ha Long Bay and Yangon.

The Super Grand Voyages will offer extended evening port stays and "meaningful excursions ashore that connect guests to the place, culture and people visited", according to Oceania Cruises.

Itineraries include the 77-day Grand Pacific Expedition, from Los Angeles to Sydney, which will depart 4 October 2023 on *Regatta* and visit 12 countries with 10 overnights in ports such as Kyoto, Shanghai, Bali and Perth.

Next up is the 82-day Odyssey of Discoveries cruise, from Abu Dhabi to Tokyo. This 82-day voyage, departing 29 December 2023 on *Riviera*, will take guests to 18 countries, including across the Arabian Peninsula, India and Asia, plus calls at "less-trodden corners" such as Sri Lanka and the Maldives.

A 72-day Epic Eastern Explorer journey, sailing on *Riviera*, is scheduled to depart 8 January 2024, with calls in the Maldives, Sri Lanka, Singapore, Bangkok and Seoul, as well as chances to explore Myanmar's monasteries.

Finally, the 79-day Ultimate Exotic Traveller itinerary on *Nautica* will take in the lagoons of Moorea, geothermal landscapes in Rotorua, and feature a visit to the Sydney Opera House, as well as the UNESCO-protected Komodo National Park and game reserves of South Africa. For more information visit, oceaniacruises.com/2024-around-the-world. 🌐

Shopping and culinary
sampling are essential in Tokyo





CTN *investigates*

THE LNG REVOLUTION

Many cruise lines are opting to use liquefied natural gas as a means of meeting sustainability targets. However, what are the pros and cons, and how might LNG change the industry? **Lucy Abbott** investigates



REPORT CARD

By 2027, CLIA's ocean cruise members will have a total of 26 liquefied natural gas (LNG)-powered cruise ships in operation. That figure, taken from the association's *2022 State of the Cruise Industry Outlook* report, highlights the growing trend for operators to look to LNG as an alternative means of powering their fleets.

The proof is in the pudding – lines such as P&O Cruises, MSC Cruises and Carnival Cruise Line (with *Mardi Gras* and others in the pipeline) have taken the plunge, and more will follow suit. P&O Cruises has launched the LNG-ship *Iona* and its sister ship *Arvia* will follow a similar path when it launches December 2022.

Upon completion of *Arvia*'s coin-laying ceremony, P&O Cruises president Paul Ludlow said: "This is yet another landmark in P&O Cruises' new-build history. *Arvia* will be our second ship to be powered by LNG as part of P&O Cruises' ongoing commitment to sustainable travel."

Other ships in a similar mould include AIDA Cruises' *AIDAnova*, Disney Cruise Lines' *Disney Wish*, luxury line Silversea's *Silver Nova*, as well as Princess Cruises, which has LNG ships on its order book. As MSC Cruises director of sustainability Linden Coppel explains: "Our LNG-powered vessels will take us closer to our vision of an emissions-free cruise industry and LNG is currently at the vanguard of the momentous energy transition that all cruise lines must go through."

LNG stands for liquefied natural gas and is used to power the propulsion of the ship

LNG results in lower CO₂ emissions than conventional fuels like diesel or bunker fuel, experts say

Using LNG power can reduce CO₂, NOX and SO₂ emissions, according to industry experts

LNG power requires the necessary work in terms of engine technology

Cruise lines see LNG as an important step on the road to more sustainable operations

A step in the right direction

"Carnival Corporation leads the cruise industry's use of LNG to power cruise ships with a total of 11 next-generation cruise ships that will have joined the global fleet through 2025, which will represent nearly 20 per cent of our total capacity," says Tom Strang, Carnival Corporation's senior vice-president of maritime affairs.

"With the retirement of nearly 20 older vessels across the Carnival Corporation fleet, the introduction of new, more efficient ships and investments in other technologies and initiatives, we intend to continue to build on our pledge and continue to reduce emissions and exceed our goals."

The drive for LNG is obvious, and this is rooted in the much-publicised environment benefits. As CLIA UK & Ireland MD Andy Harmer explains: "One of the significant advantages of LNG is how it helps to pave the way for future fuels. As a result of the technology available today and the LNG infrastructure onshore, LNG-ready ships will be more prepared for future fuel

sources with minimal structural intervention. The experience gained running LNG ships will also support a smooth transition to future fuels.

"There is an immediate benefit of LNG; [it] produces zero sulphur emissions, 85 per cent fewer nitrogen oxide emissions, 95-100 per cent fewer particulate emissions, and the industry estimates up to 20 per cent fewer greenhouse gas emissions."

Despite stating the case for alternatives, Lindstad elaborates on the statistics,

"The industry estimates LNG produces up to 20 per cent fewer greenhouse gas emissions"

However, it's not all plain sailing, to use a cruise-related pun. LNG has, in some quarters, come under criticism, with some stating there are better options available to the sector. For example, independent research organisation SINTEF chief scientist Elizabeth Lindstad tells *CTN* that "wind and hybrid setups with batteries" are a possible way forward.

So, what exactly is LNG, what are its pros and cons, and is it the future of sustainable cruising?



MSC World Europa is LNG-powered and features new green technologies



ALTERNATIVES TO LNG

adding: “LNG is often seen as a promising option to reduce maritime GHG emissions. LNG results in about 25 per cent lower CO₂ emissions than conventional fuels like diesel or bunker fuel.”

However, Friends of the Earth director of oceans and vessels programme Marcie Keever says: “If we are going to try to get away from climate chaos, we need to be moving away from the infrastructure of the fossil fuel economy.” In addition, Viking has previously stated in media outlets that LNG was not a clean as fuel as some may believe, with concerns regarding its greenhouse gas emissions. (CTN did approach Viking for comment but was unable to source a response before deadline).

For Carnival, Strang says that LNG is “an important step in our commitment to clean technology” and “is not the solution for all ships”. MSC’s Coppel strikes a similar tone, underscoring the fact “there is no silver bullet right now to address decarbonisation”, but nonetheless, “LNG is unquestionably a proven step forward...

Hydrogen-powered ships use hydrogen as a source of energy



Green ammonia-based fuel powers ships through renewable energy sources



Hybrid engines power ships through a combination of a fuel source and battery

LNG as a marine fuel has laid the foundation for our decarbonisation journey, enabling significantly cleaner and more efficient operations and enabling the introduction of greener bio or synthetic LNG in the future”.

Making progress along this road does require sacrifice, not least in terms of adapting ship design to fit the necessary requirements for engines and LNG technology. Coppel continues: “LNG tanks are three times larger than traditional fuel storage areas on a ship.”

However, this design challenge and potential loss of space “doesn’t impact on the guest experience or affect their enjoyment on board”, she adds.

The LNG process

While the desire for LNG is apparent, something that might hinder a more widespread adoption across the industry is the lack of the necessary port infrastructure to adequately serve those ships using it.

Carnival Cruise Line’s *Mardi Gras* has completed the LNG bunkering process, namely for the first time in America at Port Canaveral in summer 2021. At the time, Carnival Cruise Line president Christine Duffy said the occasion was “another milestone” for the line and the ship.

This was seen as an important step in the overall process, but also underlines the work needed to produce mass-scale LNG bunkering in a way that seamlessly integrates into the overall cruise sector supply chain and operations. Carnival’s Strang hits the nail firmly on the head:

“LNG... [is] still not readily available at all ports around the world”.

“The transition to LNG necessitated a host of new technologies and processes, both on board and on shore,” he continues. “New engine designs, fuel containment systems and the accompanying new engine parts required countless hours of training for our shipboard officers and engineers.”

“Carnival has worked closely with the shipbuilding experts at Meyer, our energy and technology partner Shell and a host of other parties to bring this groundbreaking maritime fuel technology to Carnival’s Excel-class ships.”

Albeit a large-scale project, major change and cost are to be expected when making the move to sustainable cruising in terms of both shoreside electrical capabilities and LNG port availability, with the pay-off being lower emissions into the future. Perhaps the only way forward, as Coppell explains, is “collaboration between operations,

Mardi Gras is the first ship to bunker LNG in North America



Silver Nova sets a new standard as a hybrid, luxury cruise ship that is free of emissions while in port

“LNG as a marine fuel has laid the foundation for our decarbonisation journey”

shipyards, technology, manufacturers, academic institutions, public authorities and governments”.

She adds: “We ourselves at MSC Cruises push even harder in our own ambition to

run a future operation with zero emissions by taking part in several industry research projects seeking to develop the technologies and fuels that offer a potential to enable zero-emissions ships.”

As and when these projects emerge, something that many believe should be taken into consideration is the transportation of LNG from fuelling to the ships. SINTEF’s Lindstad highlights the potential methane leakage of such a process, saying: “The reduction in CO₂ is offset with large CH₄ (methane) leakage, causing the total greenhouse gas measured as CO₂-eq to increase instead of decreasing.”

Strang, however, is confident that measures can be put in place to reduce the risk of methane slip. “The current generation of engines that we have on board already represent a significant improvement over the last generation of engines and we are working with our engine suppliers to find ways to continuously improve our performance and reduce methane slip,” he says.

Looking to the future

Of course, the keyword to any sustainable cruise fuel source is, well, sustainability. It’s no exaggeration to say that the entire cruise sector has, as one, committed to a



Arvia is a key part of P&O's "commitment to sustainable travel"



Arvia will be P&O Cruises' second ship running on LNG

“Over three quarters of the global cruise fleet is now equipped to use alternative fuels”



more sustainable future, with ambitious net-zero carbon goals forming a key part of new ship builds and fleet management plans. LNG, undoubtedly, is part of the mix. However, the search for alternatives continues to pick up pace. Lindstad says that research at SINTEF “indicates that the most robust path for zero carbon fuels is through diesel dual-fuel engines and systems to ensure flexibility in fuel selection, to prepare for growing suppliers and lower risks”.

As well as adapted diesel options, hydrogen power is now on the agenda,

with MSC Cruises’ Coppel telling CTN: “We entered into a partnership in summer 2021 with Italian shipbuilder Fincantieri and Snam to determine the conditions for the design and construction of what could become the world’s first ocean-going hybrid hydrogen and LNG-powered cruise ship, which would allow for zero-emissions operations.”

Carnival Cruise Line is also looking into introducing “bioLNG into our supply chain... which comes from sustainable biomass sources and can be (dependent upon the source) a net-zero carbon fuel”, according to Strang. “We are also investigating the use of methanol in a fuel cell on board the first of our LNG-fuelled XL class *AIDAnova*, operated by AIDA.”

Harmer adds: “Over three-quarters of the global cruise fleet by passenger capacity is now equipped to use alternative fuels, in addition to LNG.

Pilot studies are underway, and a broad range of alternative fuel sources are being developed – including, for example, biodiesel, methanol, ammonia, hydrogen and electric batteries.

“Furthermore, cruise lines are also making significant investments which will make it possible for ships to connect to shoreside electricity, allowing engines to be switched off in port. Within the next five years, 174 cruise ships will be equipped with shoreside electricity capability.”

Overall, the environmental picture is improving, with new research and innovation underway, although there is a long road ahead.

As Coppel summaries: “There is no doubt that the whole of the maritime sector needs to transition to even cleaner alternative fuels and for these to be scaled up and commercially viable. Sustainability is not an end in itself, but a never-ending journey of continuous improvement.”

Win at Selling

Luxury superyachts

Joseph Grimley, outgoing director of trade sales at Emerald Cruises, explains how to tempt clients on a luxurious yacht cruise experience

This month (March), we're celebrating the launch of *Emerald Azzurra*, the first custom-built superyacht by Emerald Cruises. *Emerald Azzurra* is the 10th vessel in the fleet – joining nine river cruising Star-Ships, and follows the same value and modern style Emerald Cruises is well known for.

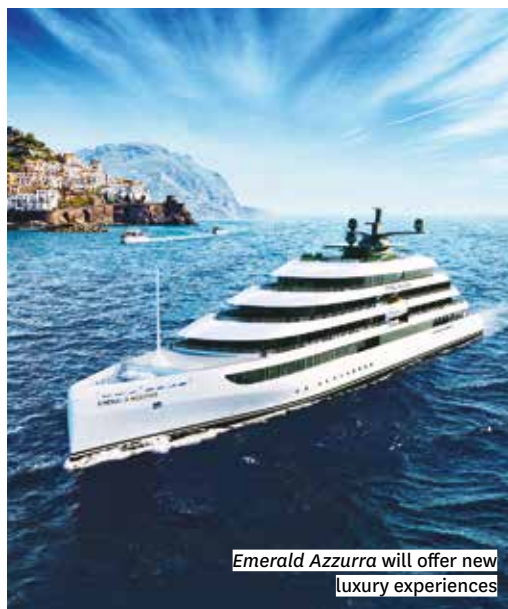
Since announcing *Emerald Azzurra* back in February 2020, we have been met with great enthusiasm from both trade and our customers. It was an obvious, yet innovative, next step for the brand and meets a demand for small-ship luxury cruising which has been growing over recent years.

SELLING TIPS

A superyacht cruise is the chance for clients to feel like a millionaire. Make sure to highlight the inclusions: from flights to excursions, all meals on board and even premium drinks all day, every day, all are included in the price of a 2022 ocean cruise with Emerald Cruises

• There is plenty of space and privacy on a superyacht cruise – a very different experience to a large ocean cruise with thousands of other travellers on board. Embarkation and disembarkation are also much simpler processes

• I recommend booking guests early to secure their preferred itinerary and cabin, as these can sell out very quickly on a superyacht



Even before the pandemic, guests were looking to explore off the beaten track to destinations that are inaccessible to the larger cruise ships. Booking trends indicate that travellers are once again booking for 2022 and beyond, with

“A superyacht cruise is the chance for guests to feel like a millionaire without the hefty price tag”

superyacht cruising being found particularly attractive due to lower passenger numbers and more spacious, luxurious surroundings.

Superyacht cruising allows guests to visit more remote parts of the world, offering the highest levels of safety and security to travellers who wish to avoid the hustle and bustle of popular tourist destinations, while enjoying space and luxury on board. *Emerald Azzurra* hosts just 100 guests on board and will sail to ports only small ships have the privilege of mooring.

Feel like a millionaire

A superyacht cruise is the chance for guests to feel like a millionaire without the hefty price tag. As restrictions are easing, more and more customers are ready to book and are wanting to do so in luxury and style, with recent bookings including the very best suites available.

Having not travelled for the past two years, it appears that customers are willing to spend more to make up for it. On board *Emerald Azzurra*, guests will be able to experience the ‘millionaire super yacht lifestyle’ with a selection of marina ‘toys’ including jet skis, paddleboards and snorkelling adventures.

Bookings for this year have exceeded our expectations, with an almost sell-out summer ahead. Due to popular demand and guest feedback we’ve added a couple of new itineraries exploring Dubai and Doha – a new destination for our portfolio, departing in December this year and January 2023.

We expect the trend towards small-ship cruising to continue and grow and are already planning ahead with a second superyacht – *Emerald Sakara* – to set sail early next year. 📌



JOSEPH GRIMLEY
DIRECTOR OF TRADE SALES
EMERALD CRUISES

Fast Facts

AmaWaterways' *AmaDahlia* is an inviting 72-passenger ship offering 36 staterooms, including 16 magnificent suites, with a wealth of amenities that will delight guests, including a heated sundeck swimming pool and bar, The Chef's Al Fresco Restaurant, a hair and nail salon and two massage rooms. Guests can explore ancient wonders, such as the Temple of Luxor and the Valley of the Kings and Queens, and will come face-to-face with the last survivors of the Seven Wonders of the Ancient World – the Great Sphinx and the three Pyramids of Giza. AmaWaterways also offers a range of exclusive experiences.

36

STATEROOMS

16

SUITES

72

CAPACITY

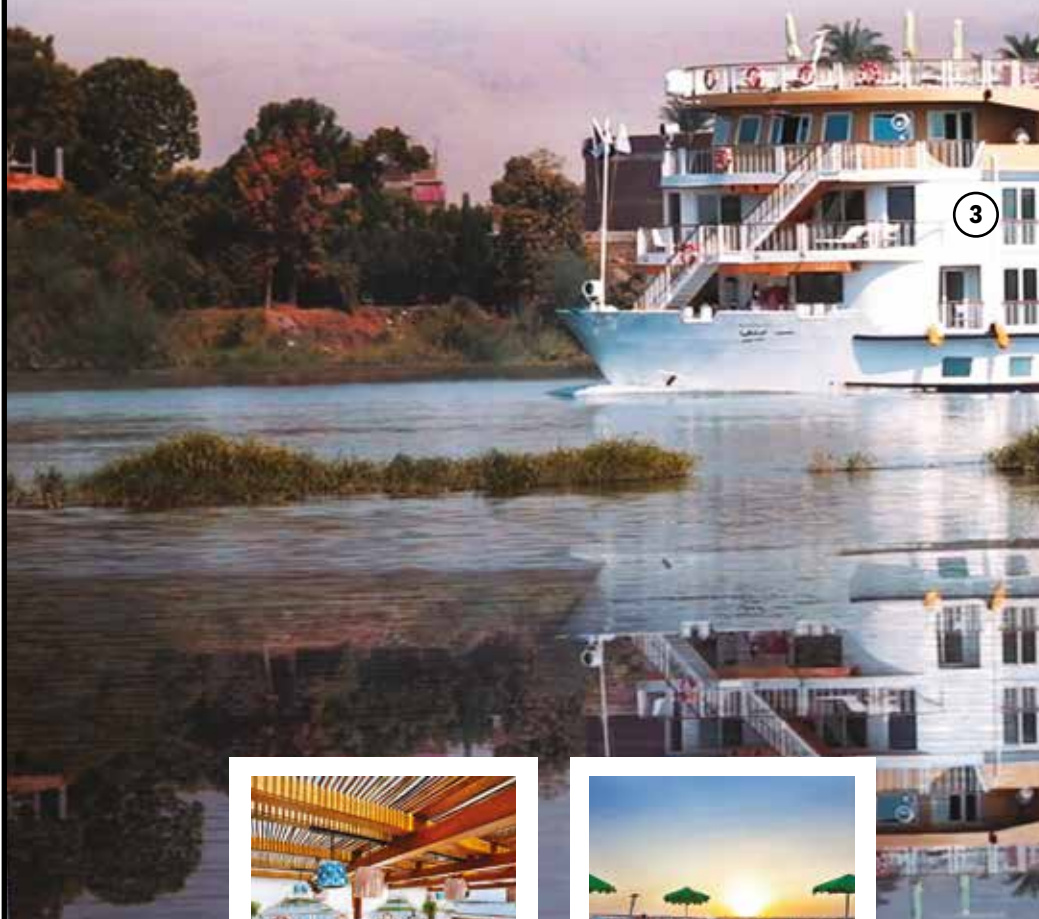
2

DINING VENUES

1

HEATED SUNDECK POOL

AmaDahlia



1

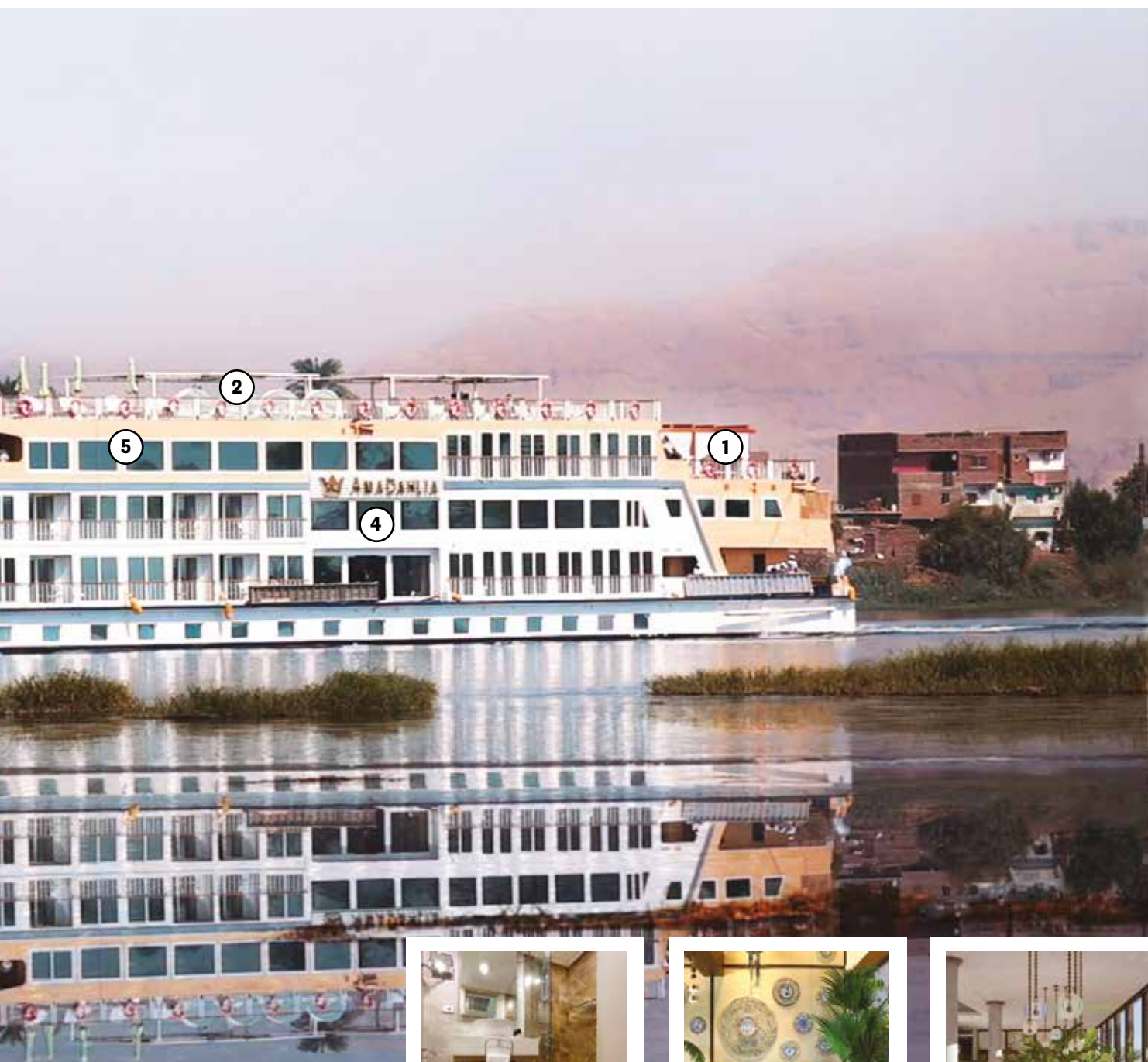
Al Fresco Restaurant

Guests can choose from the Main Restaurant or The Chef's Al Fresco speciality restaurant, offering fine dining including both regional specialities and traditional favourites. Unlimited complimentary wine, local beer and soft drinks are included with lunch and dinner on board.

2

Sun deck pool

AmaDahlia offers a wide range of ways in which guests can focus on their wellness from enjoying a dip in the sundeck pool, treating themselves to a soothing massage, or visiting the ship's hair or nail salon. For a more intensive approach, guests can stay fit by exercising on the treadmill.



**MOST OF THE
ACCOMMODATIONS
FEATURE THE
LINE'S SIGNATURE
TWIN BALCONIES
FOR UNSURPASSED
VIEWS**

3

Suites

AmaDahlia features 16 magnificent suites, four of which are Panorama Suites at the front of the ship. Each offers marble bathrooms with both a bathtub and multi-jet shower and most accommodations feature the line's signature view-enhancing twin balconies, offering unsurpassed views.



4

Public spaces

With just 72 passengers on board *AmaDahlia*, guests can enjoy the luxury of space to unwind, relax and even reconnect with loved ones. Public areas including the Main Lounge, Outdoor Lounge, Sun Deck and Atrium are never crowded, ensuring a seamless cruise for all.



5

Main Lounge

AmaDahlia hosts nightly entertainment including a folkloric-style belly dance show, a traditional Egyptian Galabeya party and an exclusive Darawish show. Guests will be accompanied by an Egyptologist throughout their stay on board to give an insight into the country's unique history.



EXPLORING THE WORLD

Fred Olsen Cruise Lines account manager **Allison Graham** provides the inside track on the line's 2023 summer programme, featuring a strong emphasis on exploration

What are the highlights of the summer 2023 programme?

Our summer programme showcases what makes us special and our itineraries have been hand-crafted to really celebrate our small ships. So much has been curated around the best time to visit, whether that's to witness a destination at its seasonal best, or to coincide with a special event ashore. In July, for example, *Braemar* will call into Fredericia, Denmark, in time for the annual 6 July celebrations, which is marked with music, parades and fireworks. *Borealis* will also venture to Canada in October, when the country is famed for its autumnal beauty.



**Allison
Graham**

ACCOUNT MANAGER
FRED OLSEN CRUISE LINES

You often describe yourselves as being proud to 'sail your own course'. What does this mean?

We are proud to sail away from the well-travelled route and to offer off-the-beaten-track experiences in the places we visit. That doesn't mean we don't visit destinations we all know and love, but we show them to our guests in a different way.

Bolette has a sailing next year that calls to Venice, for example, but will also visit other lesser-known ports such as Durrës in Albania, Neum in Bosnia and Koper in Slovenia, which have such historical significance in the shaping of these areas. *Borealis'* Exploring Rugged and Remote Greenland and Iceland cruise is another great example, sailing into the spectacular Prins Christiansund and offering a call to Narsarsuaq, where tours to the Qooroq ice fjord await.

Why is the 'scenic' route so important to Fred Olsen?

We truly believe in the joy of the journey and that some of the best views are those that can be seen from the water. We don't sail directly from A to B – we love taking the scenic route and will always make the time to showcase each destination's natural beauty where we can. It will come as no surprise that our new programme features plenty of calls into our homeland Norway, as it is here that our smaller ships really come into their own.



We can sail size-restricted waterways right into the heart of the fjords, so guests can witness their beauty directly from the ship. There are also opportunities to witness the surreal Midnight Sun, in sailings to Arctic Norway and Spitsbergen. Sailings of our British Isles and Iceland explore some spectacularly rugged coastlines, and we'll also be sailing the Amalfi Coast at sunrise and sunset, and into the beautiful Bay of Kotor.

What experiences can guests expect on your excursions?

Our guests want to have real experiences when they travel with us. They don't want mass market tours or to battle large crowds, instead they are looking to experience different cultures and immerse themselves in the history and the beauty of the places they're visiting.

Balmoral will visit
Lisbon in July



This is something our Journey Planners consider right at the start of the planning process. A great example is *Balmoral's* Experience Spanish & Portuguese Traditions cruise in July, where our tours will really shine a spotlight on local delicacies.

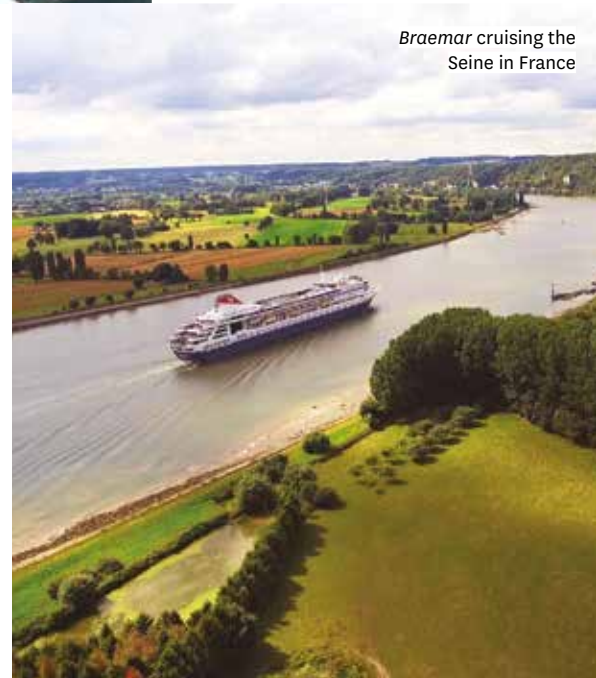
Of course, guests can head ashore and try each region's famous flavours for themselves, but our tours give the opportunity to learn so much more. In Lisbon, they can try their hand at making Pasteis de Nata, while in Valencia they'll have the opportunity to visit the rice fields and learn more about the dishes that have helped to shape the flavours of the region, including the world-famous paella.

Will you still be focusing on regional departures and ex-UK sailings?

The new programme is all ex-UK, with sailings from Southampton, Dover, Liverpool, Newcastle, and Rosyth. While we have a range of sailings from each port, each offers its own unique benefits. The northerly ports of Rosyth and



Braemar cruising the
Seine in France



Borealis will navigate
through majestic fjords



Newcastle allow us to offer scenic sailings to the Norwegian fjords in just five nights. We are also basing *Braemar* from Dover for much of the season, as it is ideally placed for us to offer sailings along the Seine and the shallower waterways in Europe.

Will there be a launch offer?

We are offering up to £250pp to spend on board for sailings of up to 19 nights, or up to £500pp when booking a suite. There is the option to add a third guest from £199pp when sharing with two others, plus a number of no single supplement offers for solo travellers.

What about an agent incentive?

To celebrate the launch of our new programme, we are offering 10 agents the chance to win a VIP cruise for two with us. All agents need to do is register new bookings from our summer 2023 programme made between 16 March and 15 April. Full details can be found on our Travel Agent Centre. 

Making Waves advertorial

Breathtaking scenery
awaits with Fred Olsen



“We believe in the joy of the journey and that some of the best views are those that can be seen from the water”



Fred.Olsen Cruise Lines

WHY SMALLER IS BETTER

Our ships' are smaller for several reasons – their size allows them access to places larger ships simply cannot reach and to dock closer to the heart of beautiful destinations. In 2021, we welcomed two new ships in our fleet, flagship *Bolette* and *Borealis*. Both of these ships have ample room in which guests can indulge themselves in the stylish dining venues or to enjoy their favourite tittle and fantastic entertainment in the bars, lounges and theatres. And with fewer passengers on board, our crew get to know each of our guests.

While the main restaurants are always popular, for an even more indulgent and memorable dining experience, we offer speciality dining in an exclusive venue. From delicious seafood, curry and grilled meat dishes inspired by Goa's culinary traditions in Vasco, to modern Asian Fusion dining in Colours & Tastes, inspired by Fred. Olsen Jnr. himself and his love of Asia. We also offer The Poolside for destination themed menus, and The Grill for premium dining at its finest – perfectly cooked steaks to the sweetest of desserts.

Guests can enjoy speciality dining either on a complimentary basis (Vasco, The Poolside) or from as little as £5pp for Colours and Tastes and The Grill.



Borealis in Narvik



**JOIN OUR
TRADE
GROUP!**

To stay up to date with all Fred. Olsen trade news, make sure you join our trade FB group!

Summer 2023 sailings now on sale! See our Travel Agent Centre for all the details.

BOREALIS

Thanks to her ability to cruise at higher speeds than other ships, *Borealis* – sister ship of our flagship *Bolette* – is perfectly suited for sailing our longer voyages across the globe. Cruising faster means she can include more stops, scenic discoveries and highlights into each itinerary.

Stylish, spacious and comfortable, with a choice of elegant public areas, restaurants and just 690 cabins, she is ideal for Fred. Olsen's style of cruising. On board *Borealis* it is never overcrowded.

Borealis fits perfectly into our small ship fleet and, like all our vessels, has her own elegant design touches. Even the pattern and weave of the British-made carpets were hand-chosen by Fred. Olsen Jnr, with attention to the finer details every step of the way.



Atlantis Spa



VASCO
speciality
dining

BOLETTE

Proudly bearing the name of Fred. Olsen Jnr's great-great-grandmother, *Bolette* harbours an historic connection to the Olsen family. Exuding classic, elegant style in her exterior and interior design, and featuring spacious and comfortable public areas, as well as just 690 cabins, our flagship leads our fleet of smaller ships by example.

She can travel at high speeds, enabling us to reach destinations quicker, meaning our journey planners can craft itineraries that include more visits to ports and places on even our shorter cruises, and more time sailing the most scenic routes.

The Observatory is where guests can enjoy the scenic cruising through large panoramic windows. The Auditorium hosts cooking demonstrations as well as specialist enrichment talks and evening movie nights. Up on deck eight, is our Lido Bar and swimming pool. The retractable roof means guests can enjoy a swim year-round, wherever you're cruising. And of course, with friendly staff providing our typical level of personal, attentive service, there's an intimate feel to the on board experience too.



For a tour of our
new ships with
head of sales Geoff
Ridgeon, please
visit our Travel
Agent Centre.



Colours
& Tastes dish



Premier Suite



Wine Bar

For more information, please visit our Travel Agent Centre at fredolsencruises.com/agent

”
In conversation with...



Discovery Princess is Princess Cruises' latest Medallion ship

PRINCESS CRUISES

John Padgett has had the top job at Princess Cruises since October last year. With his feet now firmly under the table and a new MedallionClass ship hitting the open seas, what does the future hold for him and the tech-savvy cruise line?

Upon being announced as Princess Cruises president, John Padgett spoke of his pride at being given the chance to lead the brand and “take the cruise content – including hotel, food and beverage, entertainment, merchandise and destination experiences – to new levels”.

Of course, Padgett is no stranger to the line, having been chief experience and innovation officer for Carnival Corporation prior to his promotion. During that time, he was a driving force behind the development and

“Medallion is a scalable platform that allows us to evolve”

platform that continue to prove popular with guests, not least keyless stateroom entry. “On top of this, personalised greetings on the stateroom door portals welcome guests and note any special milestones they may be celebrating, such as birthdays and anniversaries,” he explains.

“Then we have our shipmate and venue locator experience – OceanCompass – which has been a game-changer for families and groups on board, but even more so for anyone traveling with a companion who has memory problems. All the anxiety over having a loved one wander off is removed, as they can be found in an instant thanks to the technology.”

Making it personal

At every point in the Medallion development, launch and subsequent deployment across the fleet, Princess has been keen to stress the personalisation that it offers, seeing this as a key selling point. Padgett brings this to life: “I recently heard a lovely story about one couple from Canada who were blown away when the entertainer in one of our lounges dedicated a special song to them by name to wish them a happy anniversary, because she knew these guests were seated in her audience and could identify where they were from and that they were celebrating their anniversary.”

This hyper-personalisation has long been touted as the next step in cruise’s evolution and Padgett is keen to see this as a positive when it’s put to him that perhaps a heavy reliance on technology could dilute the traditional cruise experience.

Medallion technology offers a range of on-demand services, both fun and functional

introduction of Medallion technology across the Princess fleet. Now a fundamental part of the line’s offering, MedallionClass has come to signify the cruise sector’s leap into a tech-driven industry.

“MedallionClass is taking some of the world’s largest cruise ships, with thousands of guests and crew members, and making sure the experience feels unique to each guest,” he tells *Cruise Trade News*.

“Medallion innovation takes the entire experience back to the roots of what makes cruising special by creating a personalised, customised and simplified holiday for each and every guest. One of the most exciting elements of it is that it’s a scalable platform that allows us to continuously evolve.”

‘Only the beginning’

This scalability has been in evidence recently, with the launch of the line’s final Royal-class ship, *Discovery Princess* (sailing in March). The 3,660-guest vessel is the latest Medallion ship and proves the line has no intention of putting the brakes on its innovation.

In February, it also unveiled another addition to the MedallionClass project, with an expansion of MedallionPay allowing guests to use the Medallion wearable device for contactless payments in ports of call in the Caribbean, Mexican Riviera and Alaska. Guests will also receive seven per cent back on shoreside purchases as on-board credit. Padgett says: “This is only the beginning, with more destinations and merchants being added in the near future.”

Rowing back slightly, Padgett highlights the fundamental aspects of the

John Padgett aims to take cruise content to new levels



MedallionClass passengers can enjoy a trip that is personalised to their needs



The wearable MedallionPay device allows contactless payments in ports of call

“MedallionClass strips out the complexities and hassles of the traditional experience”

“It allows guests to enjoy more of what makes cruising so great to begin with because it strips out the complexities and hassles of the traditional experience – like waiting in line, getting lost on board or being unable to locate a travel party.”

What about the competition? Lines are showing real eagerness to ‘take the next step’, for want of a better phrase. Padgett, it seems, is not overly concerned.

“MedallionClass is guest-centric versus technology-focused, so instead of requiring guests to engage in the technology, they can be engaged in the cruise while the technology empowers and enhances the experience completely behind the scenes,” he says. “The Medallion is the only medium a guest will need throughout their trip.”

It’s not only guests who are benefitting, according to Padgett. He sees the device

and platform as a useful tool for travel agents too. “It will help agents to emphasise the elements of a Princess cruise with the things their clients value most. For example, if a guest is focused on safety, agents can highlight all the numerous contactless elements on and off the ship.

“If they want to be pampered, agents can talk about the service on-demand capabilities so guests can have whatever they want, delivered to them wherever they are on board. If the client needs to remain connected to their job while on holiday, assurance of the best wifi at sea – MedallionNet – is a big win.”

Padgett and Princess will be hoping for many more big wins over the coming years, and it’s a safe bet that Medallion technology will be at the heart of whatever the line has in store. 📍



The Cruise Challenge

Get ready for the travel agent roadshow with a difference

Cruise Trade News is delighted to officially launch the next season of Cruise Challenge events.

This very special training roadshow will tour the country in 2022, bringing travel agents and cruise lines together for networking, learning and the chance to win some fantastic prizes. So, get

the dates in the diary and be prepared for an unforgettable evening of entertainment and education.

CTN editor Gary Peters said: "We cannot wait to travel the country to meet travel agents and provide a platform for them to connect with cruise lines and learn more about the cruise industry."



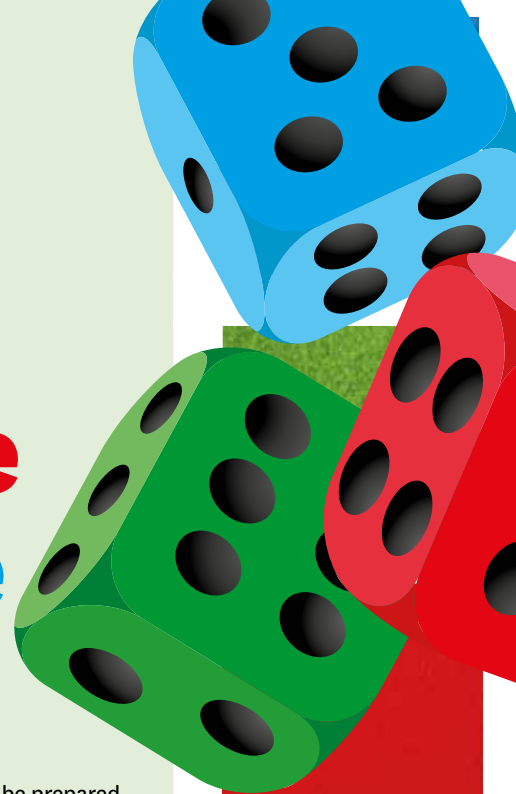
2022 LIVE & IN PERSON DATES

SEASON 1 JAN - JUN

London..... 28-Apr
Manchester 10-May
Ipswich 24-May
Nottingham..... Date tbc
Leeds 07-Jun
Chester 21-Jun

SEASON 2 JULY - DEC

Edinburgh 12-Jul
Glasgow 13-Jul
Exeter 14-Sep
Newcastle 27-Sep
Swansea 11-Oct
Southampton... 25-Oct
London 01-Nov
Essex Date tbc
Sheffield 6-Dec



Boost your cruise knowledge & win a host of fantastic prizes.

For more information on dates and how to get involved, go to the official Cruise Challenge website – cruisechallenge.evessiocloud.com

📞 @cruisetradenews 📱 #CruiseChallenge

Brought to you by

cruise
TRADE NEWS

WAVE AWARDS 2022



THE OSCARS OF CRUISING

Join us in November for the biggest
night in the cruise calendar

Later this year, Real Response Media (RRM) will once again honour the finest achievements in the cruise sector.

The Wave Awards – organised by RRM’s two leading cruise brands, *Cruise Trade News* and *World of Cruising* – recognise and reward excellence and innovation across the sector, and are open to cruise lines, tourist boards, travel agencies, and tour operators.

For 2022, there are new categories, such as Best Innovation, and a Women in Cruise Leadership award. There will also be awards for Best Ocean Cruise Line, Best Luxury Ocean Line, Best for Cuisine, Best Expedition Cruise Line, Best New Ship Launch, and many more.

These awards will be judged by an expert panel of cruise industry leaders. There are also special ‘Favourite’ categories, as voted for

“It really feels like a new era is on the horizon, with new ships and innovative concepts emerging”

by the public, ensuring all elements of the cruise industry are covered.

Now is the time to prepare your entries, so get thinking and you could be celebrating later this year with a prestigious Wave Award.

‘A special moment’

As has become common with the Wave Awards, a superb assortment of after-party entertainment will be available on the night, as well as some special surprises.

Cruise Trade News editor Gary Peters said: “It’s always been a special moment when we launch the latest iteration of the Wave Awards. However, this year feels slightly more momentous, coming

as it does as the sector forges a new path following the pandemic.

“With new categories for 2022, we are ensuring that the cruise sector’s achievements are given the platform and recognition they deserve. Whether it be new itineraries, destination partnerships, immersive excursions or investment in sustainable technologies, cruise lines, travel agencies, tourist boards and destinations are demonstrating why this industry is one of the most forward-thinking there is.”

RRM founder & CEO Chris Pitchford added: “We are delighted to reveal more information about this year’s Wave Awards. This is the leading event in the cruise sector, and for 2022, it really feels like a new era is on the horizon, with strong demand for cruise holidays and new ships and innovative concepts emerging.”

Visit thewaveawards.com for more information on how to enter.



Lake Kariba's rich wildlife means elephants can often be seen close to mooring spots



ITINERARIES

Riviera Travel

• Prices for the 10-night Wonders of the Nile Cairo to Luxor itinerary on *MS Darakum* start from £3,299pp, departing 13 September 2022.

▸ rivieratravel.co.uk

CroisiEurope

• Prices for the eight-night Southern Africa Johannesburg to Victoria Falls land-tour and cruise safari start from £5,524pp, departing 23 September 2022.

▸ croisieurope.co.uk

Viking

• The 11-night Pharaohs & Pyramids round-trip Cairo itinerary on *Viking Osiris* leads in from £5,725pp, departing 14 December 2022.

▸ viking.com

AFRICA CALLING

A cruise following the course of Egyptian history or an adventurous water-based safari offer clients unique African experiences, writes **Jeannine Williamson**



Viking Aton will triple Viking's fleet when it sets sail on the Nile in 2023

This year marks the 100th anniversary of the discovery of Tutankhamun's tomb by British archaeologist Howard Carter and the recent release of Sir Kenneth Branagh's star-studded remake of the classic Agatha Christie tale *Death on the Nile*, which showcases the breathtaking scenery along Egypt's iconic river.

With Egypt reopen for tourism, and lines launching new ships, this is an excellent time to recommend the unforgettable experience of sailing along a stretch of the world's longest river – without a murder along the way, of course.

AmaWaterways recently launched the 72-passenger *AmaDahlia* and Uniworld Boutique River Cruises debuted the *S.S. Sphinx*, which carries 84 guests in style. Week-long cruises typically navigate the 120 miles between Aswan and Luxor, or in reverse, and are combined with a land-stay in Cairo to see the pyramids, while Nile itineraries offer the opportunity to see the highlights of Egypt in comfort.

Sisters on the way

Currently sailing with the 52-passenger *Viking Ra*, Viking is the first and only western company to build, own and operate ships on the Nile. This September it will triple its fleet with the addition of the 82-passenger *Viking Osiris* followed by sister ship *Viking Aton* in 2023.

Viking UK head of sales Neil Barclay explains: "Egypt is on most people's wish list due to its fascinating history and rich culture, but we believe this is set to accelerate in 2022 as this is the 100th anniversary of the discovery of Tutankhamun's tomb, as well as the bicentenary of the decipherment of hieroglyphs, in addition to the release of *Death on the Nile*. All eyes are set to be on Egypt.

"Experiencing the Nile on a cruise is a tranquil, easy and pleasant way to uncover the ancient secrets. Excursions often take place in the morning, to avoid the heat of the Egyptian sun and the crowds, meaning

leisurely afternoons can be spent relaxing and reading on the sun deck with a beautiful Egyptian backdrop due to the ship being stationed in the heart of each stop.”

Incredible sights

The gateway to Nile itineraries is the Egyptian capital Cairo, one of the largest cities in Africa. From here there are trips to the awe-inspiring pyramids, one of the remaining Seven Wonders of the World, and the eagerly awaited new Grand Egyptian Museum, which is scheduled to open this summer.

In complete contrast to the bustling city of Cairo is the Nile, where time stands still and modern river vessels criss-cross the river alongside passing feluccas, the traditional triangular-masted traditional wooden vessels that have been used since antiquity.

A newly rediscovered ancient site in Luxor is the 3,000-year-old Avenue of Sphinxes, which has been revealed to modern-day eyes following decades of excavation work. The sacred walkway, which is nearly two miles long, connects the UNESCO sites of the Temple of Luxor with the Temple of Karnak and is known as the “path of God”.



Expert VIEW

“African cruise ships have been designed to maximise seeing wildlife. There are floor-to-ceiling windows throughout so if there is something to see, which of course there will be, passengers won’t miss it. It is the best way to see the animals in their natural habitat as the ships are silent and don’t disturb the animals, which means clients get to see a lot more.”

CLARE DUDLEY
Managing director, Ponders Travel

Afternoons can be spent relaxing with a beautiful Egyptian backdrop



Thrilling cruise safaris

While Egypt is the face of North African cruises, its southern counterpart is less well-known and provides a very different experience for clients interested in wildlife.

AmaWaterways, Abercrombie and Kent, and Audley Travel charter the 28-passenger *Zambezi Queen* for cruises along Botswana’s Chobe River. Itineraries include a visit to Chobe National Park, which boasts one of the highest concentrations of game in Africa, and the option of land-based stays in Johannesburg, Cape Town and Victoria Falls, where the spectacular cascades comprise the world’s largest sheet of falling water.

Additionally, CroisiEurope’s unique itineraries incorporate sailings on the Chobe and Zambezi, with a stay in a luxury lodge, followed by a transfer by small plane to join the 16-guest *African Dream*, or its newly launched sister vessel *Zimbabwean Dream* for a cruise on Lake Kariba, which is bordered by Zambia and Zimbabwe.

Passengers embark on daily safaris on small expedition vessels, sailing through a surreal forest of part-submerged trees left after the hydro-electric dam was built in the 1950s. The lake is rich in wildlife and elephants and hippos can often be seen close to mooring spots.

CroisiEurope UK sales director John Fair says: “This cruise offers a unique opportunity to visit four countries and can be taken either as a stand-alone trip or as part of a much bigger, comprehensive Africa trip.

“Lake Kariba is the world’s largest man-made lake and reservoir by volume and it offers spectacular views, stunning sunsets and an unparalleled wildlife scene with Nile crocodiles and hippos along the shores as well as more than 400 species of birds.

“Add to this the fascinating history about the building of the Kariba dam and you have a trip that offers a great combination of wildlife and culture as well as a good mix of luxury experiences, both on board the ship and on land.”

SELLING TIPS

Switch-sell to clients that take land-based holidays as itineraries provide the best of both worlds combining cruising with multiple options for pre and post-extensions including a relaxing Red Sea resort

A leisurely way to see some of the world’s greatest historic sights and view wildlife in the company of expert Egyptologists and safari guides

Intimate small ships, many of them brand new, offer high levels of comfort and amenities including swimming pools



FARAWAY SHORES

Southeast Asia and Japan is a captivating cruise region covering culture-rich countries and stunning landscapes, as **Jeannine Williamson** discovers

From ultra-modern cities and contrasting ancient wonders to tranquil beaches, stunning landscapes and exotic food, Southeast Asia and Japan offer clients the cruise of a lifetime.

Japan is famous for its springtime cherry blossom and numerous cruise lines large and small, including Norwegian Cruise Line, Oceania, Ponant, Princess Cruises, Royal Caribbean, and Scenic, to name just a few, have sailings to coincide with this amazing spectacle.

It is also an enthralling destination at other times with its mix of mountains, volcanoes and temples. High-tech Tokyo has everything from designer shopping to colourful markets that are great for inexpensive souvenirs. One of the most instantly recognisable sights is Mount Fuji, and shore excursions include the option to travel there by bullet train – a must-do experience in Japan.

Travellers looking for a slower way to take in the region – and much more – can follow in the footsteps of explorer Phileas Fogg with Fred Olsen Cruise Lines' Around the World in 80 Days itinerary sailing in February 2023 and timed to capture the cherry blossom in bloom. The epic cruise also calls at

Singapore and Vietnam. On shorter cruises, Singapore is a popular gateway to Southeast Asia allowing time to explore the colonial districts, temples and culinary hotspots such as Chinatown, as well as the chance to savour a Singapore Sling in the old-world charm of Raffles Hotel.

“Japan is an enthralling destination with its mix of mountains, volcanoes and temples”

Islands await

For clients interested in Vietnam, Ponant is offering two different 2022 itineraries aboard *Le Laperouse*. The Highlights of the Vietnamese Coastlines cruise include the UNESCO-listed imperial citadel of Hue, Phong Nha-Ke Bang National Park and Ha Long Bay with its surreal waterscape of emerald waters and towering limestone pillars. Discovering the Islands of Southeast Asia is an all-new cruise between Indonesia and Singapore that takes in Mount Bromo on the island of Java, an active volcano at the heart of a lunar landscape.



Expert VIEW

“We’re finding that cruising in the Far East is becoming increasingly popular as more and more customers want to explore the culturally rich and colourful countries of Malaysia, Vietnam and Thailand, but from the comfort of a cruise ship. Japan in particular is a rapidly growing destination for cruising, especially in the springtime when the iconic cherry blossom blankets the country in a soft pink hue. For those looking to cruise to Singapore, we always advise that customers should look to book pre and post stays as there is so much to do and explore in the city.”

JAMES COLE

Founder and managing director,
Panache Cruises

There are wonderful historic sights in Ho Chi Minh City, formerly Saigon, including the ornate 19th-century post office designed by Gustave Eiffel, who built the namesake Parisian tower. There are also thought-provoking excursions to the Cu Chi Tunnels first dug in 1948 during the Viet Minh fight against the colonial French and also used in the Vietnam War. The labyrinth of narrow tunnels once housed more than 16,000 people.

Moving on to Indonesia, there is the chance to see wonderful wildlife. Komodo dragons are giant, carnivorous reptiles and guided walks through Komodo National Park go in search of these amazing creatures that measure up to 11 feet in length. Another top wildlife tour is to Malaysia’s Semenggoh Wildlife Centre, set in a forest and home to endangered orangutans, including orphaned and injured great apes that are being rehabilitated.

Singapore’s jaw-dropping Supertrees, some 50m tall, offer stunning panoramic aerial views



Osaka is an ideal destination to enjoy Japan's celebrated spring cherry blossom

SELLING TIPS

Recommend these sailings to food and wine lovers as there will be many opportunities to sample traditional dishes ashore – plus hands-on experiences such as cookery classes – combined with multiple dining options aboard to suit all tastes

- Sign up for training courses to understand the geography and culture of the different countries

- Emphasise the wide range of different cruise lines that sail to this region, from luxury small boutique vessels to affordable larger ships, as well as cruises that are family friendly, adult only or suitable for solo travellers

Iconic markets and shrines

Back in a bustling metropolis, Bangkok is the major port of call on cruises to Thailand. For an authentic experience clients can take a tuk-tuk ride and visit Lumpini night market, which is packed with souvenirs and where haggling is a must.

When it comes to culture, Grand Palace was once a city within a city, and last bastion of the Chakri dynasty. Its fabulous buildings include Wat Phra Keo, the holiest shrine in Thailand, which houses the tiny emerald Buddha. At the opposite end of the scale is Wat Pho temple dominated by the massive gold reclining Buddha.

Holland America Line UK & Ireland MD Lynn Narraway explains: “HAL’s carefully crafted itineraries make it possible for your clients to experience two to three countries in one holiday. They are also perfectly

“For an authentic experience in Bangkok, clients can take a tuk-tuk ride and visit Lumpini night market”

Norwegian Sun offers foodie enthusiasts a host of dining options including French, Italian and Brazilian



planned to maximise the time they’ll spend visiting Asia’s most interesting places. There are overnight stops at ports where your clients will have extra time to connect with different cultures and discover new perspective and guests will enjoy regional performances and cuisine to enhance their experience of Asian culture.”

For winter 2022/23, Silversea will offer 14 voyages in Japan and a set of immersive sailings covering Vietnam and Thailand where *Silver Shadow* and *Silver*



Small boats are a common sight along the rivers of Vietnam

Whisper dock in the heart of Bangkok. New ports of call are Shimonoseki, Niigata, Akita, Sakata, Kanazawa, Muroran, Miyako Iwate and Beppu (Japan), Jeju and Sokcho (South Korea). New shore excursions include a visit to hot springs in Beppu and Kagoshima, cooking with a local chef in Kanazawa and a Kobe beef lunch and sake brewery tour in Kobe.

Connie Georgiou, Silversea sales director UK, Ireland, Middle East and Africa, explains that the line has “plenty of overnights in port for example in Osaka, Kanazawa, Kobe, Ho Chi Minh, Incheon, Laem Chabang and Shanghai”.

ITINERARIES

Holland America Line

- Prices for the 14-night Japan Explorer Tokyo itinerary on *Westerdam* start from £1,869pp, departing 13 March 2023.
- ↳ hollandamerica.com

Princess Cruises

- The seven-day Southeast Asia with Malaysian Peninsula cruise on *Diamond Princess* is priced from £599pp, departing 11 December 2022.
- ↳ princess.com

Ponant

- Prices for the 14-night Discovering the Islands of Southeast Asia itinerary from Benoa, Bali, to Ho Chi Minh City, Vietnam, on *Le Laperouse*, start from £5,490pp, departing 19 September 2022.
- ↳ uk.ponant.com

She adds: “During the overnight calls, guests have the chance to enjoy the destination even deeper through our evening tours that features special experiences with local dining and performance. Guests can participate in our overland programmes that include overnight stays in Kyoto from Osaka and Kobe, in Seoul from Incheon, in Bangkok from Laem Chabang, in Angkor Wat from Ho Chi Minh and in Hanoi from Halong Bay.

“Japan is expensive and the language barrier can make travelling on your own difficult as English isn’t widely spoken. Visiting with Silversea and our all-inclusive lifestyle on board and included excursions, on Asia voyages from September 2022, make this so much easier.”

Japanese wonders

For clients interested in exploring Japan, Norwegian Cruise Line’s *Norwegian Sun* will sail on the brand new 11-night Japan: Osaka & Busan itinerary in October and November 2022. In January 2023 there is a 10-night port-intensive cruise on *Norwegian Sun* with calls in China, Thailand, Vietnam, Malaysia and the Philippines.

The line’s senior sales director for the UK and Ireland, Gary Anslow, says the region has something for every type of traveller, from thrill seekers to those in search of rest and relaxation.

“NCL has a range of ships sailing in Southeast Asia, offering the flexibility to tailor a holiday to suit each guest’s needs,” he says. “For guests focused on the destination experience, *Norwegian Sun* and *Norwegian Jade* are a perfect fit.



Clients can take in Vietnam’s nightlife with overnight stays during their cruise

For foodie enthusiasts, the recently refurbished *Norwegian Sun* has a whole host of dining options available including French, Italian and Brazilian, so clients can experience delicious dishes both on board and on shore.

“Japan is a very popular destination with many top-rate tourist attractions, especially having just hosted the Olympics. Cruises to this part of the world will allow guests to experience multiple bucket-list moments including a trip to Beppu to experience some of the 2,500 hot springs, learning about traditional Kyoto or visiting the Mount Fuji heritage centre. When selling Japan itineraries, remind travellers they’ll experience some once-in-a-lifetime activities, whether they’re a foodie, a nature lover, or a history buff.”

Finally, it’s worth noting that cruise lines schedule most sailings from November through to March to avoid the hottest and rainiest months in Southeast Asia. 🌧️



Lumpini Park in central Bangkok boasts an artificial lake and wooded areas



Drachenburg Castle sits grandly on the Drachenfels hill in Königswinter

A JEWEL ON THE RHINE

There is a first time for everything, and for **Lucy Abbott**, a three-night festive sailing on *Viva Tiara* just before the new year proves to be a charming introduction to the world of river cruising

We are not drinking every single day... it is just a huge part of our culture," laughs Christian Schueller, managing marketing director

at Dusseldorf Tourism, as I sip on my pint of freshly brewed beer in Dusseldorf alongside my fellow passengers.

Socialising with new-found friends in this gorgeous German city is certainly an enjoyable way to understand the local culture – and I'm loving every minute of it.

This German hospitality, which consists of plenty of drinks, food and laughter, follows me on as I make my way to the newly renovated *Viva Tiara* for what is my first cruise. The itinerary is the Rhine Winter Fairy Tale voyage, sailing roundtrip from Dusseldorf and visiting Koblenz, Königswinter and Cologne.

First impressions count

Circling back 24 hours and I arrive at the airport, butterflies in my stomach. For me, nowhere else in the world captures the anticipation like an airport does and, having not travelled abroad throughout the entirety of the pandemic, I am certainly glad to be back.

The additional Covid protocols turn out to be surprisingly smooth and, before I know it, my pre-departure digital registration documents, passport and check-in information are checked with no issues at all.

Once the initial stress of travelling is over, I soon find myself gliding around *Viva Tiara*'s glossy interior as I make my way to my new home for the next three nights. There is a helpful member of staff around every corner waiting to assist, and I immediately get a sense of the truly caring and friendly atmosphere that this ship possesses.



Viva Tiara has lots of outdoor space to enjoy the river views



Hospitality in Dusseldorf includes freshly brewed beers



Viva encourages guests to 'enjoy the moment'



Guests can be pampered in the spa and wellness centre

The lounge and bar area offers panoramic views of the Rhine



I see the staff greet one group of guests even more enthusiastically than normal, as I am informed that they recognise repeat cruisers and love it when they come back on board – their elated reunion is infectious.

Stepping into my room, I am welcomed by a nautical pale blue colour scheme complemented with dark wood features. I am excited – perhaps overly – to see an array of complimentary gifts waiting for me; like a child unpacking their party gift bag I discover a large bottle of prosecco, a Viva branded reusable water bottle and a branded washbag.

SELLING TIPS

Ensure guests book one of the reasonably priced excursions to fully discover what these amazing locations offer

•

The all-inclusive nature of the cruise is a major selling point, emphasise how food, drink and tips are all included in the price

•

For guests who want to explore multiple cities in a short space of time, explain how Viva Cruises stops in each port for the majority of the day, giving guests plenty of time to embark on an excursion

Investigating further, I uncover all the necessities – ample room to hang clothes, a Nespresso machine, a good-sized bathroom, a hairdryer, flatscreen TV and a mini-bar with two bottles of soft drink and, of course, a German beer.

The French balcony is calling my name and I do what every newbie cruiser is desperate to do – I slide open the expansive glass doors and am welcomed by the sound of soft waves and sun setting over Dusseldorf.

‘Enjoy the moment’

I also take the opportunity to explore the other type of staterooms offered by Viva. Renovated in 2020, 76 furnished cabins vary purely by window size, with the most expensive being the four junior suites that feature the addition of bathrobes, a window-facing bed and a slightly bigger bathroom.

Every cabin includes all-inclusive food and drinks, good news for the bank balance but bad news for my waistline as I take it as my journalistic duty to sample all food and drink offered to me.

Speaking of cuisine, it sounds like the beginning of a bad joke: what did the vegetarian eat in Germany? It is not only my lack of cruising experience that initially leaves me feeling unsure of what my dining options will offer, but also my dietary requirement.

However, I should really pay attention to Viva’s slogan ‘enjoy the moment’, as I need not worry. I watch my first artfully decorated plate of food placed in front of me and am pleasantly surprised at the range of vegetarian options on board



The medieval Eltz Castle is nestled in the hills between Koblenz and Trier

“I slide open the expansive glass doors and am welcomed by the sound of soft waves”

across the two restaurants, as well as the willingness of chefs to adapt meat dishes. A personal favourite is the falafel vegetable curry – a combination I was initially sceptical of but will now attempt to scour the internet for the recipe.

Exploring the ship further, I opt to go downwards rather than brace myself for the chilly weather on the top deck and, to my delight, discover a spa and wellness centre, which can be booked privately. I decide to follow the advice given on board and venture downwards to ‘enjoy the



Lucy Abbott enjoys the festive spirit at a Christmas market

“I truly understand the beauty of river cruising as I find myself right in the centre of Koblenz”

seems to follow me around Koblenz as I admire the abundance of wooden Christmas stalls decorated with tinsel, baubles and every other decoration I can imagine.

Next up is Königswinter, a classic quaint German town lying on the east side of the Rhine. Here, I join a walking tour, where Viva head of marketing Patrick Ell explains how the line strives to “create moments” during excursions, allowing guests to “discover new things, new cultures, new tastes”.

Ell’s words lead me to wonder why river cruising is yet to fully shake off its unfair ‘stuffy’ reputation among some of my peers. “I would say everyone’s afraid of being the youngest on board,” says Ell. “But actually, there are a lot of young people – or younger than you might expect. It’s something for everyone; it’s a city trip and, in the end, that’s how we sell it.”

Ending the cruise in Cologne is a bittersweet moment, as I admire the iconic Gothic cathedral while sipping on a mug of mulled wine before heading back to the true jewel on the Rhine, *Viva Tiara*. 📍

DETAILS

● Four-night Rhine Magical Christmas cruise on *Viva Tiara*, roundtrip from Frankfurt via Mannheim, Speyer, Strasbourg/Kehl and Mayence, departing 22 December 2022, from approx €665pp.



Renovated in 2020, *Viva Tiara* boasts 76 furnished cabins

moment’ in the sauna and steam bath, making a mental note to embark on Viva’s new wellness cruises.

Winter wonderlands

However, back to here and now and the Rhine Winter Fairy Tale itinerary. I feel I now truly understand the beauty of river cruising as I disembark *Viva Tiara* and find myself right in the centre of Koblenz, the first port of call.

Wandering through the centre of the city, I marvel at the vast statue of the German emperor William I before continuing alongside the confluence of the Rhine and Moselle rivers, framed with three low mountain ranges – a picture-perfect scene.

The sweet smell of roasting chestnuts

The last word

Light Blue Travel UK & Europe commercial director **Michelle Daniels** provides the latest updates from American Queen Voyages, including the line's rebrand and plans to launch expedition ships

With the latest trends pointing towards customers looking to spend more and travel further, American Queen Voyages' latest rebrand and expansion could not have come at a better time.

In September, American Queen Voyages was announced as the new name for the cruise line, with the tagline 'Discovery Runs Deep'. The move merged the American Queen Steamboat Company and the cruise line they had acquired in early 2019, Victory Cruise Lines. The company has grown significantly since the very first vessel, *American Queen*, was launched on the Mississippi in 2012.

American Queen Voyages is now comprised of American Queen Voyages River, American Queen Voyages Lakes & Ocean and American Queen Voyages Expedition. What hasn't changed is the all-inclusive cruises offered with no hidden charges – including pre-cruise hotel night, all



“Ocean Victory’s innovative design ensures minimal noise and vibration as she explores the remote wilderness regions”

meals, beverages, excursions in every port, gratuities and port charges.

American Queen River comprises the iconic *American Queen*, the all-suite *American Duchess* and the newest vessel to the fleet, launched in 2021, *American Countess*, all cruising the Mississippi. While externally *American Countess* retains the signature traditional exterior

and distinctive red paddlewheel, the interior is more contemporary.

All three river ships offer a variety of seven-night voyages that traverse the lower and upper Mississippi, Ohio and Tennessee rivers. Themed voyages include the popular Antebellum South between New Orleans and Memphis on the Lower Mississippi; Ohio River Sojourn between Pittsburgh and Louisville; plus an epic 14-night Mighty Mississippi cruise.

Further north near the Canadian border, the *American Empress* cruises on the Columbia and Snake rivers.

Entering the expedition market

Following on from the rebrand, the two identical small passenger ships cruising the Great Lakes, *Victory I* and *Victory II*, were renamed *Ocean Voyager* and *Ocean Navigator*.

There are four itineraries that include time to explore the New England colonies, rare stops in quaint French-Canadian villages, and remote islands, as well as big city visits, including Chicago, Detroit, Toronto and Montreal.

We're now counting down to the exciting introduction of American Queen Voyages' first expedition ship, *Ocean Victory*, which will launch in May with a season of scenic Alaskan and British Columbia cruises. Carrying just 200 guests, *Ocean Victory* is one of the first ships that has been built to ensure the perfect comfort of guests along with the protection of the delicate environment.

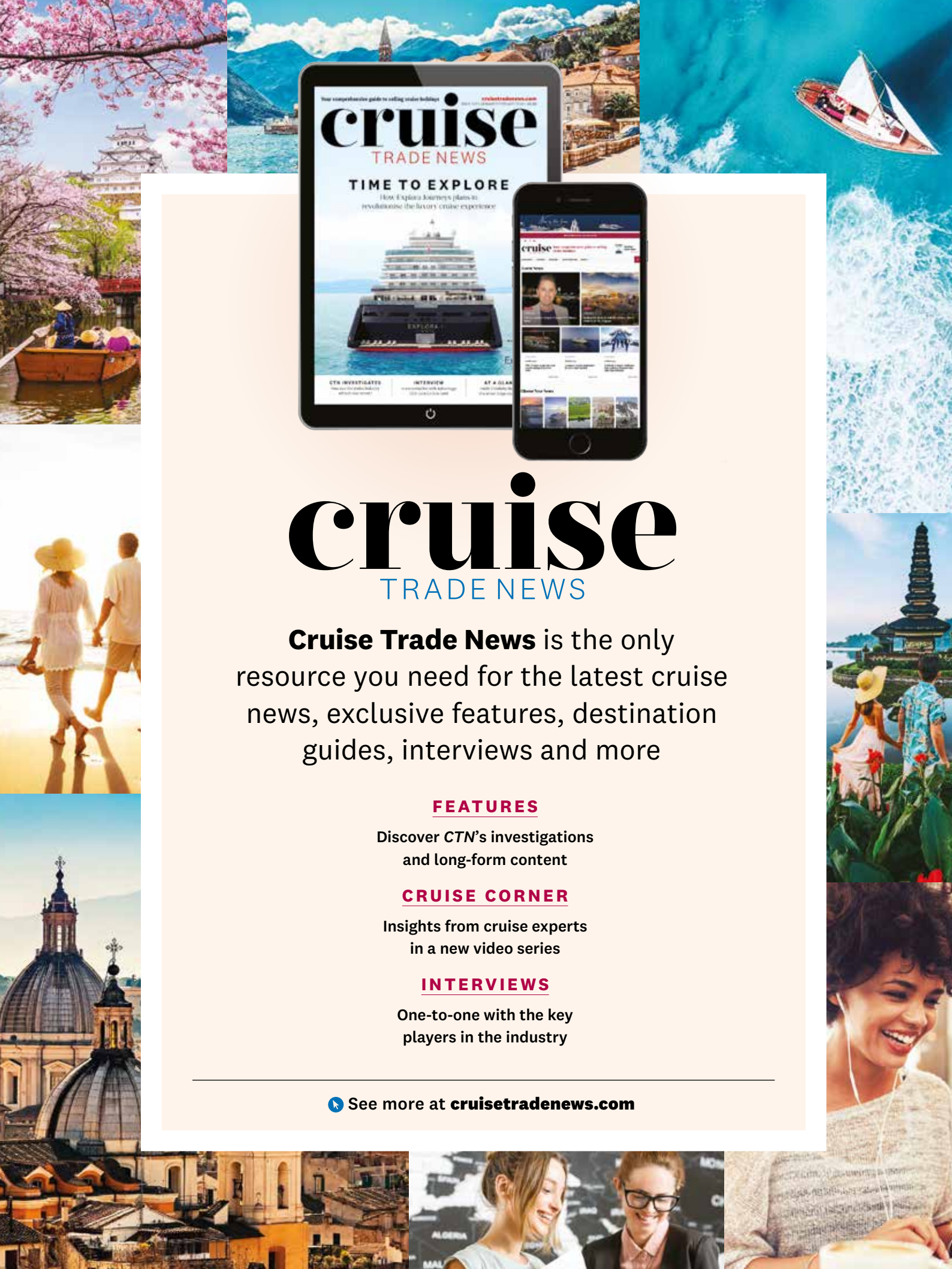
Her innovative design ensures minimal noise and vibration as she explores the remote wilderness regions. Furthermore, in 2023 she'll be joined by her sister ship, *Ocean Discoverer*.

Other new developments include a new River Cruise Academy Training programme, which we will be launching in the coming months, to offer training and support to our trade partners. ❶



Ocean Victory, American Queen Voyages' first expedition ship, launches in May

Light Blue Travel is the UK GSA for American Queen Voyages



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Nieuw Statendam: 8 May 2022 CIVITAVECCHIA (ROME) TO PIRAEUS (ATHENS) VISITS: Dubrovnik; Kotor; Corfu; Katakolon (Olympia); Navplion		Oosterdam: 9 Jul 2022 ROUNDTrip VENICE VISITS: Dubrovnik; Kotor; Santorini, Split		Oosterdam: 1 Jun*; 16 Sep 2022 BARCELONA TO VENICE VISITS: Marseille; Cannes; Livorno (Florence/Pisa); Civitavecchia (Rome); Naples; Taormina; Corfu; Kotor Lead fare based on 1/6/22*		Oosterdam: 13 Jun; 9 Aug* 2022 ROUNDTrip VENICE VISITS: Katakolon (Olympia); Piraeus (Athens); Kusadasi (Ephesus); Istanbul (overnight); Mykonos, Crete; Korkula, Venice (overnight) Lead fare based on 9/8/22*	
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TERMS & CONDITIONS: Fares based on promo(s) NH (Advantage Fare) and N1 (Have It All Fare). Featured fares are pp based on double occupancy, cruise only including taxes, Fees & Port Expenses. Have It All amenities are subject to availability, available for new bookings only, available for 1st/2nd guests only, are not combinable with any other discounts and are not transferable or refundable. Have It All fares are applicable on select 2022 & 2023 departures and exclude Grand Voyages and any voyage 5 days or less. **Signature Beverage Package** has a daily limit of 15 beverages, which includes all beverages priced at US\$11.00 or lower and includes gratuities. Beverage packages include non-alcoholic beverages such as sodas and specialty coffees. Guests must order beverages one at a time and must be 21 years or older for alcoholic beverages. Sharing is not permitted. Package excludes purchases made in Signature Shops, Mini Bar and In-Room Dining, or beverages on Half Moon Cay. **Speciality dining** is based on cruise duration and ship type. Offer excludes Speciality Dining Events in the Pinnacle Grill such as Sel De Mer, De Librije and Sommelier Dinner. Reservations and dining times will be available to pre-reserve. Shore excursion offer is based on cruise duration. For 6-9-day voyages, choose one excursion (up to US\$100 value) or apply US\$100 off any one tour. For 10-20-day voyages, choose two excursions (up to US\$100 value per tour) or apply US\$100 off each of any two tours. For 21+ day voyages (excluding Grands), choose three excursions (up to US\$100 value per tour) or apply US\$100 off each of any three tours. **WI-FI Surf Package.** All onboard Internet usage is subject to HAL standard policies, which may limit browsing of some sites due to network security and bandwidth usage. Offer applies to guests 1 & 2 only in a stateroom. Have It All+ (Wave) Offer: Unless otherwise noted, all elements of the Wave Offer are available only on Summer 2022 – Winter/Spring 2023 cruises/cruisetours, excluding Grand Voyages and any voyage 5 days or less ("Eligible Cruises") booked by 28 Feb 2022 ("Booking Period"). **Stateroom upgrades** are available in select stateroom categories subject to availability of the staterooms in the next higher category. **Free Air** based on Promo(s) JX/HT. Offer applies to select 2022 Northern Europe and Mediterranean Cruises and is available on select economy flights booked through Flight Ease. Free Air is available when the air credit of £350 covers the total cost of all flights. Where flights are in excess of £350 an additional cost will be required to cover the remaining amount. Free transfers include roundtrip airport/ship ground transportation. Book air by your sail date. Entire Wave Offer has no cash value, is subject to availability, is capacity controlled and may be modified or withdrawn at any time, is available for new bookings only, is not combinable with any other discounts, is not transferable or refundable, and is not combinable with concession groups, casino rates or industry rates.

