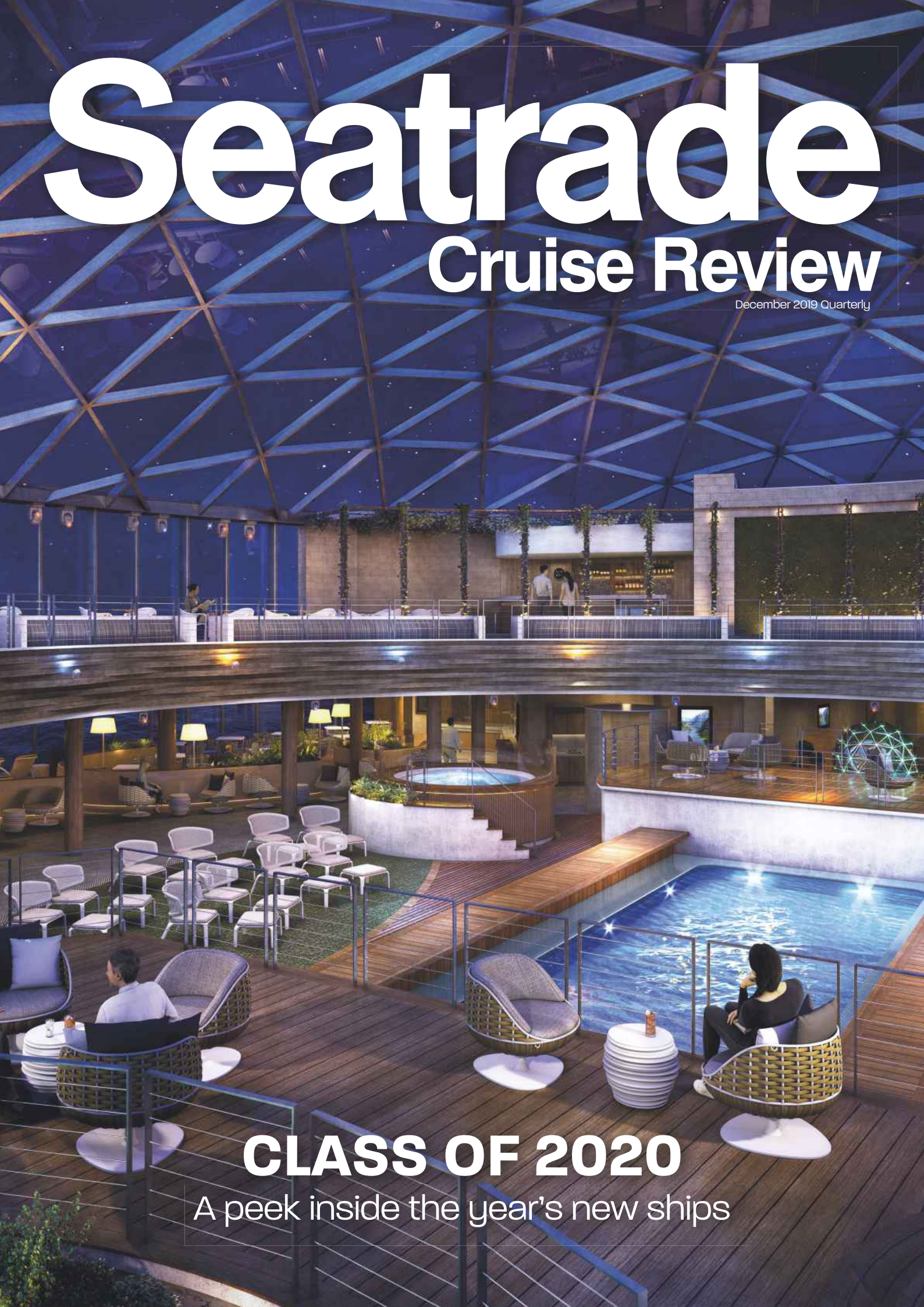


Seatrade

Cruise Review

December 2019 Quarterly



CLASS OF 2020

A peek inside the year's new ships



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PHOTO: AP IMAGES FOR MSC CRUISES



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COVER IMAGE SKY DOME ON IONA, P&O CRUISES

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Technology-driven terminals

Editor's Desk

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Head office UK

Seatrade
Informa Group, Sheepen Place, Colchester,
Essex CO3 3LP
www.seatrade-cruise.com

Chairman Christopher Hayman

President, Maritime Group, Informa Markets
Andrew Williams

Group Director, Seatrade Cruise & Publisher
Mary Bond

Senior Associate Editor
Anne Kalosh

Contributing Editor Bob Jaques

Production Editor Fiona Hockey

Cruise Sales Manager Ian Vernau
ian.vernau@informa.com Tel: +44 (0)2070174186

Production Manager Viv Marsh

Production Assistant Libby Isted

Subscriptions Manager Claire Carran

Overseas Correspondents

Full details: www.seatrade-cruise.com

Australia Helen Hutcheon

European river cruise & German ports and destinations Frederik Erdmann

Greece David Glass

Paris Michele Valandina

Singapore Jen Eveland

Spain Dan Solon

Italy Luca Peruzzi

Advertising Representatives

Italy Ediconsult
genova@ediconsult.com

Scandinavia Om Marketing AB, Roland Persson
marine.marketing@om.se

US Consultant Jacqueline Hutman

The application of new technologies including biometric facial recognition and advanced security scanners is shaping passenger terminal designs and increasing both efficiency and passenger satisfaction.

Technology will become an even stronger driver of terminal design in the future, and could – mainly due to automation – actually make future buildings smaller despite increasing ship sizes.

During a discussion at Seatrade Europe, a panel of executives from terminal designers and operators and cruise lines agreed new technologies and streamlined passenger flows are much easier to implement at terminals dedicated to one specific operator than in facilities used by a variety of cruise lines.

All made it clear that uniformed terminal solutions are not in sight.

At PortMiami's new Terminal A, Royal Caribbean's top consideration has been to achieve a streamlined processing of guests with the time spend between curb and gangway being less than ten minutes.

Cutting edges implemented include a mobile check-in instead of traditional desks, biometric facial recognition, self-security check-in and self bag drop.

A comparison between PortMiami's Terminal A and the new Galataport, due for inauguration in 2020, revealed great differences, owing much to their locations and the fact Istanbul's new facility is going to be a multi-user venue.

The new terminal in Turkey will pioneer an innovative solution bringing most of the required facilities underground in order to keep the seaside promenade unobstructed and open to public use if no ship is in port.

Sustainability is naturally another key factor for any future terminals, mainly with regard to design efficient energy management systems and the use of sustainable materials. In many cases the availability of shore power and LNG are unlikely to be overlooked.

Mary Bond *Editor/ Publisher*



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Class of 2020

Anne Kalosh highlights some distinctive features of 2020's 23 oceangoing newbuilds.

1. Scarlet Lady, Virgin Voyages (Fincantieri)

A tattoo parlour, drag queen brunch and Voyage Vinyl record shop with personal listening stations and limited-edition albums.

2. Seven Seas Splendor, Regent Seven Seas Cruises (Fincantieri)

The Regent Suite master bedroom has a \$200,000 Hästens Vividus custom handmade mattress filled with horsetail hair, flax, wool and long-fiber cotton.

3. National Geographic Endurance, Lindblad Expeditions (Ulstein Verft)

Balcony suites and 'Change,' the first permanent ship-based polar art installation, curated by Zaria Foreman, known for her climate change work.

4. Celebrity Apex, Celebrity Cruises (Chantiers de l'Atlantique)

A twin of Celebrity Edge, with its iconic Magic Carpet and all.

5. World Voyager, Mystic Cruises (WestSea Viana)

In the observation lounge, gaze up at the stars through a large glass dome or down into the sea through a lighted well.

6. Mardi Gras, Carnival Cruise Line (Meyer Turku)

North America's first LNG-powered cruise ship also has the first seagoing roller coaster, BOLT, from Maurer Rides.

7. Iona, P&O Cruises (Fincantieri)

Topped by a glass dome engineered by Eckersley O'Callaghan, the two-deck SkyDome encloses a swimming pool that transforms into a stage at night for light shows and aerial acrobats.

8. Evrima, The Ritz-Carlton Yacht Collection (Astillero Barreras)

Tillberg Design of Sweden created the yacht-like profile with open aft decks cascading down to a marina.

9. Enchanted Princess, Princess Cruises (Fincantieri)

Sky Suites with enormous balconies overlooking Movies Under the Stars. Plus a jazz theatre and a transformed Sabatini's Italian Trattoria.

10. Silver Moon, Silversea Cruises (Fincantieri)

The S.A.L.T. Lab, part of a pioneering culinary program that goes deeply into local traditions, is the place to learn about indigenous ingredients and artisanal techniques.

11. Sea Cloud Spirit, Sea Cloud Cruises (Metalships & Docks)

Some 4,100sq mtr/44,100sq ft of sails, a classic yacht style and an elevator connecting the five decks.





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17 & 18

12. Spirit of Adventure, Saga Cruises (Meyer Werft)

A separate identity from 2019's Spirit of Discovery involved tapping AD Associates for the 'bold and adventurous' décor in rooms like Britannia Lounge and the Supper Club. Plus, a Nepalese restaurant.

13. Silver Origin, Silversea Cruises (De Hoop)

With an interactive digital wall, Basecamp is an elegant lounge that connects with the Zodiac embarkation area. And some suites have tub areas/showers with windows.

14. Fridtjof Nansen, Hurtigruten (Kleven Verft)

The roomy Science Center is packed with books, microscopes, artifacts, rocks, replicas of animal skeletons and stylish lounge chairs.

15. Crystal Endeavor, Crystal Expedition Cruises (MV Werften)

The two-story solarium pool deck becomes the setting for Silk Kitchen & Bar in the evening.

16. MSC Virtuosa, MSC Cruises (Chantiers de l'Atlantique)

Like MSC Grandiosa, this second Meraviglia Plus ship has an HOLA! Tapas Bar by two-star Michelin chef Ramón Freixa in the expansive Mediterranean Promenade.



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17. & 18. Le Bellot, and Le Jacques Cartier, Ponant (Fincantieri/Vard)

All Ponant's Explorers ships have Blue Eye, the multisensory underwater lounge with a window shaped like a cetacean's eye.

19. Ultramarine, Quark Expeditions (Brodosplit)

Quark's first owned newbuild has a 70-day operational range, equipment for heli-hiking and heli-skiing and six solo suites.

20. Costa Firenze, Costa Cruises (Fincantieri)

The interiors of Costa's second newbuild for China are inspired by Florence. Michelangelo's David overlooks the atrium.

21. Ocean Victory, SunStone (China Merchants HI)

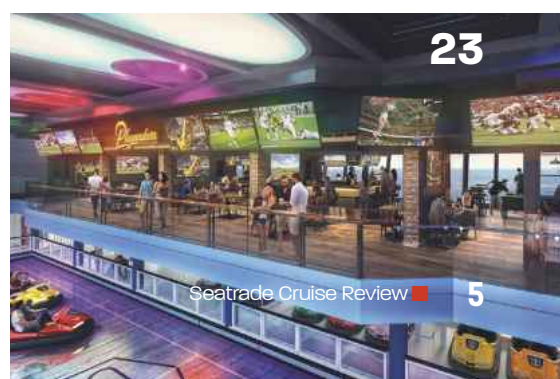
To operate in Antarctica for Albatros Expeditions and in Alaska for Victory Cruise Lines, the ship has an ocean-view library, piano bar and fitness centre.

22. Coral Geographer, Coral Expeditions (Fincantieri/Vard Vung Tau)

Coral Adventurer's sister offers four more bridge deck suites (six total) featuring bathrooms with floor to ceiling windows and an infinity bathtub with sky views.

23. Odyssey of the Seas, Royal Caribbean International (Meyer Werft)

On this Quantum Ultra ship, Playmakers Sports Bar & Arcade gets a prime location within SeaPlex, the largest indoor activity space at sea.



23



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Miami terminal for MSC's World-Class



As another fascinating year for the global cruise industry draws to a close, Seatrade Cruise Review editor **Mary Bond** invites you to take a look at the 20 most popular stories read on Seatrade Cruise News in 2019 up to mid-November.

Click on each headline to take you to the full story at Seatrade Cruise News in case you missed it.

January

1. MSC to fund, build and operate one or two PortMiami cruise terminals

MSC Cruises and Miami-Dade County inked a letter of intent outlining a big increase in passenger throughput and two new cruise terminals, or one large enough to handle two huge ships at the same time. MSC would design, build and operate the facilities at its own expense.

March

2. Cruise industry mourns veteran executive Helen Panagos

Helen Panagos, who held key roles in areas like passenger services and land programs at Crystal, Royal Caribbean Cruises Ltd., Cunard/Seabourn and Celebrity Cruises – and whose personality was as sunny as her Greek heritage – died after a long illness. She was 55.

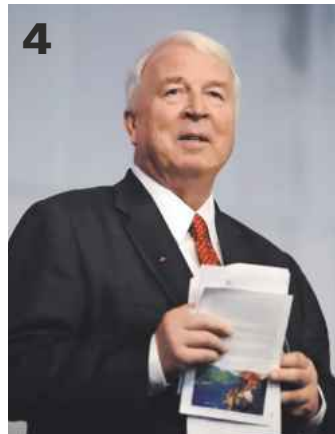
3. Solaire Cruise Centre a new development in Manila Bay

Plans are under way for a pier which can berth two mega cruise ships, strategically fronting Manila Bay and located within the Solaire Resort in Manila's Entertainment City. Construction is expected to commence Q3 2019 following a tender process and will take 18 to 24 months to complete.

4. Hagen apologises for Viking Sky, investigation support is pledged

Chairman Torstein Hagen apologised to passengers and thanked crew and rescuers as Viking Cruises pledged full support for investigations into the incident that left Viking Sky temporarily without power

20 top news stories of 2019



in stormy seas off the coast of Norway over the weekend.



5. SeaDream orders first newbuild, a cruise breakthrough for Damen

SeaDream Yacht Club, is expanding with its first newbuild, a 15,600gt luxury mega-yacht that will enter service in September 2021. The order represents a cruise a breakthrough for the Damen Group. *Stop-press: the project was terminated in early December.*



April

6. Giant crane collapse injures eight at Grand Bahama Shipyard

Eight people suffered injuries – none seen as life-threatening – in a crane collapse at Grand Bahama Shipyard during work on Oasis of the Seas in Drydock No. 2. Video and images show the crane smashed across the AquaTheater in the back of the ship, with Oasis of the Seas listing starboard.



7. Indian start-up Jalesh Cruises names Karnika

India start-up Jalesh Cruises renamed Pacific

Jewel to Karnika during a ceremony at the Princess Dock of the Mumbai Port Trust. Karnika is named after a celestial nymph, who according to legend emerged when gods and demons churned the ocean for 'amrit', the elixir of life. Bernhard Schulte Cruise Services has been awarded technical management of the vessel.

8



May

8. Royal Caribbean cancels Independence's 2020 UK season

Royal Caribbean International had planned its largest UK season in 2020, with Anthem of the Seas and Independence of the Seas sailing from Southampton. No more. Instead, the cruise line is keeping Independence stateside next summer, to operate from Port Everglades. Royal Caribbean cited 'strong booking interest' in Perfect Day at CocoCay.

9. A hit at CocoCay, Royal Caribbean's Perfect Day concept will expand soon

To appreciate the importance of Perfect Day at CocoCay, consider that in 2020, more than 2m passengers will visit, or about half of the nearly 5m travellers who will sail with the Royal Caribbean brand. The \$250m project has been one of the largest non-shipbuilding capital investments in Royal Caribbean's history.

10. Virgin Trains USA called 'transformative' for Florida cruise industry

Virgin Trains USA (formerly Brightline) hosted a congressional staff delegation and the Florida Ports Council for a ride between downtown Fort Lauderdale and Virgin MiamiCentral. The group is currently in South Florida touring Port Everglades and PortMiami as well as meeting with maritime leadership. In February, the Miami-Dade County Commission passed a resolution to begin deliberating the feasibility of a Virgin Trains station directly at PortMiami.

June

11. Uncertainty over Trump administration's Cuba cruise ban

Royal Caribbean became the first line to announce itinerary changes, to the June 5 and June 6 sailings, which will no longer stop in Cuba. Cruise operators are reeling with uncertainty from the Trump administration's decision to halt sailings to

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Cuba from the US. 'The US will no longer permit visits to Cuba via passenger and recreational vessels, including cruise ships and yachts, and private and corporate aircraft,' a Department of State spokesperson said Tuesday.

12. As Venice investigation continues, MSC Opera cancels next cruise

MSC Opera's next cruise, with embarkations scheduled from Bari on June 8 and Venice on June 9, has been cancelled as the ship remains in Venice pending the completion of an investigation. Authorities are still looking into what caused the ship to lose control Sunday morning as it approached the San Basilio Cruise Terminal, striking the pier and ramming Uniworld's River Countess.

July

13. Spotlight on Mystic Invest's Mário Ferreira

Seatrade Cruise Review's latest edition profiles Mário Ferreira, who built up Douro River cruising in his native Portugal, acquired Germany's Nicko Cruises and is now forging into the expedition cruise sector. Mystic Invest plans a fleet of 10 expedition ships. The first, World Explorer, is now in service. These vessels are for charter

11 & 14



to companies like Quark Expeditions, as well as operation by Nicko and the new customer-facing Mystic Cruises brand in the US. There's even talk of a float on the New York Stock Exchange in a few years.

August

14. Royal Caribbean, Norwegian, MSC now face Cuba lawsuits

Five new lawsuits have been filed against cruise lines under Title III of the Helms-Burton Act, which deals with the trafficking of stolen property in Cuba. Two Florida businessmen who hold claims to cruise docks in Havana and Santiago de Cuba that were nationalized after the 1959 revolution are going after Royal Caribbean Cruises Ltd., Norwegian Cruise Line Holdings and MSC Cruises following their earlier suits filed against Carnival Corp.

15. Dangerous and disruptive Dorian

Hurricane Dorian was advancing toward the northwestern Bahamas Saturday, with 'life-threatening storm surge and devastating winds,' according to the National Hurricane Center in Miami. All week this maddeningly unpredictable and increasingly powerful storm has had the Caribbean, Bahamas and Florida on

Season's Greetings

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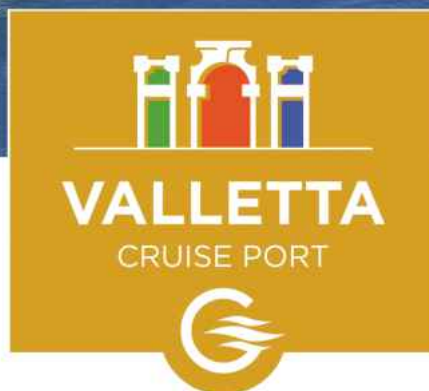
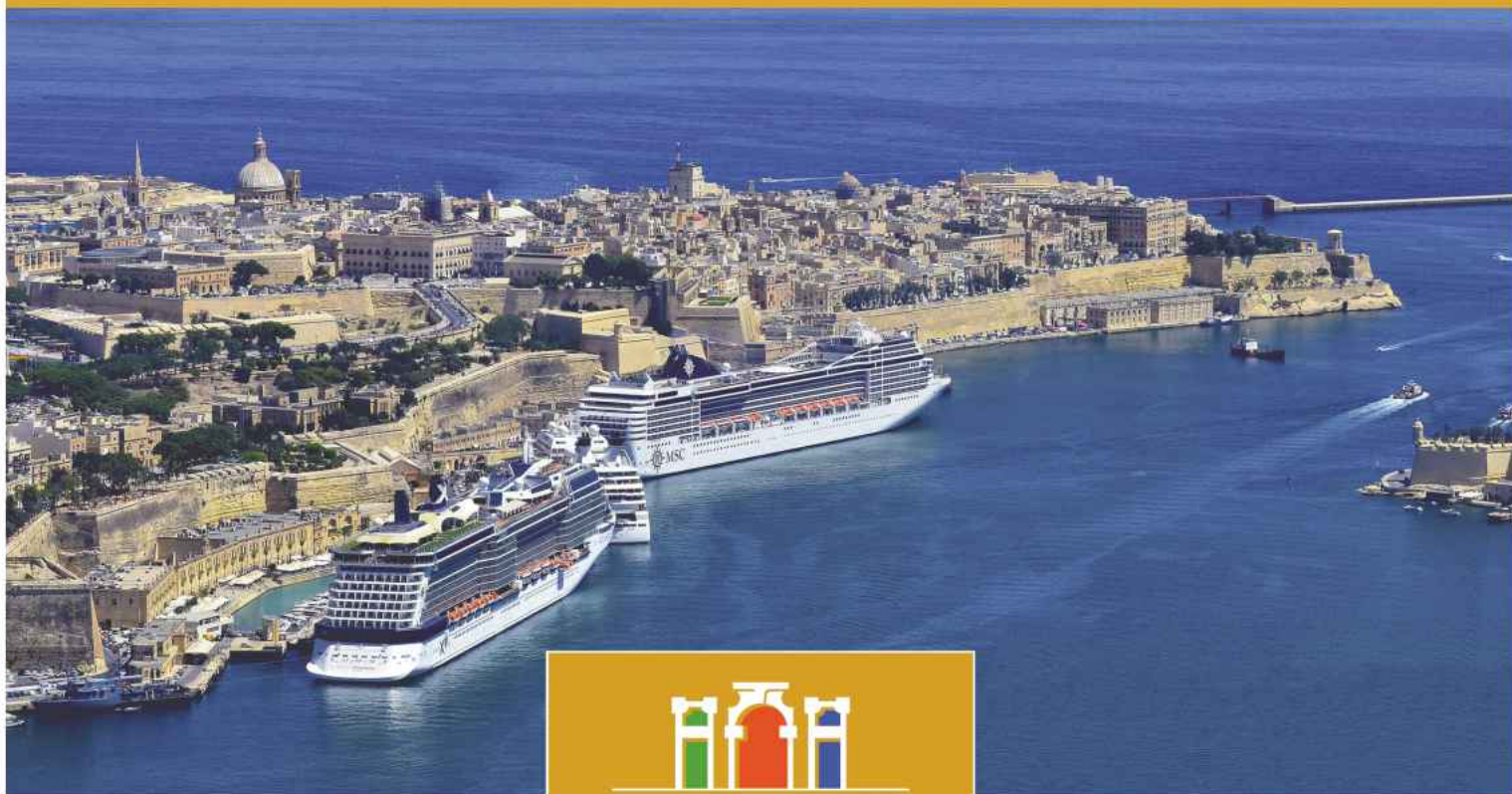


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FEATURE

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edge, and cruise lines scrambling to revise itineraries amid a string of changing forecasts and port and private island closures.

October

16. Sky Princess has massive Sky Suite balconies – and a few surprises

Princess Cruises' new 3,660-passenger Sky Princess – the fourth in the line's Royal class – features a familiar layout with a lighter colour palette and a few surprises. The 143,700gt ship is departing on its first revenue cruise October 20 from Athens to Barcelona. After an October 15 delivery from Fincantieri's shipyard in Monfalcone, Sky Princess sailed a shakedown cruise from Trieste carrying media and industry partners from Trieste.

17. China is getting the fifth Oasis-class ship, Wonder of the Seas

China is getting its first Oasis-class ship, Royal Caribbean President and ceo Michael Bayley revealed at Seatrade Cruise Asia Pacific in Baoshan, Shanghai. Oasis 5, to be called Wonder of the Seas, is going to debut in Shanghai in mid-2021. This underscores Royal Caribbean's commitment to the China market and makes a big statement: That the market is ready for the world's largest class of cruise ship.



16

November 18. Andy Stuart looks back, and forward

Andy Stuart is busy introducing his 16th ship, Norwegian Encore, capping an eventful 31 years with Norwegian Cruise Line. Seaward had just come into service in 1988 when Steve Odell hired Stuart as a sales manager for NCL's UK team. He rose to lead UK sales, eventually adding Continental Europe, then was promoted to vp sales in Miami, and continued through svp and evp roles over passenger services, sales and marketing, NCL has had more than a dozen presidents. When Stuart got the mantle in 2015, people cheered. He soon became ceo. His announced departure at year's end leaves colleagues, employees, travel partners and competitors trying to imagine NCL and the cruise industry without one of its leading lights.



18

19. Cruise industry mourns the legendary Kirk Lanterman

A. Kirk Lanterman, who built Holland America Line into a powerful brand and served on the boards of Carnival Corp. & plc for many years, died Friday surrounded by family in his Seattle home. He was 87.



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20. MSC first major cruise line to commit to carbon neutral marine operations

MSC plans to become the world's first major cruise line with carbon neutral marine operations. 'As we recognise that today's even most advanced maritime environmental technology alone is insufficient to immediately reach carbon neutrality, the further commitment we make today ensures that our fleet makes no negative contribution to climate change, starting January 1, 2020,' Pierfrancesco Vago, executive chairman of MSC Cruises, announced at the introduction of MSC Grandiosa in Hamburg.



Royal Caribbean increased sailings from Singapore's Marina Bay Cruise Centre

Kicking off a new decade, 2020 will see the Asia market continue to grow as the popularity of cruise increases amongst consumers and as cruise lines deploy new, larger vessels in the region according to Joel Katz, Cruise Lines International Association (CLIA) md for Australasia & Asia.

'The Chinese cruise market is expected to return to growth in ship capacity next year, following a decline over the past two years,' says Katz who adds that 'other parts of Asia will also see an increase in deployments, continuing the positive upward trend over the last few years.'

A recent consumer survey conducted by CLIA shows interest in cruising is likely to remain strong from the Asian source market, with almost 75% of respondents stating that they would consider a cruise for their next holiday.

'The results did not come as a surprise as Asian travellers increasingly recognise cruising as an easy, relaxing, and great value for money way to travel,' explains Katz.

The survey, conducted to understand the perception of cruising across 11 source markets in Asia, will be released in the first quarter of 2020.

Steve Odell, svp and md Asia Pacific, **Oceania Cruises** and **Regent Seven Seas Cruises** says that 'with the cruise industry continuing to experience double-digit growth across the APAC region, coupled

with **Norwegian Cruise Line Holdings** having 11 new ships on order for delivery through 2027, and the local deployment of 11 NCLH vessels in the APAC region alone in 2020, we are investing more in the local market than ever before.'

In October 2019, NCLH appointed Ben Angell as vp and md Asia Pacific to head the Norwegian Cruise Line brand in the region.

Norwegian Spirit will sail out of dry dock in February 2020 for two 20-day sailings in Europe, Africa and Asia, followed by voyages in Southeast Asia, China and Japan from Singapore, Hong Kong, Tokyo and Yokohama through 2020, including calls at Bali, Jakarta, Surabaya, Beppu, Kumamoto, Nagoya, Taipei and Yangon.

Angie Stephen, md Asia Pacific, at **Royal Caribbean Cruises Ltd.** reports a rising number of experienced cruisers and even first-timers who have greater product awareness and information.

'We foresee the trend of younger travelers cruising with us to continue as we step into 2020,' she says, based on CLIA 2018 cruise source market estimates that at 25% of total passengers, Millennials are fast catching up with Baby Boomers and Generation X, who account for 30% each, while Generation Z is at 14%.



Joel Katz



Steve Odell



Angie Stephen

Royal Caribbean deployed some of their newest and best-in-class ships to Asia this year, including Spectrum of the Seas, which sailed the region earlier in May 2019 and Quantum of the Seas, which kicked off her homeporting season in Singapore in November 2019 for 34 sailings until April 2020, which is expected to add some 15,000 guests to the local cruising scene, says Stephen.

Quantum of the Seas' homeport deployment in Singapore increased passenger numbers by 5%, says Lionel Wong, ceo STAS-Creuers Cruise Services, operators of Marina Bay Cruise Centre Singapore (MBCCS).

According to Wong, MBCCS looks to end 2019 with 300 ship calls, while the cruise centre has seen a continuous 20-30% growth every year since its launch in 2012.

Celebrity is expecting three ships to visit Asia in 2020. Celebrity Constellation will offer 15-night itineraries from Singapore to Dubai and Dubai to Singapore through Bombay, Cochin and Phuket from December 2019 to February 2020.

Kanazawa



From November 2019, Celebrity Millennium will sail from Yokohama for 14-day itineraries that include Kobe, Hiroshima, Aomori, Busan and Jeju Island, before heading down to Hong Kong in December 2019 for 14-night Hong Kong to Singapore and Singapore to Hong Kong itineraries from December 2019 to February 2020, through Bangkok (Laem Chabang), Ho Chi Minh and Hanoi. In November 2020, Celebrity Eclipse will sail from Singapore to Sydney.

In November 2019, **Costa Cruises** celebrated the float-out of Costa Firenze, purpose-built for the Asia Pacific market. Scheduled for delivery in September 2020, Costa Firenze will join sister ship Costa Venezia in the region, with 11 cruises from Laem Chabang and Singapore, calling at Phu My, Sihanoukville, Koh Samui, Penang, Phuket and Langkawi.

The sister ships are part of an expansion plan that will add seven new ships to the Costa Cruises fleet by 2023, for a total investment of over €6bn.

Princess Cruises has seen tremendous growth in Asia in just six years of homeporting in the region, in Singapore, Japan and Taiwan, according to Farriek Tawfik, director, Southeast Asia, Princess Cruises. He reports that Southeast Asia continues to be a strategic market for the cruise line, which will open another sales representative office here during the first quarter of 2020.

Sapphire Princess will homeport for the sixth consecutive season in Singapore in 2019, sailing to various destinations in Southeast Asia until March 2020, including a solar eclipse cruise over Christmas week.

In 2020, Grand Princess, the first MedallionClass ship to be based in Asia, will homeport in Singapore for the first time. The first MedallionClass ship to visit Singapore,



Solaire Cruise Center, Manila



Dream Cruises' Michael Goh (centre)

Regal Princess, stopping in Singapore in November 2020 en route to Australia.

Princess Academy, Princess Cruises' online training programme for travel advisors, has seen a growth in enrollment, with currently 200 Commodores in Southeast Asia and over 700 travel agency staff enrolled.

In 2020, Genting Dream will continue to homeport year-round in Singapore with new destinations to Christmas Island and Belitung in addition to Phuket, Penang, Palawan, Langkawi, Kota Kinabalu and Koh Samui. World Dream will homeport year round in Hong Kong/Guangzhou will special homeport deployments of up to 10 cruises from Taiwan in 2020 to meet growing demand.

Michael Goh, president of **Dream Cruises** and head of international sales, Genting Cruise Lines reports that Dream Cruises is anticipating the arrival of the first 208,000gt Global Class ship, Global Dream in 2021, driving-up demand with additional capacity in Asia and beyond with the existing three Dream Cruises ships in the fleet.

Star Cruises fleet will continue to boost

regional demand in Taiwan, Hong Kong and China, with a series of Japan itineraries throughout 2020.

Crystal Cruises will deploy Crystal Serenity in Asia in the first quarter of 2020 and introduce the 20,000 gross ton Crystal Endeavor Yacht later the same year.

Inter cruises Shoreside & Port Services regional director Asia Julieanne Yee observes that in 2019 many Southeast Asian ports have 'regrouped and reinforced their offering, forging stronger relationships, enhancing infrastructure and increasing operation efficiency,' with greater focus on shore excursions.

'New port developments have either completed or are nearing completion, ready for early 2020 or the start of the 2020/2021 season at the latest,' she adds, citing new terminals in Manila and Ilocos Norte in the Philippines and Benoa (Bali) in Indonesia, and upcoming port development in Malacca, which she says points towards a strong 2020 for the Asia cruise industry.

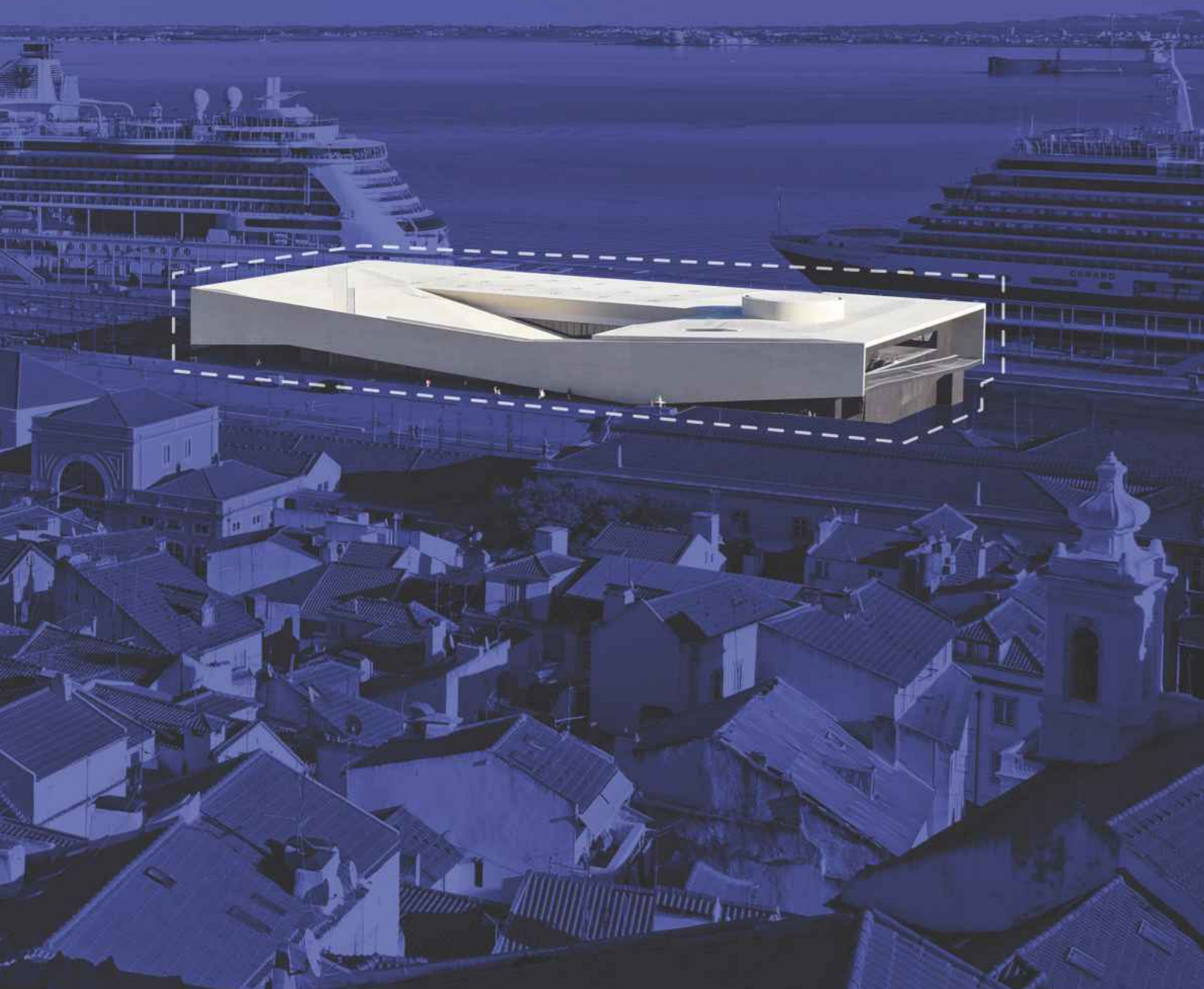
By Jen Eveland

26 MONTHS
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PHOTO: VIKING RIVER CRUISES



Viking River Cruises' Torstein Hagen will take delivery of yet another six Viking Longships from Neptun Werft next spring

More than 20 new additions to Europe's fleet of riverships have been confirmed by the end of November, including – apart from a number of outstanding new ships – also a rather interesting conversion.

As another development, River Cruise Europe has seen its launch as the industry's new voice, and started work already at a first gathering of members in Amsterdam.

2020 will become a year of exciting additions to Europe's river cruise products. Rather remarkable is the arrival of four adapted Viking Longships tailored to operation on River Seine and right into the centre of Paris.

Built at Neptun Werft for **Viking River Cruises** along the principal lines of the proven Longship design, the Viking Fjorgyn, Viking Kari, Viking Radgrid and Viking Skaga will be able to dock in the Port de Grenelle, just a stone's throw away from key sights including the Eiffel Tower.

The four ships are going to be deployed on eight-day 'Paris & the Heart of Normandy' itineraries starting from Paris as the turnaround port. While the interior design, accommodation and public areas are going to be in line with the usual Viking Longships standard, the four units have different hull structures and engines customised to this rather demanding area of operation.

As a result, the capacity of the adapted quartet is lower than usual for a Longship – instead of 190 guests, the units tailored to River Seine will carry only 168. If demand arises, the ships could be moved to other European rivers, but it is unlikely this will happen in any near future as Viking – in line with other cruise lines – records a booming demand of its French itineraries.

In late autumn 2019 Viking Fjorgyn and Viking Skaga were under construction shoreside at Neptun Werft, while the Viking Kari and Viking Radgrid had already been launched. Another two Viking Longships of the standard 190 passengers configuration, Viking Gersemi and Viking Hervor, have

already been completed throughout by Neptun Werft and are currently stored at Rostock's Überseehafen in order to be delivered to their future owner next year.

Delivery of the altogether six Viking Longships to Viking River Cruises will take place en-bloc in spring 2020 and highlight a new record in the history of European river cruising – the Viking Fjorgyn constitutes Neptun's 60th Longship built for her owners since the design was first launched with the Viking Odin back in 2011.

Another interesting innovation is the Dutch-built S.S. São Gabriel due to start service for **Uniwold** on the River Douro in April 2020. Offering four Grand Suites, twelve Suites, 20 cabins with French balconies, ten Deluxe cabins and four Classic cabins (even these with an amazing size of 135 sq ft), the S.S. São Gabriel offers a very high standard on a ship carrying no more than 100 guests.

As impressive is the second newbuilding to join River Douro operations in 2020, Tauck's Andorinha. **Tauck**, a new arrival to River Douro, claim it will carry fewer guests than any other vessel currently operated by a major cruise line in the area – in fact, the Andorinha hosts no more than 84 guests and a crew of 36. Accommodation takes place in 42 cabins, including twelve 300sq ft suites on the upper Diamond Deck.

Designed in close cooperation with Tauck's longstanding operational partner, Scylla AG, the new Andorinha – which underwent trials in the Netherlands during November – will officially launch her new operation in March, offering the overseas target audience three different itineraries.

The smallest 'new' rivership to arrive in 2020 is quite striking: **Boat Bike Tour's**

No less than 60 Longships have been constructed by Neptun Werft for Viking River cruises between 2011 and 2020

PHOTO: NEPTUN WERFT GMBH & CO. KG



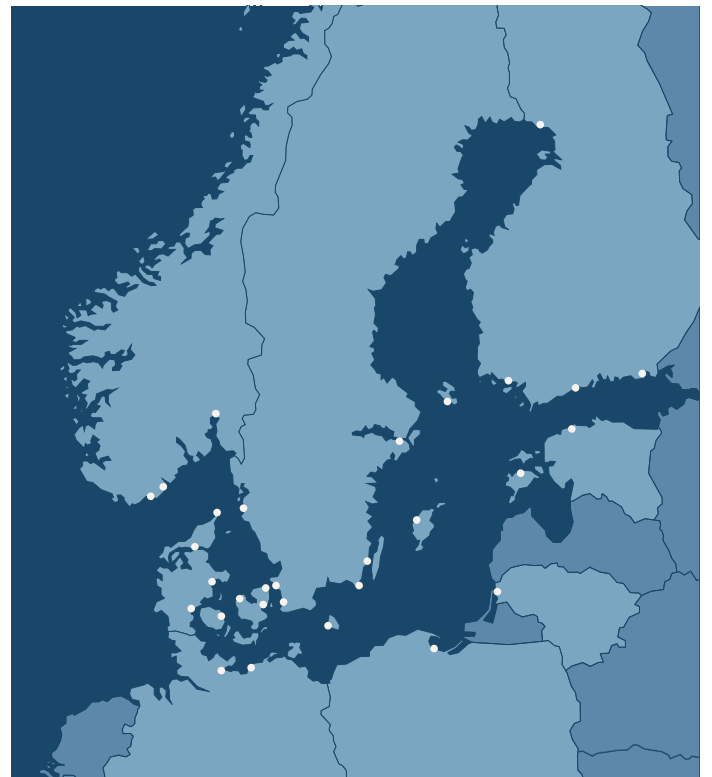
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Cruise
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Magnifique IV originally started her career as an inland cargo ship back in 1965 and is currently undergoing a complete conversion in the Netherlands from which a virtually new ship will reappear for inauguration next spring. It is unlikely that anyone is going to recognise the ageing freighter which ultimately operated under the name of Vigila. As Dutch-registered Magnifique IV, the vessel is going to add a new dimension to the operator's existing (and successful) fleet, offering ten suites and eight cabins for a total of just 36 passengers. The 67mtr long ship – significantly smaller than average European riverships – is tailored to operation in the Netherlands and in Belgium, offering itineraries far off the beaten track with a particular focus on sail-and-bike cruises as well as itineraries local cultural experiences.

The newbuilding list for 2020 illustrates the healthy state Europe's river cruise industry is in making the need for a strong voice ever more evident, a demand to which the foundation of River Cruise Europe in September responded.



Tauck's Andorinha, a superb ship catering for an intimate number of guests, is one of two new ships to start operation on River Douro next year

Officially launched at Seatrade Europe, River Cruise Europe – an initiative prepared under the umbrella of Cruise Europe since spring 2019 – aims to provide an interbranch platform for operators, ports, destinations, tour operators, service providers, suppliers, yards and any other parties involved with river cruising in Europe (see also Seatrade Europe feature).

River Cruise Europe started its existence in September with 20 members (including 13 ports, four cruise lines, two tour operators as well as the French company Guian, one of the leading insurance brokers companies

acting in inland waterways transportation), by the end of November the number of members grew to 33.

On 21 November 2019 the first Member Conference took place in Amsterdam, defining three core topics to be worked on during 2020: Berthing, the collection and share of data, as well as 'Telling the Rivercruise Story', i.e. communication of the industry's development and achievements. The association is online at river-cruise-europe.eu.

By Frederik Erdmann

Riverships to be delivered in 2020 for operation in Europe

Name	Beds	Shipyard	Chartered / operated by	Rivers
Amadeus Imperial	168	Shipyard De Hoop	Lüftner Cruises	D+R/M
AmaSiena	156	Scheepswerf & Machinefabriek Vahali	AmaWaterways	D+R/M
Andrea II	190	Scheepswerf & Machinefabriek Vahali	Phoenix Reisen	D+R/M
Andorinha	84	Scheepswerf & Machinefabriek Vahali	Tauck Inc	DOU
Annika	180	Scheepswerf & Machinefabriek Vahali	Phoenix Reisen	D+R/M
Avalon View	166	Scheepswerf Jac. den Breejen	Avalon Waterways	D+R/M
Belvedere	180	To be confirmed	Nicko Cruises	D
Excellence Empress	178	TeamCo Shipyard B.V.	Swiss Excellence River Cruise	R
Geoffrey Chausser	176	Scheepswerf & Machinefabriek Vahali	Riviera Travel	D+R/M
Lady Diletta	172	TeamCo Shipyard B.V.	Plantours	D+R/M
Magnifique IV*	36	Scheepswerf Talsma	Boat Bike Tours	NL/B
nickoSpirit	170	To be confirmed	Nicko Cruises	R/M
S.S. São Gabriel	100	Shipyard De Hoop	Uniworld	DOU
Travelmarvel Polaris	182	Scheepswerf Jac. den Breejen	ATG Tour Europe Ltd. / APT	D+R/M
Viking Fjorgyn	168	Neptun Werft GmbH & Co. KG	Viking River Cruises	Seine
Viking Gersemi**	190	Neptun Werft GmbH & Co. KG	Viking River Cruises	Seine
Viking Hervor**	190	Neptun Werft GmbH & Co. KG	Viking River Cruises	D+R/M
Viking Kari	168	Neptun Werft GmbH & Co. KG	Viking River Cruises	Seine
Viking Radgrid	168	Neptun Werft GmbH & Co. KG	Viking River Cruises	Seine
Viking Skaga	168	Neptun Werft GmbH & Co. KG	Viking River Cruises	Seine
VistaSky	180	Scheepswerf & Machinefabriek Vahali	1A-Vista	D+R/M

* Conversion of the 1965-built river cargo vessel Vigila ** Already completed, delivery in 2020
 Rivers: D = Danube; DOU = Douro; R+M = Rhine/Main

MARKETS

CRUISE LINE	SHIP NAME	YARD	GROSS	LOWER BERTHS	DELIVERY	REPORTED PRICE (\$)
2019 DELIVERIES						
Hurtigruten	Fridtjof Nansen	Kleven Verft	20,889	530	Summer	\$130m
2020 DELIVERIES						
Virgin Voyages	Scarlet Lady	Fincantieri	110,000	2,800	January	\$690m
Regent Seven Seas Cruises	Seven Seas Splendor	Fincantieri	54,000	738	January	\$479m
Lindblad Expeditions	National Geographic Endurance	Ulstein Verft	12,300	126	Winter	\$135m
Celebrity Cruises	Celebrity Apex	Chantiers de l'Atlantique	129,500	2,900	Spring	\$875m
Ponant	Le Bellot	Fincantieri/Vard	10,000	184	April	\$130m
Mystic Cruises	World Voyager	WestSea Viana	9,300	200	April	\$121m
Carnival Cruise Line	Mardi Gras	Meyer Turku	180,000	5,200	Spring	\$1,100m LNG
P&O Cruises	Iona	Meyer Werft	180,000	5,200	Spring	\$1,100m LNG
Ritz-Carlton Yacht Collection	Evrima	Astillero Barreras	24,000	298	June	\$210m
Princess Cruises	Enchanted Princess	Fincantieri	143,700	3,560	June	\$676m
Silversea Cruises	Silver Moon	Fincantieri	40,700	596	July	\$371m
Sea Cloud Cruises	Sea Cloud Spirit	Metalships & Docks	4,230	136	August	\$100m
Saga Cruises	Spirit of Adventure	Meyer Werft	55,900	972	August	\$330m
Silversea Cruises	Silver Origin	De Hoop	6,000	100	July	\$60m
Crystal Expedition Cruises	Crystal Endeavor	MV Werften	19,800	200	Summer	\$200m
MSC Cruises	MSC Virtuosa	Chantiers de l'Atlantique	177,000	4,900	September	\$850m
Ponant	Le Jacques Cartier	Fincantieri/Vard	10,000	184	September	\$130m
Quark Expeditions	Ultramarine	Brodosplit	13,000	200	September	\$130m
Costa Asia	Costa Firenze	Fincantieri	135,500	4,200	October	\$676m
SunStone	Ocean Victory	China Merchants HI	8,000	186	October	\$100m
Coral Expeditions	Coral Geographer	Fincantieri/Vard Vung Tau	5,000	120	Q4	\$65m
Royal Caribbean International	Odyssey of the Seas	Meyer Werft	168,600	4,180	Autumn	\$970m
2021 DELIVERIES						
Dream Cruises	Global Dream	MV Werften	208,000	4,700		\$1,000m
Disney Cruise Line	Disney Wish	Meyer Werft	140,000	2,500	Winter	\$900m LNG
SunStone	Ocean Explorer	China Merchants HI	8,000	180	January	\$100m
Royal Caribbean International	Wonder of the Seas	Chantiers de l'Atlantique	227,000	5,497	Winter	\$1,425m
Lindblad Expeditions	National Geographic Resolution	Ulstein Verft	12,300	126	Winter	\$135m
Virgin Voyages	Valiant Lady	Fincantieri	110,000	2,800	March	\$690m
Viking Cruises	Viking Venus	Fincantieri	47,800	930	March	\$308m
Ritz-Carlton Yacht Collection	Unnamed	Astillero Barreras	24,000	298	Autumn	\$210m
Atlas Ocean Voyages	World Navigator	WestSea Viana	9,300	200	April	\$90m
Scenic	Scenic Eclipse II	Uljanik, Croatia	17,085	228		\$142m
AIDA Cruises	AIDAcosma	Meyer Werft	180,000	5,200	Spring	\$100m LNG
Viking Cruises	Unnamed	Fincantieri Vard			Q2	\$305m
Hurtigruten	Unnamed	Kleven Verft	20,889	530	Spring	\$130m
Hapag-Lloyd Cruises	Hanseatic Spirit	Fincantieri/Vard	15,650	230	April	\$200m
MSC Cruises	MSC Seashore	Fincantieri	169,380	4,560	Spring	\$1,071m
Holland America Line	Ryndam	Fincantieri	99,500	2,650	May	\$518m
Seabourn	Seabourn Venture	TMariotti	23,000	264	June	\$220m
Ponant	Le Commandant Charcot	Fincantieri/Vard	30,000	270	June	\$270m LNG
Vodohod	Unnamed	Helsinki Shipyard	10,500	148	August	\$100m
Crystal Expedition Cruises	Endeavor 2	MV Werften	19,800	200	Summer	\$200m
SunStone	Infinity class 7	China Merchants HI	8,000	186	October	\$100m
Costa Cruises	Costa Toscana	Meyer Turku Yard	180,000	5,000	October	\$100m LNG
Oceanwide Expeditions	Janssonius	Brodosplit	5,590	180	October	\$85 m
Princess Cruises	Discovery Princess	Fincantieri	143,700	3,560	November	\$676m
Silversea Cruises	Silver Dawn	Fincantieri	40,700	596	Autumn	\$381m
Celebrity Cruises	Celebrity Beyond	Chantiers de l'Atlantique	129,500	2,900	Autumn	\$792m
2022 DELIVERIES						
Vodohod	Unnamed	Helsinki Shipyard	10,500	148		\$100 m
Dream Cruises	Global class 2	MV Werften	208,000	4,700		\$1,000m
Crystal Cruises	Crystal Diamond	MV Werften	65,000*	800*		\$456m
MSC Cruises	MSC Europa	Chantiers de l'Atlantique	205,700	5,264		\$1,125m LNG
Norwegian Cruise Line	Project Leonardo	Fincantieri	140,000	3,300		\$851m
Royal Caribbean International	Icon class 1	Meyer Turku	200,000	5,000		\$1,590m LNG
Oceania Cruises	Allura class 1	Fincantieri	67,000	1,200		\$656m
P&O Cruises	Unnamed	Meyer Werft	180,000	5,200	Spring	\$1,222m LNG

CONTINUED NEXT PAGE

Atlas Ocean Voyages	World Traveler	WestSea Viana	9,300	200		\$90m
Viking Cruises	Unnamed	Fincantieri Vard				\$305m
Style Cruise	Unnamed	China Merchants HI	37,000	660	Autumn	\$200m
Cunard	Unnamed	Fincantieri	113,000	3,000		\$830m
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
SunStone	Ocean Odyssey	China Merchants HI	8,000	180	March	\$100m
Virgin Voyages	Unnamed	Fincantieri	110,000	2,800	May	\$690m
Carnival Cruise Line	Unnamed	Meyer Turku	180,000	5,200		\$900m LNG
Seabourn	Unnamed	T.Mariotti	23,000	264	May	\$220m
SunStone	Ocean Discoverer	China Merchants HI	8,000	180	September	\$100m
Celebrity Cruises	Edge class 4	Chantiers de l'Atlantique	129,500	2,900		\$875m
SunStone	Ocean Albatros	China Merchants HI	8,000	180	October	\$100m
Paul Gauguin Cruises	Unnamed	Fincantieri/Vard	11,000	230		\$166m
Viking Cruises	Unnamed	Fincantieri	47,800	930	Summer	\$308m
Paul Gauguin Cruises	Unnamed 2	Fincantieri/Vard	11,000	230		\$166m
Disney Cruise Line	Unnamed	Meyer Werft	140,000	2,500		\$900m LNG
2023 DELIVERIES						
Disney Cruise Line	Unnamed	Meyer Werft	140,000	2,500		\$900m LNG
AIDA Cruises	Unnamed	Meyer Werft	180,000	5,400		\$1,000m LNG
TUI Cruises	Mein Schiff 7	Meyer Turku Yard	111,500	2,894	Spring	\$515m
MSC Cruises	Luxury 1	Fincantieri	64,000	1,000	Spring	\$1,065m
Regent Seven Seas	Unnamed	Fincantieri	54,000	738		\$540m
MSC Cruises	Meraviglia 5	Chantiers de l'Atlantique	183,500	4,816		\$1,063m LNG
Norwegian Cruise Line	Project Leonardo 2	Fincantieri	140,000	3,300		\$851m
CSSC Carnival Cruise Shipping	Unnamed	Shanghai Waigaoqiao	133,500	4,000		\$750m
Viking Cruises	Unnamed	Fincantieri	47,800	930	Summer	\$308m
Royal Caribbean International	Oasis 6	Chantiers de l'Atlantique	227,000	5,497	Autumn	\$1,425m
Atlas Ocean Voyages	World Adventurer	WestSea Viana	9,300	200		\$90m
Atlas Ocean Voyages	World Seeker	WestSea Viana	9,300	200		\$90m
Princess Cruises	Unnamed	Fincantieri	175,000	4,300		\$1,000m LNG
Virgin Voyages	Unnamed	Fincantieri	110,000	2,800	December	\$690m
MSC Cruises	Seaside Evo 2	Fincantieri	169,380	4,560		\$1,071m
2024 DELIVERIES						
MSC Cruises	World class 2	Chantiers de l'Atlantique	205,700	5,264		\$1,125m LNG
Royal Caribbean International	Icon class 2	Meyer Turku	200,000	5,000		\$1,590m LNG
MSC Cruises	Luxury 2	Fincantieri	64,000	1,000	Spring	\$570m
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
TUI Cruises	Unnamed	Fincantieri	161,000	4,500*		\$1,080m LNG
Norwegian Cruise Line	Project Leonardo 3	Fincantieri	140,000	3,300		\$851m
Celebrity Cruises	Edge class 5	Chantiers de l'Atlantique	117,000	2,900	Autumn	\$830m
CSSC Carnival Cruise Shipping	Unnamed	Shanghai Waigaoqiao	133,500	4,000		\$750m
2025 DELIVERIES						
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
Oceania Cruises	Allura class 2	Fincantieri	67,000	1,200		\$656m
Princess Cruises	Unnamed	Fincantieri	175,000	4,300		\$1,080m LNG
MSC Cruises	Luxury 3	Fincantieri	64,000	1,000	Spring	\$570m
Royal Caribbean International	Icon class 3	Meyer Turku	200,000	5,000		\$1,590m LNG
Norwegian Cruise Line	Project Leonardo 4	Fincantieri	140,000	3,300		\$851m
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
2026 DELIVERIES						
Norwegian Cruise Line	Project Leonardo 5	Fincantieri	140,000	3,300		\$851m
MSC Cruises	Luxury 4	Fincantieri	64,000	1,000		\$570m
TUI Cruises	Unnamed	Fincantieri	161,000	4,500*		\$1,080m LNG
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
Viking Cruises	Unnamed	Fincantieri	47,800	930		\$308m
2027 DELIVERIES						
Norwegian Cruise Line	Project Leonardo 6	Fincantieri	140,000	3,300		\$851m
Viking Cruises	Unnamed	Fincantieri	47,800	930	March	\$308m*
Totals	110 ships ^			229,188 lower berths		\$61.3bn*

* Estimate. For the most up-to-date orderbook information visit www.seatrade-cruise.com. Copyright © 2019 Informa Markets. All rights reserved. Although every effort has been made to ensure the information contained in this table is correct, the publishers accept no liability for any inaccuracies that may occur. No part of the publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means without prior written permission of the copyright owner.
 Not included Flying Clipper for Star Clippers built by Brodspilt currently in arbitration;
 2 x Evolution class for Silversea with Meyer Werft for a first delivery in 2022

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Updated Savona Palacrociere facilities



The ceremony was attended by the city's mayor, Ilaria Caprioglio, the Liguria Region president, Giovanni Toti, the president of the Western Ligurian Sea Port Authority, Paolo Emilio Signorini, and the president of Costa Cruises Neil Palomba

A ribbon-cutting ceremony opened the updated Calata delle Vele quay and Palacrociere terminal 1 in Savona, a €22m investment.

The Western Ligurian Sea Port Authority paid to renovate the quay, and Costa the terminal.

The work adapted the main cruise quay to suit the latest generation of ships. This entailed increasing depth alongside from 9 to 11mtr and reinforcing quays 9 and 10 plus the installation of scaffolding supported by pillars on the front of quay 8.

For its part, Costa invested almost €5m to update Palacrociere terminal 1. This involved redesigning the entrance hall,

where the fountain was removed, rebuilding the reception desk and widening the security area, which was fitted with four X-ray machines.

Also, to help regulate passenger flow, part of the terrace, measuring 130sq mtr was covered with glass and will be used for in-transit passengers, with an additional four X-ray machines. Signage was replaced and a connecting bridge built between the two higher floors. The biggest investment related to the two suspended glass and metal walkways that connect the terminal to the ship.

The terminal and quay will accommodate the new LNG-powered Costa Smeralda.



A welcome return to Odessa

Phoenix Reisen's Amera berthed in Odessa on October 30, 2019 – marking the first call of an international ocean cruise ship in the Ukrainian port since June 2017 when Island Sky visited.

During the fallow two years Odessa's cruise business has been centred only on river cruise with 17 calls in 2018 and 15 in 2019.

Amera arrived from Constanta with 750 guests on board mainly from Germany, as well as the US and EU countries.

The ship was on a Mediterranean and Black Sea cruise which includes stops in Nice, Piraeus, Nessebar, Constanta, Odessa, Istanbul, Santorini, Durres, Split and finishing in Trieste.

1988-built Amera's arrival in the Black Sea is as a result of continuing efforts by Odessa Port Authority and other ports in the region to tempt cruise lines to bring back their ships including participation at major cruise events such as Seatrade Cruise Global in Miami in April this year and Seatrade Europe in September in Hamburg.

Odessa, along with other MedCruise member ports, Constanta, Varna and Burgas set up a Working Group in May 2018 which has met several times and has set out a three year marketing strategy to entice the return of cruise tourism.

Odessa is expecting 11 international ocean cruise ships and 26 river cruise ships next year and 16 bookings have been received for 2021.

Marseille's Blue Charter



Hervé Martel (chairman of the board, Grand Port Maritime de Marseille), Jean-François Suhas (president Club de la Croisière Marseille Provence), Thierry Coquil (director maritime affairs, representing the Ministry of Ecological and Solidarity Transition), Neil Palomba (president Costa Crociere), Ukko Metsola (vice-president, government relations, Europe & Asia-Pacific, Royal Caribbean Ltd), Erminio Eschena (president CLIA France and director of Institutional Affairs & Corporate Relations, MSC Cruises), Anne-Claudius Petit (regional councillor and vice-president of Biodiversity and Energetical Transition Commissions, Regional Council Provence-Alpes-Côte d'Azur), Roland Blum (1st deputy, delegate for transport, mobility and travel, Aix Marseille Provence Metropole), Jean-Emmanuel Sauvée (president and co-founder, Ponant)

Four cruise lines representing almost 83% of calls in Marseille and 95% of cruise visitors to the city signed a joint commitment along with port, tourism and city authorities to significantly reduce ship emissions in the area.

The Blue Charter was signed by Costa

Cruises, MSC Cruises, Royal Caribbean Cruises Ltd and Ponant and the Port of Marseille Fos, Marseille Provence Cruise Club (MPCC) and Provence Alpes-Côte d'Azur Regional Council at a Summit held in the French port city.

Signatories of the Blue Charter agree

to implement the following actions, over and above any national or international regulations in order to protect the air quality for Marseille inhabitants:

- use shore power at berth which will be ready for two cruise ships at the same time by start of the 2024 season
- burn 0.1% marine gas oil or equivalent fuels such as LNG or alternatively use scrubbers when entering the port
- encourage the provision of LNG bunkering from the port's LNG terminals at Fos Tonkin and Fos Cavaou
- observe a maximum speed of 10 knots within the pilot zone on approaching and leaving the port.

Marseille remains on target to welcome 2m cruise passengers by 2020.

Journey towards a sustainable cruise future in Denmark



CruiseCopenhagen launched its new strategy this year, 'Together on a sustainable cruise future,' where more than 60 local partners from Danish ports, hotels, attractions, port agents, tour operators, etc., have committed to collaborate on a sustainable cruise development in Denmark.

With a new cruise terminal expected to open in Copenhagen in 2022, the port will

be able to offer a greater capacity compared to the other cruise terminals at Ocean Quay.

This cruise season, there has been a significant increase in shore excursion offers that not only visit the classical sights in the city centre but also take guests to other areas of the city. The research project, 10XCopenhagen, conducted by Wonderful Copenhagen, demonstrated that the satisfaction level of tourists increased with the number of neighbourhoods visited during their stay.

Conveniently located in the Baltic Sea, the port offers a well-connected international airport, flexible turnaround facilities at Ocean Quay, and an established network of local partners, which collaborate to provide a memorable experience for every visiting cruise guest.

Kalundborg – a smart sustainable destination



Sheltered inside Kalundborg Fjord, on the west coast of Zealand in Denmark, about one hour's drive from Copenhagen, and with no restrictions for any size of cruise ships Kalundborg is strategically positioned next to the deep-water T-route, making it the smart, sustainable choice for the entire Zealand region, saving tons of fuel and time.

Kalundborg is known for its five towered church, in the heart of the old historic high town, rich in medieval architecture.

The pedestrian shopping street offers shops and cafés.

The Peninsular of Roesnaes has been named 1 of 15 most beautiful nature sites in Denmark. Home of the biggest vineyard in Scandinavia, and the historic lighthouse and bunkers rich of WW2 history.

In short proximity to Kalundborg, shore excursions are offered to attractions such as the historic Viking sites in the area, beautiful gardens, and castles with Michelin cuisine.

Roskilde, with its historic cathedral and Viking ship museum, is less than an hour away, and Copenhagen city centre with all its attractions only 1.5 hours away.

Lübeck – the North German beauty



Directly behind the banks of the Trave rise the seven spires of the five Old Town churches, which have made the silhouette of Lübeck famous and from which you can even see the waves of the Baltic Sea at Travemünde on a clear day.

UNESCO designate the medieval city center as a World Heritage Site in 1987. The Holsten Gate, symbol of the "Queen of the Hanseatic League", with its late gothic

façade, welcomes you imposingly.

Exploring Lübeck's true beauty always means looking behind the scenes – for example, behind the historic merchants' houses in the hidden alleys and courtyards.

The so-called huts known as "Buden" were built in gardens and backyards for the workers and day laborers. Today, there are still around 90 of these colourful brick buildings and half-timbered houses.

The city's famous ambassador is Lübeck marzipan. In the world-famous café "Niederegger", dating back to 1806, you can not only taste the original Lübeck marzipan cake, but also explore the history of this tasty sweetmeat directly in the Marzipan Museum.



Walk to home of Hamlet

Calling Port of Helsingør – The Home of Hamlet the first impressive sight is the old renaissance castle of Kronborg, the inspiration to Shakespeare's tale of Hamlet. Once on shore you can walk to the Castle of Kronborg.

Through a gangway, and exiting an old terminal building, built with inspiration from Rosenborg Castle in Copenhagen, you will be in the middle of the medieval city centre of Helsingør and a few hundred meters from The Home of Hamlet. If all goes well, this scenario will be the reality for cruise passenger in a few years when calling the new quay at Port of Helsingør.

A new quay is in the planning phase where cruise ships of all sizes will be able to berth and see the astonishing sight of Kronborg. It will be built as environmentally friendly as possible including shore power from windmills and solar panels.

Bornholm named #2 island



Condé Nast Traveler readers voted the sunshine island number 2 among "Top Islands in Europe" 2019 – an honour due to the island's white sandy beaches, rocky cliffs, varied museums, popular ceramic and glass production, and delicious eateries and delicacies.

In particular, the magazine mentions Michelin restaurant Kadeau and the chef Nicolai Nørregaard's innovative take on the Nordic Cuisine.

The many sights and attractions combined with a new cruise pier in the port of Rønne, and the island's perfect location in relation to other ports in the Baltic, has made Bornholm a popular cruise destination.

Ground breaking for Durban Cruise Terminal



MSC Cruises through Kwazulu Cruise Terminal (KCT) broke ground on the construction of the new Durban Cruise Terminal in South Africa which is expected to be operational from January 2021.

Ross Volk, md of MSC Cruises South Africa and director of KCT, said; 'The multi-user terminal will make Durban an even more desirable destination for cruise ships from all over the world, which will substantially boost tourism numbers, create thousands of jobs and lead to supplier development.'

The growth in cruising's popularity in South Africa has led to MSC Cruises' decision to deploy two ships to South Africa for the winter 2020/2021 cruise season with MSC Opera to be home ported in Cape Town and MSC Musica in Durban.

Yokohama's new Shinko cruise terminal opens



Over 55,000 visitors showed at Yokohama's newly opened Shinko Pier terminal to welcome Diamond Princess on November 4, as the Princess Cruises' vessel became the

first cruise ship to berth.

The berth is 340mtr and 9.5mtr depth for accommodating cruise ships up to 110,000gt and it is the first cruise terminal in Japan to

include a commercial area and a hotel.

The five storey building, located close to the city, features 25 shops including Japan Ramen Food Hall with six ramen shops, sweets factories and restaurants with panoramic views. The Intercontinental Yokohama Pier 8 hotel spans the third to fifth floors.

Named the Yokohama Hammerhead Project after the port's old quay crane installed at Shinko Pier in 1914, the crane is undergoing restoration and will stand in a park near the terminal opening by the end of next year.

In the evening around 5,000 people gathered on the quayside waving yellow flags and hankies to bid goodbye to Diamond Princess.

Antigua poised for first Royal Caribbean Beach Club

Delivering the ultimate beach day is Royal Caribbean International's goal for its first Royal Beach Club, a new destination concept planned to debut in Antigua in 2021. The Royal Beach Club at Fort James, not far from St. John's cruise berths, will offer regional fare, island-style barbecues and live music, along with wave runners, paddle boarding, snorkelling, a family splash pad, private cabanas and a spectacular pool with swim-up bar.

The concept builds on the success of Royal Caribbean's Perfect Day at CocoCay in the Bahamas, but will be a distinctly different experience. 'With Royal Beach Club, we're starting with a great



The Royal Beach Club at Fort James will be located not far from St. John's cruise berths

day at a beautiful beach, and adding even more services and activities. Each location will feature local food and music, family

activities and custom attractions to give everyone plenty of options about how to spend their day by the sea,' said Michael Bayley, president and ceo, Royal Caribbean International.

Royal Caribbean signed a memorandum of understanding with the government of Antigua and Barbuda for the project, to be located along a half mile of beach near Fort James.

Royal Caribbean is already partnering with Global Ports Holding to develop Antigua's cruise facilities, including the completion of a berth at St. John's to handle Oasis-class ships.

Seatrade Europe 2019

PHOTO: MICHELLE WINN/INFORMIA



Daniel Buchmüller, River Advice/IG RiverCruise; Seatrade's River Cruise expert Frederik Erdmann; Monic van der Heyden, Port of Amsterdam; Veit Hürdler, CCCB/CCCW and Marco van Ingen, RSR Shipping

officially launched River Cruise Europe, a voice for Europe's river cruise ship sector. Together with Cruise Europe chairman Capt. Michael McCarthy, they presented the initiative to the industry for the first time.



Seatrade Cruise Med 2020 heads to Malaga next September and delegates were given a flavour of what to expect at a drinks reception held on the showfloor and a welcome presentation from Salvador de la Encina, president, Puertos del Estado and Carlos Rubio, president, Port Authority of Málaga.

Jacintha Stephens 1961-2019

Jacintha Stephens, Seatrade Cruise's Singapore-based correspondent for two decades passed away following a battle with cancer. She was 58.



Since the late 90's, Stephens charted Asia cruise market developments from its fledgling beginnings when just a single cruise line based ships in the region to the increasing commitment by all major international cruise lines and regional governments.

Stephens started her media career as a television reporter in Singapore, and has freelanced for major international broadcast, print and online media, as well as authored books.

'Jacintha has been a dedicated and loyal colleague who built up an extensive network of cruise contacts stretching from India to Japan and everywhere in between and Seatrade is extremely sad to hear of her passing,' remarked Mary Bond, global director, Seatrade Cruise.

Ted Blamey, Principal CHART Management Consultants said, 'the cruise industry lost one of its Asia experts with the sad passing of Jacintha. But, more than that, we will miss a true professional and a warm and engaging personality who regularly brought us important news and insights into this most dynamic and complex of all the world's cruise regions.'

Stephens is survived by her husband Sidhanand Raju, and two sons, Damien and Daniel.

Seatrade Cruise Asia Pacific 2019

Dr Zinan Liu, Chairman of Royal Caribbean Cruises, Asia launched his new book entitled Oasis on the Ocean an Inside Look at China's Cruise Industry offering an in-depth view of forces that drive the ups and downs of China's cruise industry and the journey RCI has been on in the last decade.



An impromptu photo call as delegates surround Bruce Krumrine vp shorex for Princess and Holland America Line to say thank you after he let it slip he was retiring soon after 40 years in the cruise industry, many of which has been spent exploring what Asian ports and destinations have to offer.



Genting Cruise Lines sponsored a cocktail reception entitled The Future is Global in which Michael Goh president Dream Cruises (left) revealed 208,000gt Global Dream arriving in 2021, will offer a roller coaster of considerable length as part of a theme park at sea concept.



Ed Stephan



Edwin Stephan, the founder of Royal Caribbean Cruise Line and, together with Knut Kloster and Ted Arison, a father of the modern cruise industry, died at 87.

In the 1960s, Stephan had the vision for a line that would field new ships for Caribbean cruising instead of using repurposed vessels, the standard at the time. He guided Royal Caribbean at its birth and served as president from 1969 to 1996, when he became vice chairman, a role he held until 2003.

Stephan was a 'man of great vision and tremendous warmth' who was 'universally well-liked,' said Richard Fain, chairman and ceo of Royal Caribbean Cruises Ltd.

'His influence is impossible to measure. Everyone at Royal Caribbean, and the cruise industry as a whole, owes him

a great debt. He is a founding father of the modern cruise industry.'

After an early career in Miami's hotel business, Stephan joined Yarmouth Steamship Co. in the 1960s and later became president of Commodore Cruise Line.

In 1968, he went to Oslo seeking investors for his new-ships cruising concept. He enlisted the support of Anders Wilhelmsen & Co., I.M. Skaugen & Co. and Gotaas Larsen. Royal Caribbean was born January 31, 1969, as work began in Finland on the Song of Norway. The 17,500gt newbuild cost \$14.3m and debuted from Miami on November 7, 1970.

Inspired by Seattle's Space Needle, Stephan had the idea for the round, cantilevered Viking Crown Lounge that made Royal Caribbean ships stand out from the crowd. He also fostered the development of air/sea programs. And the line was the first to 'stretch' a major cruise ship by inserting a new midsection into Song of Norway in 1978.

Obituaries

Kirk Lanterman

A. Kirk Lanterman, who built Holland America Line into a powerful brand and served on the boards of Carnival Corp. & plc for many years, died at 87.



turned the brand around and into one of the most successful and innovative cruise companies in the world.'

Lanterman oversaw what was at the time one of the

'He was a formidable leader and a key driver of the growth of our company and in positioning Holland America Line as a premium cruise leader,' said Stein Kruse, group ceo, Holland America Group and Carnival UK. 'His personal strength and commitment to the financial vitality of the company are legendary, and he is credited with successfully steering the company through both economic hardships and tremendous growth.'

'When Kirk took over, Holland America Line was a small, barely profitable company with three ships,' Carnival Corp. & plc Chairman Micky Arison recounted 'He

most extensive shipbuilding programs in cruising, 10 vessels, as well as private island Half Moon Cay.

He came to the cruise industry via Westours, which HAL acquired in 1979. In 1983, he assumed the presidency of the newly combined operations and consolidated the headquarters in Seattle, closing the former Holland America offices in New York.

Lanterman became ceo of Holland America Line-Westours in 1989 shortly Carnival Corp. bought the company. In 1997, he was named chairman and ceo. He retired in 2004.

HAL regrouping



Tony Kaufman was promoted to evp professional services, general counsel and chief ethics and compliance officer for the Holland America Group, while Natalya Leahy moved up to cfo for the group's cruise brands and all land operations.

The group encompasses Princess Cruises, Holland America Line, Seabourn and Carnival Australia. Both Kaufman and Leahy report to ceo Stein Kruse.

Longtime senior executive Paul Goodwin is leaving as evp on-board revenue and port and shore operations for the group. He's been with Holland America the last 16 years and started his career there in the early 1980s.

Harry Sommer succeeds Andy Stuart

Outgoing Norwegian Cruise Line president and ceo Andy Stuart and his successor, Harry Sommer, shared the spotlight at Norwegian Encore's inaugural festivities.

Stuart has been with NCL since 1988, rising from a UK sales manager to the top job. And Sommer has held company

roles including leading international for Norwegian Cruise Line Holdings.

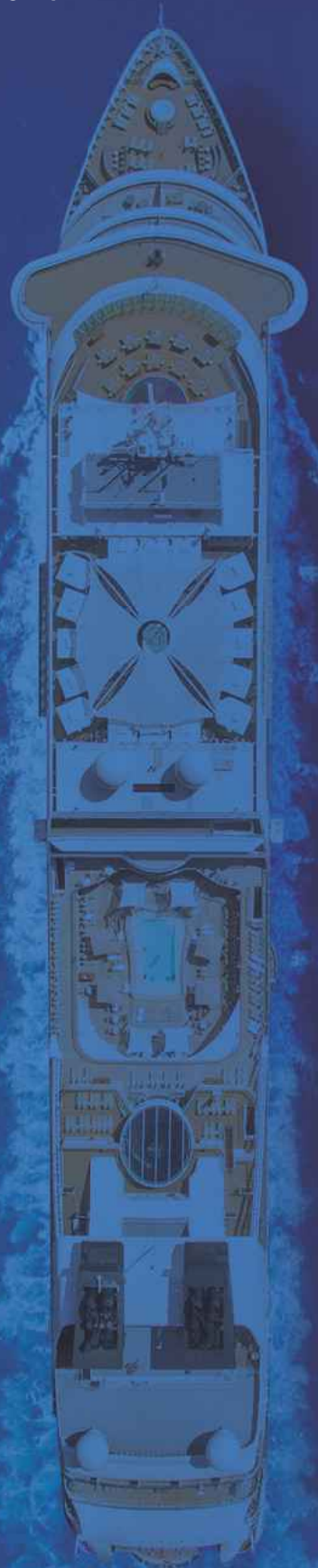
At Encore's splashy PortMiami debut, Stuart arrived in a race car to deliver the Champagne needed for godmother Kelly Clarkson to officially name the ship. He was welcomed by Sommer, centre, and their boss, Frank Del Rio, left.



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Backing China

A round up of the key highlights of Seatrader Cruise Asia Pacific 2019. **Katherine Si** and **Mary Bond** report.

Four senior cruise line executives expressed their optimism for the future of cruise in both China and the wider Asia Pacific during the opening State of the Industry session at Seatrader Cruise Asia Pacific in Baoshan, Shanghai.

A stellar line up of Colin Au, group president, Genting Hong Kong; Michael Bayley, president and ceo, Royal Caribbean International; Arnold Donald, president and ceo, Carnival Corp. & plc; and Pierfrancesco Vago, executive chairman, MSC Cruises, all gave strong messages of committing newer and bigger ships to the region in 2021 and beyond.

Bayley commented: 'If I had one word to describe the Asia Pacific cruise industry, it would be astonishing; China is the driver of significant progress in the market and we are bringing the largest cruise ship here.'

He had earlier announced the brand's 5th Oasis class ship to be named Wonder of the Seas will debut in Shanghai in mid-2021.

More and bigger ships

MSC Cruises is bringing 170,000gt MSC Bellissima to China in April 2020, its biggest capacity ship in the local market yet, and Vago said more will follow: 'We are at the beginning of a journey,' he stated. China has great potential as well as other countries in Asia, such as Japan and Singapore, he said.

Referencing the arrival in China of purpose-built Costa Venezia this year followed by sister Costa Firenze next, Donald said: 'There's so much opportunity. I do see growth here.'

He continued, 'The test is to convey what cruise really is in China,' which he referred to as 'one of the most vibrant areas of the world.'

Donald explained the importance of marketing to maximise growth potential and highlighted the importance of social media and the power of word of mouth, 'Social media is a great tool to share spirit and to inspire. People trust people – once the Chinese start cruising they won't stop.'

Wrapping up the session, moderator Mary Bond, group director Seatrader Cruise, asked each of the executives when they thought China may take over as the number one global source market.

Au, whose Dream Cruises brand will homeport 208,000gt Global Dream in Shanghai in 2021 and is building more ships for Asia, is bullish about China's growth potential.

'Many people think that China can surpass the US in 2030 to become the world's largest cruise source market,' he remarked. 'But the current 12m US passengers is six times that of China at 2m cruise passengers so we feel it is impossible to surpass the US in 2030.'

He continued, 'if China continues to grow at a 10% steady annual growth and the US has a slower mature 4% growth, then China will need 30 years to surpass the US, so it will take until 2049.'

Donald estimated China could become the number one source market by 2030; nearly 20 years before Au's prediction, but stressed this depends on available capacity.

The 2030 prediction was also echoed by Vago, who stated that 'the key to promote growth in the Chinese market is to build partnerships.'

The panel discussion ended with a smiling Bayley who chose 2029 as the year China would take the number one spot.





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Big reveal 1



Shanghai Party Secretary Li Qiang

Big reveal 1

China's first Cruise Tourism Development Demonstration Zone was launched at the event. Shanghai Party Secretary Li Qiang unveiled the zone approved by the Ministry of Culture & Tourism. The new title, an upgrade of the previous 'Experimental Zone' designated in 2012 is a milestone for the city and designed to set an example for other Chinese cities to develop cruise business. It will help with policy innovation, influence scope, growth potential and service standards.

Big reveal 2**Oasis 5 to debut in China**

China is getting its first Oasis-class ship, Royal Caribbean president and ceo Michael Bayley revealed at Seatrade Cruise Asia Pacific.

Oasis 5, to be called Wonder of the Seas, is going to debut in Shanghai in mid-2021. This underscores Royal Caribbean's commitment to the China market and makes a big statement: That the market is ready for the world's largest class of cruise ship. The 227,000gt vessel is being built at Chantiers de l'Atlantique.

Before this, China got the first Quantum Ultra newbuild, Spectrum of the Seas, which debuted earlier this year in Shanghai as Asia's largest cruise ship.

Big reveal 3**Global Dream's super roller coaster theme park**

Global Dream, the first 208,000gt Global-class ship for Dream Cruises, will offer a roller coaster of considerable length as part of a theme park at sea concept, the line announced at Seatrade Cruise Asia Pacific.

Global Dream is currently under

Big reveal 2



Michael Bayley (centre)

construction at MV Werften in Germany and will debut in early 2021.

This will be the second roller coaster at sea, following the one planned for Carnival Cruise Line's Mardi Gras in 2020.

Dream Cruises teamed up with Maurer Rides to develop the roller coaster as part of the ship's Dream Park at the Pier. (Maurer Rides is also developing Mardi Gras' BOLT.)

'The roller coaster's electric motors and positive-locking drive system allow acceleration over 1g almost everywhere on the 300mtr track guaranteeing a ride at up to 60km/h (37 mph).

The three spike carts will provide an interactive driving experience for up to two riders per vehicle with inline seats and an integrated throttle that allows passengers to control the speed of the ride.

The unusual perspective of the Space Cruiser creates the feeling of flying over the sea.

China's cruise shipbuilding Supply chain and skilled workers needed

As a top shipbuilding country, China is gearing up for improved performance in cruise ship construction and is planning on establishing a cruise supply chain for sustainable development.

Several industry professionals shared their opinions on how to improve China's current cruise shipbuilding business at a Seatrade Cruise Asia Pacific 2019 session sponsored by Bernhard Schulte Cruise Services and moderated by John Hemgard, global marine director, United Technologies.

CCTD (CSSC Cruise Technology Development), the cruise arm of China

Big reveal 3



Michael Goh

State Shipbuilding Corp aims to form an ecological system of cruise industry and connecting upstream and downstream players to better service the market, said Lyu Zhiyong, deputy general manager. 'We will set up a joint venture shortly to focus on cruise industry supply chain development,' Lyu added.

Agreed by Tang Le, sales manager of Deltamarin, there are areas of business that need to be improved, including to promote local supply chain and encourage local suppliers to offer good quality products and services.

Kirk Du, deputy managing director of Ulstein China identified helping domestic yards become more profitable in cruise shipbuilding, to upskill shipyard workers in cruise ship building techniques and to strengthen the coordination and communication between China and European cruise industry players as key to future growth.

'We should establish a system and set up industrial standards to better develop and regulate the industry, and we should consolidate the distributed resources,' commented Krzysztof Kozdron, managing director of Schulte Marine Concept.

Xie Daming, leader of Ship Type Group of CCS Cruise Project Team, China Classification Society talked about sustainable technology on cruise ships, especially the consideration of using new energy such as LNG.

'The industry is looking for sustainable development, we can not confirm which technology will lead the market but I believe China will apply new energy options on powering cruise ships in the next years,'



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CMHI-built
Greg Mortimer

Expansion at
Keelung port
in Taiwan



said Maikel Arts, segment sales general manager Cruise & Ferry, Wartsila.

China is currently building nine cruise ships: Greg Mortimer the first ever purpose-built cruise ship by a Chinese yard was delivered earlier this year by China Merchants Industry Holdings (CMHI) to SunStone at its Haimen production base. There are six more in the series on order. CSSC Carnival Cruise Shipping and Fincantieri are moving forward with plans to build two 133,500gt cruise ships at Shanghai Waigaoqiao Shipbuilding for the jv with first ship scheduled for delivery in 2023 and CMHI signed a deal to build a 37,000gt cruise ship for Shanghai Style Cruise Industry Development Co with options for three more.

New ports opening soon

From China to Malaysia and from the Philippines to Taiwan, Asia cruise port operators are improving their facilities to provide better services and experiences to both cruise ships and passengers as moderator Mark Robinson coo Global Ports Holding found out in a session looking at port development.

China's Guangzhou is to open its new Nansha International Cruise homeport on November 17, offering one 100,000gt berth and one 225,000gt berth, and a 50,000sq mtr terminal building which is expected to handle 750,000 passengers annually.

Bloomerry Cruise Terminal, based in the Philippines, is to open Ilocos in mid-October. A tender facility with a small terminal building displaying historic artefacts, it is set to welcome Spectrum of the Seas on December 26 when it will

become the largest cruise ship ever to call the Philippines. Additionally, Solaire Cruise Center in Manila will start operations in 2021 with bookings opening in 2020.

Melaka International Cruise Terminal, situated in Malaysia's Melaka Gateway, is under construction with phase one set to open in second quarter 2021, offering two berths (west outer and west Inner). The outer berth will handle ships up to 362mtr LOA while the inner berth can take vessels up to 348mtr LOA. The ultimate goal is to offer four cruise berths.

At Yokohama, over 55,000 visitors showed at the newly opened Shinko Pier terminal in early November to welcome Diamond Princess 4, as the vessel became the first cruise ship to berth.

The berth is 340mtr and 9.5mtr depth for accommodating cruise ships up to 110,000gt and it is the first cruise terminal in Japan to include a commercial area and a hotel.

In Taiwan, Keelung port is investing \$24m in its east terminal and \$20m in its west terminal renovation and facility expansion, which are expected to be completed in 2020 and 2021, respectively.

Chinese whispers

More destination choice, a return to Korea



Return to Korea a big wish

and the ability to sell a complete package to passengers were just some of the wishes expressed by leading cruise line executives heading up operations in China at a special session focused on the local market.

Asked by moderator Mary Bond, group director Seatrade Cruise, if they could change one thing what would it be, Michael Goh, president of Dream Cruises and head of international sales, Genting Cruise Lines, said: 'If we can go back to South Korea, it would be helpful.'

Helen Huang, president Greater China, MSC Cruises, which has been steadily growing its deployment in the market, identified being able to sell a full cruise package to consumers as her top wish.

Zinan Liu, chairman, Royal Caribbean Cruises, Asia, called for more destinations to welcome larger cruise ships and more diverse shore excursion offerings. He said ex-China cruises of six days or longer are proving very popular and believes this sector will grow, giving opportunities to reach more ports.

The cruise business in China is maturing and is upgrading from fast speed to high quality, said Cherry Wang, vp and gm, Princess Cruises China. She is also hoping for more ports to emerge and/or more varied shore tours.

Mario Zanetti, president, Costa Group Asia, emphasised that the adjustment period China is experiencing now is proper for achieving long-term sustainable growth but emphasised the need to continue to offer more and better on-board experiences to entice both newcomers and repeaters.

Emerging cruise-ready ports

The continued growth of the cruise industry in Australia, with many ships returning for the wave season every year, coupled with the constraints of berthing in Sydney, has led to the development of new regional ports.

The same thing has been happening in New Zealand, with large ships having to drop anchor in Auckland's Waitemata Harbour.

Destination New South Wales and the Port Authority of NSW launched a brochure called 'Cruise Sydney & New South Wales' at the annual 2019 convention of the

Australian Cruise Association. It listed nine ports along the state's spectacular coastline known as the 'Blue Highway,' with four 'major' ports – Sydney, Eden, Wollongong (Port Kembla) and Newcastle.

It also listed five 'minor' ports that are cruise-ready for smaller expedition ships of between 100mtr and 200mtr LOA – Yamba, Coffs Harbour, Trial Bay, Kiama and Batemans Bay.

The two organisations worked with the ports to identify local activities, indigenous culture and local food and wine opportunities.

The Australian Cruise Association has been active making sure that local tourism authorities understand the requirements of visiting ships and the expectations of their passengers when they come ashore.

Helen Hutcheon previews the minor ports and looks at Bluff on the southern tip of New Zealand's South Island and Northport in the far north of the country.

'Both these ports are working hard to expand cruise for their regions,' Kevin O'Sullivan, ceo of the New Zealand Cruise Association, told SCR.

Yamba, Australia

Located at the mouth of the Clarence River, Yamba is the northernmost cruise-ready port in New South Wales.



The Port of Yamba serves the surrounding districts of Grafton, Maclean, Ballina, Lismore and Casino.

It is a popular holiday resort for Australians, with stunning beaches, world-class surfing and national parks.

It is also recognised as one of the best fishing spots in Australia and is the home port of the State's second largest fishing fleet. Angling expeditions are available with Reel Time Charters and Yamba Fishing and Charter and single and double sea kayaks can be rented from Yamba Kayak.

One of the biggest attractions for visitors is the opportunity to taste freshly-caught Yamba king prawns at one of the many local fish shops.

Matthew Flinders was the first European to arrive in 1799 and the Yamba Historical Society's museum records a host of facts, including the building of the lighthouse in 1880 and the opening of the Yamba Surf Life Saving Club in 1908, one of the oldest in the world.

Boutique ships of up to 100mtr in length overall tender passengers 2.5km to a pontoon at the town's doorstep.

Coffs Harbour, Australia



Midway between Sydney and Brisbane, Coffs Harbour has one of Australia's 'Big Things' – a banana amusement park in a banana plantation, with a larger-than-life walk-through banana (the cruise ship port

of Bundaberg in Queensland, for instance, has a Big Barrel commemorating local brews). Plantation tours are available.

A 10-minute drive through hillside banana plantations is Sealy Lookout, set in a flora reserve in Orara East State Forest, 310mtr above Coffs Harbour. The views up and down the coastline are magnificent.

This is also the home of Treetop Adventure Park, where participants slide down flying foxes, moving from tree to tree on suspension bridges.

Another adventure, a stand-up paddle board expedition operated by Wajaana Yaam Adventure Tours, is an Aboriginal cultural experience. Taste bush tucker,

swim in marine parks and hear stories of the Gumbaynggirr people.

Coffs is renowned for its white sand beaches, including the protected Jetty Beach which is popular with tourists and locals, especially families, and Park Beach, home of the Coffs Harbour Surf Life Saving Club which is patrolled daily during most of the summer months.

More sedate visitors enjoy shopping for work by local artisans in wood, metal, glass, ceramics and paint at many of the local galleries.

The maximum length overall of a cruise ship is 100mtr and the distance for tenders to the pontoon at the marina is 500mtr.

Trial Bay, Australia

On the mid north coast of New South Wales, Trial Bay is ideal for water sports – swimming, surfing, snorkelling, diving and fishing.

Just two kilometres off the coast is Fish Rock, an ocean cave where divers swim with grey nurse sharks (apparently non-aggressive unless provoked), manta rays, turtles and brightly coloured fish.

Trial Bay is named after the brig 'Trial' which was shipwrecked there in 1816 and nearby South West Rocks was named, it is thought, by captains of passing ships who claimed it was safest to moor vessels near the rocks, south west of Lagers Point where Trial Bay Goal is located.

The goal is listed on the New South Wales State Heritage Register and is a major tourist attraction. It took 13 years to build and opened in 1886. Prisoners worked on the construction of a breakwater to make Trial Bay a safe harbour between Sydney and Brisbane. The scheme failed, but remains of the breakwater can be seen from the guard tower lookout.

Kiama, Australia



A popular seaside town on the south coast of New South Wales, Kiama is about 95km south of Sydney.

It takes its name from the Aboriginal word 'kiarama' which means 'place where the sea makes a noise.' This is a reference to a major attraction in Kiama – two blowholes formed from volcanic lava flows about 260m years ago.

Next to the lighthouse on the point, the larger blowhole is just over 2mtr wide and draws crowds of tourists who watch seawater explode more than 30mtr up into the air, reminiscent of a whale's spout.

Visitors are welcome to play at the first-



Another New South Wales State Heritage-listed building is Smoky Cape Lighthouse, standing high on a narrow headland with stunning views over Hat Head National Park.

Smoky Cape was named by Captain Cook when he saw Aboriginal fires burning there in 1770. Built in 1891 with a winding staircase and octagonal tower, Smoky Cape Lighthouse is still active and its light is the highest in NSW.

Tourists are welcome at South West Rocks Country Club, which boasts an 18-hole golf course.

Trial Bay can take cruise ships up to 200mtr in length overall. Tenders travel 1.5km to a sandy sheltered beach.

class golf courses in the area – Kiama Golf Club, Gerringong Golf Club and Jamberoo Golf Club.

Illawarra Fly Treetop Adventures is a 25-minute drive away where visitors can take a treetop walk through a warm temperate rainforest along a steel walkway 20 to 30mtr above the ground.

There is also a Zipline Tour above the Illawarra rainforest that involves flying on a series of elevated cable spans and navigating suspension bridges from one tree platform to another 35mtr above the forest floor.

About a 25-minute drive from Kiama is Seven Mile Beach which was used as a runway in 1933 when aviator Charles Kingsford Smith made the first commercial flight from Australia to New Zealand.

There are stunning ocean views from the lookout, with a golden sandy beach stretching into the distance.

Tenders travel 1km from ships of just over 200mtr LOA to a pontoon on the water's edge.

Northport, New Zealand

Located at the entrance to Whangarei Harbour in Northland, New Zealand's northernmost and only sub-tropical region. It is about 30-minutes drive south of Whangarei and about two hours north of Auckland.

A modern multi-purpose port, it was opened in 2002 and can accommodate ships of more than 300mtr.

It is about to take off as a major tourist destination and the multi-million-dollar Hundertwasser Art Centre and Wairau Maori Art Gallery will open in Whangarei in 2021.

The gallery will feature original paintings by Austrian-born New Zealander Friedrich Stowasser, whose pseudonym was Friedensreich Regentag Dunkelbunt Hundertwasser, as well as contemporary Maori artists.

Visitors to Northland can go to a marae (a Maori meeting place) and enjoy a hangi, the traditional Maori method of cooking using heated rocks and a pit oven.

They can also visit Whangarei Quarry Gardens, a subtropical oasis created by volunteers in the remnants of a former stone quarry, take spectacular waterfall walks and see kiwis, the flightless bird native to New Zealand, at the Kiwi North sanctuary.

A tour to Northland's renowned vineyards is also high on the visitor 'must do'.





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Batemans Bay, New Zealand

Hugging the entrance of the Clyde River, Batemans Bay, about 226km south of Sydney, is the heart of Australia's Oyster Coast.

Visitors can taste the succulent Clyde River oysters at the local Pearly Oyster Bar and Farm and the Oyster Shed on Wray Street.

The more adventurous taste oysters fresh off the lease on a Clyde River kayak tour where they are introduced to fourth-generation oyster farmers.

Feeding time for pelicans and stingrays from the back deck of the Boatshed in the heart of Batemans Bay is a popular tourist attraction.

Visitors can also stroll or take a miniature train through the eight acres of gardens at Birdland Animal Park.

The Park's 'rear and release' programme gives them the opportunity to cuddle an



orphan baby wombat and get close and personal to a koala bear.

Just five kilometres south of Batemans Bay is the Eurobodalla Regional Botanic Garden, which has a wide variety of flora and fauna. There are many of the 2,000 species of plants, trees and shrubs native to the region. There are also kangaroos, wallabies, bandicoots, possums, echidnas and birds galore.

Or they can pan for gold at 'The Original

Gold Rush Colony,' a re-created township of the 1850s, at nearby Mogo.

Mogo Zoo formerly owned by a remarkable woman, New Zealand-born Sally Padey, who opened it in 1988 to save endangered animals from all over the globe. Padey has been successful with breeding programmes, including those for the snow leopard, red panda and Sumatran tiger.

Other activities for passengers arriving at Batemans Bay include shopping for local arts and crafts at the Visitors Centre Art Gallery and playing a round of golf at the Catalina Country Club.

Batemans Bay is approximately a two-hour drive each way to Canberra, Australia's capital city.

Ships of 200mtr LOA run tenders to a pontoon near the shore.

Bluff, New Zealand

Bluff is a town and seaport in the Southland region of New Zealand, 30 kilometres south of Invercargill, the regional capital.

The town is the southernmost European settlement – and one of the oldest in the country – on the southern tip of New Zealand's South Island.

Located in Bluff Harbour is South Port, a commercial deep water port that provides a full range of marine services for cargo and container ships and the local fishing fleet, as well as berthing space for cruise ships up to 245m LOA.

South Port arranges customs services for first port of call cruise ships and shuttles and shorex coaches pick up and drop off passengers at the bottom of the gangway.

Bluff, along with Port Chalmers, is where expedition ships depart and return from Antarctic voyages, but tourism authorities for Southland are very keen to see it included in more itineraries for cruises around New Zealand.



Bluff is known as seafood central, with local cafes specialising in freshly-caught rock lobsters, blue cod and Bluff oysters which are dredged from the icy waters of Foveaux Strait from March to August and are regarded by some connoisseurs as the best in the world.

The region has a rich history which can be traced at the local maritime museum and its Maori heritage is on show at Te Rau Aroha marae, a communal and sacred meeting ground.



Operations begin at Antigua Cruise Port

Global Ports Holding has started its operation in Antigua Cruise Port, a transit port that is the highlight of Southern and Deep Southern cruise itineraries, as well as transatlantic routes.

GPH will use its global expertise and operating model to manage the cruise port operations in Antigua and Barbuda. GPH will also invest in improving and adding to the port's retail facilities, with an expected total initial investment in the first 12 months of operation of \$45-50m, balance will be spent to improve the surrounding port area by the last quarter of 2021.

GPH and its partners will be financing the completion of the new pier which will allow the port to handle the world's largest cruise ships. The addition of Antigua Cruise Port to GPH's portfolio is expected to increase GPH's total passenger volumes for 2020 to close to 13 million.

Emre Sayin, CEO of Global Ports Holding: "I am delighted that we are starting cruise port operations in Antigua. This agreement marks a significant milestone for GPH and Antigua and Barbuda and is a further endorsement of our operating capabilities and the benefits we can bring to cruise destinations, for passengers and the local population in the Caribbean. The addition of cruise port operations in Antigua and Bahamas to GPH's portfolio augurs well for the future of the cruise industry in the Caribbean. The GPH team looks forward to working with all stakeholders to continue to build on the potential of Antigua and the Caribbean."



Port of the Year goes to Zadar Cruise Port

Zadar Cruise Port has been named the Port of the Year at the Seatrade Cruise Awards 2019 announced as part of the CLIA Germany Gala Dinner on the occasion of Seatrade Europe 2019. Leading to the award, Zadar Cruise Port has made the most significant improvements to its handling facilities and cruise-tourism infrastructure over the past year.

New **Zadar Cruise Port General Manager Rebeka V. Pevec** said: "This is truly tremendous success, we are all very proud and honored that our port is awarded as Port of the Year 2019. This award is recognition to our entire team in Zadar and at Global Ports Holding for all the hard work, but it is also motivation and obligation to continue with further development and growth. Since we are the first Croatian cruise port to win this award, this is also an exceptional promotion of the Zadar City, Zadar region, and Croatia. Zadar is a beautiful city and Zadar County has so much to offer. Our goal and our wish, as port and as destination, is to be recognized for our hospitality, professionalism and security.", said Pevec.

"Ever since Zadar Cruise Port joined our global network, we have been fully committed to introducing the best port management practices and standards that we gained through years of experience. We are extremely happy and proud of this award given by a jury of eminent leaders of the industry, as it is a confirmation of all the hard work the Zadar county and the port authority and Global Ports Holding have put into the port. This motivates us to continue our work in Zadar and in all other ports we operate", said **Emre Sayin, CEO of Global Ports Holding**.



Global Ports Holding to transform the cruise experience in Nassau

Global Ports Holding is pleased to announce that Nassau Cruise Port has signed a 25-year port operation and lease agreement with the Government of the Bahamas for the Prince George Wharf and related areas at Nassau cruise port. NCP is a consortium comprising GPH, the Bahamas Investment Fund and the Yes Foundation.

The \$250m transformation will make Nassau Cruise Port one of the greatest waterfronts in the world. The port will become a modern, world-class destination with large open spaces, as well as sufficient shaded areas to enable visitor comfort while being attentive to special needs, elderly passengers and children.

Global Ports Holding CEO, Emre Sayin, said: "We are excited to apply our best practice model to develop the cruise offer in Nassau. Nassau will now become the biggest cruise port in our portfolio, increasing our passenger volumes by 50%. The GPH team very much looks forward to working with our partners, the cruise lines and the people of the Bahamas to reinvigorate the iconic cruise port and city of Nassau."

Boutique Cruise Lines choose Málaga Cruise Port's Terminal el Palmeral

Terminal El Palmeral has started to serve boutique cruise lines in the past year with the comfort of being located only walking distance to the heart of the charming city center of Málaga.

Boutique cruise lines such as Windstar, Viking, Seabourn and Silversea have all chosen El Palmeral terminal for their passengers. "The beautiful state-of-the-art terminal of Málaga Cruise Port offers the most exclusive and wide range of premium services to its cruise guests." Commented **Susana Gutiérrez, General Manager of Málaga Cruise Port**.



Ege Port Kuşadası is the world's first cruise port to receive Ecoports certificate

Ege Port Kuşadası has become the first cruise port in the world to be granted the Ecoports Port Environmental Review Systems (PERS) certificate in May 2019 which is the only port sector specific environmental management standard. It requires that the port presents an overview of major environmental issues and the legal requirements that are aimed to reduce this impact.

Aziz Güngör, East Med Regional Director at GPH and Ege Port Kusadası General Manager, said: "We are proud to be the first cruise port to meet the criteria of PERS certification, which is a testament to the hard work and dedication of our staff to meet the criteria. We are located in a picturesque region of Turkey and our efforts in environmental care and sustainability will allow many more cruise passengers to experience its wonderful natural beauty."



Norwegian Encore

NCL first – Onda
by Scarpetta

NCL's ultimate

Norwegian Encore brings some new twists as it wraps NCL's highly successful Breakaway Plus class. **Anne Kalosh** reports.

Norwegian Encore sports the largest racetrack at sea, the new upscale Italian restaurant Onda by Scarpetta, an enhanced Galaxy Pavilion of amusements and virtual-reality games plus the floating debut of the Tony Award-winning musical 'Kinky Boots.'

These join features like one of the most spectacular observation lounges on a ship; vast restaurant, bar, entertainment and retail choices; and the exclusive suites enclave The Haven, which has its own high-flying observation lounge, private restaurant, bar, concierge lounge, pool and separate sun deck.

'Norwegian Encore is the grand finale of the transformation of Norwegian Cruise Line into a world-class brand,' says Frank Del Rio, president and ceo of Norwegian Cruise Line Holdings. He adds that Encore and sisters Norwegian Bliss (2018), Norwegian Joy (2017) and Norwegian Escape (2015) have been the most successful ships ever launched by NCL.

The 164,600gt Breakaway Plus series wraps a long partnership with Meyer Werft, which Del Rio credits for 'once again, making our vision reality.'

'We are extremely proud of our partnership of over 16 years and honoured to have been part of Norwegian Cruise Line's most successful class of ships,' says Tim Meyer, managing partner of Meyer Werft.

Del Rio also cites Encore designers Studio DADO, SMC and Tillberg Deslgn of Sweden; Catalán painter Eduardo Arranz-Bravo, who created the hull art; 'our own maestro,' Robin Lindsay, evp vessel operations for NCLH; newbuild project manager Marco Pastorino; Mark Kansley, svp hotel operations for NCL; and Encore Capt. Niklas Persson.

Miami-based Studio DADO, which also designs for NCL sister brands Oceania Cruises and Regent Seven Seas Cruises, was responsible for the sophisticated look of Onda by Scarpetta, a by-reservation restaurant that brings the menu of the famed New York brand to sea. Studio DADO also designed Q, the Texas roadhouse-style barbecue joint; Teppanyaki, Galaxy Pavilion and The Social, a comedy club with whimsical touches that pay homage to iconic sitcoms from the 1950s and '60s.

Norwegian Encore features the longest racetrack at sea – 1,100ft – with four high-speed curves extending up to 13ft over the side of the ship. The outdoor laser tag arena sprawls over nearly 10,000sq ft with the addition of augmented reality elements. And the 10,000sq ft Galaxy Pavilion sports a new immersive escape room and interactive theater experiences.

'Kinky Boots' headlines the entertainment, along with returning passenger favorites 'The Choir of Man,' 'Happy Hour



Prohibition: The Musical' and the rocking Beatles cover band of The Cavern Club.

As part of NCL's partnership with JUST Goods, Norwegian Encore became the first ship in the company that's free of plastic water bottles. By January 1, NCL expects to break out as the first major cruise line to eliminate plastic bottles across its entire fleet.

When it comes to beverage innovation, a sustainable cocktails program uses surplus items from Norwegian Encore's galley in ingenious ways to cut waste. For example, if there's leftover pineapple, that can be used in a pre-mixed cocktail of the day. Or if the chef needs just the stalk of the celery, the leaf may garnish a drink.

And the wine program continues to evolve. New in The Cellars Wine Bar is Hampton Water, a top-rated rosé conceived by Jesse Bongiovi, the son of rocker Jon Bon Jovi, and produced by Gérard Bertrand, a renowned winemaker in France's Languedoc-Roussillon region.

When it comes to retail, NCL partner Starboard Cruise Services brought the first Bvlgari boutique to a ship outside Asia, part of a huge shopping selection that spans fabulous jewelry and Swiss timepieces (including Panerai, a first for NCL), youthful beauty brands like NYX, grab 'n' go items from Sephora, resort wear from Lilly Pulitzer, Coach handbags, Mary Frances beaded and embellished accessories, spirits in commemorative Encore packaging and the 4Ocean eco collection.

New Sky Suites have enormous balconies

Sky high

Theresa Norton reviews Sky Princess.

Princess Cruises' new 3,660-passenger, 143,700gt Sky Princess is the fourth in the line's Royal class, which means its construction at Fincantieri's yard at Monfalcone went very smoothly.

'I think the tenure of our crew and our experience enabled us to deliver this ship in a flawless way, even with the added complexity of it being the first fully enabled MedallionClass newbuild,' says Rai Caluori, evp guest experience and product development for Princess. 'It helps that it's the fourth in a series. Our relationship with Fincantieri has never been better.'

Yet, for all that the ship is the fourth, it also seems new in many ways to Caluori. 'The more time I spend on Sky, the more it seems like a first rather than a fourth,' he says. 'It feels fresh and very new, almost like a prototype.'

Perhaps the biggest change is the fact Sky Princess was purpose-built with the MedallionClass features embedded into it – including 4m ft of cable and 8,000 hockey-puck-like sensors – while the previous ships were retrofitted. The technology enables Wi-Fi connectivity 'as good or better than any hotel,' Caluori says. It also ensures that the quarter-size Ocean Medallion disks carried or worn – on lanyards or bracelets – easily speed up check-in, open stateroom doors and order drinks for delivery on demand.

Moreover, the technology helps the crew provide better service. 'The connectivity



Ocean Medallion



Sky Princess

for the crew is just as important as it is for the guests,' Caluori says. 'It creates systemisation for housekeeping and gives crew members the ability to record an event. It lets a crew member know you may have had a situation with a shore excursion a few days ago. This data is available to every crew member aboard and upends the whole service operation. This can lead to truly anticipatory service.'

Another standout: the two new Sky Suites high up on Deck 18, each measuring roughly 1,873sq ft/174sq mtr including a massive balcony of 900 to 1,000sq ft/84 to 92sq mtr.

'We asked the shipyard how can we add value to the ship, how can we create a narrative that dials up our focus on suite accommodation,' Caluori says. 'We felt as a brand we needed to do that. Because our suites sell out immediately, we felt a need to ramp up our focus on suites.'

While comfortable but not overly huge or lavish, the Sky Suites work for honeymooners, those celebrating a landmark anniversary, or small families since they

have two bedrooms with en suite bathrooms and a sofa bed. What's more notable about the Sky Suites is the level of personalisation they provide. A pre-cruise shoreside concierge helps arrange special experiences in advance, while a 'suite experience manager' assists once on board.

The extra perks include reserved seating in the Princess Theater, a reserved bungalow at Princess Cays, Champagne upon arrival, a two-bottle bar setup with mixers, complimentary Ultimate Balcony Breakfast and Dinner, and more. Passengers can customise their experience with anything from a private musician to a stargazing session, from an in-suite massage to a celebratory dinner with cake. Or, they can choose from a selection of movies to watch from their private balconies on the jumbo screen, which is easily visible right across from the massive balconies.

More importantly, the new Sky Suites didn't reduce the sun deck. 'We were able to add steel deck housing to the top of the ship very easily,' Caluori says. 'We're not taking away any public space.'

Scenic Eclipse



Discovery yacht

Coco's – the pan-Asian restaurant



Anne Kalosh tells how Scenic Eclipse mingles luxury and discovery.

Scenic Eclipse is more like a superyacht than a cruise ship. So Scenic Founder and Chairman Glen Moroney accomplished his mission, after seven years ago seeing Paul Allen's yacht in Sydney and deciding he wanted to build one, too – 'a billionaire's yacht for those of us who are not billionaires.'

The 17,085gt vessel carries 228 passengers (200 in polar regions) for a whopping 75% space ratio, while the crew to passenger ratio is nearly 1:1.

Scenic Eclipse sports high ceilings, several lounges and a large variety of dining choices. The overall look is dark and glamorous, with spaces in black, chocolate brown, gray, taupe and sapphire blue, with chrome details. There's an occasional pop of white, like the ocean-view yoga studio.

Scenic Eclipse may be luxurious, but it's billed a discovery yacht and built to operate in far-flung destinations.

'She's a beautiful lady but she's super-strong,' Capt. Erwan Le Rouzic says. 'She is 1A Super, the best ice class you can find without being an icebreaker.' Azipods, dynamic positioning and zero-speed 'supersized' stabilizers – 80% the size of those on some of the biggest cruise ships – are other technical components.

Each of the two Airbus H130 helicopters, selected for their reduced noise, fuel efficiency and comfort, has its own hangar with giant doors. Scenic Eclipse also carries a custom-built submarine by U-Boat Worx. There's a marina for launching Zodiacs and kayaks and a mud room for expedition gear.

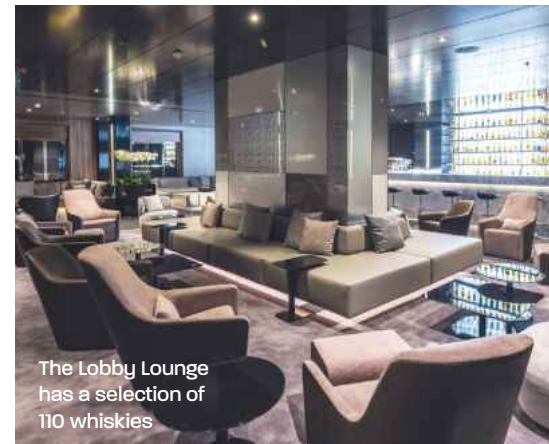
Glen Moroney's wife Karen, project leader for the yacht's interior design, selected the artworks. These include striking large portraits of women in Asian restaurant Coco's and a gown made of 5,400 silver spoons in French restaurant Lumiere.

Executive chef Tom Goetter created the 10 dining experiences. Lumiere offers contemporary French fine dining by reservation. The 120-seat main restaurant Elements features Italian cuisine, steaks and seafood, and has a wine bar with a selection of 60 cheeses. Tucked inside, the 10-seat Chef's Table serves a seven-course dinner.

Coco's is three venues in one: an Asian fusion restaurant with a sake bar, a sushi bar and a private teppanyaki grill. Azure provides casual fare all day, from fancy pastries to pizzas, with tapas at dinner. The Yacht Club grill and buffet restaurant borders the heated pool, which is topped by a retractable glass roof. Epicure, a cooking school, has 10 Miele induction cooktops and an herb garden. And there's 24-hour room service.

Most unusual is the (almost) in the round theatre with tiers of big cushioned armchairs that can recline, with footrests and drink holders. Lectures and expedition briefings are held there.

The big, central Lobby Lounge is home to a dramatic, back-lit onyx bar with a selection of 110 whiskies. Designer chairs, long sofas and a grand piano make this a central gathering place. In the forward observation lounge are books, large vases of fresh flowers and a WMF espresso machine.



The Lobby Lounge has a selection of 110 whiskies

A long entrance hall with a slate floor leads to Senses Spa featuring Espa products. Ringing an indoor plunge pool are lounge chairs with headsets for music. Another plunge pool is found on the aft terrace.

The ocean-view fitness center has free weights, treadmills and Technogym equipment. Across the hall is the all-white yoga/Pilates studio with windows and backlit yellow onyx panels.

There are 114 veranda suites, all with butler service. They start at a roomy 344sq ft and have a separate seating area where a large screen HD entertainment system with Bose speakers is hidden in a glass panel. Each side of the bed is individually adjustable. Details include leather headboards, Bushnell binoculars, a refrigerated mini-bar and a deluxe illy espresso machine.

The spa suites are larger and contain a double-size Philippe Starck Jacuzzi enclosed in glass that can be darkened for privacy. The top addresses are the pair of penthouse owner's suites. Each measures 2,099sq ft with a 645sq ft terrace with Jacuzzi.

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Hanseatic Inspiration



Inspired by nature

Nikkei, a Japanese-Peruvian specialty restaurant



Lesley Bellew explores Hapag-Lloyd Cruises' newest vessel.

Hanseatic Inspiration is Hapag-Lloyd Cruises' second of three new expedition ships which are 'inspired by nature' and built for guests who want to connect to the great outdoors.

Expedition cruising is not new to Hapag-Lloyd – the line has pioneered cruise routes since the mid 1990s – but Hanseatic Inspiration takes the adventure to a deeper level because she has two huge advantages: a Polar Class 6 rating and the capacity to sail for up to 36 days without bunkering, which allows long itineraries such as the 32-night semi-circumnavigation of Antarctica from Ushuaia, Argentina, to Christchurch, New Zealand, in February 2022.

Another feature is a retractable bridge, which will give Hanseatic Inspiration her access through locks and into the Great Lakes of North America.

A huge boot/mud room and cleaning area, to avoid any contamination during travels, is an important inclusion while the glass-floor viewing balcony 60mtr above the sea gives the chance to watch wildlife in the water.

The 230-passenger ship carries a maximum of 199 passengers on Antarctica or Spitsbergen voyages to ensure the best possible guest experience because only 100 people can go ashore at one time. Excursions include overnight camping and kayaking in Antarctica.

Hanseatic Inspiration's eco-credentials are promising. She runs on MGO with a sulphur content of 0.1%, has a Promas rudder with a special propeller to reduce

fuel consumption and a selective catalytic converter, which reduces nitrogen oxide emissions by almost 95%.

Bow thrusters and stabilisers run on ecological oil, and biodegradable lubricating oil is used in the propeller shafts.

Above the engine room, the eco-focus includes glass bottles in cabins being replenished with water twice a day, no single-use plastics, straws made of sugar cane and bathroom amenities supplied in recyclable plastic bottles.

Hanseatic Inspiration is bilingual (English and German) and carries 175 crew. Sister ships Hanseatic Nature and Hanseatic Spirit, which launches in 2021, will be German-speaking only.

An open bridge policy means guests are welcome on the bridge, while the ship's Ocean Academy with touch screens and Leica microscopes gives travellers the chance to learn more about the regions they visit.

Nightly lectures concentrate on the next day's adventures on the 17 Zodiacs and two e-Zodiacs which are being trialled by Hapag-Lloyd.

While the cruises are tailored to adventure expeditions, the ship's accommodation is at the high end of design and style.

Most of the 120 cabins have a balcony, apart from a handful of 226sq ft panoramic and French balcony cabins. There are 14 junior suites and a 764sq ft grand suite. Contemporary design and quality joinery create a luxury hotel feel – nothing rattles

Reception area



and curving cupboards are streamlined with 'push and open' doors rather than handles.

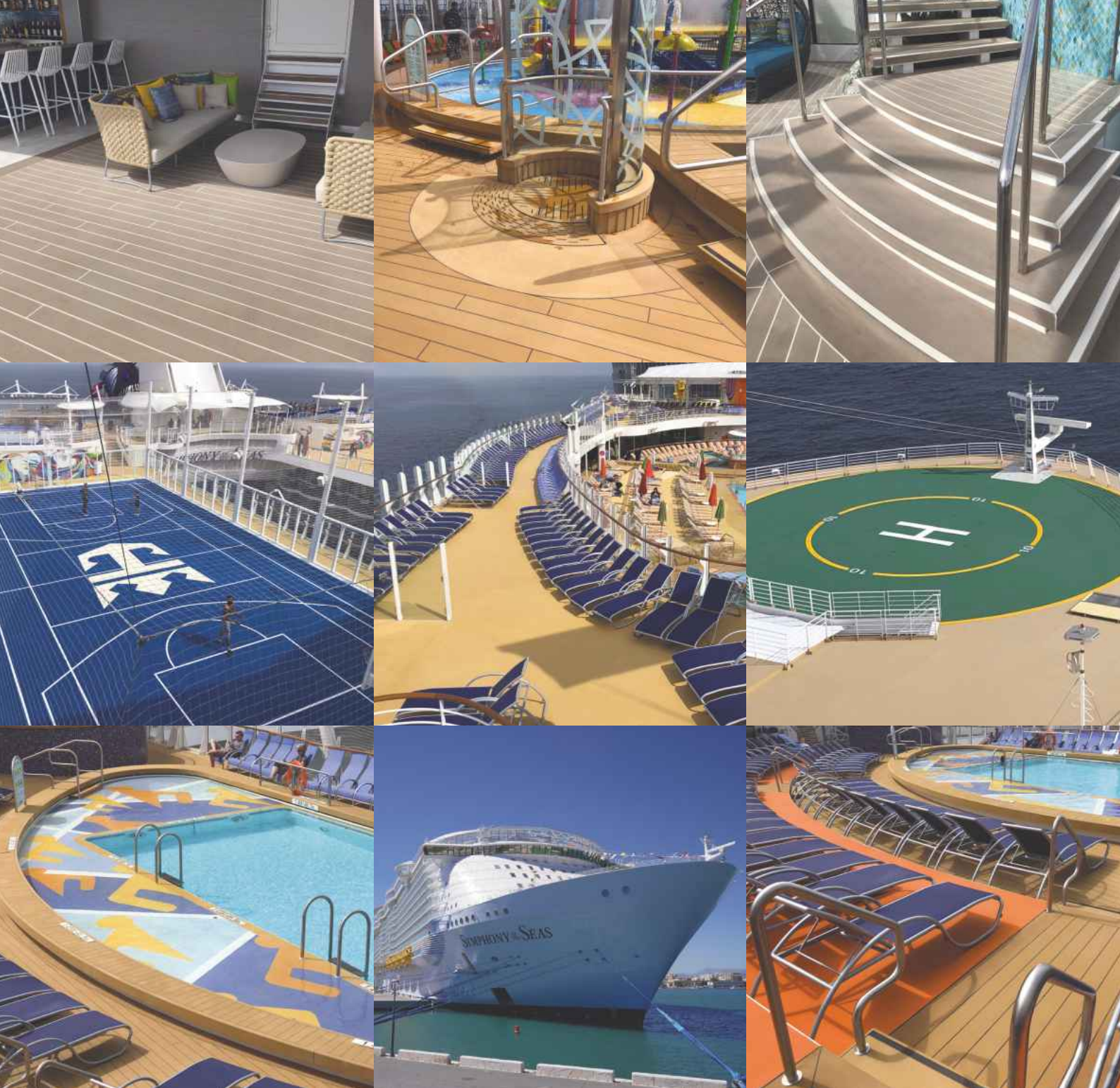
There is ample cupboard space, thick wool carpets, top-class beds and fine white linen alongside a good-size walk-in shower room complete with a practical 'hot wall' for hanging damp clothes and towels.

Lighting is carefully thought out. In the cabins a nightlight turns on when guests enter the room and there are one-touch choices for 50% lighting or brighter reading lights.

Public space is also generous with a theme of natural colours and textures including slate and wood. Huge screens bring the outside in with 24/7 films of moving icebergs, wildlife and sea views by the reception and in the Hanseatic Lounge.

The Observation Lounge with 180-degree views, a library, bar and 'firepit' is another comfortable space with designer furniture and a piano.

There are three restaurants. The Hanseatic, for 178 diners, has tables for two, four, six and eight. The Lido serves buffet breakfast and lunch with indoor seating for 84 and alfresco seating for 100. There is no extra charge for Nikkei, the 44-seat Japanese-Peruvian specialty restaurant, but booking is necessary.



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MSC Grandiosa

Mediterranean Promenade

A grand entrance

Mary Bond looks at the first Meraviglia-Plus ship.

MSC Grandiosa, built by Chantiers de l'Atlantique, is the company's first Meraviglia-Plus ship and equipped with advanced technologies setting new sustainability standards for MSC Cruises.

Designed to ensure even cleaner air emissions and improved overall environmental performance both at sea and ashore, the vessel was named in Hamburg early November by Sophia Loren – the 15th company ship she has named.

The 331mtr long, 2,421 lower berth ship is capable of carrying up to 6,634 passengers.

Signature features and more

15mtr longer than MSC Meraviglia and MSC Bellissima, the newcomer has many of the signature features found on these such as the two deck Yacht Club, Marketplace Buffet, Jean-Philippe Chocolat & café, Masters of the Sea British pub, Aurea Spa, Cirque du Soleil at Sea and virtual digital cruise assistant – ZOE – in every cabin, but the extra length has enabled a reconfiguration of some of the public areas and some new additions.

Beating heart of the ship

The beating heart of the ship, both in the day and evening, is the 93mtr-long Mediterranean Promenade lined with shops and restaurants including a much larger French bistrot featuring 26 original etchings from Edgar Degas' *Danse Dessin* series and a prime spot for a larger HOLA! Tapas Bar by two-starred Michelin Chef Ramón Freixa.

The 1,200sq mtr of dedicated retail space features 12 boutiques selling brand names such as Bally and Salvatore Ferragamo plus a dedicated area for the MSC Foundation launched during the inaugural celebrations and a new restaurant Il Campo, serving same food as in the main dining restaurants but in a smaller, quieter setting for guests purchasing the Aurea Experience package.

Elsewhere, there is a larger dedicated children's area designed in partnership with Chicco and LEGO, and in the Sportsplex the Drone Academy and Spy Mission for teenagers.

Carousel Lounge additions

New elements in the Carousel Lounge on MSC Grandiosa include the addition of 80 kinetic LED spheres spread across the space to provide depth and a visual background for the audience sitting across the room and a new 2mtr lift in the centre of the 360° rotating stage developed by Cirque du Soleil to bring more focus on the solo ground for the juggling act for COSMOS and the contortion act on EXENTRICKS – the two new shows designed especially for the ship.

MSC Grandiosa embarked on a tour, visiting Southampton, Lisbon, Barcelona, Marseille and Genoa, before commencing a 7-night West Med cruise on November 23 with six embarkation ports of Genoa, Civitavecchia, Palermo, Valletta, Barcelona and Marseille.

MSC Grandiosa has been accredited by

Bureau Veritas for 11 Golden Pearls of environmental stewardship covering air emissions, waste water management, ballast water management etc.

'It is the next evolution of our vision of promising great holidays which impact less and less on the environment, Pierfrancesco Vago, executive chairman told Seatrade.

The 11th Golden Pearl and new for Grandiosa is an accreditation for its Underwater Radiated Noise (URN) system where the ship does not make any noise or vibration to impact aquatic mammals, he said.

'Sustainability is a journey which started when we built our first ship in 2003 and it's a long-term vision, not a quick fix.'

He confirmed: 'we are aiming for a zero-emission cruise ship and yes we will get there as technology advances.'

Vago took the opportunity of Grandiosa's launch to announce its plans to become the world's first major cruise line with carbon neutral marine operations, starting on January 1, 2020 it will offset all direct carbon dioxide emissions from its fleet marine operations through a blend of carbon offset projects that take immediate action on greenhouse gas emissions. All costs for the offsets as well as any other associated items will be covered directly and in full by the company.

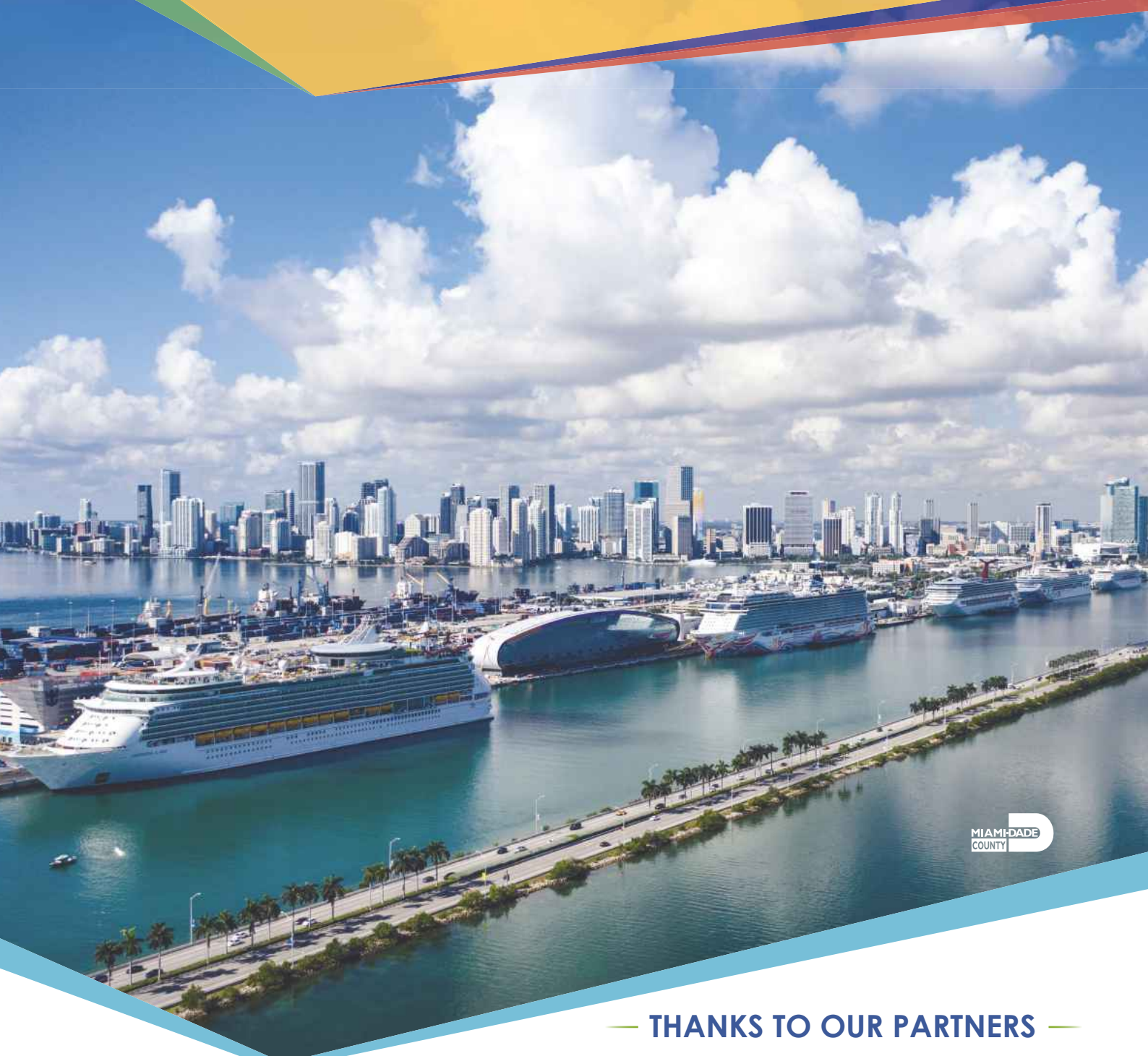
French bistrot with original Degas etchings





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Carnival Corp. and Royal Caribbean have partnered with St. Lucia for cruise developments

Goldstein said. For the Caribbean to keep its share, staying competitive is key. And now lines are willing to commit resources 'at levels beyond whatever we did before.'

It's essential the 'destinations we visit come along for this ride of prosperity with us,' Goldstein continued. 'The economic benefit we bring is crucial. It doesn't cause anyone to owe us. It sets the context for dialogue.'

One resource is Holistica, Royal Caribbean's new joint venture with Mexico's ITM Group. Holistica developments won't just benefit Royal Caribbean customers but those from other lines and non-cruisers.

Shortly after Dorian, lines accelerated investment plans in the Bahamas to help recovery. For Carnival, projects that svp Giora Israel has worked on for years will 'hopefully be expedited through the bureaucracy of permitting,' said Micky Arison, chairman, Carnival Corp. & plc, since these will create 'a lot of jobs.'

Vago noted that though lines compete, they 'cooperate a lot all over the world.' This helps the industry flourish. Carnival, in fact, just teamed with Royal Caribbean in St. Lucia.

St. Lucia

The St. Lucia deal involves developing and operating a new cruise port on the island's south side and managing the existing cruise pier and terminal in Castries. Prime Minister Allen Chastenet called the plans 'historic' because they ensure the cruise sector's sustainability.

Carnival, Royal Caribbean and the government are drafting a long-term concession to manage and operate the current Castries facilities and to design, finance, build and operate a new cruise port in Vieux Fort on the southern part of the island to serve the latest ships.

Antigua

Antigua, meanwhile, was chosen as the first spot for a Royal Beach Club, a new Royal Caribbean destination concept. The island also will see the completion of its new Oasis-class berth and improved passenger facilities under a long-term agreement with Global Ports Holding.

Partners in good times and bad times

Anne Kalosh reports on the FCCA's annual conference, which closely followed Hurricane Dorian.

The impact of climate change made for a sobering start to the Florida-Caribbean Cruise Association's annual conference. The event, shortly after Hurricane Dorian ravaged two parts of the Bahamas, was hosted by Puerto Rico which got soaked by 2017's Maria and Irma.

Barbados Prime Minister Mia Amor Mottley in her keynote address gave a poignant assessment of the region's challenges and the need for long-term cruise industry partnership.

The Caribbean handles one-third of the world's cruise calls and generates almost half of global cruise revenues. Yet the region is on the front line of all the damage to come from climate change and will need money just to keep places livable and economies viable.

Mottley said the cruise industry recognises this and, 'in a significant change from the past,' is stepping up to partner with destinations. The lines' response to Dorian proved they are not fair-weather friends, she said.

The FCCA event returned to San Juan for the second consecutive year. 2017's Hurricane Maria was the worst recorded disaster to hit Puerto Rico, Dominica and the US Virgin Islands. This year Dorian became an 'unprecedented 24-hour nightmare' for Great Abaco and Grand

Bahama, as Arnold Donald, president and ceo of Carnival Corp. & plc, put it.

'These storms are becoming more violent and occurring more often. We need to be prepared. We are your partner in good times and in bad times,' Donald told the FCCA audience.

Carla Campos, executive director of the Puerto Rico Tourism Co., reported a record 1.8m cruise arrivals in the 2018/19 fiscal year, surpassing the previous high of 1.5m in 2014/15. This added \$250m to the economy. Of the 1.8m, 507,000 were on homeporting ships.

The Caribbean is expected to continue as cruising's mainstay. 'It's thriving,' and the outlook for the region is 'robust,' Royal Caribbean vice chairman Adam Goldstein said. Since geopolitical issues in Europe are having some impact, the Caribbean is 'in a position of strength.'

MSC Cruises is staking out more US customers by deploying four ships from Miami and operates fly-cruises for Europeans to vessels homeporting in the islands. 'Europeans love the Caribbean. It's safe,' and the 'brand is strong for holidays,' according to Pierfrancesco Vago, executive chairman, MSC Cruises.

'We need 45m people cruising by the end of the next decade' to fill ships on order,



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The cruise business is ‘very important and becoming more important’ because spending impacts so many people, including tour operators, taxi drivers, retail outlets and vendors, Tourism

and Investment Minister H. Charles Fernandez said.

Delivering the ultimate beach day is Royal Caribbean’s goal for its Royal Beach Club.

To go up at Fort James in 2021, this will offer regional fare, island-style barbecues and live music, along with wave runners, paddle boarding, snorkelling, a family splash pad, private cabanas and pool with swim-up bar.

Bahamas private islands updates

Ocean Cay MSC Marine Reserve

Transforming an industrial sand extraction site into a nature reserve has been an extremely complex project for MSC Cruises. Coral restoration is a focus. The work will continue in a multi-phased effort. In the coming months, MSC plans to introduce a Conservation Center and coral nursery.

Given the cay’s proximity to Miami, ships can stay late and still be back at their homeport by morning. Among the experiences available are catch and release deep-sea fishing, electric pedal boats by Cecló, stargazing and paddle boarding after dark on boards fitted with LED illumination.

Great Stirrup Cay

Norwegian Cruise Line has opened the exclusive Silver Cove to deliver an upscale experience. The gated area features 38 air-conditioned beachfront villas, a Mandara Spa, a Moët & Chandon Bar and the Silver Cove Restaurant and Bar.

The villas range from studios to larger one- and- two-bedroom units, and all are equipped with a full bathroom, daybed, club chairs, TV with on-demand entertainment

and outdoor patio and lounge seating.

Also new at Great Stirrup Cay is a zip line that extends nearly 3,000ft and a food truck to provide yet another dining option.

Perfect Day at CocoCay

Royal Caribbean plans to open CocoCay’s next-phase development, Coco Beach Club, on January 31. With space for 450 people, this premium area features the first over-water cabanas in the Bahamas, an infinity pool and elevated amenities and services.

There will be 20 ‘floating’ cabanas, and 10 landside cabanas. Other elements include a clubhouse, a 2,626sq ft oceanfront infinity pool, daybeds and a restaurant.

Grand Bahama and Half Moon Cay

Carnival Corp. & plc and two of its brands inked an agreement with the Bahamas to build a pair of major port developments. One is primarily for Carnival Cruise Line on the south side of Grand Bahama and the other will build an addition, including a pier, on Little San Salvador, home to Holland America Line’s Half Moon Cay. It, too, will serve the Carnival brand.

The Grand Bahama project represents an investment of more than \$100m, and the Little San Salvador development will cost an estimated \$80m. Bahamas Prime Minister Hubert Minnis called these a boon for national prosperity and economic stability.

Lighthouse Point

Disney Cruise Line’s development on Eleuthera will feature nature and sustainable elements. The design is being led by Disney Imagineer Joe Rohde, whose credits include Disney’s Animal Kingdom in Orlando and the Aulani resort in Hawaii.

The site is ‘so beautiful and so full of nature that we want to preserve this and use our designs to call attention to the extraordinary quality of the place itself, a place of natural beauty with a rich and fascinating cultural tradition,’ said Bob Chapek, chairman, Disney Parks, Experiences and Products.

Disney has committed to develop less than 20% of the property and employ sustainable building practices, including an open-trestle pier that eliminates the need to dredge a ship channel.



Coral restoration is a focus at Ocean Cay MSC Marine Reserve

PHOTO: AP IMAGES FOR MSC CRUISES



Norwegian Cruise Line Holdings’ José Negron atop the new zip line at Great Stirrup Cay

PHOTO: ANNE KALOSH



Campania Three Ports One Network Naples | Salerno | Castellammare di Stabia

Port Network Authority of the Central Tyrrhenian Sea is the entity that manages the port territory. The ports of Naples, Salerno and Castellammare di Stabia belong to the Campanian port system. The authority is responsible for the strategy, planning, development, coordination, promotion and control of the port activities.

Naples

The Port of Naples, located in the center of the Mediterranean Sea, in the ideal route from Suez to Gibraltar, is among the principal harbors for commercial traffic and is experiencing a constant increase in its passenger traffic.

From the touristic area of the Port, in the historical center of Naples, it connects, with fast boats and ferries, the islands of the Bay of Naples and Sorrento.

In the cabotage sector the Port of Naples is a leader, representing 50% of the Italian trade. Moreover, it is a fundamental hub for the commercial and passenger traffic directed to the main islands (Sicily and Sardinia).

The shipbuilding and the ship repair sector represent the industrial sector of the Neapolitan harbor.

Castellammare di Stabia

The Port of Castellammare di Stabia centers its activity in the yachting and shipbuilding sectors, thanks to the historical existence of the "Fincantieri" factory. In the recent years, the area dedicated to yachting (mega and giga



yacht) has experienced an important development thanks to the proximity with the coast of Sorrento and with the archaeological sites of Herculaneum and Pompeii that attract every year millions of tourists.

Salerno

The Port of Salerno is connected with the world's main areas, guaranteeing fast and multifunctional services. Thanks to the

high ratio of traded goods and available spaces, Salerno is one of the most dynamic and efficient ports in Europe, representing an important hub of the Motorways of the Sea. The new passenger terminal, with the Maritime Station designed by the architect Zaha Hadid, is just a few steps away from the city. It is located in a touristic area with a great landscape, cultural, historical and archaeological value.

CRUISE TRAFFIC JAN-SEPT 19: TOTAL (NAPLES + SALERNO)

1.145.968 + 28,98 % compared to Jan-Sept 18

PASSENGERS JAN-SEPT 19: TOTAL (NAPLES + SALERNO + CASTELLAMMARE DI STABIA)

6.687.409 + 3,23 % compared to Jan-Sept 18

Godmother Karin Strand names Roald Amundsen in Antarctica using a chunk of ice instead of Champagne



Hurrah! Celebrating the ice smash, from left, are Hurtigruten ceo Daniel Skjeldam, ship's godmother Karin Strand and Capt. Kai Albrigtsen

PHOTO: SHAYNE MCGIBRE/HURTIGRUTEN
PHOTO: ANDREA KLAUSSER/HURTIGRUTEN



Breaking the ice

New ships are flocking to the White Continent. **Anne Kalosh** reports.

The Antarctic landscape is changing as brand-new expedition ships sail in. Of the dozen expedition newbuilds that entered service in 2019, eight are exploring the White Continent during the current season, and one – Hurtigruten's Roald Amundsen – even became the first ship named in Antarctica.

The other 2019 newbuilds currently there include Oceanwide Expeditions' Hondius, Quark Expeditions' World Explorer, Scenic Eclipse, Hapag-Lloyd Cruises' Hanseatic Nature and Hanseatic Inspiration, Aurora Expeditions' Greg Mortimer and Antarctica21's Magellan Explorer.

All raise the bar in accommodations, comfort, dining choices and exploration tools while adding more efficient engines and other environmental, technical and seakeeping advances.

Pre-season, the International Association of Antarctica Tour Operators forecast 80,553 visitors in the current 2019/20 period. Of those, 18,420 were expected to be cruise-only, never setting foot on land. Of the remaining 62,133, the majority are departing from South America to experience the Antarctic Peninsula on vessels carrying fewer than 500 passengers, including 188 anticipated to travel by yacht. Some 733 were expected to fly to the interior with 'deep-field' companies.

This compares to the 56,168 travelers with IAATO members in the 2018/19 season, via both deep field and cruise expeditions, including 10,889 visitors who travelled on cruise-only vessels and did not land.

The 2019/20 projection could change slightly due to factors like the restructuring of One Ocean Expeditions, whose early-season sailings on RCGS Resolute did not operate.

In 2020/21, six ships from the 2020 crop of expedition newbuilds are scheduled to join Antarctica service: Lindblad Expeditions' National Geographic Endurance, Hurtigruten's Fridtjof Nansen, Ponant's Le Bellot, Crystal Expedition Cruises' Crystal Endeavor, Quark Expeditions' Ultramarine and Albatros Expeditions' Ocean Victory.

To manage growth, IAATO has been redeveloping its ship scheduling process. Introduced in the early 2000s, the ship scheduler provides the basis for coordination between IAATO member vessels. Each ship knows where the others will be and the visits are planned and confirmed well in advance of the season. Each approved Antarctic landing site has a maximum number of ship visits allowed per day and no more than 100 passengers ashore, with a staff to visitor ratio of 1:20.

IAATO members approved a host of other actions ahead of this busy season. These include introducing a mandatory observer scheme to assess all member operators, their vessels and field camps for compliance with IAATO guidelines.

In addition, mandatory measures to prevent whale strikes were unanimously voted in. Operators are required to commit to either a 10-knot speed cap within a specific geo-fenced time area on

the Antarctic Peninsula or, for those who have a whale strike mitigation training program, an extra watchman on the bridge to monitor and record sightings within the geofenced time area.

Since the commercial whaling ban in 1982, nearly all humpback whale populations in the southern hemisphere are recovering, some at rates near their biological maximum. But with this comes a greater risk of whale strikes in areas of high aggregation such as those used for feeding, breeding, raising offspring, socialising and migrating. By committing to the new mandatory measures, IAATO member vessels are supporting the return of this species.

During the 2018/19 season, Happywhale, an initiative that tracks individual whales throughout the world's oceans, recorded more than 900 humpback whale sightings in Antarctica, 333 as known individuals, compared to just 700 sightings during the prior season.

Ted Cheeseman, owner of IAATO member operator Cheesemans' Ecology Safaris, and co-founder of Happywhale, expressed pride that the association took this bold step to reduce risk to whales, even while very little is known about their actual distribution on the Antarctic peninsula. The next step, he said, is to support the science to inform a future policy that minimises risk while maintaining operational freedom.

In other actions, IAATO rolled out restrictions on commercial drone use and developed guidelines for travelers to reduce their waste and single-use plastic.

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Achille Staiano, Vice President Global Sales, MSC Cruises
Hot spot choice: Flam, Norway

Our Northern Europe cruises are ever popular to the Baltic capitals and the Fjords with next year's positive numbers no exception, but we have seen an incredible spike of interest in itineraries that include Flam.



'Why? The sailing approach to Flam is almost worth the trip alone given the sensational journey through the stunning Aurlandsfjord as the ship gently and diligently bisects snow-clad mountains.

'Ashore there is a whole range of wonderful experiences with 10 separate excursions from Flam ranging from Northern Lights tours, visit underground pools and deep caves or marvel at some of the most spectacular waterfalls in the world.

'Nature's architect was never more artistic than when shaping the rugged, natural magnificence of Norway's beauty.'

MSC Preziosa, MSC Meraviglia and MSC Splendida will call Flam from German base ports between May and August 2020.

Where's hot in 2020?

As 2020 approaches we asked four cruise line execs what are the hottest destinations on the global cruise map?

Justin Poulsen, Vice President, Strategic Pricing & Itinerary Planning, Silversea Cruises

Hot spot choice: Galapagos

Galapagos is an iconic destination, perfect for exploration by expedition cruise. When Silver Origin debuts in summer 2020, she will provide a purpose-built platform, designed specifically to operate in the Galapagos and carry an expedition team that will guide and interpret the experience to truly unlock deep destination immersion.

Origin will also be designed to bring local culture and cuisine – prepared and curated by local artisans and chefs – onboard, to enrich and enhance the experience. Everything is designed to drive engagement and connection with the destination, and we are finding this approach is resonating very strongly with our guests, demonstrated by our extraordinary booking interest.



Helen Beck, Vice President, International Sales and Marketing, Crystal Cruises

Hot spot choice: Australia and New Zealand

When our brand new expedition ship, Crystal Endeavor, visits Australia and New Zealand in November and December 2020, it will offer a completely

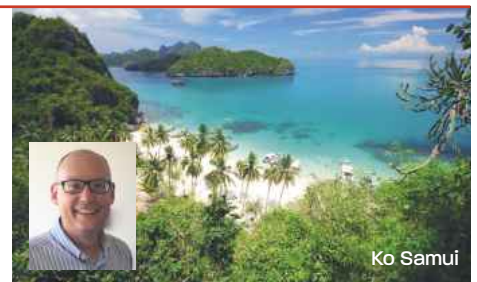


new perspective on these well-established destinations. Crystal Endeavor's voyages will go far beyond a typical luxury cruise offering guests the opportunity to enjoy outback adventures along the rugged coastline of Australia's most breath-taking islands, cruise through the glacier fjords of New Zealand, encounter majestic wildlife, hike through sublime forests, discover thermal valleys, hidden inlets and rainbow-



Tasmania

coloured lakes and marvel at the natural wonders of Tasmania. Guests will have opportunities for wildlife sightings; bold, unexpected experiences and adventures that present themselves along the journeys, guided by our expedition teams; and intimate exposure to less-explored destinations and cultures. On board, guest expedition guides, scientists and destination experts will further illuminate the journey with engaging presentations and seminars focusing on the unique nature and history of the region.



Ko Samui

Neil Duncan, head of yield & planning, Marella Cruises

Hot spot choice: South East Asia

What other holiday allows you to explore the best this region has to offer all within 14 nights – with visits to destinations such as Bangkok, Langkawi, Penang, Singapore, Kula Lumpur, Ko Samui, Malacca, Ho Chi Minh. All of which are a massive draw to the more adventurous cruiser. Marella Discovery is based in Langkawi (Malaysia) and Bangkok (Thailand) operating 14 night fly-cruises from Jan-March 2020 with direct flights from London Gatwick, Birmingham and Manchester.



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Future of expedition cruising session at Seatrade Europe



New frontiers

Expedition cruising is a trend setter that is shaping up for an interesting future reports **Michelle Winny**.

It's 'an exciting time for expedition cruise as we move towards industry growth, there's great opportunity for new adventures,' said Liz Gammon, marketing consultant & industry influencer and moderator in her opening remarks during a speaker session on the future of expedition travel at Seatrade Europe.

'The industry's order book is massive,' added Tim Littley, senior director, deployment & itinerary planning, Seabourn Cruise Line.' Littley believes the future for expedition cruise is capacity growth. He spoke of Seabourn's two expedition ice class vessels due in March 2021 and 2022 respectively with plans to reroute these vessels to unexplored regions.

Over tourism management and the need for industry collaboration between cruise lines and the ports to promote organic industry growth were key focal points during the discussion.

Gammon highlighted that it is important to choose your port agent wisely during the planning stage.

'We need to prevent over tourism so careful industry management is important to ensure the integrity of the visitor experience and to maintain the ecological and cultural environment of the destinations so that they are not impacted in a negative way,' said

Eva-Britt Korfeldt, director cruise, Visit Svalbard & Visit Oslo.

'Our guests hate over tourism, so planning is essential,' said Hans Lagerweij, president, Albatros International. From a shore excursions point of view, you must be creative and build a programme for guests to enjoy,' he added.

'Not every destination is embracing expedition,' Littley added. 'Sustainable low impact, low volume tourism is key. We need to be destination focused not port focused. It's important to have strong organisations locally and regionally to bring a clear set of guidelines,' he added.

For Littley there must be clear guidelines, 'there needs to be a regulation process to manage the volume of people at destinations.'

Korfeldt discussed the importance of involving the local community, 'We need to ensure they are better prepared for cruise passenger arrival.' She spoke about building relationships with the indigenous population and briefing them on the do's and don'ts of receiving cruise tourism through community workshops.

Expedition and luxury cruise are a new generation of travel: 'We need to differentiate from classic cruising. There are confident signs of investment and

opportunity for smaller ports to come up with something different,' said Littley. 'This is an opportunity to get a real taste of local flavour,' he added.

'Passengers are much more focused on the authentic experience and expedition is set to respond to these demands,' he added.

Littley sees this very much as a holistic approach: 'This should be very rewarding for everyone – local guides, community, collaboration is very important,' he said.

Speaking about the scope for adventure travel Littley, added, 'Expedition cruising is not just about cold climates, like Arctic and Antarctica, anywhere in the world can be an expedition destination.'

'We need to understand opportunities in our own back yard such as the Scottish Highlands.'

Littley foresees 'massive growth coming' but described this as a 'shared opportunity.'

He has concerns for limitations in where ships can enter: 'There are still regions in the world not open to expedition because of regional government restrictions. We need to remove hurdles and regulations and limit the bureaucracy.'

Gammon agreed saying: 'There is a big opportunity for land-based operations.'

Iris Hrud Johannsdottir, project manager, Port of Gara added: 'Port agents need to connect with operators there needs to be a good relationship.'

Gammon closed the talk with high hopes for the future of expedition travel and the potential scope for north European ports to get more involved, saying 'I look forward to hearing more about what places like Scotland and other regions have to offer and if they are willing to receive the arrival of the expedition cruise market to their communities.'



A great story to tell

Sustainability and overtourism concerns were key topics at the opening debate of Seatrade Europe 2019 as **Frederik Erdmann** reports.

CLIA Europe chairman Michael Thamm addressed the opening of Seatrade Europe in Hamburg with a strong message to delegates that value creation, responsible innovation and sustainable tourism are among the key priorities for the cruise industry.

In a panel discussion which followed, Capt. Michael McCarthy, chairman of Cruise Europe, called on individual cruise lines, as well as CLIA, to increase using ports as industry ambassadors and an interface to local stakeholders on sustainability matters.

It became clear that, while cruise operators and ports globally work hard to implement green strategies, this is not sufficiently perceived by parts of the public.

Much seconded by the panellists was a statement of Thamm, who claimed in his keynote address that the industry's current public image 'does not reflect who we really are'.

Felix Eichhorn, President of AIDA Cruises, reminded of recent sustainable achievements including LNG propulsion and the increasing use of shore power.

Karl J. Pojer, ceo of Hapag-Lloyd Cruises, added cruise clients had a highly different meaning than certain public groups. He called, in line with the other cruise line panellist for transparency and active information.

RCCL's svp International, Gavin Smith, reminded of the fact that the industry was cooperating in different forms to address sustainability issues and bring the industry's environmental footprint down. 'The industry has a great story to tell. It is on us to tell that story,' Smith said.

McCarthy stressed ports could become an important channel to tell this story locally.

River Cruise in good health

Panellists at Seatrade Europe's traditional 'River Cruising in Europe' conference session agreed on the healthy state of the European river cruise industry which has seen stable prices and increasing demand both from continental and overseas source markets during recent years.

This boom, which to some extent exceeded expectations, has though in certain hotspot ports sparked overtourism concerns.

Guido Laukamp, cco, Nicko Cruises reminded of the port cities' responsibility to keep pace with the development and outlined the advantages of organised tourism – such as river ship calls – compared to individual tourism causing intense road traffic.

Rudi Schreiner, president & co-owner of AmaWaterways used the example of shore excursion planning and confirmed that a better coordination of ship arrivals (and thus departure times of tour buses) can

indeed help to reduce the impact of tour bus traffic in port cities.

The panel agreed that, while critics voiced against river cruising is significantly less intense than those against ocean cruising, sustainability remains a core topic.

MD of Global River Cruises/Uniworld, Ben Wirz, gave various examples of how Uniworld tries to avoid waste – in particular plastic waste – by removing unnecessary items or transforming others to carbon-free, renewable materials.

Wärtsilä SAM Electronic's Alfred Horstmann gave an insight into alternative propulsion, outlining that hybrid propulsion was an important trend for new river ships.

At the end Monic van der Heyden, commercial manager Cruise of the Port of Amsterdam, invited several co-initiators on stage to officially launch River Cruise Europe, a voice for Europe's river cruise ship sector.

She said the new initiative had been prepared under the umbrella of Cruise Europe since spring and already boasts 20 members.

The ambition of River Cruise Europe is to bring together river cruise operators, ports and destinations, incoming agencies and tour operators.

Wybcke Meier, ceo of TUI Cruises, cited a citizen of Palma de Mallorca who claimed that organised tourism – such as cruise ship calls – caused actually less concern at destinations than individual tourists.



Lines, ports and cities working it out

An interactive roundtable on How to Create Effective Dialogue Among Cruise Lines, Ports and Cities held at Seatrade Europe in Hamburg saw ten cruise line executives host tables for around 80 delegates in a constructive dialogue centred on two case studies:

Case study 1: North-Western European Cruising Region

Case study 2: Destination management – the case of Dubrovnik

Chaired by industry expert Luis de Carvalho, ceo, Bermello Ajamil & Partners Europe, the session involved round table discussions with the goal of identifying:

1 – How to establish a successful cruise region

2 – How to minimise tourism congestion at a destination

Energetic conversation

Table host Helen Beck, vp International Sales and Marketing, Crystal Cruises was inspired by the session: 'Along with participants ranging from PHD research students to a DMC from Costa Rica, I had the pleasure of moderating a table charged with discussing the key elements to consider when establishing an effective cruise region.'

Beck shared, 'The conversation was energetic and varied with plenty of great ideas as to how to achieve success and I felt that we all learned from each other. My key takeaway from the discussion was that without understanding, patience and collaboration between the various stakeholders involved in establishing

an effective cruise region – both private and public – it is unlikely to happen and the establishment of a committee of the key interested parties would help drive a successful outcome.'

Participant Andrea Kamjunke, commercial director of Columbus Cruise Centre Bremerhaven and Wismar told Seatrade, 'I enjoyed the opportunity at the Seatrade Europe roundtable to talk to cruise line execs and port/destination colleagues of a common geographical area at the same time and to listen to them and it's always good to hear about the different needs for large and small vessels and their passengers directly from the people involved in the planning.'



Luis de Carvalho presented the workshop

At the end of the discussions, conclusions from each table were shared and agreed by everyone in the room (see box below).

Top key takeaways on establishing a cruise region included:

- Create an identity/story of the region to make it stand out from other regions
- Education of the ports and local community to ensure that they understand the benefits of cruise.
- Facilitate two-way communication between the stakeholders in the destination/region and the cruise lines and the region should listen to the cruise lines to understand what they are looking for.
- Create a regional strategy for cruise and measure performance and make improvements
- Draw up unique selling points for each destination to match with the right cruise lines and to differentiate the destinations in the region
- One approach could be to categorise destinations in the region based on themes to help match with cruise lines.

Top key takeaways on minimising tourism congestion at a destination included the following:

- Communication: create a working group/network of local stakeholders (at each destination) to ensure communication and collaboration

- Improve communication between local stakeholders, cruise lines, the community and NGOs
- Listen to and involve the communities to ensure support and make sure they understand the benefits of cruise
- Social media – respond to the negative communication and create dialogue
- Do a better job at sharing the positive stories
- Adjust vessels' arrival and departure time patterns – collaborate with the cruise lines (itinerary planners)
- Distribute the passengers into various areas of the destination by offering alternative shorex and using technology create events to attract passengers and pull the passengers away from the hot-spots and bring them to less visited areas
- Know your limitations at port and destination level
- And use the right figures when discussing congestion – 'get the facts right'
- Define what sustainability means to each destination.
- Be strategic in your promotional efforts targeting the consumers.





New kids on the block

The Newcomer's Boulevard at Seatrade Europe this year hosted a selection of 16 new to cruise suppliers from seven countries.

The Newcomer's Boulevard spotlighted a range of companies specialising in safety equipment to electronics and lighting to uniform and amenities from seven different countries including Sweden, Netherlands, Germany, Turkey, Denmark, Holland and China offering industrial services and products for the cruise industry.

Newcomers included: Aerte, Blue Wireless (Europe), BMS Audio, Bunker Oil, Dress Best Uniforms & Corporate Wear, Friedhelm Selbach, HAIL Europe, Hans Buch, HASYTEC Electronics, Luyang Energy Saving Materials, Privatmolkerei Naarmann, Stagil, Sternenfrucht Produktions, Tower Supplies, Trade Link West Indies and WK LED.

From the amenities sector was family run business HAIL EUROPE, a provider of hotel cosmetics and other guest supplies from Netherlands and established for almost 20 years. The company exhibited its range of environmentally friendly products. This included its own product line THE SPA COLLECTION with different fragrances and products such as tubes, pump dispensers and amenities such as vanity kits, shoe polish and toothbrush sets.

As a sustainable initiative, products with packaging made of stone paper derived from powdered stone are offered as an alternative to wood and hotel amenities made of wheat straw are available as an environmentally friendly option.

UK based Tower Supplies, a Workwear & Personal Protection Equipment (PPE) specialist introduced its new Helm by Tower range of supplies. The company offers products, services, training and support, with a stock of catalogue items. It also manages distribution and logistics in house and offers full product testing and maintenance services on site.

For Mark Dowling, director of marketing, Tower Supplies, location and inclusion was the key to success: 'From the prime central location allocated to newcomers to the inclusive stand arrangements and the exposure from the dedicated Newcomers Guide with full page promotion; all of this and more meant that the introduction of Helm by Tower had the tools to exceed expectation and goals of exhibiting at this event for the first time.'

'The show results look good for the company as Dowling explained: 'We look forward to realising the opportunities discussed at Seatrade and building on new partnerships formed.'

Bunker Oil AS presented its delivery facilities for fuel and Mobil lubricants along the Norwegian coast. It supplies customers with a range of industries.

Even Nordberg, senior sales marine, Bunker Oil AS spoke of his experience at the show: 'Seatrade Europe was the ideal platform for Bunker Oil to showcase our strong coverage

of the Norwegian coast offering flexibility with short notice supplies to cruise ships.'

Speaking of the benefits he added: 'Engaging with our partners at this event and getting to know new contacts face to face were the main focuses for us at Bunker Oil.

'New trends in fuel purchasing were highlighted during the event and we had an opportunity to conduct important talks with other representatives from the industry,' Nordberg added.

Germany based BMS Audio GmbH demonstrated its professional tour guide systems. A manufacturer of high-quality transducers, the technology avoids the use of conventional solutions such as dome diaphragms, which generate uncontrolled break-up modes with very audible sound colouration.

'For our company the Newcomer's Boulevard was a great opportunity. Because of the central position on the convention floor we received lots of traffic,' said Anna Sophie Kollmer, marketing & PR, BMS Audio GmbH.

Swedish based Aerte AB presented its Air Disinfection Units. These units have been developed in conjunction with British microbiologists, infection control experts and engineers to replicate how the natural environment protects and cleans the air in open spaces. The technology reproduces



Central-aisle location

these effects in an enclosed environment such as a cruise ship to neutralise airborne pathogens.

Blue Wireless (Europe) B.V. developers of intelligent multi-Gbit mm Wave wireless communications systems exhibited its 5G network products. This technology is used to build 5G networks and provide reliable connectivity whilst out at sea.

The company is headquartered in Singapore, with local entities and partners across Asia Pacific and Europe.

WK LED Ltd. from the Netherlands, presented its LED designs. It develops and manufactures innovative, customised led lighting solutions for luxury interiors.

Dress Best Uniforms & Corporate Wear from Istanbul Turkey exhibited its airline uniforms & corporate wear service solutions. The company offers design, fitting and personalised delivery with its uniform management system.

Germany based Friedhelm Selbach GmbH established for over 30 years and a specialist in beverage technology in the beer, premix and postmix segment showcased its cooling and dispensing equipment.

Hans Buch A/S from Denmark presented its marine department service offering with service engineers, who perform ship engine service worldwide.

The company supplies technicians who can assist with remote trouble shooting and skilled engineers who will service equipment worldwide and will be well prepared to avoid unnecessary surprises.



HAIL EUROPE's amenities range

Hans Buch Marine is licensed to perform services for companies Kockum Sonics Levelmaster and Rivertrace.

HASYTEC Electronics GmbH a Germany based company presented its HASYTEC DBP which prevents biofilm, the initial basis of all fouling and marine growth. It was developed to combat fouling and growth on every liquid carrying surface.

The system features eight transducers that emit ultrasound at the same time which increases the effect and the covered areas.

Privatmolkerei Naarmann GmbH from Germany and established for over 115 years presented its high-quality, semi-perishable and varied dairy products in the catering, restaurant and food processing industries.

STAGIL GmbH from Germany demonstrated its IT & Software Use Case. Jira Software, useful for cross department collaboration in different locations. Whether it is collaborating on a spec in Confluence, a ticket in Jira Software, or in the code base, Atlassian keeps the team connected and helps get things done faster.

Newcomer Sternenfrucht Produktions GmbH & Co. KG based in Germany is a family-run company that produces fruit juice concentrates. The company develops convenience products including soup concentrates, broths, pasta sauces, desserts and vegetarian fixed products, as well as the Star fruit juice dispensers and fruit juice concentrates.

LUYANG ENERGY SAVING MATERIALS CO. came from China and is focused on developing energy-saving materials. The company is a sino-foreign equity venture and integrated product research and development production, sales and application service in the field of refractory, ceramic fibre, basalt fibre and insulation bricks.

Trade Link West Indies LLC a US and European-based company specialising in the distribution of internationally recognised brands that offers direct ship deliveries for the cruise industry was a newcomer this year. The company came to present its dedicated sales, distribution and marketing team services to bring world-leading brands to clients.

The annual **Seatrade Cruise Awards** were presented at Seatrade Europe in Hamburg.

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Seatrade Cruise Personality of the Year Award

Robin Shaw, ceo, Saga Travel

Shaw has worked in the cruise sector for more than 15 years following stints in fleet car operations and in the food and beverage sectors. A qualified chartered accountant, he has been ceo of Saga's cruise division since 2010 and worked tirelessly in recent years on its game changing newbuilding programme representing the biggest investment in its history and which culminated in July with the introduction of the first of two new ships and first cruise ship to be built by a British-owned company for a British market in more than four decades.



Outstanding Contribution Award

Rudi Schreiner, president/co-owner of AmaWaterways

Schreiner is known as an innovator and trendsetter in river cruising. He co-founded AmaWaterways, starting from a single vessel in 2003 and built a fleet that now numbers 23. 2019 has been a particularly notable year with the introduction of three vessels, on the Danube, Douro and Rhine rivers, including the double-wide AmaMagna. AmaWaterways is a family-run business where Schreiner and wife Kristin Karst strive to offer a product that they would enjoy themselves. The multi-talented Schreiner is also an architect who creates the general arrangements and cabin designs for Ama's newbuilds.

Destination of the Year

Cruise Baltic, collected by Claus Bodker, director, Cruise Baltic
The sustainable approach of Cruise Baltic's strategy was recently confirmed with the Cruise Baltic Sustainability Manifesto, which follows the Global Sustainable Development Goals.

In May 2019, the first ever Baltic Sustainable Cruise Conference was held in the heart of Copenhagen and focused on the Baltic Sea Region as a sustainable destination.

Other finalists: Busselton, Western Australia; Sete Cruise Club

L-R: Ida Katrine Skaarup, junior manager, Cruise Baltic; Louise Roessel, manager, Cruise Baltic, Claus Bodker, director, Cruise Baltic





L-R: Ingo Soerensen, area vp global cruise sales Oracle; Derek Fournier, president, DeCurtis Corporation; Iain Richardson, ceo & co-founder, TheICEWay with Seatrade's Mary Bond

Supplier of the Year

DeCurtis Corporation, collected by Derek Fournier, president

DeCurtis Corporation created a booking system for Virgin Voyages that has the shortest booking flow in the industry, with six clicks to checkout. The platform boasts outstanding

results, with <1% reported issues, a testament to the ease of use of the website and flexibility of the underlying platform.

Other finalists: Intellian Technologies – v240MT VSAT Antenna System; V.Ships Leisure – Shipsure 2.0

NEW CATEGORY

Marine Interior Design of the Year



launching on the occasion of Marine Interiors Cruise & Ferry Global Expo, 11-13 September, Hamburg, Germany

SMC Design, collected by Andrew Yuill, managing director

SAGA Cruises employed SMC Design to provide the interior/exterior design, artwork procurement and signage solutions for their ship Spirit of Discovery. The brief was to provide a contemporary classic interpretation of great British design as the basis of the hotel's design.

Other finalists: Eumar Santehnika for Five Point Plus vanity unit; Marella Cruises for 19th Hole Clubhouse onboard Marella Explorer 2

Port of the Year

Zadar Cruise Port, Croatia



collected by Rebeka V. Pevec, general manager

Zadar Cruise Port inaugurated its brand new cruise terminal in 2019. The giant terminal construction began in 2016 and cost €27m to build and is equipped with all the necessary equipment and infrastructure to serve both cruise and ferry passengers. The terminal is forecasted to handle 175,000 cruise passengers within the year and is forecasted to grow continuously.

Other finalists: Port of OldenLoen, Norway; Port of Yokohama, Japan

living inside the favelas. Tours in Vidigal are provided by locals who were born and raised in the favela and have been trained to be guides of their home.

Other finalists: Astoria Shipping and Tourist Agency for The Daily Life in a Nun's Monastery in Patmos, Greece; InterCruises Shoreside & Port Services for Behind the Scenes at the Marine Mammal Center in San Francisco, USA.

Innovative Shorex Award

Abercrombie & Kent (Akorn), collected by Amanda Schuddin, director global cruise

Incubating Vidigal Entrepreneurs, Rio de Janeiro Brazil – The tour witnesses the every-day life that around 25% of the city's inhabitants face in the favelas (slums). The tour supports Favela Inc., an NGO set up to empower and educate local entrepreneurs

Environmental Initiative Award

Hullwiper Ltd, collected by Thies Holm, Hullwiper Representative

Sponsored by



HullWiper's Remotely Operated Underwater Vehicle is an eco-friendly, diver- and-brush free underwater hull cleaning technology which significantly reduces fuel consumption, enhances long-term operating efficiency and leaves a clean hull that results in lower carbon emissions.

Other finalists: DNV GL - AFI (Alternative Fuel Insight) Platform; Luminultra - LuminUltra Cloud™



Marketing Initiative of the Year

Caribbean Village, collected by Julie-Anne Burrowes, Cruise Tourism Advisor

Sponsored by

CruiseBaltic

Caribbean Village is the largest collective cruise marketing platform for the Caribbean.

The Caribbean Village provides a partnership approach to promoting the region in order to maximise destinations' often constrained marketing budgets, develop a cohesive brand message and stimulate additional cruise traffic.

Other finalists: OneSpaWorld & Celebrity Cruises; Zielia – Digital Destination Platform





Port Everglades Greets Guests Creatively

Port Everglades is using its industrial landscape as a palate for artists to create visually stimulating works of public art that engage cruise guests and often serve a practical purpose, such as welcoming guests as they navigate through the Port.

“One way we communicate and interact with our cruise guests and customers is through public art. We see art as a front door into our business,” said Port Everglades Acting Chief Executive and Port Director Glenn Wiltshire.

Port officials are working with the Broward County Cultural Division to commission a variety of artists and designers who are capitalizing on the Port’s assets to create a more inviting atmosphere for the nearly four million guests who cruise annually.

“The Port is fearless when it comes to public art and this attitude energizes the Cultural Division,” said Phillip Dunlap, Director of Broward’s Cultural Division. “The Port sees opportunity for art in security booths, barrier walls, building exteriors, road medians, fences, wayfinding signage and more.”

Cruise Terminal 25 (T25), home to Celebrity Cruises’ newest ship Celebrity Edge, features a 260-foot interactive artwork installation by Venessa Till Hooper in the terminal check-in area.

Modern sculptor Alice Aycock recently installed a dynamic three-dimensional

hybrid of architecture and sculpture that suggests waves, water, wind and vortexes of energy placed inside a center median in front of the terminal.

Colorful native birds meet cruise guests at eye level from the Lido Deck of their ship, as Ernesto Maranje recently completed a mural on the Port’s iconic Harbormaster Tower that combines nature with imagination.

As the world’s third largest cruise port, Port Everglades is also a leading U.S. container port and a petroleum hub for all southern Florida. This mixed use, makes the Port popular for economic development, but can be challenging for guests navigating through the unfamiliar industrial terrain.

On the horizon is directional signage with colorful heron, fish and palm images that create an intuitive visual map to cruise terminals and parking garages.

“Neuroscientists have found that the human brain can process images in about 13 milliseconds, and visual cues are easier to process, understand and retain. In the high-stress travel environment, our goal was to ensure a sense of well-being, safety and security,” said Assistant Port Director Peg Buchan.

The sense of place that Port Everglades creates through art is a welcome mat for cruise guests, the Port’s workforce and the local community.



“One way we communicate and interact with our cruise guests and customers is through public art. We see art as a front door into our business,”

Port Everglades Acting Chief Executive and Port Director Glenn Wiltshire.



Virgin Trains will open a Miami station serving cruise passengers from all lines and terminals, including sister brand Virgin Voyages

Patrick Goddard, Virgin Trains



Train to port

Virgin Trains USA aims to work with all lines for its new PortMiami station. **Anne Kalosh** reports.

In a US transit first, Brightline – soon to be Virgin Trains USA – got the green light to develop a station at PortMiami by the end of 2020. This will be the only intercity rail system directly connecting a major cruise port with an international airport (Orlando International Airport).

The service will increase mobility, take cars off the road and connect Central Florida to the ‘Cruise Capital of the World,’ says Patrick Goddard, president of Virgin Trains.

‘This private-public partnership is a great opportunity to expand PortMiami’s connectivity to visitors travelling from Central Florida and for Miami-Dade County residents to get to the Orlando area in a quick, enjoyable way,’ Miami-Dade County Mayor Carlos Gimenez adds.

Current stops include downtown Miami, Fort Lauderdale and West Palm Beach with construction under way to connect with Orlando in 2022. An additional station in Aventura is approved and Virgin Trains hopes to add a Boca Raton station in 2020.

Last year PortMiami handled more than 5.5m passenger movements. According to Goddard, 40% to 50% of cruisers drive to the port, and many originate from points north of Palm Beach, making Virgin Trains a convenient option.

The railway already serves MiamiCentral, not far from the port. But Goddard says

that particularly for overseas visitors who pair an Orlando vacation with a cruise from Miami, getting off or on the train close to their ship ‘removes a lot of the friction’ from their travel.

Virgin Trains initially projects 750,000 cruise passenger rides (counting arrivals and departures) annually involving the PortMiami station. An average of two round-trip trains a day is envisioned for the first two years of operation, with the plan to expand to at least four daily round-trips thereafter.

‘We’re going to tailor our schedule to optimise operations. We’re looking at peak embarkation/disembarkation times and trying to line up our overall schedules,’ Goddard says. That could mean fewer round-trips with longer trains or shorter trains with greater frequency.

The \$15.4m station will be built at the northeast end of the port, where the existing rail tracks are located, and shuttles will transfer passengers between the station and the terminals.

Ken Muskat, evp and coo of MSC Cruises USA, the official cruise line of Brightline, considers the station ‘very exciting news.’ He adds: ‘Our partnership with Brightline has been very well received by our guests to date and the new Brightline PortMiami station will make getting to the port and our ships even easier for our guests.’

Virgin Trains also has a marketing agreement with Norwegian Cruise Line, and Virgin Voyages is in the family. However, Goddard stresses the desire to work with all cruise operators.

New terminals are coming for Norwegian, Virgin, Carnival Cruise Line and MSC Cruises. Over a decade, the port’s cruise traffic is expected to nearly double, to 10m passenger movements.

Virgin Trains already offers ‘Train to Port’ packages that bundle in parking and a checked bag. These are available to passengers of all lines sailing from South Florida ports. A dedicated booking portal for travel agents provides access to the lowest fares and a generous 20% commission.

To further raise awareness among cruise lines and destinations, Virgin Trains plans a significant presence at Seatrade Cruise Global in April. The company is also developing packages with Cruise Planners, World Travel Holdings and American Express Travel, along with destination partners.

There could be opportunities for pre- and post-cruise programs with destinations, hotels and resorts. For example, the West Palm Beach Station is within walking distance of several hotels and attractions, and only a short ride to iconic properties such as The Breakers, Eau Palm Beach, Four Seasons Resort, Brazilian Court, Chesterfield Palm Beach and The Colony Hotel off Worth Avenue.



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Call of the wild

A week-long fam trip for cruise line execs organised by Cruise Norway highlighted six ports and destinations as **Michelle Winny** found out.

Cruise line executives from AIDA, Marella Cruises, Cruise & Maritime Voyages, Ponant and Silversea Cruises, along with agents from DMC, European Cruise Service and Nordic Gateway attended a week-long familiarisation inspection to the northern tip of Norway organised by Cruise Norway.

First up new destination Mo I Rana located just south of the Arctic Circle, which has an archipelago of over ten thousand islands, islets and skerries. The main cruise berth can accommodate cruise ships up to 300mtr. Two cruise calls are booked for next year. Future plans are in place for a passenger terminal at the main cruise pier.

The town's second pier is the industrial bulk terminal which can accommodate larger cruise ships. Shorex included Kai Linde a local boat builder for a tour of the boat yard and demonstration of traditional Norwegian wooden boat building skills.

The next tour was Gronnligrotto or cave of Gronil – a natural cave running deep into the mountainside, made from the natural formation of glaciers over centuries.

Attendees also visited the historic town of Mosjoen, which has a pier suitable for small expedition cruise ships with a maximum length of 240mtr. This the oldest town in the Helgeland region with houses dating back to the 19th century.

The next stop in southern Helgeland was Bronnoysund. This a regular cruise destination for Hurtigruten's Roald

Amundsen with 20 calls planned this year increasing to 100 calls in 2021 where the ship will berth once a week travelling from Dover.

There are plans to extend the pier to accommodate bigger ships.

AIDA and Cruise & Maritime will make maiden calls soon.

Shore experience highlights included Torghatten, a granite mountain on the island of Torget in Brønnøy. It is known for its characteristic hole, or natural tunnel, through its centre. It is possible to walk up to the tunnel.

Attendees also visited the Norwegian Aquaculture Centre for a presentation on the UNESCO Island Vega, which lies to the west of the Helgeland region, an area popular for kayaking and cycling. It is also home to the eider duck museum.

The tour continued to Bodo the first city situated above the Arctic Circle and beneath the Auroral Oval, a place well known for its view of the northern lights. The port received 32 calls this summer bringing 35,000 passengers. An increase to 34 calls is booked for 2020. A year round destination 15 ships will visit this winter.

New is the recently opened Norwegian national jekt museum, an interactive exhibit of the history of trade in circumpolar Norway. Jekt ships sailed the Norwegian coast dating back to medieval times carrying stock fish and cod-liver oil, Norway's two most important export goods for centuries.



A well preserved jekt is at the centre of the exhibition.

The next stop was Narvik, located inside the Arctic Circle. A new pier is 300mtr from the city centre is currently being constructed which will be able to accommodate ships of all sizes. Facilities for shore power will be available in the future and LNG supply for cruise ship is being studied.

AIDA is a regular caller with eight visits across the winter and summer season.

The port only accepts one cruise ship a day, with exception of smaller expedition vessels where two are permitted a day. Highlights include the War Museum, cable car and Oftbanen railway from Narvik to Riksgransen on the Swedish border.

Attendees continued to Alta with its new cruise pier. 35 ships will call in 2020, 10 in the winter months due to the popularity of Northern Lights tours.

Shorex include the Polar Park Arctic Wildlife Centre with bears, lynx, moose, red deer, reindeer, wolf, muskox and the illusive wolverine, a dogsledding experience and shaman ceremony.

The Northern Norway fam started in Tromsø with its three cruise berths capable of accommodating up to five ships simultaneously. Highlights included a taste of the Arctic vibe with local beer and cheese tasting, followed by a concert performed by local musicians at the Arctic Cathedral. Attendees also visited a working dog home for huskies involved in sledge racing.



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Ulstein's yard in Aalesund



Green technology

Retooling for cruise

Norway's shipyards building for the offshore market have had a tough time in the last five years but cruise is providing a useful respite as **Charlie Bartlett** reports.

In the run up to 2014, it seemed like every day heralded the delivery of some new, technologically advanced, offshore supply vessel or anchor handler. Some of these were built in Turkey, or Eastern Europe; but most commonly, they were built in Norway. The shipyard names stood out: Ulstein; Vard (then STX Norway AS); Kleven; and Westcon. But today the offshore market still hasn't recovered from its slump, and when it does it will be more likely to order its new vessels in China. Where, then, for new work?

Norwegian shipyards are therefore repositioning themselves to take advantage of the emerging appetite for expedition cruising. The expertise in this part of the world yields a surprising amount of overlap between previous generation offshore newbuilds and these ones; both types of vessels incorporate advanced navigation technologies; and the harsh climates they will be operating in necessitates low tolerances and little compromise in terms of their construction.

Fincantieri subsidiary Vard is undergoing a reorganisation due to the persistent downturn in the oil and gas sector and has been active in the expedition arena. Vard Langsten outfitted Hanseatic inspiration the second in a series of three luxury expedition ships for Hapag-Lloyd Cruises in October.

Currently Vard Vung Tau, in Vietnam is constructing an expedition cruise vessel, 120-passenger Coral Geographer, for Coral Expeditions. A repeat order and sister of Coral Adventurer which was the first cruise ship to be built entirely at Vung Tau, explained VARD ceo and executive director Roy Reite. 'Coral Expeditions is leading a strong Australian market by virtue of its commitment to delivering outstanding service and routes in first class vessels.

'Vard Vung Tau has, from the outset, worked to mirror those standards with a project that has seen the team, in association with the owner and our global network, complete every aspect of the build.'

But though costly, Norway still has considerable advantages in shipbuilding. For one, it will soon be home to unimpeachably the strictest ECA in the world – the UNESCO World Heritage protected Geirangerfjord and Naerofjord areas -- where come 2026, zero emissions will be permitted. Norwegian shipyards will keep this in the back of their minds when designing new vessels, even if these are never destined to ply the fjords. 'The government here in Norway is driving the technology,' says Ulstein chief designer Øyvind Gjerde Kamsvåg.

'In the World Heritage fjords they will

limit the number and type of ships that can access these areas, but [come 2030] they will probably expand this along the coastline,' he continues. 'So we are developing our ship designs to fit those requirements.'

Central to this effort is Ulstein Zed, a diesel-electric design with a unique array of onboard renewable technologies, as well as battery functions, which can run for 12 uninterrupted hours on battery power alone. This will be enough to provide trouble free access to the UNESCO fjords, further assisted by 300kW of solar panel capacity. 'We would like to see our ships accessing restricted areas, reducing fuel consumption, and reducing the wear and tear on components resulting in higher second-hand value,' Kamsvåg adds.

At Ulstein's yard in Aalesund, work is underway on a new luxury expedition cruising vessel which will set guests back over \$1,000 a night to travel to the Arctic. National Geographic Endurance, built for Lindblad Expeditions, features 12 large balcony suites, 28 balcony, 17 standard and 12 single balcony suites. Its first 14-day voyage, which carries passengers up to Svalbard before embarking to the polar regions, is already sold out.

The vessel is designed not only for travel to the Arctic, but also the Antarctic under Lindblad's Epic Antarctica itinerary. It is equipped to, in the words of Lindblad newbuild site manager Reed Ameal, 'leave earlier and stay later' than other vessels of its type.

Lene Solheim, Ulstein organisation and communication director, suggests that the yard may be over the worst of its troubles. 'We have had five very tough years,' she says. 'We've been entering into many contracts with low margins, but we do believe we're now on top of it and will start to make money again.'



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It's not a case of 'if' but 'when'

The rise of the digitally connected ship in turn opens cruise operators up to the threat of cyber attacks. How can they recognise the risks and ensure they are protected informs CRIBB Cyber Security's **Patrick Carolan**.



The Risks

Literally everything on board has some sort of connection these days, which makes for a great experience for passengers and great cost-efficiencies for the operators. However, it also means that pretty much the entire ship is hackable. A cyber attack on a cruise ship could target personal data from individual passengers, but it could equally threaten the very safety of the ship itself.

Cyber attacks in cruise are already happening. A Royal Caribbean executive was recently quoted as stating the company has as many as one million cyber-attacks per day. This is certainly not an isolated incident and I'm sure the figure for other cruise companies is similar.

Mitigating the Risks

No cruise operator can ever say they are 100% protected against cyber attacks but there are measures that can, and should be put in place with two main aims: minimising the risks of being attacked, and reacting should a cyber attack happen.

All cruise operators should be looking to instigate the following at a minimum:

Fix the Process, not the Problem

Solving problems after they occur doesn't always help and it doesn't prevent the

problem from occurring. It is important to determine what is the root cause of the problem.

Instil training and security awareness

Cybersecurity impacts every level in an organisation so commitment to solving it should radiate through every department. Continual and ongoing training of your entire staff, both on-shore and on-board means that they will be much more aware of cyber threats and what to look for. This should include recognising phishing threats but also Data Protection Awareness. It is all too easy to blame an external malicious actor but in actual fact mis-management of data is more common and can cause an equally serious threat.

Segment recreational and transactional networks

A cyber attack that impacts a passenger wishing to view the latest movie or TV series on board is naturally frustrating. However, compared to having credit card details stolen while on board, it is relatively minor. If those networks are linked then someone can hack one area and gain access to everything on board. Keeping them as separate networks goes a long way to keeping that transactional information safe.

Implement a risk management framework

To keep your cruise ships secure, it is important to utilise a recognised framework, such as ISO27001 or the UK's IASME Governance Certified framework that also contains Cyber Essentials and Data Protection principles. Understanding the risks is the important step in knowing how to mitigate them, as well as how to respond to them when an attack does happen.

Implement a Detect and Response process

As mentioned, a cyber attack will inevitably happen, no matter how many measures you have in place. Once you accept that fact, you need to consider how you can minimise the impact of an attack. In order to do that you need to be able to spot the attacks as early as possible and have measures in place for how you respond to those.

Get Advice

It is vital to seek independent expert advice. Even if you have a knowledgeable in-house team, there is always some level of bias, which you don't get when you seek external advice. They will delve into areas internal advisers may have avoided or mistakenly believed were acceptable.

Being Prepared

When it comes to spotting the risks, it is vital to understand that it is not 'if' but 'when'. If you haven't already experienced a cyber attack, it will inevitably happen and it is important that you are ready to withstand that. Being prepared and having measures in place is the best way to protect yourself against the impact of a cyber attack.

Patrick Carolan is technical director, certification auditor & international data protection officer, CRIBB Cyber Security (part of TheICEWay ecosystem).

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L-R: Alexander Jeuck, Marc Ashton, Martin Coleman and Joakim Espeland

Five trends shaping satcoms

With cruise ships becoming ever more connected, the reliance on satellite has never been more significant. We asked some experts to share the most important trends shaping this space right now.

1. Cruise lines will need to be even more connected

In the maritime market, VSAT terminal is growing by around 10% per year. According to Alexander Jeuck, general manager of N@SAT SINGAPORE this is being driven by consumption of applications that require high-throughput connectivity. Connectivity on board is set to become even more important as passengers become accustomed to more and better connectivity in their daily lives thanks to new wireless technology such as 4G and 5G networks.

According to Marc Ashton, international sales manager, ETL Systems: 'Cruise ships can enhance the passenger journey, and boost revenues, by offering online services such as data packages, dependent on how each individual wants to use the internet, or online portals where passengers can book add-ons during their cruise holiday. However, in order to enable any of this, a strong and reliable internet connection is a must and satellite is the only way to deliver that.'

2. Small satellites will improve connectivity

A great deal of new small satellite launches are planned in Low Earth Orbit (LEO). Martin Coleman, executive director, Satcoms Innovation Group, says: 'Most recently SpaceX has submitted paperwork for 30,000 more Starlink satellites. As we move into 2020, we will see these launches start in earnest. With that will come a vast opportunity to better serve connectivity at sea.'

Coleman added: 'Once the connectivity is in place, the satellite industry needs to look at how we improve the customer experience. I believe that there will be a lot of innovation on a cell structure basis so that pretty soon passengers on a cruise ship will be able to simply connect as if on any other 4G or 5G network.'

3. Connecting directly to LTE

LTE (Long Term Evolution) is already gaining traction to provide connectivity for railways. According to Alexander Jeuck: 'LTE represents a massive increase in capacity, and we are already seeing some applications, some of them with dedicated networks, using LTE in place of satellite for on-the-move communications. I believe that we will also see cruise ships beginning to invest in LTE connections to enable good connectivity on board. However, what will be even more attractive is a hybrid satellite, LTE model. This will give cruise ships the high capacity needed as well as good reliability, ensuring they can keep passengers happy nearshore and offshore.'

4. Equipment will be more important than ever

Connectivity at sea can be a challenge and when it does fail, the complaints are quick to appear. As the need to ensure continual connectivity increases, cruise companies will begin to put more importance on ensuring the right equipment.

Coleman commented: 'Most problems in satellite communications are caused by

either human error or equipment failure.

Many cruise ships have legacy equipment on board that is prone to failure and that causes connectivity issues both for the ship itself, as well as potentially interfering with, and impacting, other services.'

Ashton added: 'Satellite equipment needs to be designed with redundancy options and reliability in mind. So that in the event of a failure and signals are lost, the ships satellite and data connectivity isn't lost.'

5. Testing will get easier and cheaper

Correct satellite antenna set-up is vital and should take place annually, however can be time consuming. New technology is emerging to make it easier, cheaper and faster for cruise ships to ensure satellite equipment remains on-point and is operating as it should be.

Colin Wood, senior sales manager, Atlantic Microwave, said: 'Consumer demand for high quality coverage increases daily and the pressure is on to get satcoms setup and operating correctly on board. Testing the performance is vital both at installation and on an ongoing basis.'

Joakim Espeland, ceo, QuadSat, commented: 'Current testing often involves having to take the cruise ship out with a satellite engineer on board to test the connection on the move. That is naturally extremely expensive and laborious.' QuadSAT has developed a platform that uses drone technology to test and calibrate satellite and VSAT antennas autonomously, mimicking an orbiting satellite that can simulate a ship's motion. It enables highly accurate testing while drastically reducing downtime.

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TILLBERG DESIGN OF SWEDEN

The new midsection was glided into place in just half an hour

More than a stretch

By Anne Kalosh

The extension of Star Breeze at Fincantieri's Palermo yard is 'not just a ship lengthening. It's a complete transformation,' according to John Gunner, vp expansion projects for Windstar Cruises.

A major aspect of what's been called the most complex cruise ship lengthening ever undertaken is the re-engining of the 30-year-old ship (delivered in 1989 as Seabourn Spirit). This will make for far greater fuel efficiency, meet the new emissions regulations and add 4 knots to the cruising speed, opening far-flung destinations like New Zealand for Windstar.

Seven engines (four for propulsion and two for electricity needs) are coming out of Star Breeze. Going in are four Wärtsilä 26 diesel engines (two V12 for propulsion and two 8-cylinder for electricity) that meet the highest (Tier III) nitrogen oxide emissions

standards. The ship also will be fitted with selective catalytic reduction converters to further reduce harmful exhaust.

In Windstar's \$250m Star Plus Initiative, Star Breeze, followed by sisters Star Legend and Star Pride, are each being lengthened and updated in stunningly short four-month stints. The work will add 50 suites per ship, re-do all accommodations and expand dining choices, the spa, fitness center and pool deck.

Two new restaurants include the eclectic, Spanish-styled Cuadro 44 by Anthony Sasso and a modern, alfresco Star Grill by Steven Raichlen.

Each ship's capacity will go from 212 to 312, so the project represents an overall capacity increase of 24% for Windstar in a year's time. Gross tonnage will go from 10,000 to 13,000.

Star Breeze entered the Palermo yard October 7. The next day workers began removing pipes, cables and carpet and cleaning the diesel oil tanks. Two cutting lines were marked. On October 14, the cutting began. In a ceremonial act, Windstar President John Delaney made the final welding cut on October 16.

The next day, the 25.6mtr/84ft prefabricated midsection – built at Fincantieri's Trieste and Ancona yards – was glided into place between the two halves in the drydock. Delaney stood in the dock, with Star Breeze balanced on skid shoes towering overhead as the 750-ton midsection advanced on a track, then pivoted and turned into the space between the bow and stern portions.

The operation took just half an hour.

'This was a yacht. Now it's a cruise ship,' said a smiling Isabel Landzic, Fincantieri project engineer, looking on with satisfaction.

Landzic was among scores of Fincantieri workers and managers including Palermo yard director Salvatore Savarese, Windstar executives and a handful of top cruise retailers and media. They watched with all the concentration and awe of people witnessing a spaceship launch.

'My little baby is becoming a big baby. It will not be very big but quite different,' said Christopher Prelog, vp fleet operations, Windstar. 'It's a good size, and we can offer a lot of new things.'



Windstar President John Delaney (in green shirt) makes the last welding cut to Star Breeze



The 25.6mtr/84ft midsection was prefabricated and ready to be inserted into the cut ship

PHOTO: ANNE KALOSH



Palermo shipyard workers and yard manager Salvatore Savarese, right, toast the operation

PHOTO: ANNE KALOSH

Windstar executives related how numerous yards bid for the project but Fincantieri stood out for its solution-oriented approach. While others emphasised the challenges, Fincantieri focused on ways to overcome the challenges.

Delaney called Fincantieri 'leaders in this type of work. This is a very, very complex project in a short amount of time. Lots of companies have stretched ships. Lots of companies have re-engined ships. But we're doing both, and all the other changes.'

Gunner, a veteran of newbuildings at Princess Cruises over decades, said the steel work done at Palermo is as good as he's seen anywhere, and the progress so far had further boosted Windstar's confidence in Fincantieri.

The Palermo yard has completed 34 ship lengthenings, including Silver Spirit, MSC Cruises' Renaissance program, ferries and barges, according to Andrew Toso, vp ship repair and conversion, Fincantieri Services

Fincantieri's Andrew Toso, left, talks with Windstar's Chris Prelog and Isabel Landzic, Fincantieri project engineer, on the evening of the final cut



PHOTO: ANNE KALOSH

Division. 'This is a little more complex than we've done in the past,' he said of Star Breeze.

On hand for the final cut and midsection placement, Van Anderson, co-founder of Avoya Travel, said the Star Plus Initiative is good for the trade, good for consumers and good for the environment.

Avoya has been booking clients on Star Breeze since it first entered service as Seabourn Spirit.

'It's getting a new life,' Anderson said. 'It

feels good to be able to continue to sell a ship with history instead of putting her out to pasture. We don't do that with hotels. We stay in hotels and resorts because of their history.

'There's nothing wrong with new ships. We need growth,' he continued. 'But small is the new big. It's a new opportunity.'

Star Breeze is scheduled to emerge from its transformation and resume service on February 20 in Barcelona, with re-inaugural activities in North America planned on March 19 at PortMiami.



From left, Windstar's Chris Prelog and John Gunner, Fincantieri's Salvatore Savarese and Windstar President John Delaney

PHOTO: ANNE KALOSH

The Star Grill by Steven Raichlin will be a new casual, alfresco restaurant on the fully transformed top deck



RENDERING: WINDSTAR CRUISES

Lloyd Werft undertakes Artania overhaul

Phoenix Reisen's 213mtr long Artania arrived in Lloyd Werft Bremerhaven's Kaiserdock II on November 17 for a stay lasting about three weeks.

Along with routine class work more than 250 cabins will be overhauled by the owner.

The ship is scheduled to leave the shipyard on or around December 6, for its next cruise.

As well as the maintenance and classification work being done by Lloyd Werft, the public spaces and cabin refurb work is being carried out by the owners.

This work includes a makeover for the Pacific Lounge and Jamaica Club. In addition, carpets, furnishings, wallpapers and many other items are being refurbished and newly designed in more than 200 cabins and public areas. Lloyd Werft is lending logistical support to this work.

Lloyd Werft will, among other things, renew ventilation shafts and hull anodes. Along with steel repairs to the outer hull



PHOTO: CHRISTIAN ECKARDT

and tank top plate areas, exhaust pipes will also be renewed, tanks cleaned and outboard fittings and diverse valves overhauled and the electric motors and the pre-heater on the fuel injection plant serviced.

Norwegian Spirit set for \$100m+ refurbishment

Norwegian Spirit's upcoming \$100m-plus renovation as part of The Norwegian Edge program will be the largest in Norwegian Cruise Line history.

The 1998-built ship is scheduled to enter drydock in Marseille on January 2 for a nearly 40-day renovation that will install 14 new venues, additional staterooms and an expanded Mandara Spa.

New complimentary dining venues will be introduced including an additional main dining room, Taste; the 24-hour eatery, The Local Bar and Grill; the all-day dining outlet, Garden Café; the Great Outdoors Bar; and Waves Pool Bar.

In addition, Onda by Scarpetta will be added to Norwegian Spirit, following the introduction of that venue on the new Norwegian Encore and the critically acclaimed Scarpetta restaurants in the US and London.

Making their debut are Bliss Ultra Lounge and Spinnaker Lounge, which features the Humidor Cigar Lounge. Splash



Academy, the children's water park, will be replaced with the adults-only retreat Spice H2O, a daytime lounge featuring two new hot tubs and a dedicated bar, which transforms into an after-hours entertainment venue.

Mandara Spa will double in size to nearly 7,000sq ft and include a relaxation area with heated loungers, a new Jacuzzi room,

a sauna, steam room and water therapy experience. Pulse Fitness Center will be expanded, too.

Norwegian Spirit will also get new, contemporary hull art.

Norwegian Spirit is set to sail out of drydock in February to begin extended itineraries of eight to 24 days calling at destinations in Asia, Africa and Europe.

Six month makeover for Le Ponant

Le Ponant will undergo a major refurbishment at Genoa's San Giorgio del Porto.

The work, which will cover several areas on board the ship, will be completed in six months, from November 2019 to April 2020 and will employ around 200 people.

The Ponant was built in 1991 and has a capacity of 66 passengers.

'This order strengthens the bond with a major partner such as Ponant,' said Manolo Cavaliere, commercial manager of San Giorgio del Porto.

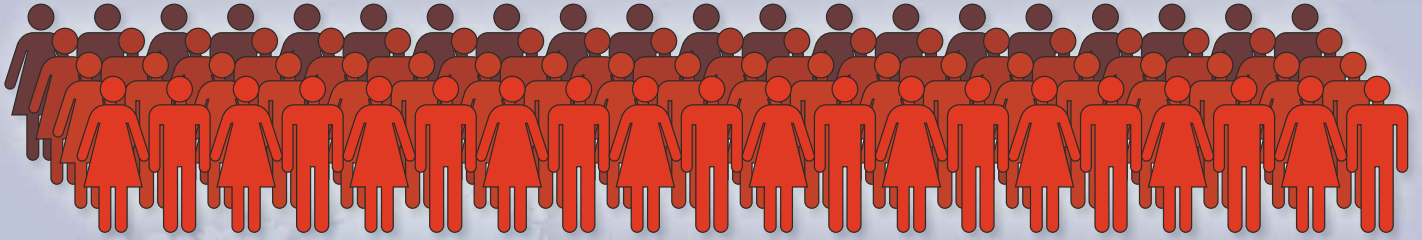
'For this renovation, we want to rethink and reshape the interior space of our emblematic flagship, Le Ponant, to offer passengers a unique experience,' said Charles Gravatte, general secretary of Ponant.

San Giorgio del Porto is part of the holding company Genova Industrie Navali (GIN), formed with another historic Genoese shipyard, T. Mariotti.

The yard recently restyled Costa neoRiviera which is sailing with AIDA Cruises as AIDAmira.



28.5m passengers took a seagoing cruise in 2018



Market penetration in 2018



Average Age & Cruise Length Per Region Q1 & Q2, 2017 and 2018

Region	2017 Age	2017 Cruise Length	2018 Age	2018 Cruise Length
North America	46	6.9	46	6.9
Western Europe	52	9.0	52	9.0
Asia	46	4.3	46	4.3
Australia/NZ/Pacific	50	9.3	49	8.9
Caribbean, South & Central America	43	7.1	43	7.1
Eastern Europe	45	7.6	45	7.5
Africa	43	4.6	42	4.6
Scandinavia/Iceland	50	8.7	50	8.6
Middle East/Arabia	50	8.2	50	7.7

Western Europe as a source market 2016-2018 '000 passengers

Country	2016	2017	2018	%change
Germany	2,018	2,169	2,233	11
UK & Ireland	1,960	1,971	2,009	3
Italy	751	769	831	11
Spain	480	510	531	11
France	555	504	521	-6
Others	884	889	957	8
Total	6,648	6,812	7,082	38

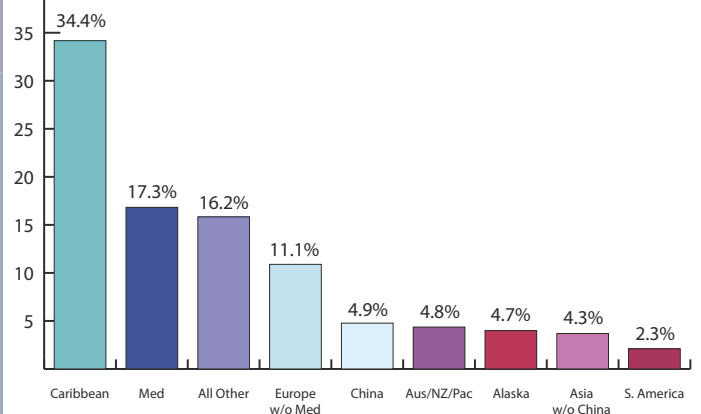
Asia cruise growth 2013-2018

	2013	2018
Number of cruise ships in Asia	43	78
Number of cruises & voyages	861	2,041
Number of operating days	4,307	10,467
Passenger capacity (million)	1.51	4.26

North American Cruise Passengers 2016-2018

		% growth
2016	12,403,000	3
2017	13,019,000	5
2018	14,240,000	9

Cruise Line Deployment by region 2018



ALL DATA SOURCED FROM CLIA (CRUISE LINE INTERNATIONAL ASSOCIATION)