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Message from the Chairman

Cruise Shipping Miami is here again and CDU has a great team attending the event. Representing destinations, ports, service providers and attractions, our team is looking forward to discussing the current season, future itineraries, new experiences and infrastructure developments with our cruise line partners.

We will be exhibiting at booth #1017 alongside Cruise New Zealand and Papua New Guinea.

Come and join us at our Wednesday afternoon "Down Under BBQ" and enjoy a prawn or NZ lamb skewer with a refreshment along with traditional entertainment.

Following the success of our inaugural VIP Cruise Mega Famil held in 2012, planning is underway to hold our next program in late September.

We are also working towards our next CDU Conference to be held in Perth from the 3rd-5th September. The program and registrations will be online in early April.

I look forward to seeing many of you in Miami.

Chris White

Chairman



The Down Under BBQ is returning to Cruise Shipping Miami!

Please join the
Cruise Down Under and
Cruise New Zealand team
for a prawn and lamb
skewer on the barbeque
and try your hand at
playing a didgeridoo.

On Wednesday 12th March

From 3pm to 6pm

At booth #1017

Multi-million dollar ferry terminal opens at iconic Australian destination

A new era is set to begin on South Australia's Kangaroo Island with the official opening of a \$3.5 million passenger terminal on 11 March, providing an exciting sense of arrival to one of Australia's leading tourism destinations.

Overlooking the picturesque Hog Bay at Penneshaw where cruise ships dock and tender boats ferry passengers to and fro, the new terminal provides the perfect welcome to more than 200,000 passengers a year who make the 45 minute crossing on SeaLink's two modern ferries, Spirit of Kangaroo Island and Sea Lion 2000.

The new ferry passenger terminal complements the Cape Jervis passenger terminal on the mainland which was built by SeaLink in 2005.

"Kangaroo Island is a national tourism treasure alongside Uluru, the Great Barrier Reef and Sydney Harbour," SeaLink Travel Group Managing Director Jeff Ellison said.

"This new terminal will ensure that Kangaroo Island remains one of our nation's most loved and popular tourism destinations.

"People come to Kangaroo Island to discover the things that really matter in life and this building has been inspired by nature and the friendly locals who call the island home."

The energy efficient terminal extensively uses limestone collected from KI farms and includes a café, a 'last-stop-shop' featuring Kangaroo Island gifts, wine and produce, a lift, rental car desk and check-in areas as well as a covered air bridge for ferry boarding and disembarking.

An undercover tour and shuttle bus passenger waiting area has been provided in the 645 square metre building along with modern amenities including family-friendly restrooms and facilities for the disabled. Environmental features include cross ventilation design, solar panels, rainwater harvesting for re-use and energy efficient windows.

The South Australian Government has supported and welcomed SeaLink's initiative, contributing \$1.2 million through the Regional Development Infrastructure Fund and \$300,000 from the SA Tourism Commission's Tourism Development Support Program.

Just last month, Kangaroo Island was named in the top 10 islands in the South Pacific in Trip Advisor's Travellers' Choice Awards.

For more information on Kangaroo Island or SeaLink visit www.sealink.com.au or www.sealinktravelgroup.com.au

Contact: Julie-Anne Briscoe

Phone: +61 8 8202 8688

E: julie.anne@sealink.com.au



Portland's inaugural cruise visit and redevelopment

Portland's central location between Melbourne and Adelaide make it an ideal regional port of call, particularly with the development of new itineraries between these major cities. Added to this is its deep harbour and surrounding tourism product including the Twelve Apostles on the Great Ocean Road and the Grampians National Park, which make attractive shore excursions for its passengers.

Mid last year the state government announced a \$243,000 grant toward a \$486,000 upgrade of mooring facilities. The recently completed upgrade enables ships up to 265 metres to berth alongside the SL Patterson Wharf. From there it is only a short walk into town, making it an attractive option. Portland will welcome hundreds of international visitors, when the luxury cruise ship the Europa berths in Portland on 8 March 2014.

The Glenelg Shire Council is committed to attracting more cruise ships to Portland and is supportive of prospective talks with the cruise ship industry.

Contact:

Glenelg Shire – Neil Burgess
E: nburgess@glenelg.vic.gov.au

Port of Portland – Malcolm Geier

E: mgeier@portofportland.com.au



One of Australia's best kept secrets

has been discovered by the cruise industry, Newcastle, in a picturesque guide released in February. The guide provides readers with an update on Newcastle's port capabilities, city developments and shore excursion options.

The Port of Newcastle is commercially competitive with a new pricing policy announced recently offering concessions on the navigation services charge in the port.

Cruise Hunter, the cruise development arm of Newcastle Port Corporation, believes that Newcastle should be on the itineraries of all major cruise companies that visit Australia.

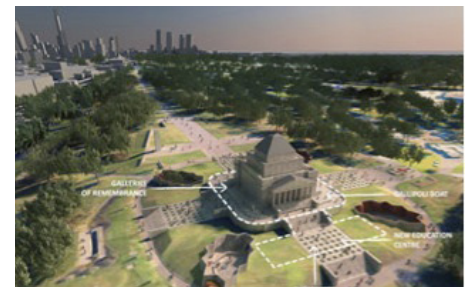
Newcastle is well known as a dynamic player in the shipping industry and is the world's largest coal export port. The port's inner city cruise berth is located minutes from the city centre, and an abundant range of shore excursions. Ships up to 317 metres in length are able to enter the port due to their superior steerage systems and vessel simulation. New service providers within the port include tug operators and fuel suppliers.

A short coach trip leads to world-renowned vineyards in the Hunter Valley; Australia's largest sand dune system; and the aquatic paradise of Port Stephens. Newcastle is home to beautiful beaches and thriving waterfront developments set amongst architecture that reflects a rich colonial history.

Newcastle's meet and greet strategy ensures passengers receive a warm Novocastrian welcome from local volunteers, as well as entertainment and shuttle bus services. On departure, cruise ships are farewelled with a one of kind gun salute from a military fort, and often, a fond wave from the locals.

To view the Newcastle Cruise Prospectus visit www.sharethesecret.com.au

or contact
E: david.b@newportcorp.com.au



Shrine of Remembrance prepares for Anzac Centenary

The Shrine of Remembrance is Victoria's largest and most visited war memorial of National Significance. It is Melbourne's most recognised landmark, located close to the CBD. It was built in remembrance of those who served and those who died in the Great War of 1914-1918 and armed conflicts and peacekeeping duties since.

Opening late 2014, the Galleries of Remembrance project is a \$45 million Victorian Government redevelopment that utilise 1,600 square metres of undercroft space that exists beneath the Shrine. The redevelopment will provide extensive permanent and temporary exhibition spaces, an Education Centre for schools as well as an auditorium and an enhanced Visitor Centre.

Please note that during the redevelopment the Shrine remains open, however wheelchair access to some areas of the building has been affected.

www.shrine.org.au
Contact: Danielle Hitchcock
E: dhitchcock@shrine.org.au



A quick getaway to regional Victoria

If you are looking for an impressive and time efficient way for your VIP cruise passengers to explore all the sights that regional Victoria has to offer, look no further.

Conveniently leaving from the CBD, Air Melbourne now boasts private charter options in a twin-engine Agusta helicopter to a range of destinations including popular golf courses, Phillip Island, the Yarra Valley and the world famous Great Ocean Road.

www.airmelbourne.com.au
Contact: John Borg
E: jborg@airmelbourne.com.au



Melbourne Star Observation Wheel re opens

The Melbourne Star Observation Wheel, the only giant observation wheel in the Southern Hemisphere, opened for guests before Christmas 2013.

At 120 metres high, equivalent to a 40-storey building, and with 21 fully enclosed air-conditioned glass cabins, guests on the Melbourne Star will enjoy a 30 minute flight journey that takes in views of up 40 kilometres, including the nearby Docklands precinct, Melbourne's CBD, Port Phillip Bay, Mount Macedon and the Dandenong Ranges.

www.melbournestar.com
Contact: Nola Cuddy or Tracy Hore
E: marketing@melbournestar.com

Melbourne City Sightseeing starts new route to St Kilda

Cruise ship passengers now have direct access to the St Kilda precinct from Station Pier.

Melbourne City Sightseeing operates a hop on hop off service around the city including a second route to the popular beachside suburb of St Kilda. With great views from the top of the bus, travel along the Esplanade to Luna Park and



New Caledonia numbers surge

Cruise passenger numbers reach all time high as interest surges in New Caledonia

Each year, New Caledonia welcomes more and more passengers visiting its capital. In fact, in 2013, 385,523 passengers visited New Caledonia (nearly +39 % compare to 2012) and 192 cruise ships have docked in one of the 4 ports of the archipelago: Nouméa, Isle of Pines, Lifou and Maré (159 in 2012).

'New Caledonia is a very popular destination with cruise line passengers' says Jean Michel Foutrein, New Caledonia Tourism Director. 'We expect over 500,000 cruise line passengers by 2020.'

'I think the appeal lies in the diversity New Caledonia has to offer with the Pacific Island charm infused with a distinctly

French flavour, one of the nicest climates available year long, the largest enclosed lagoon and second biggest barrier reef in the World. In Noumea, supermarkets, shops of every description and transport facilities are readily available, in short distances from the port. Plus there are the pleasures of a major international tourism destination - beaches, night clubs, casinos, museums, restaurants, spas, art centres, festivals and theatres.'

This firmly puts New Caledonia on the map as an ideal stop for cruises, combining the high security, medical and regulatory standards you would expect from French territories, with outstanding, exotic, natural beauty.



the St Kilda Marina, before heading to the city via Albert Park Lake, the location of the famous Formula 1 Grand Prix.

From Federation Square passengers can join the original city route with the same

ticket priced at just \$35. Tickets are for sale onboard selected ships and in the Cruise Terminal.

www.melbournecitysightseeing.com.au
Contact: Terese Scalise
E: terese@stellacomunications.com.au



A double day in Eden

On the 10th Feb 2014 the Port of Eden hosted both the Astor and Seabourn Sojourn on the same day.

A first for Eden and a spectacular sight, the ships were travelling in opposite directions on their cruises around Australia.

Great weather greeted the passengers and the town was buzzing. Some intrepid Astor passengers made the trip to our nation's capital, Canberra visiting Parliament House and the War memorial.

Other passengers from both ships enjoyed tours into our spectacular National Parks, meeting with local wildlife and enjoying experiences only a small town can offer.

Many sampled the wonderful food of our region, most of it coming straight from Twofold Bay.

The people of Eden enjoy visiting cruise ships and go out of their way to make sure passengers have a great Eden experience.



delights of Tasmanian beverages and fresh produce, en route. At the Mona wharf passengers are met by staff for a tour and tasting of the Morrilla wines and the Museum; some groups also enjoy lunch on site. With numerous return times the ferry provides flexibility for those passengers who would like to stay longer to really explore the museum.

With more Australian passengers cruising our waters many of them are seeking experiences beyond city sights and wildlife parks; perhaps they would enjoy a guided walk on Mt Wellington, a kayak on the Derwent River or a jogging tour through the Queen's domain.

For the foodies on board why not offer a walking tour through the streets of Hobart to explore gourmet providores, fresh produce markets and purveyors of fine coffee and teas. To experience more of Hobart's heritage consider a historic walking tour and a visit to the Female Factory; or what about a War and Whiskey tour where you can take in the historic batteries around town, Anglesea Barracks Museum; then on to Lark Distillery for a wee dram of locally produced whisky.

For more information contact Destination Southern Tasmania

Tel +61 3 6223 6573

E: Karen@southerntasmania.com.au

Or

Tasmanian Travel and Information Centre

Tel +61 3 6238 4222

E: Alex.Heroys@hobarttravelcentre.com.au



Tasmania booming

Tasmania has welcomed sixty four cruise ships to the state this season, at destinations as far reaching as Wineglass Bay, Burnie, Hobart and the World Heritage site of Port Arthur.

Hobart has welcomed 32,603 passengers and crew during February, its busiest month this season. The newly refurbished Tasports facility at Macquarie Wharf 2 has been a huge hit including some prestige local Tasmanian retail products, duty free precious stones, currency exchange and a visitor information desk staffed by professional travel advisors as well as our volunteers.

The information desk has been greatly received by passengers seeking destination and way finding information.

With Hobart's unique and breathtaking harbour combined with the proximity

of the port to the centre of the city, Hobart is one of the most welcoming and convenient visits in a passengers itinerary.

Hobart's volunteer program run by the Hobart City Council goes from strength to strength with 53 recruits eager to pass on their local knowledge and welcome the cruise passengers to the city.

Southern Tasmania has an array of exciting and desirable half day and full day shore excursion trips within easy reach of Hobart. This season passengers are enjoying the wonders of Mona (the Museum of New and Old Art) by taking a 45 min ferry ride, experiencing the

Port Arthur Historic Site

Port Arthur Historic Site was abuzz this cruise ship season with eight vessels docking in the picturesque harbour allowing passengers to arrive directly on the doorstep of the UNESCO World Heritage-listed site.

Our exclusive Behind the Scenes tour, hosted by professional archaeologists, was extremely popular as were tours to the World Heritage-listed Coal Mines Historic Site. Other passengers enjoyed exploring the site and soaking up the rich cultural heritage at their own pace.

With an array of quality experiences available in the local area, there is plenty for passengers to do and see. Popular shore activities include exploring the spectacular natural scenery of the sea cliff coast, the blowhole, Tessellated Pavement, Tasman Arch and Devils Kitchen at Eaglehawk Neck. Other popular shore excursions have included visits to the nearby Tasmanian Devil Conservation Park, local distillery William McHenry & Sons and the Federation Chocolate Factory.

Meanwhile, construction of the purpose built landing which will allow unfettered access to the Port Arthur jetty by tender vessels is well underway. Financed by securing funding from the Tourism Infrastructure Regional Fund and matched dollar for dollar by the Port Arthur Historic Site, this project will significantly enhance the experience for cruise ship passengers. It is expected to be completed during April.



Plaque exchanges in Darwin

Captain Torbjorn Lund from SeaDream Yacht Club's SeaDream 11, accepted commemorative plaques from Darwin Port Corp (Ian Niblock), City of Darwin (Lord Mayor Katrina Fong Lim) and Cruise Down Under (CDU's presented by Mark Crummy, Regional Director Top End, Tourism NT).

Welcome to Country was done by local Larrakia Nation representatives, Tony Lee (in language) and Natasha Gregory (interpreted) with short didgeridoo song to welcome them. One of the SDII crew members also had a go at blowing – he was pretty good, actually.

Lord Mayor Katrina Fong Lim also had the opportunity to experience the spa's services while enjoying the ship's hospitality in the Library.

Following formalities, a short tour of the ship was conducted.

Local tourism Ambassador, Julie, was invited on board to provide local information for guests. 22 pax were on shore excursions, 45 pax enjoyed free time in Darwin. On their way to Cairns, SDII called in at Seven Spirit Bay in the Garig Gunak Barlu National Park, Arnhem Land, to learn more about the original European pioneers at Victoria Settlement.

Townsville's new Terminal proving a success

Townsville's new Cruise Terminal is proving a success, with visitors providing positive feedback about the new facility.

Passengers are greeted by a welcoming committee comprising of Townsville dignitaries, specially trained volunteers and local tourism staff, as well as a warm welcome by a local school band. Visitors enjoy a range of shore excursions, including reef, rainforest and historical outback sights.



New Members:

City of Melbourne

is the capital city authority and the major gateway to Melbourne and Victoria.

It is responsible for the provision of a range of visitor services that are operated through the Tourism Melbourne branch. This includes the Melbourne Visitor Centre at Federation Square, the "red shirt" City Ambassador program, the Melbourne Visitor Shuttle and the seasonal cruise ship visitor information service at Station Pier.

The role of Tourism Melbourne is to engage and connect visitors with the Melbourne experience. Each year Tourism Melbourne staff and volunteers assist over two million visitors to experience the Melbourne they know and love.

Contact Barry McGuren
Tel +61 3 9658 9480
E: barry.mcguire@melbourne.vic.gov.au
Web: www.melbourne.vic.gov.au

Tjapukai Aboriginal Cultural Park

enables guests to immerse themselves in traditional Tjapukai culture with authentic music, dance and storytelling by the Tjapukai people.

The world's oldest living culture is brought to life by Aboriginal performers who engage guests with interactive activities such as didgeridoo playing, face painting and boomerang throwing and educate them about Cairns & the Great Barrier Reef's traditional rainforest people. Exciting audio visual effects and professionally choreographed shows ensure the genuine cultural experience is entertaining.

Contact Saskia Wrobluskie
Tel +61 7 4042 9999
E: saskia.wrobluskie@tjapukai.com.au
Web: www.tjapukai.com.au



Editor: Jill Abel

Address: PO Box 1117 Sandy Bay,
Tasmania, Australia 7006

Phone/Fax: +61 3 62237334

E: cdu@cruisedownunder.com

Website: www.cruisedownunder.com

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