

cruise

TRADE NEWS

WIN
A LUXURY
CRUISE
A TRIP TO
NEW YORK

The luxury traveller

Sailing the world in style
with PONANT

6

OF THE BEST
CHRISTMAS
CRUISES

SHIPS IN FOCUS:
OCEANIA MARINA
SAGA SAPPHIRE
SEA PRINCESS



10 OF THE BEST QUIRKY CRUISES • RIVER FOCUS: THE DOURO
YOUR BUSINESS: PRESENTATION SKILLS • DAY IN THE LIFE

OUT NOW - The all-new 2018/19 Cruise Plus by Travel 2 brochure!

Booking your clients a Cruise Plus holiday with Travel 2 doesn't limit them to the ocean – it opens up a world of destinations they may not usually visit on an ordinary package holiday. There's an array of pre and post-stay options, as well as tours and excursion packages around some exhilarating destinations, ensuring that your clients are able to make the most of their adventure.

Whether your clients are looking to combine a city stay in one of the world's biggest and most vibrant cities, experience whale watching in Alaska or sail through the breathtaking Fiordland National Park in New Zealand, our all-new Cruise Plus by Travel 2 brochure has it covered. With over 100 pages packed with unique worldwide cruise and stay itineraries, including exciting new voyages – it's even bigger and better than before.

A Cruise Plus holiday allows your clients to experience the dynamic world of cruise no matter how high or low their budget may be. There's a cruise to suit every clients' needs, whether they're looking for a family-friendly holiday or an adult-only getaway - the sky (or in this case, the ocean) is the limit.





10 nights Miami Beach & Caribbean Wonders

INCLUDES

- Return flights and transfers from London
- 3 nights at 4* Daddy O Hotel, Miami
- 7 night cruise on board Celebrity Equinox

PORTS OF CALL

Miami, USA - San Juan, Puerto Rico - St. Thomas, U.S. Virgin Islands - Punta Cana, Dominican Republic - Nassau, Bahamas - Miami, USA

Departs: Nov 18 - Mar 20.

Price based on 02 Feb 19 cruise departure.

Cruise duration and itinerary may vary dependent upon departure date.

INTERIOR FROM
£1,299^{PP}

OCEANVIEW FROM
£1,689^{PP}

BALCONY FROM
£1,699^{PP}

CONCIERGE FROM
£1,849^{PP}



13 nights Singapore, Thailand & Southeast Asia

INCLUDES

- Return flights from London
- 3 nights at 4* Park Hotel Clarke Quay, Singapore
- 10 night cruise on board Sapphire Princess

PORTS OF CALL

Singapore - Kota Kinabalu, Malaysia - Nha Trang, Vietnam - Ho Chi Minh City (Phu My), Vietnam - Bangkok (Laem Chabang), Thailand - Ko Samui, Thailand - Singapore

Departs: Dec 18 - Feb 19; Jan - Mar 20.

Price based on 08 Dec 18 cruise departure.

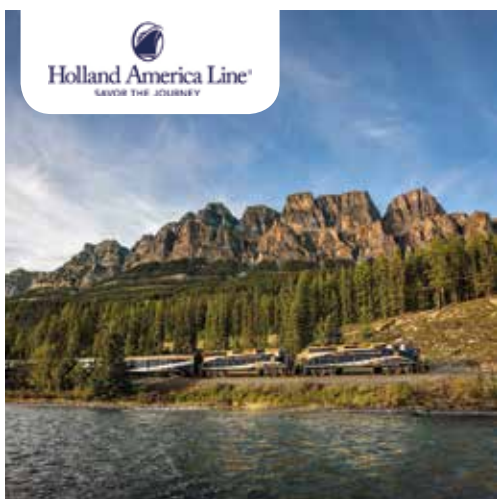
Cruise duration and itinerary may vary dependent upon departure date.

INTERIOR FROM
£1,449^{PP}

OCEANVIEW FROM
£1,569^{PP}

BALCONY FROM
£1,899^{PP}

MINI SUITE FROM
£2,049^{PP}



12 nights Alaska & Rocky Mountaineer

INCLUDES

- Return flights & transfers from London
- 2 nights at 4* Delta By Marriott Royal Canadian Lodge Hotel, Banff
- 2 days on board Rocky Mountaineer from Banff to Vancouver in SilverLeaf Service - overnight hotel stay in Kamloops
- 2 nights at 4* Marriott Downtown Suites Hotel, Vancouver
- 7 night cruise on board ms Nieuw Amsterdam

PORTS OF CALL

Vancouver, Canada - Inside Passage (scenic cruising) - Juneau, USA - Skagway, USA - Glacier Bay, USA (scenic cruising) - Ketchikan, USA - Inside Passage (scenic cruising) - Vancouver, Canada

Departs: May - Sep 19.

Price based on 04 May 19 cruise departure.

On selected dates itinerary operates in reverse. Ask about similar itineraries for 2020

INTERIOR FROM
£2,999^{PP}

OCEANVIEW FROM
£3,159^{PP}

BALCONY SUITE FROM
£3,519^{PP}

SIGNATURE SUITE FROM
£3,899^{PP}

CRUISE+PLUS

AIR + LAND + SEA BY **TRAVEL2**



YOUR WINDOW TO THE WORLD
2018/19

Win a Cruise Plus holiday worth £3,000*

contents

SEPTEMBER 2018



EDITORIAL TEAM

EDITOR

Rebecca Barnes

rebecca.barnes@realresponsemedia.com

DEPUTY EDITOR

Gary Peters

ART EDITOR

Jason Keens

SUBEDITOR

Vaughan O'Grady

GROUP PRODUCTION MANAGER

Stuart White

MANAGING DIRECTOR

Chris Pitchford

chris.pitchford@realresponsemedia.com

For subscriptions and enquiries:

020 8444 2554

info@cruisetradenews.com

ALL ENQUIRIES +44 (0) 20 8444 2554

Printed in the United Kingdom by Micropress.

Reproduction is not permitted without the express written consent of the editor. All efforts are made to ensure that factual accuracy is correct at time of publication.

cruise
TRADE NEWS

Published by

Real
RESPONSE MEDIA
Know More. Act More. Move.

St Marks Studios, 14 Chillingworth Road,
Islington, London N7 8QJ
ISSN 2059-9986



CONNECT ONLINE WITH
CRUISE TRADE NEWS

Website: cruisetradenews.com

Twitter: @cruisetradenews

Facebook: Cruise Trade News

Instagram: @cruisetradenews



YOUR NEWS

6 Your News

Essential news, views, moves and social goings-on

14 Expedition News

What's hot in the expedition sector

YOUR BUSINESS

18 What's in it for You?

Incentives, fam trips and offers to enhance your career

20 Making Waves

Talking luxury with PONANT's Stephen Winter

24 Day in the life

Cruise professionals' daily schedules in the spotlight

29 Q&A

We speak to Chris Lorenzo from Variety Cruises

30 At a Glance

A look inside new ship Le Lapérouse

32 10 of the Best Quirky Cruises

For clients who have been there, done that

36 Inside View

Princess Cruises' Sea Princess

38 Business Intelligence

Brush up on your presentation skills

YOUR WORLD

40 6 of the Best

Christmas cruises

42 River Cruising

The Douro in Portugal

46 Destination Focus

The treasures of the Far East

50 Land vs Sea

Solo travelling – and the budget-friendly way to do it

51 Inside View

The elegant Saga Sapphire

53 Ship Review

The foodie's favourite: Oceania Marina

56 Focus on: Immersive Experiences

Immersive itineraries to sell to your client

58 Rep on the Road

We chat to Azamara's Stuart Pearce



the CRYSTAL DIFFERENCE

VOYAGE WITH THE WORLD'S BEST

COLONIAL CHARMS

NEW YORK TO FT. LAUDERDALE | VOYAGE OCS181025-14
CRYSTAL SYMPHONY | 25 OCT 2018 | 14 NIGHTS



Cruise Only Fares From

Deluxe Stateroom (E2 Grade) **from £3,599** per person

Deluxe Stateroom with Verandah (B2 Grade) **from £4,980** per person

Itinerary Highlights:

New York, Charleston (overnight), Cape Canaveral, Bimini, Ocho Rios, Oranjestad, San Juan, Ft. Lauderdale.



24 years



CRYSTAL CRUISES - VOTED WORLD'S BEST MORE THAN ANY OTHER CRUISE LINE, HOTEL OR RESORT IN HISTORY



20 years

MEET THE TEAM WHO WILL PROVIDE YOU
WITH THE VERY BEST SUPPORT TO
MAXIMISE YOUR SALES AND 'CRYSTALLISE'
YOUR BUSINESS POTENTIAL

Michael Dupont

Head of Sales

Tel: 07921 949469 mick@cruiseportfolio.co.uk

Natalie Read

Regional Sales Manager
South

Tel: 07896 971316

natalieread@cruiseportfolio.co.uk

Jon Schofield

Regional Sales Manager
North & Scotland

Tel: 07841 921533

jon@cruiseportfolio.co.uk

Nan Short

Representative
Northern Ireland & Eire

Tel: 02890 642252

nanshort@btopenworld.com

Megan Saunders

Trade Sales Support
Executive

Tel: 020 7399 7602

megan@cruiseportfolio.co.uk



CRYSTAL®
CRUISES

FOR FURTHER INFORMATION OR TO MAKE A BOOKING, PLEASE CALL:

020 7399 7601 www.crystalcruises.co.uk



Fares are per person, cruise only in UK sterling based on double occupancy in an outside stateroom and include port, security and handling charges, which vary by departure. All fares, offers and itineraries are subject to change and availability and can be withdrawn at any time. Fares may fluctuate and should be used as a guide only. Prices may go up or down. You should contact us on 0207 399 7601 before booking, or visit our website www.crystalcruises.co.uk. The fares are available to new bookings only and are only available to UK & Eire residents. Restrictions apply. See crystalcruises.co.uk for complete terms and conditions of all offers. ©2018 Crystal Cruises, LLC. Ships' registry: The Bahamas.

Letter

Welcome to the new issue...



It may be an industry cliché, but there really is a cruise out there for everyone. However, it can be a challenge to find new and **interesting voyages** to sell into clients who are **die-hard cruisers** – which is why we have hunted out some of the most **novel sailings** on the ocean on page 32.

The **stylish new ships** keep on coming, and Sir Richard Branson recently revealed his plans for Virgin Voyage's **Scarlet Lady**, which is sure to **shake up the industry** when it launches in 2020. Read more in our report on page 13.

But we must not forget the **well-loved vessels** which clients are happy to book time and time again; I recently sailed on the wonderful **Saga Sapphire**, which will sadly bow out of service in 2020 to make way for the cruise line's two new ships.

While on board, I had an interesting chat with Sapphire's **Captain Stuart Horne**, who revealed where Saga could be heading in the future. Read all about it on page 7.

We've also been sailing on **Oceania Marina**, the ideal choice for foodie clients interested in **boutique, smaller** ship cruising. Turn to page 53 for our take on this elegant vessel.

All this plus the usual **ship galleries**, news, and destination reports – as well as the launch of our regular **expedition news** feature on page 14.

Enjoy!

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

Rebecca Barnes
Editor
@RebeccaCTN

INDUSTRY NEWS

Silversea officially joins RCL

Royal Caribbean has officially completed its previously announced acquisition of Silversea Cruises.

The deal was signed off after regulators approved Royal Caribbean's purchase of a 66.7 per cent equity stake, based on an enterprise value of approximately \$2 billion.

Manfredi Lefebvre d'Ovidio will remain as executive chairman of Silversea and retain a 33.3 per cent stake.

"We are proud to officially welcome Silversea's industry-leading team to the RCL family," said Richard D. Fain, chairman and CEO of Royal Caribbean Cruises Ltd.

The companies have also announced Project Invictus, a multi-year initiative to take Silversea's ultra-luxury offerings to the next level.

Enhancements will range from product upgrades to improved ship



revitalisation programmes, starting with an upgraded champagne and caviar offering on the Silver Muse.

Silversea has also announced its first crossing of the Northeast Passage, to celebrate its 10th anniversary.

The voyage will take place on the 144-guest Silver Explorer on a 25-day voyage, departing 10 August 2019, from Nome, Alaska, to Tromsø, Norway. Double occupancy prices start from \$37,260pp.

NEW SHIPS

Princess names fifth Royal Class ship

Princess Cruises has named its fifth Royal Class ship. Due to launch in June 2020, Enchanted Princess is under construction at Fincantieri's Monfalcone shipyard. It is the sister ship to the Royal Princess, Regal Princess, Majestic Princess and Sky Princess, and will operate European voyages. Bookings for the maiden season open on 8 November 2018.

Jan Swartz, Princess Cruises' president, said: "The name Enchanted Princess is captivating and conveys the elegance and grace of our new ship."

The line has also signed an agreement with Fincantieri to build two new cruise ships, to be delivered in 2023 and 2025, which will use dual-fuel, but be powered primarily by liquefied natural gas (LNG), which will help to reduce emissions.



INDUSTRY NEWS

CLIA announces 2019 conference dates

The 2019 CLIA UK & Ireland conference will take place on 15, 16 and 17 May in Southampton.

The three-day event, the largest travel agent event in the UK, will include a trade fair, a full day of conference sessions, and a gala dinner, including entertainment.

Delegates will also have the chance to visit two of the three ships in port for the event – Celebrity Edge, which launches in December 2018, Cunard's Queen Mary 2, and MSC Preziosa – the first time the ship has been available on one of the main conference days.

Andy Harmer, CLIA UK & Ireland director, said: "We are thrilled to be able to offer agents the opportunity to visit these fabulous ships at our 2019 conference. Ship visits play a huge role in the event and we are delighted to give agents the chance to explore these amazing examples of modern cruising."

APPOINTMENTS



Voyages to Antiquity has appointed **Amy Sykes** as partnerships manager. Sykes, who was previously global partnerships manager at City Sightseeing, will oversee the management of the UK travel trade accounts, special interest groups and business partnerships to strengthen Voyages to Antiquity's work with the travel trade.



Princess Cruises UK has appointed **Grace Sandwith** as sales manager, strategic accounts. Grace will be based at Carnival House, Princess' UK office in Southampton, and manage the commercial relationships, alongside the advertising and marketing support, of several strategic accounts.



Seabourn and Holland America Line have appointed two new members to the sales team. **Emma Paolino**, formerly reservations coordinator at both brands, joins as business development representative South, while **Matt Betteridge** joins from sister brand Princess Cruises, reporting to **Bekkie Skipp**, who is business development manager (BDM) for the North & Scotland.

DESTINATIONS

Exclusive: Saga captain reveals destination plans

Saga Sapphire captain Stuart Horne believes that the launch of the new ships Spirit of Discovery and Spirit of Adventure will open the doors to some interesting new destinations for the over-50s' cruise line.

Speaking exclusively to Cruise Trade News editor Rebecca Barnes, captain Horne explained that as the new ships launch, the cruise line will be in a position to expand its itineraries – something which may come as music to the ears of existing Saga passengers.

"We do get feedback that we visit the same old ports, but many of our guests are purely here for the crew on board; in fact up to 25 per cent will not get off the ship when docked," said Horne. "There may be the most fabulous itinerary, but they still like to sit in their favourite spot, and enjoy the views and fantastic service."

"I would like to see us venture to some further-away ports which are slightly more 'on the edge'; the two new ships will be fully compliant with global legislation so we will have the opportunity to do that. There's some



exciting stuff coming in future brochures."

2019/2020 will be Sapphire's farewell season and the cruise calendar features five new voyages, including Norway, The Mediterranean and The British Isles. The 33-night Grand Finale cruise will set sail from Southampton on 6 May 2020.



NEW SHIPS

Endeavor's keel is laid

Crystal Yacht Expedition Cruises has held the keel-laying ceremony for its first "game-changing" luxury expedition yacht, Crystal Endeavor.

The ceremony was held at MV WERFTEN's Stralsund shipyard, Germany, and attended by German chancellor Angela Merkel, Crystal president and CEO Tom Wolber, and Genting Hong Kong's executive chairman and CEO Tan

Sri Lim Kok Thay.

The polar-class Crystal Endeavor will feature 100 suites, six restaurants, expedition rooms and private butler service for every suite. Its PC6 designation will allow it to operate in summer and autumn through medium first-year ice.

Its inaugural season runs from August 2020 through to January 2021.

NEW SHIPS

Oceania to upgrade ships

Oceania Cruises has launched the OceaniaNEXT initiative, an array of enhancements to upgrade ships and improve the overall passenger experience.

The first part of the project is a \$100 million investment in the line's four 684-guest ships, Regatta, Insignia, Sirena, and Nautica.

The line will add 342 new designer suites and staterooms to each ship, as well as improvements in the restaurants, lounges and bars.

Insignia will be the first to debut on 7 December 2018, followed by Sirena in May 2019, Regatta in September 2019 and Nautica in June 2020.

"OceaniaNEXT will be the most extensive and comprehensive suite of product and guest service enhancements that we have ever undertaken," said Bob Binder, president and CEO of Oceania Cruises.



Enhancing the passenger experience

APPOINTMENT

P&O Cruises announces appointment of female first engineer

History has been made at P&O Cruises with the appointment of Leanne Robertson as first engineer, a rank that no female has previously achieved at the cruise line.

Robertson will take on the role on the Azura while awaiting her first contract in rank. She will report to the staff chief engineer and be responsible for the management of the 90-strong engineering team in maintaining the main propulsion machinery and engine room auxiliaries.



The 31-year-old, who hopes to obtain her chief engineer's license in 2019, said: "I'm incredibly proud to be P&O Cruises' first female engineer and hope that my success will inspire and motivate other women to achieve their dreams."

"It just goes to show that if you study and work hard, you can succeed, even in a career such as engineering that is traditionally male dominated."



NEW SHIPS

The steel-cutting ceremony

Celebrity cuts steel for Apex in France

Celebrity Cruises has cut the first piece of steel for its newest ship during a ceremony at the Chantiers de l'Atlantique shipyard (formerly STX France).

The Celebrity Apex, which was originally called Celebrity Beyond, is the second in the cruise line's Edge series of ships. It will make its debut in spring 2020.

Lisa Lutoff-Perlo, president and CEO, Celebrity Cruises, said: "Welcoming Celebrity Apex into our family with the leadership team was a very special moment, especially when we all signed the ship silhouette cut from the first piece of steel."

The third and fourth Edge-class ships are expected to arrive in 2021 and 2022.

INDUSTRY NEWS

D'Aoust leaving CLIA

Cruise Lines International Association (CLIA) has revealed that Cindy D'Aoust, president and CEO, will leave her role at the end of this year to focus on family priorities.

D'Aoust will remain until a successor is identified and will help oversee the transition of a new leader. CLIA's Global Executive Committee is now developing a transition plan as it seeks a replacement.

"CLIA has been fortunate to have Cindy at the helm for the last two years but we respect her decision to focus on her family and wish her all the best," said Arnold Donald, global chair, CLIA, and president and CEO, Carnival Corporation & plc.

D'Aoust was appointed permanent chief executive and president in 2016.



D'Aoust will leave at the end of the year

REFURBS



It's all change for Norwegian Sun

NCL refurbishes Sun, Star and Breakaway

Norwegian Cruise Line has completed refurbishment work on the Norwegian Breakaway, Norwegian Sun and Norwegian Star.

The work was part of the line's Norwegian Edge programme.

The Norwegian Breakaway, built in 2013, now has an American rock 'n' roll bar and lounge, Syd Norman's Pour House, as well as upgraded accommodations and public spaces,

following a two-week dry dock in Brest, France.

Norwegian Sun underwent a three-week bow-to-stern renovation, while Norwegian Star has enhanced staterooms, public spaces, restaurants, bars and lounges following a three-week dry dock in Barcelona, Spain. The ship, built in 2001, also has three new venues – Sky High Bar, Bliss Ultra Lounge and Spice H2O.

VTA enjoys bumper sales

Voyages to Antiquity has revealed a 38 per cent increase in year-on-year UK ocean cruise sales for forward bookings for the 2019 season – its best-ever trading figures.

The company, which celebrated the results with High Tea on the River Thames in Oxford, is also ahead 82 per cent in the US, following the creation of a dedicated sales team and restructured Fort Lauderdale office.

Mercy Ships sets sail for Guinea

The Africa Mercy has set sail for Guinea, where it will spend 10 months, providing up to 2,000 life-changing surgeries on the hospital ship. It will also host training and mentoring to local healthcare professionals.

River Royale to become Super Ship

Uniworld Boutique River Cruise Collection has announced plans to transform its existing ship, the River Royale, into a new Super Ship, the S.S. Bon Voyage. The ship, which will sail three different cruise itineraries in France, will be the second in the line to be upgraded to a Super Ship following the S.S. Beatrice.

The River Royale will go out of service on 28 October and will undergo an extensive transformation before resuming service on the Dordogne and Garonne rivers as Uniworld's sixth Super Ship on 14 April 2019.

P&O drops service charge

P&O Cruises has announced it is removing the daily on-board discretionary service charge.

The change, which will apply across the fleet, takes effect on cruises departing from May 2019.

P&O Cruises' senior vice president Paul Ludlow said: "By removing the daily discretionary service charge, P&O Cruises will make enjoying a cruise holiday an effortless experience, knowing that great service comes as standard."

LUXURY

Travel 2 boosts luxury offering

Travel 2 is expanding its activity in the luxury cruising market with a dedicated brochure and more training for agents.

The move comes after the company revealed that year-on-year business for top-end cruise lines has increased by 342 per cent, as agents embrace the trade-only specialist's Cruise Plus by Travel 2 offering.

The brochure, which will launch in December, will aim to take advantage of new ship launches in the market and will also include river cruise and expedition products.

In addition, Cruise Plus by Travel 2 will increase training activity around luxury cruising, to ensure agents see it as a viable alternative to five-star land-based holidays.

Mark Henderson, specialist product, Travel 2, said: "The revenue growth we have seen in the luxury cruise segment has been phenomenal and this proves there is a real appetite among consumers to experience what these remarkable ships offer."



Dedicated to luxury



Making music from photos

TECH

Royal Caribbean launches photo-to-sound tech

Royal Caribbean International has designed a tool that transforms photos into an original, shareable soundtrack, as well as a video.

The work is in collaboration with experts from the Berklee College of Music, Boston, USA, and technologists from around the world.

Called SoundSeeker, the song generator is a patent-pending digital experience, powered by artificial intelligence (AI). Using machine learning it

creates original soundtracks based on the content of each photograph.

Users can upload three photos to www.SoundSeeker.com and the AI analyses them based on colour, landscape, backdrop, emotion, body language and facial expression.

Royal Caribbean and a team of musicians and technologists reviewed hundreds of music tracks, along with 10,000 photos, matching each of the 2.5 million combinations to one of 10 moods.



NEW SHIPS

G Adventures adds Eden to Galapagos

G Adventures has added a fifth yacht to its fleet of chartered vessels for the Galapagos Islands. The 16-passenger Eden will join the four other touring vessels in January 2019, following drydock this autumn.

Eden will have six different itineraries around the islands, ranging from seven to 17 days, helping G Adventures to meet increasing demand.

According to the company, there was a 22 per cent increase in bookings of its marine-based tours through the Galapagos between 2016 and 2017. All yacht departures between August 2017 and July 2018 were fully sold.

INTERVIEW

Nick Wilkinson

Managing director and vice president UK, Ireland & MEA, Norwegian Cruise Line

Norwegian Cruise Line has announced it will introduce a sixth ship, the Norwegian Pearl, to Europe in 2019.

The move, which is part of a number of improvements to the company's 2019 and 2020 itineraries, demonstrates a commitment to a region that is witnessing impressive growth, powered by passenger demand, as Nick Wilkinson, Norwegian Cruise Line's managing director and vice president UK, Ireland & MEA, explains.



“

We continue to see huge demand for 2019, so moving the Joy into that market allows us to increase our capacity to satisfy that demand”

”

Why have you announced these improvements to your itineraries?

We are constantly looking to see where the opportunities are. For me, this is about our commitment to Europe, where demand is so strong. This gives us the ability to bring a sixth ship to the region.

This will be our largest deployment ever in Europe. I've been at Norwegian for over 16 years and if you'd told me when I started that we'd have six ships in Europe, I would've said: "You're dreaming".

Why are we seeing this growth in Europe?

In April 2017 we undertook a major change and introduced premium all-inclusive. That broke down the barriers between the land and cruise guests. That has since opened our distribution to new lines. It's all about listening to our travel partners.

How will this growth evolve?

If you look at the global marketplace, we have a very robust environment, demonstrated by the pace of sales on our new ship, the Bliss, which was sold well in advance, before she came into service this year.

The great thing about having our size of fleet is that it allows us to be nimble and move to where the opportunities are.

The Norwegian Joy is also joining sister ship Bliss in Alaska in 2019. What's the reasoning behind this?

We continue to see huge demand for 2019, so moving the Joy into that market allows us to increase our capacity to satisfy that demand. Again, I go back to nimbleness – allowing us to migrate our ships to certain areas around the world.

You also have some developments for Asia and Australia. Can you tell us more about that?

That's the second part of this story. For Q4 in 2019/2020, we'll have Norwegian Jewel home porting from Sydney, but new for 2019/2020 will be the second ship, Jade, joining the Jewel, which will home port in Hong Kong and Singapore.

You're bringing in the fifth and sixth Leonardo class ships – how will they change NCL and what it offers?

The Leonardo class ships are exciting. They are, if you like, a halfway between our Jewel class ships, of 2,300

passengers, and our Breakaway Bliss-style ships, which are 4,300 capacity. So the Leonardo class is all about listening to the customer who wants that little bit more intimacy, but the size of ship that can offer incredible ports.

How important are travel agents and partners to NCL?

They act as our ambassadors and they make the difference in the marketplace. We operate under a programme called Partners First, in which we guarantee that at no point do we undermine our travel partners.

Will the ways you communicate with travel partners change in the future?

I look after an array of countries, including the Gulf States and Israel, and the biggest communication tool in that area now is WhatsApp.

You can see this in so many markets. People are advertising on WhatsApp, direct to the consumer – it's fascinating.

The world is changing in terms of how we communicate. At the end of the day, communication is key, so we have to make sure we get it right and give our travel partners the tools and information to ensure they can be our ambassadors.



ROCKY MOUNTAINEER®

TOWERING MOUNTAIN RANGES AND MASSIVE GLACIERS. A PERFECT PAIRING.



Take your clients from one awe-inspiring journey to the next by pairing their Alaska cruise with a trip onboard Rocky Mountaineer's all-dome train fleet through the Canadian Rockies. The transition is seamless with Rocky Mountaineer journeys departing from port cities Vancouver, BC and Seattle, WA.

RockyMountaineer.com/agent | Call 00800.0606.7372 | sales@rockymountaineer.com



ALL ABOARD AMAZING

NEW SHIPS

Scarlet Lady:
for adults only



Virgin will welcome kids

Virgin Voyages will 'definitely have cruise ships with kids' at some stage, Sir Richard Branson said after revealing his first vessel will be called Scarlet Lady.

The tycoon has previously said the three ships on order for the cruise line will be adults-only.

He said: "We wanted to do something radical – we're getting people who would like to go off on honeymoon, or meet other people and party and fall in love, so I think there is a market for at least three or four cruise ships [for adults]."

"If you're not having kids, your



nightclubs and everything else can be orientated towards adults. It leaves a lot of space on the ship that would have been given to kids [that] can be given to make sure adults have a great time.

"But, in a few years' time we'll have a lot of fun designing the best kids' ship and then Virgin Kids will definitely be important."

Branson, who spoke at an impromptu press conference at the Fincantieri shipyard in Genoa, where Scarlet Lady is being built, added that he wanted to keep the shipyard busy for decades.

He said: "When I first had this idea of a cruise ship, I was 27 and wanted to have a cruise ship for under-30s but over 17s. I was single and it was going to be the coolest cruise ship in the world.

"I never managed to get the money together so every year it's been under 31, under 32, under 34. Anyway, now it's under 68! It's definitely young-at-heart people who want a good time who will love this cruise ship.

"If you're getting on and don't want a good time, don't come on our cruise ship. If you don't think of yourself as old but your mind is 25, your body is 70, you're very welcome – as long as you can dance on a table!"

Sir Richard Branson
smashing a
plastic bottle



WORDS: DAVE MONK

Expedition news

Seabourn to build expedition ships

Seabourn has signed a letter of intent for the construction of two ultra-luxury expedition ships, as part of a partnership between shipbuilders T.Mariotti and Damen.

The first delivery is expected in June 2021, with the second ship arriving in May 2022. Both will include two on-board submarines, a complement of kayaks and 24 Zodiac inflatable boats.

The 170m, 23,000 gross ton ships will add new capacity for Seabourn in Antarctica, the Arctic, and other destinations around the world. Each will feature 132 ocean-front veranda suites, with space for up to 264 guests.

Expedition cruising at its best

Experts join Scenic

The Scenic Eclipse will welcome three expert travellers on board next February, as part of a 27-day cruise to Antarctica.

Sir Ranulph Fiennes will join guests in Buenos Aires for an exclusive talk and dinner, while British mountaineer Sir Chris Bonington will join guests throughout the voyage, including a walk and visit to Sir Ernest Shackleton's grave. Ben Osborne, an award-winning photographer, will help guests document their journey during an in-depth photographer masterclass.

Fiennes said: "I have been privileged to explore Antarctica on several occasions and am delighted to share my experiences during this tour of a lifetime."

REFILL WITH G ADVENTURES

G Adventures will provide refillable water bottles for travellers to the Galapagos Islands on sea- and land-based trips departing from 1 January 2019.

The move follows a decision by the Galapagos Council to ban non-returnable bottles of any description from 26 February 2019 onwards.

Brian Young, managing director for EMEA, G Adventures, said: "We have more responsibility to protect our planet than ever before."



PONANT christens ship

PONANT has christened the first vessel in its Explorers series.

Le Lapérouse has been designed to explore remote areas of the world and will eventually be joined by sister ships – Le Champlain is set to depart on its maiden cruise in October 2018, while Le Bougainville and Le Dumont-d'Urville will be delivered in 2019, and Le Bellot and Le Surville in 2020.

One of the main features on board is Blue Eye, a multi-sensorial underwater lounge located in the hull below sea level, designed in collaboration with Jacques Rougerie, an architect and member of the Académie Française.

SELL IT

1 Aurora Expeditions is one of only two expedition operators to visit Robinson Crusoe Island in Chile

2 Expedition-style voyages include Zodiac landings and shore excursions

3 Visit remote locations and hidden islands, including Corn Islands in Nicaragua, Bay Islands in Honduras and Cuba's Guanahacabibes Peninsula

FOCUS ON Latin America

Why Latin America should be on your clients' bucket lists



Torres del Paine
National Park

You discuss...



"Aurora's new ship, the Greg Mortimer, bodes perfectly for the expansion of expedition tours and itineraries between the polar regions. The introduction of such Latin American tours allows for guests to enjoy a wider diversity of climates, wildlife and stunning scenery all in one trip."

Craig Upshall, sales director UK/Europe, Aurora Expeditions



"Expedition cruises around Baja California, along the Costa Rican coast, and through tributaries of the Amazon river, have proven to be really popular. We are seeing a desire to move away from large cruise ships towards the smaller vessels to experience unique natural habitats."

Mark Garrett, head of Latin America, Audley Travel

Wild Chile

Chile offers some of the world's most diverse scenery. Traverse the narrows and fjords filled with glaciers in Patagonia, experience the expansive wildernesses and marvel at the granite spires on hikes through Torres del Paine National Park, wander the hills in Valparaiso, ablaze with colourful street art, and stargaze in the night skies of the Atacama.

HIGHLIGHTS

- Revel in the dramatic landscape along the Beagle Channel and Patagonia
- Get closer to nature and kayak through some of Chile's most spectacular locations (additional cost)
- Discover the UNESCO heritage-listed unique timber churches in Chiloé
- Be in awe of the majestic beauty of Torres del Paine National Park
- Encounter endemic flora and wildlife, including fur seals and hummingbirds on remote Robinson Crusoe Island

When? 2-17 April 2020

Book it: From \$7200pp triple share in Aurora stateroom/\$8100pp twin share

Treasures of a Coastal Desert

Between Chile's cosmopolitan capital Santiago and Guayaquil, gateway to Ecuador's Galápagos Islands, experience coastal desert scenery teeming with wildlife, UNESCO World Heritage gems, and ancient pre-Hispanic cultures. Encounter cultural, natural, and archaeological marvels, including the Nazca Lines, the Chinchorro mummies, and the ancient city of Chan Chan.

HIGHLIGHTS

- Marvel at the dazzling coastal landscape of the Atacama Desert
- Soak up the charm of three UNESCO-protected cities – Valparaíso, Lima and Arequipa
- Discover Chan Chan, an ancient pre-Hispanic city
- A scenic flight over the Nazca Lines offers a bird's-eye view over this mysterious ancient wonder

When? 16-29 April 2020

Book it: From \$6200 triple share in Aurora Stateroom/\$7000 twin share

Pacific to Caribbean Discovery

Explore Ecuador's Isla de la Plata before venturing north to the jungle-covered remote Pacific coast of Colombia's Chocó region and Panama, both of which are beckoning to be explored. Hike through virgin rainforest, look out for acrobatic dolphin pods, swim and snorkel in splendid isolation where the jungle meets the ocean, and much more.

HIGHLIGHTS

- Experience the ship as it manoeuvres through the Panama Canal
- Enjoy a warm welcome from the indigenous Emberá Mogue community in Panama's Darién jungle
- Meet blue-footed, red-footed, and Nazca boobies at 'Poor Man's Galápagos' – Isla de la Plata
- Soak up the colonial splendour of Cartagena's old town, recognised by UNESCO as a place of Outstanding Universal Value

When? 28 April - 8 May 2020

Book it: From \$4800pp triple share in Aurora Stateroom/\$5400 twin share



MSC MASTERS: BRAND NEW ONLINE TRAINING PLATFORM LAUNCHES 20TH AUGUST

Complete the training and be in with a chance of winning one of 2,000 places on-board
MSC Bellissima for the party of the year in Southampton on 3rd March 2019!

With the new platform, you will be able to:

- Improve your product knowledge
- Build trust with your customers
- View Online modules made up of videos and tutorials and state-of-the-art 360° virtual ship tours

Become an expert, be the top seller and be rewarded with a great time at the party!

mscbook.com



*To receive your place on MSC Bellissima you will need to complete all 11 MSC Masters basic modules; the first 2000 to complete will receive a place on-board; your place will be subject to approval from your employer and you will be representing your company on-board; the place is for you only and cannot be transferred to anyone else; accommodation will be provided on-board in a category allocated by MSC Cruises. You will be required to share your cabin; food, beverages and entertainment will be included all other expenses including on-board spend ie casino, spa, on-board purchases and travel expenses will be met by yourself.

Your Business

23 PAGES
OF INTERVIEWS,
SALES INCENTIVES
AND CAREER
INSPIRATION



Crystal Endeavor's keel is laid at MV Werften, Stralsund



Richard Branson at the Fincantieri shipyard in Genoa

- 18 What's in it for You?
- 20 Making Waves: Ponant
- 24 Day in the Life
- 29 Q&A: Chris Lorenzo
- 30 At a Glance: Le Lapérouse
- 36 10 of the Best Quirky cruises
- 40 Inside View: Sea Princess
- 42 Business Intelligence

What's in it for you?

Book and save with Crystal

Crystal has launched a Book Now Savings programme on all-inclusive Crystal River Cruises and Crystal Yacht Expedition Cruises.

There are a number of reduced fares featuring limited-time savings of up to £1,538 per suite on

hundreds of luxury Crystal voyages, with fares increasing once the designated expiry date is reached.

Savings are available on select 2018, 2019 and 2020 voyages aboard Crystal Symphony and Crystal Serenity, as well as on

Crystal River Cruises and the line's yacht, Crystal Esprit.

Savings range from £154 to £769 per guest, depending on the selected date.

Savings expire on 30 September 2018.



OFFER

MSC goes big for Bellissima

MSC Cruises is giving away 2,000 places for the christening of the 4,500-passenger MSC Bellissima in Southampton on 3 March 2019.

The incentive is to celebrate the launch of the cruise line's new online training platform, MSC Masters, which went live through MSC Book, the company's booking system, on 20 August.

Agents can grab their spot by completing 11 modules in the MSC Masters training section, MSC Basics.

The winners will be invited to Southampton to spend a night on

board MSC Bellissima during the christening celebrations for the ship, which take place from 1–4 March 2019.

The new online training platform will provide information to agents about MSC Cruises. The programme also aims to generate interest from travel agencies that are not yet familiar with MSC Cruises.

Visit <https://bit.ly/2NCJfsw>



INCENTIVE

INCENTIVE



Silversea wonders

Silversea has launched a competition offering agents the chance to win a £32,000 cruise. The programme also includes a range of other prizes.

Agents can enter the Seven Wonders programme by completing one of seven training modules on the line's interactive platform, Silversea Academy. A draw will then take place, with the seven winners going into a second draw for the chance to win a cruise.

Connie Georgiou, Silversea head of trade sales, said: "The competition increases knowledge, which helps agents sell. It's about people who love to travel and see the world."

Visit silverseaacademy.com

New York, New York with Royal

Royal Caribbean has announced that the top 15 contenders in its Escape Room competition will win a trip to New York.

The all-expenses-paid holiday, from 7-10 December 2018, is part of the cruise line's Club Rewards programme.

Escape Room, which runs from 4 September to 4 October 2018, is an interactive online game to test agents' knowledge of the line, inspired by the Observatory Escape Room experience on Independence of the Seas.

Every approved booking submitted to Club Rewards will provide access to the virtual Escape Room, in which there will be a series of challenges and the chance to earn 10 to 100 points. An extra bonus of 50 points will go to the fastest escape each week.

The top 14 contenders will automatically join the New York trip, while those placed from 15-25 will battle it out for a final ticket.

Visit myclubroyal.co.uk

INCENTIVE



OFFER



Columbus ship visit on 20 July. Pictured far right: Laura Cann, national sales manager, and Hayley Van der Steen, CMV's business development manager SE England

CMV to host ship visits

Cruise and Maritime Voyages (CMV) is continuing with its programme of ship visits for trade partners.

To date, more than 500 have visited CMV ships this year or are set to take lunch on board the Columbus, Magellan,

Marco Polo and Astoria.

Recently, 25 agents were welcomed on board Columbus for a tour and lunch while the ship was berthed at the London cruise terminal in Tilbury.

Lisa Jacobs, CMV's head of trade

sales, said: "Our ship visits have been very popular this year and offer a great opportunity for the trade to see what we have to offer."

Agents can download full details of dates and venues from the CMV website, or from the trade sales team on 01708 893102. Places are allocated on a first come, first served basis.

Exploring in luxury

Stephen Winter, international sales director at PONANT, explains how the French cruise line is expanding with new ship launches, and why luxury expedition cruising is at the heart of adventure

With PONANT, passengers can experience luxury while exploring places such as Antarctica, Australia, the Amazon, Vanuatu, Aldabra, and Vanikoro. Such destinations evoke images of faraway continents, mysterious shores, desert islands and adventure, but all of this is within reach on one of our cruises. In fact, we are the only French cruise line to venture to the polar regions. An incredible world of discovery, away from the hustle and bustle of modern life, is within reach in exceptional comfort, even when sailing to the most remote of regions.

To make the most of demand, we are launching new ships. The first two of the new Explorer-class ships, Le Lapérouse and Le Champlain, are entering service this year. Another two – Le Bougainville and Le Dumont-d'Urville – will follow in 2019, with Le Bellot and Le Surville to come in 2020. What gives these vessels that extra magic is the size. They are small, with just 92 staterooms and capacity for 184 passengers, which means they can reach some of the most inaccessible places on the planet, enabling us to expand the number of exotic destinations we offer, including new itineraries in tropical and sub-tropical regions.

One of our most exciting developments on these ships is Blue Eye, which will be on all six Explorer-class ships. This is a multi-sensorial lounge in the hull where passengers can



see, hear and feel the underwater world. The lounges will also have two restaurants and a hydraulic platform at the back, from which passengers can step into the Zodiacs we will use for trips ashore and go swimming, kayaking and paddle-boarding. There is also a swimming pool, spa, gym and state-of-the-art theatre. It took three years of development and 20 engineers to create a transparent still of the Blue Eye sensory underwater lounge.

We're not content with resting on our laurels, however, so in 2021 we are planning to launch the world's first hybrid icebreaker. Powered by both liquefied natural gas and electric, it will position PONANT as a pioneer in

environmental protection and add the geographic North Pole to the long list of places we can take our passengers to.

Cruising the polar regions with PONANT is all about discovering nature and wildlife – for example, humpback whales, seals and penguins, or fjords, glaciers and icebergs – while our tropical expedition voyages are more focused on culture. Whether cruising in remote parts of Papua New Guinea, Polynesia or New Zealand, passengers will have time to meet tribes and groups that keep the rituals and customs of their forefathers alive.

It's all about immersive experiences, so on expedition voyages, our passengers go ashore by Zodiacs, each of which hold 10 people. The possibilities are endless; passengers could be landing on a deserted beach in the Maluku Islands in Indonesia, spending time with remote tribes of Papua New Guinea, or discovering the splendour of Antarctic glaciers. These trips are accompanied by biologists, geologists and other experts who add cultural, environmental and historical information. Back on board, they also provide cultural, scientific or historical presentations relating to the destinations.

We offer a great package, with Zodiac trips included in the cost of the cruise, as well as all meals, alcoholic and soft drinks on board (premium alcoholic beverages are excluded) and lectures.



The revolutionary Blue Eye underwater lounge



One of the cabins on board Le Lapérouse

Every guest receives a free parka on designated expedition cruises, while the boots needed for polar expeditions are loaned for free. On cruises that visit regular ports of call, paid-for excursions are offered at extra charge.

We are aware, of course, of our need to respect the environments in which we operate, and to leave destinations as we find them. Our ships carry the clean ship label, which shows we comply with environmental regulations in our operations and anticipate new



Le Lapérouse

regulations relating to recycling and reuse, waste and sewage treatment on board, reduced exhaust emissions and sustainable purchasing practices. PONANT is a member of the International Association of Antarctica Tour Operators (IAATO), an industry group that governs appropriate, safe and environmentally friendly travel to Antarctica, as well as a member of the Association of Arctic Expedition Cruise Operators (AECO), which is dedicated to environmentally friendly and safe tourism in the Arctic.

We are looking at expanding our presence with the UK trade. We have the right assets in terms of ships and destinations to meet the needs of UK guests, and a lot of experience working with English-speaking people – currently 40 per cent of our business comes from the US and 20 per cent from Australia, but only one per cent comes from the UK.

We are launching a Quintessential collection in 2019, which consists of eight cruises specifically for English-speaking guests. We still want to keep our French DNA, which we are proud of, but be open to the international market. The challenges are mainly focused on brand awareness. However, we are confident that, in the long term, we are going to achieve our targets. We have the right product, itineraries and assets. ⚓



The adventure STARTS HERE...

The gateway to the world, PONANT yachts can take your clients to their dream destination – luxury expedition cruising doesn't get any better than this

Operating more than 200 cruises per year to more than 100 countries, 400 ports and 100 itineraries, the PONANT experience promises nothing less than unique, 5 star journeys. Exceptional sites combining dreams with authenticity, new cultures and rich experiences that take your clients as close as possible to nature... these privileges are only achieved thanks to the size and technical prowess of PONANT yachts.



Destination highlights

ALASKA

In the footsteps of the gold miners

- ◆ Wild and unspoiled animal life: grizzlies, whales and orcas
- ◆ Amerindian culture and meeting the Aleut people
- ◆ The Aleutian Islands

THE ARCTIC FAR NORTH

In the footsteps of the great explorers

- ◆ The glaciers and geysers of Iceland
- ◆ Sailing through the fjords and glaciers of Greenland
- ◆ Outings in Zodiacs to discover the wildlife
- ◆ Encountering polar bears in Spitsbergen

CANADA & THE NORTHERN UNITED STATES

Land of wide-open spaces

- ◆ Discovering Boston and New York
- ◆ The Saint Lawrence River: paradise to whales and belugas
- ◆ The explosive colours of the Canadian autumn
- ◆ The Californian coast

THE PACIFIC

The most beautiful lagoons in the world

- ◆ The mysteries of Easter Island
- ◆ The Polynesian Atolls
- ◆ Fiji, Hawaii and the Marquesa Islands

THE CARIBBEAN

Paradise islands and idyllic beaches

- ◆ The tropical rainforest and the volcanic Pitons of Saint Lucia
- ◆ Discovering the Grenadines
- ◆ White sandy beaches and diving in turquoise waters
- ◆ Cuba and the Dominican Republic

LATIN AMERICA

In the footsteps of the conquistadors

- ◆ The Orinoco and Amazon Rivers
- ◆ Crossing the legendary Panama Canal
- ◆ Cape Horn and the Chilean fjords
- ◆ Colonial cities
- ◆ The Sea of Cortez in Baja California

**NEW
COUNTRIES
&
PORTS
OF
CALL**

“These are more than just conventional cruises, they are true polar odyssey expeditions”

Nicolas Dubreuil, expeditions director

NORTHERN EUROPE

Setting sail for the Nordic capitals

- ◆ The magnificent Norwegian fjords
- ◆ Discovering the northern capitals and heritage cities (Stockholm, Copenhagen, London, Saint Petersburg, Bergen and more)
- ◆ The majestic landscapes and ancestral legends of Scotland and Ireland

THE WESTERN MEDITERRANEAN

A gentle way of life

- ◆ Corsica: the island of beauty
- ◆ Andalusia: whitewashed villages and Arabo-andalusian architecture
- ◆ Malta and its fortress city

AFRICA

A mosaic of colours and cultures

- ◆ The islands of Cape Verde and their cultural blends
- ◆ Discovering the wildlife of South Africa
- ◆ The Bissagos Islands

ON THE HORIZON...

Launching in 2018 and 2019, the new breed of PONANT Explorer yachts – Le Lapérouse, Le Champlain, Le Bougainville and Le Dumont-d'Urville – will maximise the luxury expedition experience for up to 190 guests.

Destinations include The Great Lakes; Cuba; Panama Canal; Amazon; Celtic Sea; Baltic Sea; The Med; Maldives; Seychelles; Kimberley; Papua New Guinea; The Great Barrier Reef; New Caledonia; New Zealand.

Launching in 2021, PONANT Icebreaker is the world's first electric hybrid icebreaker with LNG propulsion. Offering exploration in comfort and style, adventures will include sailing the North Pole, crossing the Arctic ocean, discovering Greenland and probing the wilderness of Antarctica.



ASIA

Between millennial culture and the splendours of the Far East

- ◆ The magic of Ha Long Bay
- ◆ The Imperial City of Hue
- ◆ The traditions and emblematic sites of Japan

NEW
PORTS
OF
CALL

INDIAN OCEAN

Coral reefs and pristine wildlife

- ◆ The Aldabra Atoll in the Seychelles and the Scattered Islands
- ◆ The picture-postcard island of Nosy Komba (Madagascar)
- ◆ The spectacular underwater wildlife of the Maldives
- ◆ Madras in India

NEW
PORTS
OF
CALL

OCEANIA

A land of primitive beauty

- ◆ The twin islands of New Zealand and the beauty of its national parks
- ◆ Meeting the aboriginal people and their fascinating culture
- ◆ The Kimberley, one of the last virgin places on Earth
- ◆ The underwater treasures of Vanuatu and the Solomon Islands



Day in the Life

What you do and how you do it – in your own words



**David
Chidley**

Cruise specialist, GoCruise

My alarm goes off at...

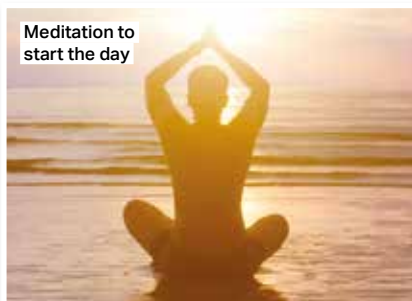
My alarm rarely ever gets a chance to go off as either Louis, my son, or Rufus, the sausage dog, make sure I am up to tend to their every demand at some unearthly hour. However, I am aiming to do more sunrise beach yoga and meditation, so that will involve an early start every day.



My job entails...

I recently set up my own GoCruise and Travel franchise – an easy choice as I have known and loved working with franchisees and support team management for many years. The aim is that in a few years Rachel, my partner, and I will run the business together as our full-time job.

In the meantime, I also work as the agency sales manager for Fred Holidays, with the aim of strengthening trade relationships. It also means that I am back at a start-up, as we have recently taken the GSA for Victory Cruise Lines in the UK; we are also GSAs for Pullmantur Cruises. In addition, we are building the



trade relationship with the Fred Holidays European Tailor Made Holiday team.

A typical day involves...

As I now wear two hats in my professional life, I like to keep both parts very separate. With my new 'lifestyle', I always start the day with a coffee and 20 minutes 'me' time (I now meditate!). I either go sit on the beach – as we live a stone's throw from the sea – or out on our balcony.

I will then spend an hour or so checking my GoCruise and Travel business and reacting accordingly. It will then be time to start my Fred Holidays work, where every day is different. I could be conducting webinars from the home office, replying to the requests of our trade partners or attending trade events. In the evenings, I will pick up my GoCruise work once again.

The worst part is...

The feeling that you have the most incredible product (with Victory Cruise Lines) and only a handful of people currently know about it. I want to shout it from the rooftops.



I love it when...

I have been to a meeting with a travel partner who knew nothing about Fred Holidays, then agreeing marketing and putting plans in place. To then see them start to sell our products gives me an immense amount of satisfaction.

We aim to bring to the table...

At Fred Holidays, we are trying to strengthen the ties between our brands and the UK trade.

I'd shake up the industry by...

CLIA does an amazing job. I would love to see every person that sells cruise carry out and complete the CLIA training as a minimum.





Simone Clark

**Senior vice president –
global supply, Iglu Cruise**

My alarm goes off at...

I always wake up at 6am (and have done since having a child). The day starts with two espressos drunk while my son Theo has his breakfast, and we both chat about important things such as Lego, Avengers and football. I'm not really a breakfast lover and have eaten the same thing since I was at school – two slices of toast with either marmite or peanut butter (usually eaten as I walk down the street). Once a week I go to Pilates before work – it's the only time in the working week when I can enjoy some peace and quiet.



My job entails...

My job is all about the relationships with our key partners – such as cruise lines, ancillary suppliers and ski operators. I strongly believe that a strong partnership is key for success. This also makes work more enjoyable as over the years many of these partners have become friends – although this doesn't make commercial negotiations any easier!

Looking for the perfect outfit



I got my job...

12 years ago I started at Iglu Cruise, the UK's largest independent cruise specialist – I'd worked in the ski industry before and was ready for a move from a big organisation to a small independent entrepreneurial business. It was my first time working for a travel agency as I'd always worked for tour operators before. I started my travel career repping overseas and then got a job in reservations, before working in product and commercial roles. Iglu Cruise was one of the first solely online agencies, which was exciting too.

At lunchtime...

If I'm in the office, I have lunch at my desk – usually two Diet Cokes and a salad or wrap. A couple of times a week I go to the gym for a half-hour PT session too. A lot of my time is spent out and about with our cruise line partners and other suppliers – so I'm often out to lunch in a restaurant locally, in London, or, if I'm lucky, on a ship.

A typical day involves...

If I'm out of the office, it'll be meetings with suppliers at lunch or at their offices. We now sell internationally so this may involve travelling to Barcelona, Madrid, Naples or Genoa. There are lots of cruise events too, so this involves a lot of travelling – which is fun, but can be very tiring. At weekends I often crash out at 8pm and like to just relax at home with my family.

The most stressful part...

Diary management! I've got to juggle a lot of meetings and events with time in the office and spending a decent amount of time at home. I also spend a lot of time online shopping to make sure I have an outfit for every occasion.

I love it when...

I see the new innovations all the cruise lines are bringing in. Each cruise line has something for everyone and they are always striving to innovate and improve their offering. I love attending the namings and launches of new ships – I'm always honoured to be invited and take part.

I'll never forget...

Attending the naming of Queen Victoria in Southampton. It was Christmas and the local choir sang "I saw 3 ships" and entered the marquee with candles. It was magical. 

Barcelona in the sun



SEP 2018 — NOV 2018

WIN YOUR
CELEBRITY
MOMENT

Celebrity

EDGE

FESTIVAL — OF — EDGE



200 AGENTS. TWO DAYS.
ONE REVOLUTIONARY SHIP.

IT'S THE HOTTEST TICKET IN TOWN!

Celebrity EdgeSM is coming,
and in our most exclusive
Celebrity Moments incentive yet,
we're offering you the chance
to win a stateroom on an
unmissable 2-night sailing from
13–15 May 2019.

HOW TO ENTER

Simply make as many bookings as possible
between 30 August–14 November 2018, claim
your Celebrity Rewards and you could join us.

OUR LATEST CAMPAIGN MAKES IT EVEN EASIER

Book an eligible Ocean View stateroom or above
from 30 August–14 November on select sailings
departing November 2018 through April 2020
and your customers can enjoy:

- A free Classic Drinks Package for two (worth over £690*), and a free Soft Drinks Package for additional guests within the same stateroom, (worth over £225pp*)
- Save up to £600 per stateroom*
- Selected European flights and transfers from only £99pp*
- Plus, 50% off the cruise fare of additional guests in the same stateroom*

THIS IS A ONCE IN A LIFETIME CHANCE –
GOOD LUCK!

celebrityrewards.com



Celebrity **X** Cruises[®]

SAIL BEYOND BORDERSSM

*Terms and conditions apply, see cruisingpoweruk.co.uk for details. Savings vary by cruise length and stateroom category. Saving calculated based on two people sharing a suite for a 14 night sailing.



CHOOSE CARNIVAL GET EVERYTHING!

**WE ARE REWARDING EACH BOOKING WITH CARNIVAL A WHOPPING
£15 THROUGHOUT SEPTEMBER. EVEN MORE REASON FOR YOUR
CLIENTS TO CHOOSE FINE DINING, ACTION PACKED ADVENTURES AND
PRICELESS MOMENTS TOGETHER WITH CARNIVAL.**

Throughout the month of September we're offering £15 per booking. Which can be redeemed on our Loyalty Rocks Club app.

loyaltyrockclub.com

#TRAVELAGENTSROCK



**TRAVEL
AGENTS
ROCK!**

Carnival

Terms & Conditions: Full Loyalty Rocks Terms and Conditions apply, these can be found on our website (www.loyaltyrockclub.com). Carnival Cruise Line reserves the right to increase and decrease points awarded through the incentive scheme without notice at any time. The claim must be submitted by the end of each month in order for correct points to be allocated. Bookings submitted through Loyalty Rocks Club from 1st September until 30th September 2018 will earn 15 points per booking, which equals £15 per booking through the Loyalty Rocks Club scheme. Full terms and conditions apply these can be found at www.loyaltyrockclub.com.

Q&A

CHRIS LORENZO

UK director, Variety Cruises



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

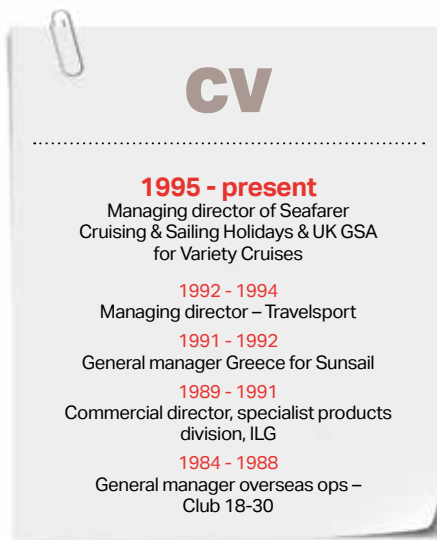
I was the founder of Seafarer back in 1995 and have been in the same role ever since. We were appointed as Variety Cruises general sales agents in the same year and the company has evolved in many ways over the last 23 years, so my role changes with it. I must say I have loved every minute.

WHAT DO YOU LIKE BEST ABOUT THE CRUISE INDUSTRY?

I love how dynamic the industry is; certainly there is never a dull moment. I have some reservations about the trend towards larger ships. I understand the economics of this, but there is a lot more to this debate than economies of scale and profitability. Sustainability is a key word in my book, considering aspects like the environmental and social implications of cruise operations. Ultimately, that has been one of the main reasons we have chosen to specialise in small ship and yacht cruising.

HOW IS YOUR COMPANY DIFFERENT TO OTHER CRUISE LINES?

The only thing we have in common is that we offer holidays afloat. The megayachts of the Variety Cruises fleet accommodate between 36 and 50 passengers, while the flagship, the 36-cabin Variety Voyager, accommodates up to 72 passengers. This means a friendly, informal and more intimate cruise experience with personal service, exploring destinations up close, accessing places beyond the reach of large cruise liners. Other key features are swim stops, using the aft swimming



platform, more time ashore to relax or explore, all-outside cabins and single sitting, open seating dining.

WHAT ARE YOU LOOKING FORWARD TO MOST OVER THE NEXT 12 MONTHS?

I am really excited about our new destinations, with cruises from Bali, as well as Vietnam, Thailand and Malaysia. I'm delighted we will be back in the Red Sea with a fabulous itinerary that combines Israel, Egypt and Jordan, together with a transit of the Suez Canal.

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

I joined one of our cruises to Cuba in March, which I would recommend. It is a much-quoted cliché that Cuba is stuck in a time warp, and at times you do feel as though you are on a 50s' film set. That is, of course, part of the attraction. However,

there is so much more to Cuba. It has the palm-fringed beaches and azure seas to rival any Caribbean destination, a unique culture, fabulous music and dance and some of the best examples of colonial architecture in the western hemisphere. Add to that the fascinating recent history of the Castro years – all on a yacht that never looks out of place.

DESCRIBE A TYPICAL VARIETY CRUISES CUSTOMER

Our guests are travellers, not tourists. They enjoy good food, service and comfort, but are also prepared to go the extra mile to get under the skin of a destination away from shopping malls and tourist strips. They love to connect with the locals, but also enjoy swimming off the ship, snorkelling and kayaking. Many become converts who return again and again – we enjoy one of the highest repeat booking ratios in the industry.

WHAT IS THE BIGGEST CHALLENGE FACING CRUISE SALES?

The mainstream cruise industry is running out of ports with the facilities to accommodate them, with potentially serious consequences for future sales. Thankfully, for our small ships this is not a problem.

HOW DOES VARIETY CRUISES WORK WITH THE TRAVEL TRADE?

Tour operators love the opportunity to create unique products when taking a vessel exclusively. For agents, booking a package through Seafarer is a great proposition for discerning clients who want a boutique-style cruise experience and cultural immersion.

TOP THREE TIPS FOR AGENTS SELLING CRUISE...

- 1 In an increasingly competitive market, specialising in niche product helps you win and retain clients.
- 2 Do your homework. If you know your stuff it shows. Clients appreciate that and will come back for more.
- 3 Achieve 1&2 by sailing with us; we have great agents' rates – and once on board, you will be a convert for sure.

Le Lapérouse

Le Lapérouse is the first ship in PONANT's new Explorers series. The small-capacity yacht embodies the cruise line's blend of refinement, service and comfort



ON-BOARD ACTIVITIES

The fully equipped sundeck and hydraulic platform marina allows for easy access to the sea for swimming and water sports such as scuba diving, snorkelling or kayaking. It also features a submersible mini-port, an original and unique PONANT concept that gives the flotilla of 10 Zodiac boats on board direct access to the sea.



ACCOMMODATION

A haven in which luxury and nature are reinvented in a refined boutique hotel atmosphere. 88 cabins and four suites range from the luxurious Owner's Suites to Prestige Staterooms, all equipped with a private balcony or terrace for a panoramic sea view.



BARS AND LOUNGES

The luxurious main lounge opens onto the exterior deck and boasts small details that draw on tribal inspiration to evoke the cultures and destinations visited. The Observatory bar on deck 6 hosts a cosy and serene lookout point, as well as access to a smaller sun deck.



DINING

As an essential part of French culture, fine cuisine naturally has pride of place. The two restaurants aboard Le Lapérouse are The Grill and the Panoramic Restaurant. The relaxed atmosphere and scenic views, combined with the option of buffets, grills and table service that opens onto the outside, allow for a variety of dining experiences.

FAST FACTS

88
cabins

4
suites with bay windows and private terraces

184
guests

131
metres long

9,900
gross tonnes

110
crew members



BLUE EYE LOUNGE

A world-first, The Blue Eye lounge can accommodate up to 40 people. It is the first time that a cruise ship has been equipped with a multi-sensory underwater bar and relaxation space, with two portholes that allow passengers to look out upon the subaquatic world.

10 of the best Unconventional cruises

If your client is looking for a sailing that's a little bit different, glean inspiration from our round-up of novel cruises

Saga's mystery cruise sets sail in November



River raunch

1 It's a mystery

On this cruise, there's no guarantee where Captain Stuart Horne will sail. The intriguing voyage aboard Saga Sapphire will leave Southampton in November, with Captain Horne promising: "I like to keep everyone guessing as long as possible. Perhaps I'll head down an estuary towards a port, then turn around and go in another direction – that'll bamboozle them. I'll only tell my navigation team and engineers as much as they need to know for route planning and fuel management. After all, the more people in on it, the greater the risk that someone will let slip the next destination and spoil the fun." Ports will only be announced once the ship is berthed – but there will be a shore excursion included in every port. As this is Saga Sapphire's last mystery cruise, celebrity guests will also be in attendance. One certainty is the presence of the Syd Lawrence Orchestra, which will entertain on six nights.

BOOK IT: 21 nights from £3,091pp, departs Southampton on 27 November 2018. Based on two people sharing a twin cabin. Includes UK travel package to and from Southampton, all meals and entertainment, all-inclusive drinks with choice of table wines at lunch and dinner, afternoon tea, 24-hour room service, welcome cocktail party, WiFi, all on-board gratuities, portage, an excursion and optional travel insurance.

2 River romance

Cabaret and cocktails are the stars of APT's Romantic Seine river cruise. Situated in the heart of Paris on the Champs-Élysées, guests will spend an evening immersed in a show at the Lido de Paris which opened in 1946, with entertainment courtesy of the Bluebell Girls and Lido Boys. New and exclusive on this cruise is an after-hours visit to Palais Bénédicte. In 1510, Benedictine monk and alchemist Dom Bernardo Vincelli created a secret elixir. 350 years later, Alexandre Le Grand found the recipe among his collection – thought to be lost during the French Revolution. Intrigued, Le Grand successfully recreated the liqueur which he called Bénédicte. He later built the Palais Bénédicte in honour of the drink, and it has been produced there ever since. A tale of ancient and modern history unfolds as guests wander the museum and distillery, take in a cocktail show and enjoy dinner in the Abbot's Hall.

BOOK IT: The eight-day return journey from Paris is priced from £3,095pp, twin share and offers a choice of one departure per month from May to September 2019.



3 The love boat

Couples in the mood for romance will be interested to hear about AmaWaterways' Renewal of Vows package on new ship AmaMagna. Launching in May 2019 and nearly twice the width of traditional river cruise ships, AmaMagna features 98 spacious staterooms, most of which are suites. "Ama originates from 'Amor' or love, and we are honoured and overjoyed to celebrate the love stories of our guests on board AmaMagna," said Kristin Karst, executive vice president and co-owner of AmaWaterways. "Sharing dream travel experiences can be one of the most romantic things to do together as a couple, and on AmaMagna we look forward to offering some personalised 'surprise and delight' moments." Available to reserve up to 90 days before sailing, the package includes:

- A symbolic ceremony led by a Designated Official
- Two one-hour massages plus one manicure/pedicure or hair salon service
- Bottle of champagne on ice upon arrival
- Romantic turn-down service with rose petals
- Special custom-made dessert by the on-board chef
- Sundowner excursion with champagne on board AmaWaterways' private vessel
- Certificate of vow renewal

BOOK IT: The package costs £351 per couple and is available on all sailings. If the couple are travelling as part of a group of 10 or more, the package will be free. AmaMagna will sail along the Danube from Vilshofen to Budapest, with prices from £2,381pp for the departure on 17 November 2019.

5 Deck dancing

If your clients love the international party scene, they'll love Groove Cruise Cabo, featuring four days of destination and pool parties, themed extravaganzas and on-board events to rival the best dance music festivals. Guests will spend four nights on board the Norwegian Pearl alongside artists including Benny Benassi, Green Velvet and Laidback Luke. There will be around 2500 party people on the ship, which boasts 15 years as the premier floating music festival at sea. Passengers can mingle with the artists, attend performances and engage in a range of on-board activities. Guests will have the chance to sit in on a Q+A with an artist, sip cocktails with their favourite DJs, and even team up with them for activities including mini golf.

BOOK IT: The cruise from San Diego to Cabo San Lucas departs on 10-14 October 2018; an inside stateroom is priced at \$1069 based on double occupancy.

4 Sea songs

Voyages to Antiquity has announced the launch of its fourth popular 'Sing at Sea' cruise, in association with London's Brandenburg Choir. The 2019 cruise, from London to Lisbon, includes the opportunity to loosen up those vocal chords, thanks to dedicated wine tasting tours in Bordeaux and port tasting in Oporto. Sailings will be led by experienced choirmaster and conductor Bob Porter, the founder of the Brandenburg Choral Festival. Experienced vocalists and enthusiastic amateurs will be led by Bob through a number of choral workshops, adapted to suit all levels of singers, on board Aegean Odyssey, before performing to fellow passengers alongside the pros in a grand finale. The 13-day 'The Three Rivers' cruise departs London (UK), on 14 August 2019. Calls include Rouen, Honfleur, La Rochelle and Bordeaux (France), San Sebastian and La Coruna (Spain), and Oporto and Lisbon (Portugal), where guests disembark.

BOOK IT: The cruise is priced from £1995pp, including return flights, transfers, all meals and drinks with dinner on board, choral workshops, guest speakers and shore excursions.



6 Clients in control

Fred. Olsen's adults-only 'You Choose Your Cruise' sailing of Portugal and Spain gives guests the opportunity to chart the ship's course and choose between two ports of call as the ship sails, keeping each destination a mystery. Each guest's ballot is counted and the result is delivered to the Captain, who announces the winning choice. Potential port gems include Lisbon, Oporto, Cadiz, Malaga, Barcelona, Tarragona, Ibiza, Mallorca, Cartagena, Alicante, Vigo and La Coruna. "The atmosphere is electric each voting day, and this two-week cruise puts guests firmly in command," said Justin Stanton, sales and marketing director for Fred. Olsen Cruise Lines. 'You Choose Your Cruise' creates a holiday made especially for those who love mystery, adventure and the smaller-ship atmosphere."

BOOK IT: Black Watch's 15-night M1926 'You Choose Your Cruise' sailing departs Liverpool on 11 November 2019. Prices from £1,699pp, based on two adults sharing a twin-bedded Interior Room, and include accommodation, all meals and entertainment on board, plus port taxes.



The culture beat

On a number of Uniworld's European cruise departures, guests can explore Jewish history and culture – this is the only Jewish Heritage Programme of its kind on the rivers, on board the

only Jewish family-owned river cruise line. The in-depth itineraries dive into Central Europe's enduring Jewish legacy with visits to museums, memorials, synagogues and more. While visits to Holocaust memorials, Jewish museums and WWII sites are an important part of this journey, Uniworld's aim is to tell the whole story – the story of how the Jewish people thrived for centuries in Germany and are flourishing there once again.

BOOK IT: The new eight-day Authentic Danube Jewish Heritage cruise from Vienna to Nuremberg is priced from £2,499pp (twin share) and includes accommodation in a riverview stateroom on the River Princess, all meals and unlimited beverages on board, onshore excursions, all transfers and return flights from the UK. Departures begin 12 May 2019.



Cunard can help you trace your ancestors



History ahoy

Sailing on Cunard's elegant and luxurious Queen Mary 2, guests can follow their family's journey across the world and through the centuries. With Ancestry's experts on board, they will learn how easy it is to start tracing family history. Join guest genealogists to discover how history provides important insights into ourselves and where we come from. Ancestry's genealogy experts will also uncover the fascinating and sometimes surprising past of the ancestors of guests, senior officers and crew, and demonstrate how data drawn from the largest online collection of family history records can help trace a family's past and introduce them to living relatives they never knew existed.

BOOK IT: The seven-night westbound transatlantic crossing M842 departs Southampton on 4 November 2018 and arrives in New York on 11 November, where passengers disembark. Inside staterooms start at £959pp including flights.



Cruise cuisine

Clients looking to sharpen up their cooking prowess? Oceania has launched 16 new, enriching cooking classes for the 2018 European season aboard Marina and Riviera. Recognised for its culinary offerings, including the introduction of the first-ever Culinary Center at sea equipped with individual induction cook top workstations, the programmes were developed by director of culinary enrichment, chef Kathryn Kelly. Class highlights include Mastering Chef Knife Skills, Rethink the Crepe and The Nordic Kitchen, featuring the cuisine of Scandinavia and Northern Europe. "Guests cook under the instruction of faculty members who are experienced chefs and restaurateurs and have apprenticed under a who's who of renowned chefs," said Kelly. "We continue to add new classes to keep things fresh for repeat guests and this year we're thrilled to present our most diverse array of classes, including the first-ever knife-skills-only class to be offered at sea."

BOOK IT: The 14-day Peaks & Palaces Cruise on Oceania Marina visits Spain, France and Italy. Departing 3 May 2019, a veranda stateroom costs from £4639pp including free WiFi, eight shore excursions, a free beverage package and free \$800 shipboard credit.



WORDS: REBECCA BARNES



Jean-Michel Cousteau



Ocean exploration

On Crystal Cruises' 24-night 'Amazon Discovery' cruise round trip from Fort Lauderdale, oceanographic expert Jean-Michel Cousteau

will share tales from his lifetime of underwater exploration aboard Crystal Symphony. While on board this Exploration & Adventure-themed cruise, Cousteau will share tales and experiences from his lifetime of exploring and documenting the world's oceans, as well as his ongoing work to continue the legacy of his famous father, Jacques-Yves Cousteau. In addition to lectures tailored to the region of each sailing, Cousteau will offer interactive presentations discussing his father's legend and his own legacy, as well as insights into ocean life that most captivates him, including the delicate balance of the roles of orcas and sharks. Cousteau, who is the founder of the Ocean Futures Society, will also share with travellers his conservation efforts.

BOOK IT: The cruise departs on 8 November and calls at Bimini, Gustavia, Guadeloupe, St Vincent & Grenadines, French Guiana, Macapa, Santarem, Parintins, Manaus, Boca de Valeria, Macapa, Trinidad & Tobago and San Juan. Cruise-only prices from £5,610pp.

moments to cherish



River Cruise 2019 brochure is out now

Featuring more than 50 carefully planned cruises, including Titan's exclusive MS Serenade 1 and MS Bellejour charters, each one packed with moments to remember.

- Guaranteed departures
- Many with no single supplements
- Fly from an airport near you†
- VIP door-to-door travel service*
- Prices starting from £749pp
- Save up to £600pp

“After a day's sightseeing, it was wonderful to watch sunset over the Russian countryside from on board the ship



To order a supply please visit
www.trade-gate.co.uk



*Excludes Scottish islands and Sark, where vehicle access is restricted. †International flights from local airports are offered subject to daily schedules and availability.



perfect moments shared



Adults-only space,
The Sanctuary



SEA PRINCESS

Homeporting in Australia, Princess Cruises' Sea Princess recently docked in Southampton as part of a 106-night World Cruise, and we grabbed a day pass for a look around. With comprehensive facilities, classic decor and on-point hospitality, this Sun-class ship holds 2,000 passengers and was revamped in 2017, making the environment a true home away from home – just what your client wants when they commit to the cruise of a lifetime...



The Atrium



Plenty of space up on
the pool deck



A range of icy treats



A luxurious suite



The Princess Theatre



Amuleto Italian cafe

CRUISING TWO GREAT RIVERS: The Romantic Rhine and the Scenic Moselle

From the canals of Amsterdam and centuries of history in Cologne, to the dramatic Heidelberg castle, multicultural Strasbourg and the enchanting Black Forest - a magical cruise journeys you to another world!

CROISIEUROPE HIGHLIGHTS

***Incredible places -
Irresistible prices***

- Stylish appointed cabins with panoramic windows
- Delicious regional specialities and unlimited drinks included
- Fascinating excursions that bring history and culture to life
- More than 40 years' experience

INFORMATION AND RESERVATIONS
© 0208 3281 281 - resuk@croisieurope.com
www.croisieurope.co.uk



PHOTO: T. HODGES



How to present effectively

Learn how to handle your fears and communicate your ideas

Every time we talk about self-development, two things come up – presentation skills and time management. We'll cover time management in October. In this issue let's focus on some top tips on presentation.

Anyone who is nervous about giving a presentation is not alone – presenting is often listed as a top five fear. It can feel like a scary prospect, putting yourself in the spotlight, with all eyes on you. However, let's start by being realistic. We all feel more confident of things that we are in control of – so take back control. This is important, whether you're in a one-to-one or a group presentation, or finding yourself on stage in front of 50 or 500 people.

Control

You are in control of you, including what you wear, your pace, your tone, your language, and your facial expressions. Ensure you control them while doing your preparation. Look at your expression in the mirror. Know what will you wear ahead of your presentation and feel comfortable in it.

Listen to your own voice, tone and pace when practising. Think about your words, and avoid repetitive negatives like basically, obviously, and actually. Instead, pause, breathe, and smile, and look around the room.

You are in control of the content. You may have a brief that you need to stick to, but the content of your presentation is down to you. Consider how you match the brief, and manage the timeline, the punch points and the detail. Each presentation needs a beginning, with a strong intro, the nitty-gritty of the middle, and a very strong end. The conclusion – an overview or a call to action – is especially important. Think about it like the 10 o'clock news: the headline, the story, and the summary.

Focus on the WIN:

- **What** are you talking about?
- **Interest** – why should they be interested?
- **Need** – people are more likely to engage if they know why they need to

You are in control of what collateral you include with your presentation.

Whether that is a PowerPoint/Prezi, music, handout, or nothing. Don't be afraid of being the only visual of the presentation, as the audience, however large or small, wants to see you. Don't hide behind PowerPoint or give out a handout for people to take their attention away from the main focus. Consider how many slides you need, but never read from them. Also, ensure anything visual is large enough for all to see and that you do not turn into the screen while talking.

Think about the WOW:

- **Who** – know who will be in your audience so that you pitch correctly
- **Objectives** – for you and the audience
- **Why** are you there – and why should they listen to what you have to say?

You are in control of how much time and

preparation you put in. The more you prepare, the better the presentation, so write it in full and rehearse it. If you are going to have notes with you, ensure they are short and clear, and number your cards to keep the order. It's best to use A5 for this, as A4 can get in the way.

The more natural the approach, and the more effective your preparation, the more engaging your presentation will be. Your audience wants you to do well. They need to be there and they want to be engaged. Always start with the end in mind – how do you want to look and feel when the presentation is over? Be positive, confident and self-assured. After all, you know your stuff, so go and strut it.



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

16 PAGES
OF MARKETABLE
ITINERARIES,
SHIP REVIEWS &
DESTINATION
INSPIRATION

Your World



The enchanting Far East



Cruising on the Douro river

- 44 **6 of the Best Christmas cruises**
- 46 **River Cruising: The Douro**
- 50 **Destination Focus: The Far East**
- 54 **Land Vs Sea: Solo travelling**
- 55 **Inside View: Saga Sapphire**
- 57 **Ship Review: Oceania Marina**
- 60 **Focus on: Immersive experiences**
- 62 **Rep on the Road: Stuart Pearce**

6 of the best... Christmas cruises

CHRISTMAS CAN BE A STRESSFUL TIME, BUT IT NEEDN'T BE – ENTICE CLIENTS TO BOOK A FESTIVE SAILING THAT IS SURE TO PROVIDE A MEMORABLE CRUISING EXPERIENCE



A WINTER'S DREAM

Departing on 20 December 2018, **Hurtigruten's** 15-day Christmas Adventure in Antarctica really is a once-in-a-lifetime trip. Sailing on the MS *Midnatsol* – an ice class 1C ship – the itinerary combines an adventure voyage with a festive celebration in spectacular settings. Passengers can celebrate a traditional Norwegian Christmas and will spend New Year's Eve in one of the Earth's most remote regions, with chances to see penguins, seals and whales.

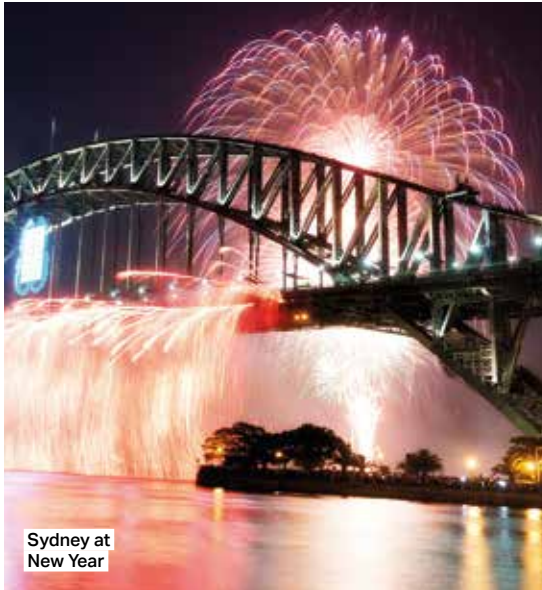
When in Antarctica, passengers can hike the ring-shaped volcanic caldera of Deception Island, visit Half Moon Island, or navigate the 48-kilometre Antarctic Sound to glimpse icebergs.

The voyage starts in Buenos Aires, with passengers boarding the ship in Ushuaia, in southern Argentina. Prices start from £4,654pp.

SANDY PARADISE

Star Clippers is offering Christmas itineraries on each of its tall ships, two of which will be in the Caribbean and one in Thailand. The cruise line will transform its masts into Christmas trees, with a triangular form of the masts and rigging outlined in white lights at night.

The seven-night round trip, on the 227-guest *Royal Clipper*, through the Grenadine Islands from Barbados, departs 22 December 2018. The cruise calls at Grenada, St. Vincent, Bequia, Martinique and St. Lucia, and anchors off Tobago Cays – an uninhabited tropical paradise with white sandy beaches – on Christmas Day. Prices from £1,640pp, including port charges. *Star Clipper* also departs 22 December 2018 for a seven-night itinerary, with Christmas Day spent at Ko Adang, an island in southernmost Thailand.



Sydney at New Year



Christmas on board P&O Azura



Adventure in Antarctica



The statue of Christ the Redeemer

MARKET MANIA

All ships in the **P&O Cruises** fleet will be adorned with Christmas decorations over the festive months, with a total of 249 trees and 44,000 decorations of all sorts welcoming guests on board.

The cruise line has a range of options for those who love Christmas markets, including a 10-night Baltic cruise, from £999pp for an inside cabin on the **Aurora**. Departing on 19 December 2018 from Southampton, the voyage calls at Oslo, Copenhagen, Amsterdam, and Bruges, host to one of the most famous Christmas markets in Belgium.

There is also a short, three-night break for those looking for something a bit less hectic, on the **Ventura**, from £289pp, departing 23 November 2018, from (and returning to) Southampton and calling at Bruges.

CARIBBEAN BLISS

Indulge yourself with a spectacular 39-night voyage to the Caribbean and the South Pacific with **Fred. Olsen**. The Pacific Island Christmas & Sydney New Year cruise departs Bridgetown, Barbados, on the 804-guest **Black Watch**, on 26 November. Prices start from £5,999pp.

Guests will sail to Bonaire for the island's capital, Kralendijk. Moving from the Caribbean onwards to Colombia, Panama and Costa Rica, they will then sail the Panama Canal. Guests will also visit Puntarenas and the nature reserves and rainforests of Puerto Caldera.

Arriving in Nuku' Alofa, Tonga, on 24 December, the **Black Watch** remains there for three days, before leaving for Vanuatu. New Year's Eve celebrations take place in Sydney, with a final call in Brisbane.

ECLIPSE AT SEA

The main event of **Azamara's** 11-night Arabia & India Holiday Voyage happens not on 25 December, but rather on Boxing Day, at 9am sharp – the chance to witness a solar eclipse from the sea.

Departing from Dubai on 17 December 2019, on the mid-sized **Azamara Quest**, the cruise visits Doha, Sir Bani Yas, and Abu Dhabi, before arriving in Muscat on day seven, where guests can visit the Sultan Qaboos Grand Mosque – the third largest in the world.

The eclipse arrives on day 10, during a day at sea. Prices start from £2,222.

SOUTH AMERICAN CELEBRATIONS

Step onto the Marina with **Oceania Cruises** this Christmas for a 20-day, South America Celebrations cruise, with prices starting from £4,569pp.

Starting in Brazil, Rio de Janeiro, on 14 December, the **Marina** cruises on to Argentina for a day in Buenos Aires and then Uruguay, before heading back to Argentina for Christmas Eve at Puerto Madryn.

Christmas Day celebrations will be held while the ship is cruising the Atlantic Ocean, before guests sample the wonders of the Chilean Fjords and spend New Year's Eve in Puerto Chacabuco.

Some of the highlights include a chance to see the statue of Christ the Redeemer at Sugarloaf Mountain, a taste of the old town in Montevideo, a guided tour of the Teatro Solís, one of Uruguay's foremost theatres, and views of the Osorno Volcano in Chile.



The river of gold

Portugal's Douro River offers a fascinating voyage of discovery through dramatic landscapes filled with vineyards

Discovered by the Romans, who named it the 'River of Gold', Portugal's Douro is lesser-known than some of its European counterparts, yet it offers a unique cruising experience.

Rising in Spain and winding 125 miles through lush green landscapes until it reaches the Atlantic in Porto, the once fast-flowing waterway has been tamed by dams, including the cavernous 115ft-deep Carrapatelo lock, which is the deepest in Europe.

It is a particularly good time to sell the Douro, as four new ships debut in 2019 and there are new itineraries and experiences also on offer.

To set the scene for clients, point out that the Douro is very different from most European rivers due to its turbulent past. Aside from traditional rabelo flat-bottomed wooden boats once used on the perilous journey to carry port wine to Porto, it has never been a commercial artery, so no large cities grew up on its banks.

Instead, the UNESCO-listed Douro Valley offers stunning scenery and, mostly, coach

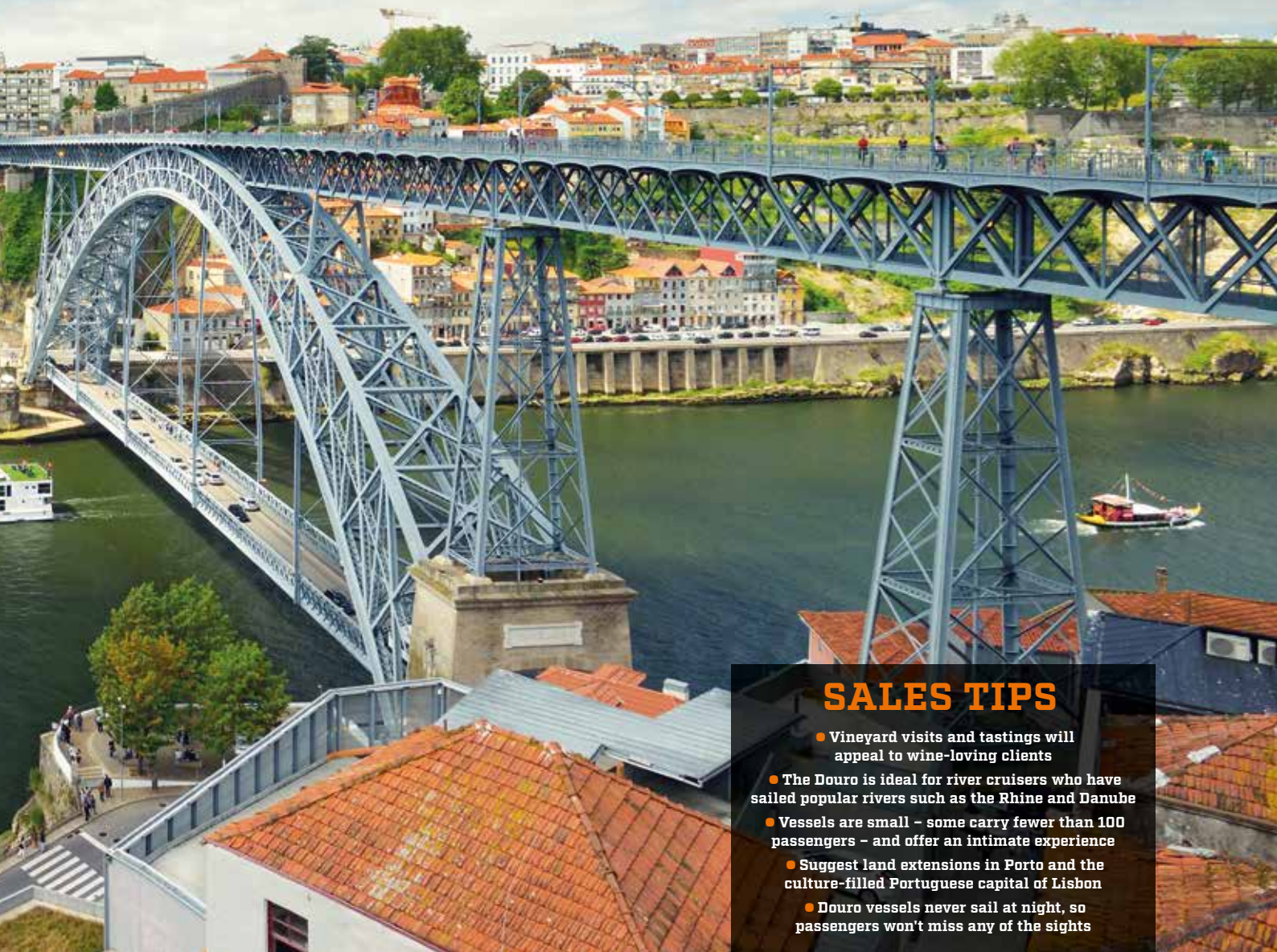
excursions to places of interest. These include destinations along the Port Wine Route flanking the river, including wine lodges, where visitors learn about port production and enjoy tastings, along with Pinhao railway station, where the bright tiles depict wine-related activities.

All Douro cruises are seven-night round-trip itineraries from Porto to the Spanish border and shore excursions will typically include 18th century Regua, once the capital of the port-producing region, and the Solar de Mateus manor house set in beautiful gardens and famously depicted on the label of Mateus Rose wine.

Another highlight is honey-coloured Salamanca, Spain's oldest university town, with its grand square and ornate old university building, where it's fun trying to spot the tiny stone frog hidden in the facade.

MEETING DEMAND

AmaWaterways, **CroisiEurope**, **Riviera Travel** and **Viking River Cruises** are all introducing new ships on the Douro.



SALES TIPS

- Vineyard visits and tastings will appeal to wine-loving clients
- The Douro is ideal for river cruisers who have sailed popular rivers such as the Rhine and Danube
- Vessels are small – some carry fewer than 100 passengers – and offer an intimate experience
- Suggest land extensions in Porto and the culture-filled Portuguese capital of Lisbon
- Douro vessels never sail at night, so passengers won't miss any of the sights

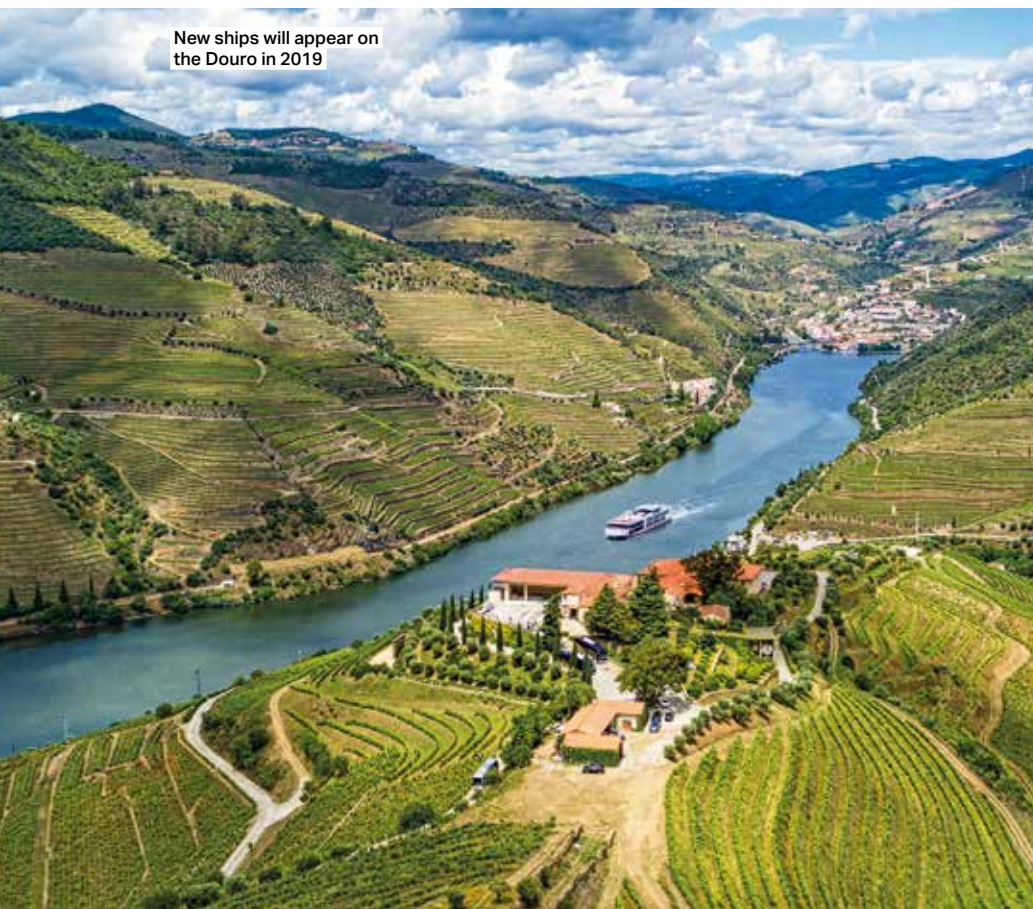
Take part in
wine-tasting
sessions



AmaDouro, the 102-passenger sister ship to AmaVida, launches in April 2019 and most staterooms will have balconies. Seven-night sailings lead in from £2,381 pp and agents can also offer three pre- or post-cruise stays in Lisbon. Also new for next year, AmaWaterways is offering the 10-night Flavours of Spain and Portugal itinerary, combining a cruise with a three-night stay in Madrid from £3,135pp.

Managing director Stuart Perl said: "Until now, capacity has proven problematic, with itineraries selling out months in advance. With this in mind, we are very excited about our new arrival, the AmaDouro. She is booking very well and will offer many of the facilities you would expect from AmaWaterways such as a fitness room, sun deck pool with swim-up bar and spa.

"Due to our relationships with La Chaine de Rotisseurs and fine wineries, our guests are naturally interested in food and wine, and AmaVida, with her award-winning cuisine and the Douro, with its range of vineyards, don't disappoint."



New ships will appear on the Douro in 2019



Drink in the sights



Salamanca: Spain's oldest university town

"Additionally, there are plenty of opportunities to sample local specialities, such as enjoying a traditional home-cooked Portuguese meal ashore or watching a local cookery demonstration."

Also launching in spring 2019 is **CroisiEurope's** 132-passenger *Amalia Rodrigues*, the line's sixth ship on the Douro and premium-rated sister vessel to *Miguel Torga*, which debuted last year.

In addition to the classic Porto round-trip sailing, CroisiEurope offers a seven-night Cruise & Hike itinerary where active clients can explore the unspoilt areas of the Alvao and Douro National Parks as well as vineyards. Departing 15 April 2019, cruise-only fares lead in from £1,502pp.

Riviera Travel will also unveil the 121-passenger Douro Splendour, providing fully escorted holidays with the services of a dedicated Riviera tour manager throughout. The ship is described as a "five-star boutique hotel" with three grades of cabins, a sun deck, swimming pool and spa.

NEW EXPERIENCES

Viking River Cruises' head of sales Neil Barclay said: "The Portugal Rivers of Gold itinerary continues to be a popular river cruise with our regular guests and also with those new to cruise. Sailing across the Douro appeals to travellers because it has so much to offer in

terms of heritage, traditional local cuisines and year-round warm weather. As well as local wines and ports, the ancient churches and monuments are firm favourites with visitors.

"It's great news that Viking will be adding another new ship, the Viking Helgrim, to the fleet, increasing capacity, and ultimately commission-earning opportunities, for agents."

Emerald Waterways has two new EmeraldACTIVE activities on its seven-night Secrets of the Douro itinerary. The on-board yoga classes and a guided canoe trip in Pocinho are included in fares, which start from £2,695, departing 20 July 2019. Agents should recommend clients upgrade to a balcony suite to benefit from an unlimited drinks package.

APT has a new Signature Experience on its eight-night Douro Delights itinerary. Passengers visit the 19th-century UNESCO-listed Palácio da Bolsa in Porto for a private tour, followed by a cocktail reception and performance of fado – the music associated with the sea. Available from May to September 2019, fares lead in at £3,195 and include an overnight stay in Madrid.

For a five-star, all-inclusive experience on the Douro, there is Emerald's sister brand **Scenic**, with its luxury facilities and amenities. **Uniwold** also offers fully inclusive fares and talks on the region's wine history, and dinner and tasting at a family-owned estate, as well as the opportunity to embark on a small boat cruise through a national park.

SELL IT

CROISIEUROPE

offers a seven-night round-trip Porto cruise departing 4 and 11 April 2019 from £1,367pp. A five-night round-trip from April 30 2019 leads in from £1,111pp cruise-only.
0208 328 1281
croisieurope.co.uk

UNIWORLD'S

10-night Portugal, Spain and the Douro River Valley itinerary features a three-night stay in Lisbon followed by a seven-night Douro cruise. Departing 2 May 2019, from £4,849pp cruise-only. Seven-night Porto-to-Porto cruise departing 5 May 2019 from £4,349pp.
0808 168 9110
uniworld.com

RIVIERA TRAVEL

has a seven-night round-trip Douro, Porto & Salamanca cruise departing 5 April 2019 from £1,549pp, including flights and transfers.
01283 245346
rivieratravel.co.uk

Another Great THERE'S ~~MORE THAN ONE~~ REASON TO CHOOSE AMAWATERWAYS

CRUISE & GOLF -
THE PERFECT COCKTAIL



WE MIX FAMOUS WATERWAYS
WITH THE FINEST FAIRWAYS

INCLUSIVE BIKE AND
HIKING TOURS



WITH PLENTY OF LOCAL TREATS ALONG THE WAY

FREE WI-FI AND
INTERNET ON BOARD



GREAT FOR SHARING PHOTOS
WHILE MENU BROWSING

THE CHEF'S TABLE



HATS OFF TO THE ONLY VENUE
OF ITS KIND ON THE RIVER

2019
**FLY TO
EUROPE**
FOR
£99

COMPLIMENTARY WINE AND
INCLUDED EXCURSIONS



ENJOY A GLASS OF BORDEAUX WHEN IN BORDEAUX

INTERCONNECTING
STATEROOMS



FOR SHARING THE EXPERIENCE WITH LOVED ONES

WHITE GLOVES ARE FOR
MAGICIANS NOT WAITERS



THOUGH WE DO CONJURE UP FIRST CLASS SERVICE

PRIVATE TWIN BALCONIES



SO GUESTS CAN RELAX. INSIDE OR OUT

2019 BROCHURE OUT NOW

Book by 30 September and enjoy return flights to Europe for £99 per person*



AMAWATERWAYS™

0800 520 2250 | amawaterways.co.uk

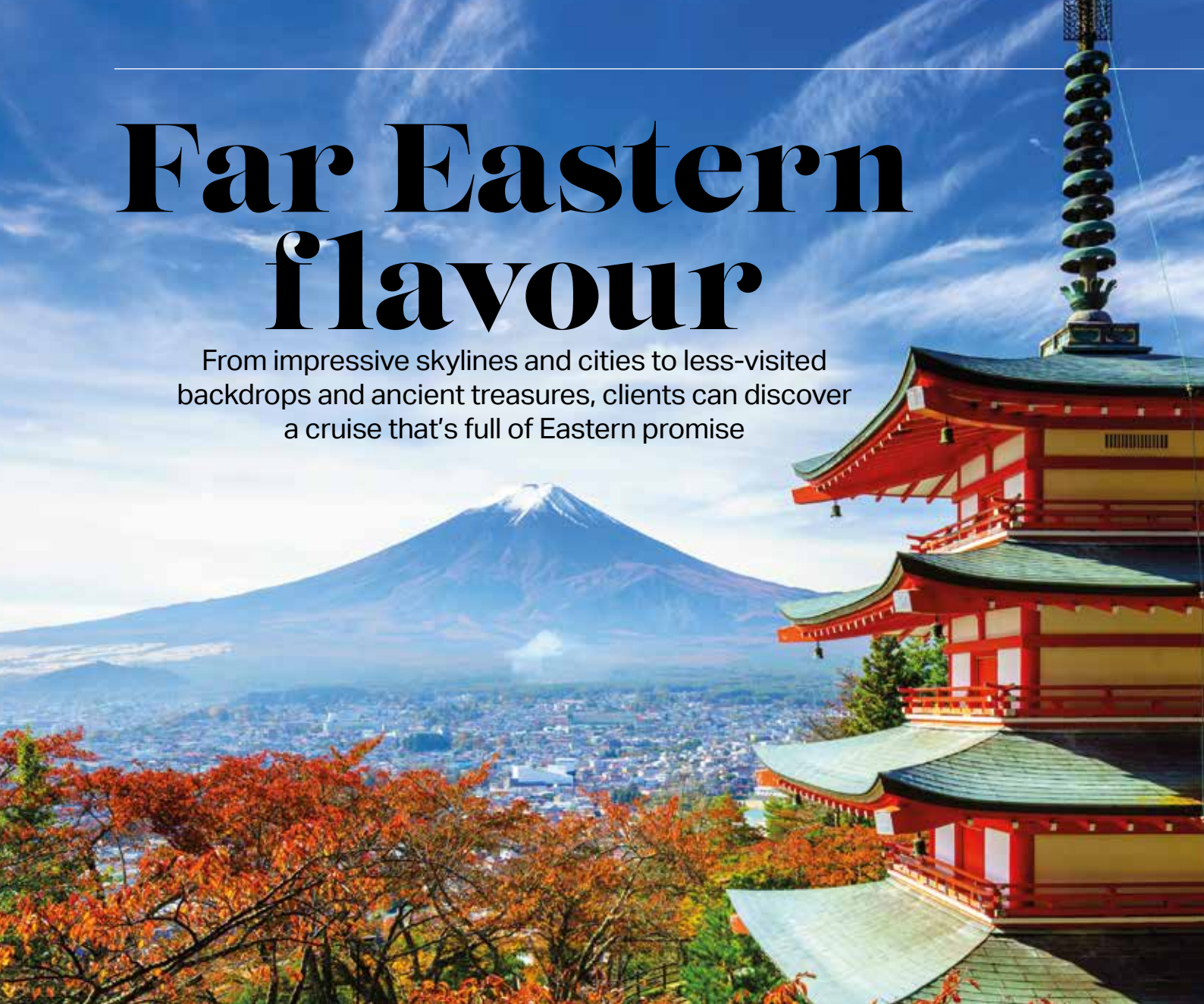


*Terms and Conditions apply.

AMAPASSION. IT'S IN EVERYTHING WE DO.

Far Eastern flavour

From impressive skylines and cities to less-visited backdrops and ancient treasures, clients can discover a cruise that's full of Eastern promise



Most Far Eastern cruises operate in winter and spring, although some are year-round. Many leave from Hong Kong or Singapore – cities that are on many people's wish list.

Lesser-visited ports could include Tianjin, gateway to Beijing for the Great Wall of China and Tiananmen Square; Yokohama for Japan's capital, Tokyo, where itineraries can include a traditional tea ceremony or a visit to Mount Fuji and the sulphur springs; or the commercially important East China Sea island of Taiwan.

However, they are unlikely to remain a secret for long. The Far East is growing in popularity and is now the second-most visited destination for Brits behind Europe, according to **Princess Cruises**.

Princess sales director UK and Europe Rachel Poultney said: "The feedback we have from guests is they love exploring

and experiencing completely different Asian cultures, and then having the comfort and familiarity of our ships to fall back to at the end of the day.

"The likes of Singapore, Hong Kong and Vietnam are proving mainstays of guests' Far East bucket lists. Japan is consistently well regarded. We offer visits to firm favourites, including Mount Fuji and the spring flower festivals, as well as lesser-known landmarks such as Tokyo's sprawling Tsukiji Fish Market and the hot spring baths of Aomori."

Crystal Cruises has two Far Eastern itineraries in 2019, including maiden calls to Japan's scenic Hualien and the unspoiled beaches of Ishigaki. In 2020, Crystal will expand its Far East offering with a collection of spring and autumn Asia sailings on Crystal Symphony around South East Asia, Singapore, China and Japan.

Crystal Cruises senior sales and marketing manager Elaine Gillard said: "Cruising the Far East is a safe and hassle-free way to see a region that some people may find daunting. Far East cruises appeal to everyone as they are so diverse and there are so many different people, cultures and cuisines to discover and explore.

"You can also see so much in a relatively short space of time, which is important for those who can't take long holidays."

FAR EASTERN WATERWAYS

The Far East is also perfectly explored on a river ship, as recently highlighted by Channel 5's *Cruising With Jane McDonald*, which featured an **AmaWaterways** trip along the Mekong River.

AmaWaterways managing director Stuart Perl said: "These itineraries are



Hong Kong in colour



Tianjin: the gateway to Beijing



The Mekong River

The Far East is growing in popularity

SELLING TIPS

1

Japan is hotly tipped to grow in popularity even more with its hosting of the 2020 Olympic Games, which agents can use to showcase this part of the world

2

Target existing river cruise customers who have a keen sense of adventure – but warn them to be open-minded as changes to planned itineraries can and do happen in remote areas

3

For solo travellers, some cruise lines, including Pandaw, have no single supplement offers on selected dates

4

Clients often fly into major Far Eastern gateways, which make excellent pre- or post-cruise opportunities

5

Boost commission by suggesting interesting add-ons in gateway cities, such as tai chi, a junk boat tour in Hong Kong or a cooking class in Singapore



ideal for those who have travelled with us in Europe and are looking for something a little different or further afield.

"For those booking pre- or post-land programmes, our cruise manager meets them at the start of the trip and accompanies them on the land tour as well as the cruise. This is very reassuring for some guests and is a great selling point to help agents sell the land arrangements and gain more commission."

Meanwhile, **Pandaw** vice president sales and marketing Marco Rosa said: "Cruising in the Far East offers customers a rich, cultural experience with fascinating landscapes and considerable human interest to observe along the way.

"Passengers will discover dazzling temples, world-renowned tourism hotspots, pretty towns, untouched village life, bustling markets, and an abundance of birdlife and river wildlife."

FIT FOR A PRINCESS

Princess Cruises has a 12-day Southeast Asia & Japan option, departing Singapore on 2 February 2019 on Diamond Princess, calling at Ho Chi Minh City and Nha Trang in Vietnam, Hong Kong, then Taiwan, and the Japanese ports of Osaka, Shimizu and Tokyo. Prices from £1,470pp for an inside stateroom, excluding flights. princess.com

GOLDEN TRIANGLE

Pandaw's 10-night The Laos Mekong itinerary touches the Thailand and Burma borders at the Golden Triangle, departing from Vientiane, with highlights including the UNESCO site of Luang Prabang. From November 2018, a third ship, RV Sabei Pandaw, will operate the route. Prices from £2,882pp on selected dates in 2018 and onwards. pandaw.com

SINGAPORE SYMPHONY

Crystal Cruises has a 13-night South China Sea Collection itinerary from Singapore to Hong Kong (porting overnight), then visiting Koh Samui and Bangkok in Thailand, Sihanoukville in Cambodia, and Ho Chi Minh City (overnight) and Chan May in Vietnam, on Crystal Symphony. Prices from £4,260 departing 26 April 2019. crystalcruises.co.uk

CRUISE AND STAY

AmaWaterways offers a 15-night escorted trip from Ho Chi Minh City to Hanoi, comprising a seven-night cruise and land arrangements for the rest of the trip, including two pre-cruise nights in Ho Chi Minh City, three nights in Hanoi and one in Ha Long Bay. Prices start at £3,963pp for a 28 September 2019 departure. amawaterways.co.uk

Singapore at night



INSPIRING INDIA

Avalon Waterways will expand its Far East river programme next year, with the introduction of a 15-day Colourful India and the Ganges itinerary. Highlights include a city tour of Delhi and an excursion to the Taj Mahal. Prices start at £5,771pp, including flights, transfers and shore excursions, departing 7 September 2019. Other dates in February, October and November 2019. avaloncruises.co.uk

SEE THE LIGHT

For the first time, luxury 50-passenger river vessel The Strand Cruise takes in Myanmar's annual Thadingyut (or Lighting Festival), a three-day celebration to mark Buddha's descent from heaven, coinciding with the full moon. The four-night cruise departs Bagan for Mandalay on 22 October 2018, taking in traditional celebrations. Prices start at £778pp, cruise only. thestrandcruise.com

ALL INCLUSIVE

Marella Cruises' 14-night Eastern Sunrise 2 adult-only cruise on Marella Discovery departs Dubai and visits the Indian ports of Mumbai, Mangalore, Mormugao for Goa and Cochin in Kerala, then Colombo in Sri Lanka, Sabang in Indonesia, and Langkawi in Malaysia. Prices from £1,850pp, all-inclusive, with flights departing 7 December 2018. tui.co.uk/cruise

ONE FELL SWOOP

Take in pretty much the whole of the East – and a lot more besides – on a 94-night Southampton Far East Round Trip on Queen Mary 2, which also visits Europe and the Middle East. Far Eastern highlights include Seoul, Hong Kong, Beijing, Singapore, Kuala Lumpur and Colombo, with inside staterooms starting at £9,249pp, departing 10 January 2019. cunard.co.uk





The world. Within reach.



CAPTIVATING CRUISING

WITH RIVIERA TRAVEL



WHY BOOK WITH US?

- More customers from the UK now choose Riviera Travel river cruises than any other company
- Our transparent prices are the best in sector
- Direct flights from up to 14 regional UK airports or Eurostar options on many itineraries
- We NEVER discount - so you don't have to

BUDAPEST TO THE BLACK SEA GEMS OF EASTERN EUROPE

FIFTEEN DAYS FROM £2,499 PER PERSON
Selected departures from April to September 2019



ENCHANTING RHINE & YULETIDE MARKETS

5 days from £649pp
Departures in December 2018



CRUISE THE ADRIATIC COAST BY LUXURY YACHT

8 days from £1,499pp
Departures from May to October 2019



WONDERS OF THE NILE - THE LONG CRUISE FROM CAIRO

11 days from only £2,340pp
Departures April to October 2019

CONTACT OUR AGENCY SALES TEAM:

Call for support: 01283 744307 | email: agencysales@rivieratravel.co.uk

CALL RESERVATIONS 7 DAYS A WEEK:

Call to book: 01283 744370 | Book online: www.rivieratravel.co.uk/agents

YOUR FRIENDLY AGENCY SALES TEAM



Prices are based on two people sharing and are correct at time of print. Single supplements may apply. Solo holidays are operated by and subject to booking conditions of Riviera Travel, ABTA V4744 ATOL 3430 protected. Subject to availability. Additional entrance cost may apply. Images used in conjunction with Riviera Travel.



Going solo

Solo cruising: Why taking to the seas is always the better option

Solo travelling. It might not sound like something many clients would be interested in. After all, the first thing that enters most people's heads when they think of booking a holiday is "Where do I take the family, or my partner?"

However, solo travelling is one of the trends of the moment in the travel industry. And one of the best ways to experience the benefits of going it alone is on a cruise, as lines are continually refining their offers – with solo travellers at the front of the queue, not the back.

Norwegian Cruise Lines' (NCL) seven-night Western Mediterranean from Rome itinerary is very competitively priced (see table below). Departing from Civitavecchia (Rome), Italy, passengers are treated to time in Livorno (for Florence/Pisa), Cannes, Palma Majorca, Barcelona, and finally Naples and back to Civitavecchia.

Sailing on the Norwegian Epic, this includes NCL's premium all-inclusive package, which incorporates premium beverages, gratuities, and internet access. Those who want to indulge in a bit more of the history of Rome can book a Highlights of Rome with transfer, for £121.15.

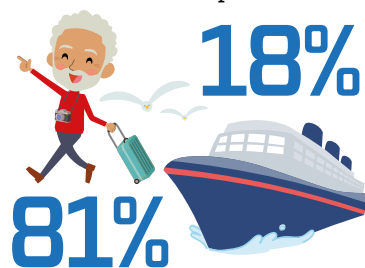
Other potential excursions include the chance to see the famous leaning tower of Pisa, or the imposing Nou Camp stadium, home of Barcelona FC. NCL is also very supportive of solo cruising as a whole, with studio staterooms specifically designed and priced for solo travellers. These are present on the Epic, at 100 square feet, and include a full-size bed and exclusive access to The Living Room, a shared private lounge that boasts a bar,

Take in the sights of Rome



SOLO CRUISING STATS

ABTA's latest Holiday Habits Survey reveals solo travel is most popular with the over 65s, 18% of whom have travelled alone in the past 12 months



81% stated they did so for the opportunity to be able to do what they want

two large TV screens and comfy seating. Such a cruise is likely to be popular with those keen on adventure without breaking the bank. NCL's commitment to solo travellers also makes this the ideal cruise for first-time or experienced soloists, with the private lounge and like-minded passengers easing any nerves.

Yes, a land holiday to Rome provides more time in the Italian capital, but without the breadth of difference on the cruise and the experiences of various destinations. A six-night escorted tour holiday in Rome can come in at £1890pp, including six nights in a four-star hotel, with some meals included.

	ITINERARY	DESTINATIONS VISITED	ENTERTAINMENT	ACCOMMODATION	MEALS	PRICE
SOLO CRUISE	Western Mediterranean from Rome	Rome, Livorno, Cannes, Palma, Majorca, Barcelona, Naples	Some complimentary, such as the ballroom show, Burn the Floor	Norwegian Epic	Premium all inclusive fare; main restaurants, such as Taste, and The Manhattan Room	From £1,379 , for solo studio, departing 17 October 2018
vs						
SOLO LAND TOUR	Land tour of Rome	Rome	Classical singing on the third day after dinner	4 star hotel in Rome for six nights	Breakfast each morning; three evening meals in selected city venues	£1,890

**Wave Awards
Entry deadline
19th October**

WAVE

AWARDS 2019



Categories for Cruise Lines,
Travel Agents, Tour Operators,
Ports and Destinations

**Don't miss your chance to win
a coveted Wave Awards trophy**

Headline Sponsor

SAGA
keep doing

Sponsors

ACCORD



AZAMARA
CLUB CRUISES®




Fred. Olsen
Cruise Lines


MARELLA
CRUISES



titan 

To enter go online at
www.thewaveawards.com

Discover the world through river cruising in relaxed luxury with Avalon Waterways. Guests will experience five-star service that's intuitive and discreet, food crafted by artisan chefs and everything included – from excursions right down to gratuities.

In suites that are 30% larger than the industry standard, Avalon's wall-to-wall and floor-to-ceiling windows open wider than any other, creating a unique open-air balcony. Even the most seasoned traveller will have never seen the world like this.

Panorama Suites from **£1,799**pp



Relax. We've taken care of it

Close the front door, step into a private executive car and let us deal with everything. Guests can enjoy the holiday they deserve with full-board dining, luxurious bathrobes, L'Occitane toiletries and Egyptian cotton bedding. Everything is included, right down to the gratuities.



Adventures at their own pace

Guests can explore when they want and how they want. Take an included sightseeing tour, join an optional excursion and sample the best of the local culture in the hands of people who will inspire their imagination and senses. Or simply stay on board and watch the world go by.



Watch the world go by

Our ships are designed around the views, and nowhere more so than in our Panorama Suites. Guests can watch the world go by from the comfort of their bed, gazing out through wall-to-wall and floor-to-ceiling windows that open to create a private open-air balcony.

Book a **2019** or **2020** cruise in our Panorama or Royal suites and your customers will receive a **£75 John Lewis Gift Card** per passenger

Visit avaloncruises.co.uk for more information or contact agencysales@avaloncruises.co.uk

 @AvalonTradeUK

 /AvalonWaterwaysUKAgents



A table for one on the Marina

If it's good food and an itinerary taking in some of Europe's most picturesque cities that your clients want, look no further than the Oceania Marina

Some people may not consider 16oz of prime steak to be a challenge, but for me it's a daunting prospect. However, I comfort myself in the knowledge that I'm leaving the true battle – the 32oz King's Cut – to a more formidable warrior.

My foe is the Queen's Cut, half the size, boneless and cooked medium rare. When it arrives, with fries on the side, it looks big enough to sink the ship. But it is simply too delicious to leave, and it takes me a mere 20 minutes to clean the plate.

The location for this lavish feast is the Polo Grill restaurant on Oceania Cruises' MS Marina, which embodies the elements

of a classic steakhouse, with dark wood furnishings and high burgundy leather chairs. Its steaks are dry-aged for 28 days, while guests can also indulge in grilled swordfish or whole Maine lobster gratinee.

A day earlier, I boarded the Marina in Helsinki for a trip taking in St Petersburg, Tallinn and Stockholm. While dining, I take in the view of old Soviet-era apartment buildings blending with the modern Lakhta Centre, a business district, and the Saint Petersburg Stadium, which, at the time of writing, is serving as one of the host arenas for the 2018 World Cup.

The waiters explain how, in just over 10 years, the cruise terminal area has

blossomed with development, and the evidence is clear to see.

The ship, built in 2011 and refurbished just five years later, has a guest-to-staff ratio of 1.567 to 1, and a guest capacity of 1,250 at double occupancy. As you board the ship, you are greeted by the Lalique Grand Staircase, which is extremely ornate and visually striking. The traditional design is replicated throughout the ship, which has 16 decks, of which 11 are open to guests.

There are 625 cabins on board; mine is a veranda suite, measuring 282 square feet. There is a spacious sitting area that doubles as my breakfast table/working >

THE ITINERARY

ROUTE OF ROYALTY
Marina
10-day voyage
24 June – 4 July 2019

RIGA

Latvia's foremost city is a wonderful mix of old and new. Its famous Old Town is dotted with countless restaurants and bars, although it maintains a calm and relaxed atmosphere. The St. Mary's Dome Cathedral and Central Market are popular spots.

HELSINKI

The majority of the best sites to see in Finland's capital are within walking distance. Highlights include the incredible Rock Church – quarried out of the natural bedrock – and the city-centre railway station, known as one of the most beautiful in the world.

ST PETERSBURG

Founded by Peter the Great, Russia's second-largest city is a sight to behold. Onion-domed cathedrals and palaces knit together seamlessly with modern-day life. The Hermitage Museum and Peter and Paul Fortress are must-sees.

TALLINN

A delightful medieval feeling encompasses Tallinn. Its Old Town is a Unesco World Heritage site, featuring gothic spires, narrow, cobbled streets and authentic medieval dress and drink.

STOCKHOLM

Sweden's capital is spread across 14 islands, although navigating the city is relatively simple. Like its Scandinavian counterparts, Stockholm has a famous Old Town, the Gamla Stan, while the Vasa, a 17th century warship, is a popular attraction.



The Casino Bar



Polo Grill



Plenty of space in the Dining Room



The grand entrance

area for my voyage, while the veranda is equally roomy with a table and chairs. Meanwhile, the marble and granite bathroom houses two showers, one over the bath and one separate room. The word quirky comes to mind – or is this how it's done when you're living in luxury? There is also a minibar with complimentary soft drinks and water, and robes and slippers for those days relaxing by the pool or in the spa.

At the ultra-luxury end of the scale are the three Owner's Suites. These are furnished in Ralph Lauren Home, and each spans the entire beam of the ship. Those lucky enough to stay here are treated to a living room, king-size bed, two walk-in closets, indoor and outdoor whirlpool spas and an entry foyer with a music room. There are also eight Vista Suites overlooking the bow of the ship. These include whirlpool spas as well as private

fitness rooms and walk-in wardrobes.

The Polo Grill, where I'm located on the second night, is just one of the restaurants I eat in on my voyage. There are nine in total, highlighting Oceania's strong focus on making its culinary experience one of the finest at sea.

The Grand Dining Room – no reservation necessary – more than lives up to its name: my table for one could comfortably fit two additional guests. This is the ship's main dining room, with a traditional style of decoration, evidenced by the chandelier that hangs marvellously from the ceiling. The menu features an array of cuisine, including, among others, crispy tart of porcini and mushrooms, baby shrimp and avocado cocktail, and lobster and spring vegetable crepe with langoustine bisque.

I also dine in Red Ginger, which features an Asian-inspired menu. The

three courses hit the spot, but the stars of the show are the orchid vanilla tea and trio of sorbet for dessert – coconut, mango and pineapple.

Golf or ping-pong?

On the pool deck, I dedicate an hour to relaxing in the Jacuzzi, before breaking for a burger in the Waves Grill, which offers a more informal style of eating than the other restaurants on the Marina. Soon enough, I'm back in the Jacuzzi, where I'd happily stay all day, but realise I must eventually drag myself away from.

Exploring the ship, I notice a mini golf course; there are programmes for golf putting held in the afternoon with the Marina's entertainment team. There's a similar event for ping-pong, which gets me wondering – how long might it take to master either of these very skilful sports? More time than I have on board, is the



The pool deck at night



Waves Grill



Veranda Suite

answer. Meanwhile, the sports deck, on deck 15, has areas for shuffleboard and croquet, as well as a jogging track.

Down on deck 12 there's a Culinary Centre offering hands-on classes, while those who enjoy their arts and crafts can treat themselves to sessions in the Artist Loft enrichment centre. I also investigate La Reserve by Wine Spectator, which provides wine seminars, pairing fine wines with each course. This has three different menus to choose from: Odyssey, at £88pp, the Connoisseur, from £153pp, and La Cuisine Bourgeoise, from £88pp.

There's a library on deck 14, as well as the Oceania@Sea internet centre. But it's quiet, as most people are making the most of the good weather out on the pool deck.

This deck also houses Baristas, a cosy spot for all caffeine lovers, and the Canyon Ranch Spa Club and fitness centre, which holds numerous classes

throughout the day.

One deck up is Horizons, which is where the partygoers call home; on Sunday there's a Rock the Boat Dance party with the Marina entertainment team and orchestra, as well as late-night happy hour, followed by Jukester Jukebox, where guests pick the hits. The classically designed casino on deck 6 is also a favoured spot for nocturnal creatures.

Marina's entertainment staff are equally busy during the day, with a selection of events to suit all tastes, while the spa holds healthy lifestyle seminars. Afternoon tea is also served, featuring the Quadrivium string quartet. Some of the non-hosted events include a Mahjong and card players meet-up, and bridge.

Shows and enrichment lectures are held in the Marina Lounge on deck 5. The lounge, the largest gathering place on the ship, hosts an afternoon at the movies

and the main show in the evenings. A diverse range includes a 'Celebrating the songs of Peggy Lee' show on the Friday, and a set from Irish comedian Billy Boyle.

The atrium, on deck 5, showcases a Night of the Tsars Russian Bazaar on the penultimate night. This has a range of Russian souvenirs on display, as well as advice from Russian folk art experts.

Those who prefer a more relaxing form of evening entertainment can slip into the Grand Bar or Martinis bar to hear Luigi Fontana on the piano. There's always something happening on the Marina, but a moment of tranquility is also never far away – a perfect mixture. ⚓

BOOK IT

The 10-day Route of Royalty voyage on the Marina, sailing June 2019, is £3,629pp for a veranda stateroom.

Focus on: Immersive Experiences

Experiences offering passengers the chance to explore more ashore are currently hot on the cruise industry radar

According to a report by Booking.com, whether it's experiencing a unique cultural event, going on an epic road or rail journey, or visiting a remote or challenging location, more than a quarter of travellers interviewed prioritised immersive experiences.

This is confirmed by Virtuoso's 2018 Luxe Report, which states that travellers' current motivations include 'exploring new destinations, seeking authentic experiences and personal enrichment'.

From exclusive activities with local experts to insider's food tours and unique event sailings, we take a look at the pick of the crop.

CULTURE VULTURES

Market leader for historical and cultural cruises, **Voyages to Antiquity's** sole ship allows passengers the chance to gain wider access to regions like the Norwegian Fjords and historic resort cities of the Black Sea, where bigger vessels can't always follow.

The company, which specialises in shore excursions to lesser-known historical sites, also offers longer cruises so passengers can spend more time in each destination.

Expert-delivered lectures and small groups enhance the immersive experience. "Cruising with Voyages to Antiquity is all about getting under the skin of a destination," said Michelle Daniels, head of groups and partnerships.

Scenic Cruises is another small ship company that provides the chance to gain unique destination insights. Its Treasures of the Mekong sailing includes a guided visit to the Cu Chi tunnels in Ho Chi Minh City by a Vietnam war veteran and an exclusive presentation of Angkor Wat by Cambodian specialists. The company's first ocean vessel, Scenic Eclipse, which is also the world's first discovery yacht, is due to launch in early 2019 and will have its own fleet of Zodiacs and helicopters, as well as a submarine, adding a whole new dimension to the idea of immersive cruise experiences.

BEST FOR FOODIES

Food tourism has been a megatrend for several years now, and with a host of cruise lines offering interactive culinary experiences, foodies are spoilt for choice. Fans of the TV show Top Chef will love Celebrity Cruises' Top Chef at Sea programme, where passengers have the unique opportunity to cook along with six of the show's contestants, while participants on **P&O's** Food Heroes Cruise will be thrilled to glean exclusive cooking tips from top chefs ranging from Marco Pierre White to master pastry chef Eric Lanlard.

For a different kind of hands-on experience, participants in a **Regent Seven Seas** Gourmet Explorer Tour can head out for a cooking demonstration in the home of a Michelin-starred chef, or visit and cook at a spice farm in St Lucia, while passengers on **Windstar's** cruise ships have a team of sommeliers on hand to conduct wine-tasting sessions and accompany them on visits to local vineyards.

MEET THE LOCALS

Azamara Club Cruises' Cruise Global Meet Local programme has an exciting range of behind-the-scenes excursions. Whether it's hiking through lush Norwegian countryside to meet the owners of a remote working farm or enjoying the hospitality of a Dutch family in the cheese-loving town of Edam, passengers really get the chance to experience local culture up close.

Viking, which created its online portal MyVikingJourney.com in order to offer a wider range of activities, has also introduced its Local Life excursions where immersive options range from enjoying coffee and cake with a local family in Germany's Black Forest to



P&O guests can glean cooking tips from celebrity chefs



Angkor Wat: a truly immersive destination

SELL IT

Point out the local appeal

Immersive experiences open up opportunities for creating relationships and engaging in local activities.

Recommend travel at a slower pace

Unlike country hopping, this is a chance to really experience a destination.

Sell across the generations

From mums to millennials, authentic immersive experiences are currently popular with a wide range of travellers.

painting matryoshka dolls with a Russian artist, or playing boules with a group of French retirees.

GET THE ADRENALIN PUMPING

Ideal for clients who love thrills and spills, **Crystal Cruises'** exclusive small group Boutique Adventure tours include the chance to fly in a MiG fighter jet over Russia or enjoy an acrobatic flight aboard a stunt plane in Croatia. Alternatively, passengers seeking rail-themed adventures should consider **Rocky Mountaineer's** roller-coaster rail cruises, where highlights include soaking up wild unspoilt local scenery aboard the only luxury train to travel the First Passage to the West route, before cruising to Alaska to see the 13-mile-long Mendenhall Glacier and meet the locals in gold-rush-era town, Skagway.

DID YOU KNOW?

Cartoon Network Wave, which is due to set sail at the end of 2018, will be the world's first-ever cruise to offer a completely immersive Cartoon Network-themed experience.



Experience the Monaco Grand Prix with Azamara Club Cruises

UNIQUE EVENTS

From Rio's rambunctious Carnival to Mexico's madcap Day of the Dead, what better way to gain exclusive insight into a destination than to visit during a unique event? Azamara's themed cruises are timed to coincide with events ranging from the Monaco Grand Prix to the British Open, whilst Celebrity Cruises' Abu Dhabi F1 GP, Ancient Cities & Emirates cruise allows passengers to participate in one of the most glamorous Formula One races.

Cunard Line also has some thrilling event cruises. During Queen Mary 2's annual Transatlantic Fashion Week, immersive experiences include catwalk shows, exhibitions and fashion presentations from celebrity guests, while Queen Mary 2's Literary Festival at Sea offers the ideal opportunity for bookworms to chew the fat with their favourite authors, take workshops with bestselling writers and even learn how to write their own memoirs.





"With us, guests can immerse themselves in local cultures"

Stuart Pearce, Azamara's strategic account manager, UK & Ireland, talks car washes, Croatia, and the delights of boutique-style cruising...

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

As a destination specialist boutique cruise line we stay longer in port than any other line, offering more time for our guests to really immerse themselves in the local culture, with all they need in their boutique 'home from home' to come back to. With international beers, wines, select spirits and soft drinks, plus your gratuities included, there really is nothing to think about. You have all you need, making a cruise with us a very relaxed and luxurious experience.

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

Joanna Lumley – she's refined, well-travelled and homely.

How long have you worked for your cruise line?

10 years – having fun goes fast.

Which geographical area do you cover?

My role is field-based, looking after UK and Ireland.

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

I had an unfortunate incident in Cornwall, following a tractor/trailer towing fertilizer, which then shed its load all over my car. Thank goodness there was a car wash close by.



Joanna Lumley



Hvar has great views

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

"What view do I get from my balcony?"

How many of your cruise line's ships have you sailed on? Do you have a favourite?

I have sailed on all three of our ships, including our beautiful new Azamara Pursuit that's just entered service with us. Although all three ships are sisters, so extremely similar, my favourite has to be Azamara Quest as I took my honeymoon on her this year, visiting the islands of the Med. It was truly an amazing experience we will never forget.

Do you have a favourite on-board restaurant and why?

This is an easy question – it has to be Aqualina. Not only is the food outstanding – with my favourite being the Venetian seafood platter – but the experience is also amazing. You'll spend the evening in Aqualina enjoying the ambience and the views, with beautiful floor-to-ceiling windows.

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

The island of Hvar, Croatia – it's simply stunning. I love to sit in the restaurants and bars along the harbour, enjoying the

view of the crystal clear waters, and strolling through the streets, looking in all the local stores... so relaxing.

And which port would you opt to stay on board – and why?

None. No matter where you are in the world, there is always something to explore.

Which cruise is on your bucket list?

I am so excited that Azamara is offering the South Africa Intensive voyages for 2020. South Africa has always been on my bucket list, and to be able to cruise South Africa will be amazing.

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

I would definitely still be working in travel as it's my passion – maybe for an airline to give me the opportunity still to explore the world.



Azamara will cruise South Africa in 2020



Fred. Olsen Cruise Lines

FREE All Inclusive Drinks Upgrade*

on a wide choice of 2019 sailings

Your guests can sail along charming French waterways; take advantage of Newcastle and Rosyth departures to visit northern Europe in just a few nights; or explore the remarkable Norwegian Fjords. Book your guests with Fred. Olsen today and their drinks are on us!



The
BIG
Fred. Olsen
GIVEAWAY



Don't forget to register your bookings at fredolsencruises.com/agent/giveaway to be in with a chance of winning **The Big Fred. Olsen Giveaway**

All bookings are subject to FOCL standard terms and conditions available on our website and on request. Information shown is correct at time of going to print (August 2018).
*Free All Inclusive Upgrade is valid for new bookings made from 31/08/2018 to 31/10/2018, inclusive, on selected Norwegian Fjord cruises. Upgrade is valid for new bookings made from 05/09/2018 to 31/10/2018, inclusive, on other selected 2019 and 2020 cruises. Visit fredolsencruises.com/agent for full offer terms & conditions. **The Big Fred. Olsen Giveaway:** Entry to both Prize Draw competitions is by registering each FOCL cruise booking on the FOCL Travel Agent Centre on the FOCL website during the respective Qualifying Period. The Qualifying Period for Monthly Prize Draws is between 1 June 2018 and 31 December 2018 and for the Free Car Prize Draw is from 1 June 2018 to 14 December 2018. For full terms and conditions of The Big Fred. Olsen Giveaway Prize Draw visit fredolsencruises.com/agent/giveaway. E&OE

ABTA
Travel with confidence

Introducing Boutique Cruising aboard Spirit of Discovery

She's the only small ship being built for the British market. Launching Summer 2019, Spirit of Discovery's inaugural season is selling fast. And with such great value, it's not hard to see why.

Book now with Saga and your customers can try a boutique cruise from only £802 per person, backed by our Price Promise. Plus, we guarantee if they don't love their first cruise with us, we'll happily refund their money.

Call **FREE** on 0800 074 8021

or visit saga.co.uk/agents

Or call Agency sales **FREE**

on 0800 068 8732

Find us on social media  

Saga Trade Team



Cruise with
no more than
999 other guests...

Every cabin has
a private balcony
as standard...

Enjoy a complimentary
chauffeur service
to the port...

Dine in five world-class
restaurants at
no extra charge...

Receive premium value,
with so much more
included in the price...



ABTA
WR84 WR79

Price is per person, based on two people sharing a Standard Balcony cabin aboard Spirit of Discovery's Rendezvous in Rouen cruise, departing February 12, 2020. Includes optional travel insurance underwritten by Great Lakes Insurance SE, UK Branch, and additional cancellation rights, or a price reduction of £18 if not required (cover is subject to medical questions). Private chauffeur service included up to 75 miles each way; shared chauffeur service from 76-250 miles each way. Please call for details. Saga's holidays and cruises are exclusively for the over 50s (but a travelling companion can be 40+). Saga Holidays is a trading name of ST&H Ltd (registration no. 2174052). ST&H Ltd and Saga Cruises Ltd (registration no. 3267858) are subsidiaries of ST&H Group Ltd (registration no. 0720588). All three companies are registered in England and Wales. Registered Office: Enbrook Park, Sandgate, Folkestone, Kent CT20 3SE. With respect to general insurance products sold in the UK, ST&H Ltd is an appointed representative of Saga Services Limited, registered in England and Wales (company no. 732602), which is authorised and regulated by the Financial Conduct Authority. For more information about financial protection and the ATOL Certificate, visit www.atol.org.uk/ATOLCertificate. This is not a brochure, terms and conditions apply. NHA-SC0686.