

April 2020, n°60

pax magazine

Business // Innovation // Travel



Frank DeMarinis

CEO, *H.I.S. Red Label
Vacations Inc.*

The right stuff

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Murielle Chisson
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Bad luck

for the travel industry!

I would have preferred to not have talked about the COVID-19 outbreak. Like most people, I thought it would only last a few weeks, and then we wouldn't talk about it anymore.

But lo and behold, it didn't stop.

It's quite the contrary: the number of countries and people affected has continued to increase, despite the multiplication of measures aimed at restricting the spread of the virus.

This has put travel industry professionals in an uncomfortable situation where they have to answer questions from their customers, while they themselves have countless questions!

It's not easy to reassure customers when you're constantly asking yourself how far the situation will go, how Canada will be affected, and which products and destinations are still safe to sell—it's also not easy to be confident when contradictory information bursts out at you from everywhere; when the calls for calm rub shoulders with the wildest rumors.

Fortunately, there are sources of information that can be relied on for the right time.

In this regard, we can trust the World Health Organization (WHO), which dedicates a page to COVID-19.

The Public Health Agency of Canada (PHAC) is also a trusted resource, as is advice from the Government of Canada for travellers.

For our part, here at Pax, we try to cover COVID-19 events with rigor, without laxity or sensationalism.

It is with this in mind that we have enhanced the Pax News site with a banner that directs readers to a list of the most recent news developments related to COVID-19.

Our dearest wish is that this banner quickly becomes redundant and that COVID-19 is no more than a bad memory.

In the meantime, we have no doubt that the industry will successfully cross this bad patch, as it has done in all previous crises, once again demonstrating its tremendous resilience.

This situation will make us stronger!

In the meantime, I invite you to enjoy this April issue, which profiles CEO of H.I.S. Red Label Vacations Inc. Frank DeMarinis, who provides insight on what it takes to be successful in the travel industry.

Plus, don't miss our 2020 Ocean Cruise Guide which highlights what's on the horizon for the new decade ahead. There's plenty of great content to unpack inside, including how to sell a vacation via text, a special feature with Air Canada's head chef, and more.

Happy reading! ☺

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THE RIGHT *stuff*

For Red Label Vacations' Frank DeMarinis, success in travel is a balance of fundamentals and flexibility.

*Text by BLAKE WOLFE
Photos by NICOLA BETTS*

Special thanks to Spaces Queen West for providing this month's cover photo shoot location spacesworks.com

While success in business or life requires a defined vision, such plans must also be fluid enough to adapt to the winds of change.

It was this very approach that CEO of H.I.S. Red Label Vacations Inc. Frank DeMarinis learned from a young age when considering a future career: while an early fascination with aviation (sparked by a family trip to Italy) fueled dreams of becoming a pilot, financial reality at the time would put that plan out of reach.

Undeterred, DeMarinis altered course and found another way to capitalize on his love of travel – one that has indeed shaped that path over the course of three decades in the Canadian travel industry.

"We didn't come from a rich family and pursuing a career as a pilot was something I couldn't do financially," DeMarinis recalls. "But I have no regrets; I'm able to participate in the same field, where I have great relationships with suppliers and airlines and I can satisfy customers by providing them – and the industry at large – the services to meet their needs."

"Because I didn't become a pilot, I did the next best thing – I put bums in seats!"

Family business

While he first found success working in landscaping, DeMarinis would soon enter the travel sphere at the request of brothers Enzo and Joe DeMarinis (both of whom retired from the industry in 2019), who had recently established their own agency, Bel Air Travel, in Toronto's Danforth neighbourhood.

While he was initially unsure of the move from the lucrative landscaping business, DeMarinis' love of travel eventually won out.

"I looked at my role after a year and thought, 'Did I make the right choice?'" he recalls. "But I knew it was about more than financials – it was about loving what you do and doing it properly. That was instilled in me as a teenager by Dad – 'do what you want to do and do it right....' For me, it was a passion and that same passion still exists today. When you love what you do, it's really not work."

After shadowing his brothers for a year, DeMarinis opened his own Bel Air branch in Mississauga, Ontario in 1991, marking the beginning of eventual expansion to eight locations across Ontario. It was during this first year on his own that he learned a number of valuable lessons.



“

“I didn’t have a good experience in my first year,” he recalls. “You make a lot of mistakes without an adequate amount of experience in the industry, or the maturity required to operate your own business.

“My focus back then was that just because I owned my own business, it was going to happen naturally – that was a quick learning experience for me! It only happened once in my career that I had seen losses at the business. It allowed me to reflect on what went wrong and how it went wrong – and it was because I had taken my focus off of the business.

“It was a grind, but I knew that at the end of it, because I believed in the industry and myself, that I could overcome any obstacle or challenge.... When I look back today, because I remained focus on the business and myself, the DeMarinis family exceeded tremendously in the industry.”

That reflection and subsequent growth eventually lead to Bel Air’s acquisition by North American Leisure Group in early 2001. While the vision of the three brothers was aligned with that of Chris Mottershead, then-CEO of the North American Leisure Group, his departure from the company in the subsequent months saw the arrival of a new CEO – one who desired to take the company in a different direction, leading to DeMarinis and his brothers resigning from the company.

Changing with the times

However, a strong love of travel would see DeMarinis return to the industry with his brothers following the completion of a three-year non-compete clause (a time during which he worked in home-building, constructing 12 Toronto-area properties). Launched in 2004, redtag.ca would embody the strategy of adapting to change while covering fundamental industry principles,

by providing exceptional customer service in an online booking environment. DeMarinis recalls that they had “instant success:” within 18 months, redtag.ca had generated the same amount of business as Bel Air had done in 10 years.

“We were obviously on the right trajectory in terms of understanding our clients’ needs and demands, how this new behaviour was coming into the industry and how it would change things,” DeMarinis reflects.

“It was something that was totally different, but you need to reflect that in business, the fundamentals stay the same but every so often, the requirements and behaviours of consumers change over time. This is what makes entrepreneurs successful – understanding those behaviours and the changes that need to take place, reflecting where your business needs to be and positioned in accordance to those demands.”

That spirit of change would also be brought to Red Label’s dealings with the travel trade. After the company accepted an offer to purchase Thomas Cook Canada in 2013 – “without hesitation, I said yes,” DeMarinis recalls – it was apparent that the venerable brand’s approach was in need of an upgrade. Not only had the company’s profitability declined in recent years, but a lack of cross-selling opportunities between its individual brands made for a sometimes-frustrating interaction with the trade. Nonetheless, DeMarinis saw an opportunity and with that TravelBrands was born.

“When we looked at it, it was through a different lens; we knew that changes had to be made within the organization, but it had the topline sales – we just had to manage everything, including how to turn the bottom line around.

“They had 18 different brands and they were all silos. It was very frustrating as a

retailer, for example, when calling in to Sunquest, you couldn’t buy additional products such as adding a car rental or a cruise. We looked at it and knew that we had to break down those silos; we created a portal for agents to come in and shop all of our products in one central location. That was, in itself, instant success; I was able to finally get to the point of least resistance.”

Embracing technology

With OTAs (in addition to redtag.ca, Red Label would acquire itravel2000.com in 2016) and a wholesale operation under the Red Label umbrella, DeMarinis explains that there’s room for both direct bookings and travel agents in the current industry ecosystem. While he acknowledges that there is a segment of the retail agent community that remains apprehensive about OTAs, the trade remains an important channel for suppliers, he says, explaining that in an age where customer personalization is key, technology is something to embrace rather than fear.

“We need to become smarter at technology – using it to become a better agent,” he says. “Whoever understands and works with it will be very successful in the future, because the future of travel is bright. There’s more travellers today than ever before and the demand for travel is exceeding – and it’s not going away anytime soon. When you look at the next generation of agents, that’s where we as an organization want to be able to support that.”

This is where his passion and excitement for the travel trade comes in.

“We need to build and design platforms that are educational for them, where they can quickly learn about a destination or product or services, that really makes them very knowledgeable in the industry.”

"In business, the fundamentals stay the same but every so often, the requirements and behaviours of consumers change over time. This is what makes entrepreneurs successful - understanding those behaviours and the changes that need to take place..."

Respect and reciprocation

While consumer behaviours and technology may change, DeMarinis' effective leadership fundamentals remain evergreen.

"It's about respecting every employee; they look at you to provide the right leadership to do the right thing for the organization," he says. "I don't do things just for myself – I'm not a titles kind of guy – I'm more about rolling up my sleeves and getting in there. It's a two-way street and no matter where you are in the organization, we all need to respect one another. We all need to be on the same page and while we all have differences of opinion, we share and discuss them and then make a decision on how to move forward."

Leadership, says DeMarinis, is also about understanding people's needs.

"We have more than 650 employees at Red Label and TravelBrands – it's about them and the organization. That's what leads to the success of proper leadership: understanding the people who work for you."



Weathering storms

Another constant in the industry is the occasional impact to travel through any number of global situations, a cycle which recently repeated as the novel coronavirus (COVID-19) outbreak quickly spread from its epicentre in Wuhan, China to infecting thousands around the globe.

Unsurprisingly, travel was among the first industries to feel the pinch, as airlines, cruise lines and tour operators cancelled or altered itineraries. While COVID-19 has caused a reduction in travel to affected regions (leading TravelBrands to cancel its 2020 agent appreciation spring roadshow) DeMarinis' leadership has helped Red Label – and the agents who book their brands – to weather this latest storm.

"With the continued concerns over the virus globally, we have seen some weakness

in future bookings to Europe, the south and cruises, including some cancellations on existing books," he says, adding that Red Label has worked with all suppliers to review and update cancellation and change policies.

"However, we also have seen opportunity to convert the bookings to other destinations that are not affected. Although there are ongoing concerns amongst travellers, they (travel advisors) should focus on the destinations not currently impacted by the virus, update themselves daily with any travel restrictions and be transparent with customers."

"Travel is a great industry that thrives on the strength of dedicated professionals to overcome all challenges and adversity in the market."





Focused on the future

In 2019, Red Label entered a new era following its acquisition by Japan-based travel company H.I.S., joining Merit Travel and Jonview Canada as part of H.I.S' expanding Canadian footprint.

While change is a constant presence throughout the history of Red Label, DeMarinis says that aside from "structural changes" in terms of reporting to a public company, operations remain the same, a testament to the recognition of Red Label's strong presence in the Canadian market. Similarly, while H.I.S. is exploring efficiencies in cross-selling amongst its recent Canadian acquisitions, DeMarinis – who was appointed interim CEO for H.I.S - Merit Travel Inc. in December 2019 – adds that there's been no discussion of eliminating any brands.

"In regards to H.I.S' acquisition strategy in foreign countries, they look at the people who are there and who will continue to operate the organization for HIS," he says. "They weren't coming in to make structural changes or improve anything or align it with the organization overseas; there's communication so that they know where the business stands any day of the week, but they're very hands-off."

"It allows me the opportunity to cater to the Canadian consumers and travel agents; this has been a blessing in this transition. This has been built by Canadians for Canadians and this still holds true today."

The more things change, it seems, the more they stay the same. ☀

"For me, it was a passion and that same passion still exists today. I knew I was definitely on the right trajectory. When you love what you do, it's really not work."

On the road

While he's kept busy with his role as CEO, DeMarinis still finds time to enjoy travel, even when it's for business. He recalls his 2019 trip to Japan – his first time in the destination – to meet with H.I.S. Founder and CEO Hideo Sawada:

"I was walking in downtown Tokyo and stopped to reflect on what was so different between Japan and Canada. There's an orderliness that happens there; when the light changes, everyone stops, there's no honking. Even walking down the sidewalk, it was extremely clean – you couldn't even find a cigarette butt. I had to stop for a few minutes and reflect on how incredible it is. I didn't know that prior to travelling there."

A busy work schedule also means that DeMarinis makes family time a priority, whether socializing at home or exploring the world together.

"We went to Sicily last year as a family and rented a villa," he recalls. "There were 12 of us in this villa overlooking the ocean. We, as a whole, were able to spend an entire week together and just relax. To see the joy in their faces, that was personally gratifying."



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world, travellers
experience it!

For the love of animals

Animal tourism is declining in popularity, but it's still for sale—so how do you sell it ethically?

By CHRISTINE HOGG

Most people who sign up for an excursion to swim with the dolphins in Mexico, or pay a fee to visit an elephant sanctuary in Thailand, do so with good intentions because they themselves love animals.

In fact, many travellers are led to believe that the majority of activities that involve animal tourism – and are sold by some of the world's largest travel companies – are humane, educational and support conservation efforts.

But as recent studies by animal welfare organizations have pointed out, more often than not, the companies that are promising travellers an animal-friendly encounter are actually inflicting more harm than good, especially since animal welfare standards are not measured on a unanimous global scale.

A recent study by World Animal Protection found that around 110 million people annually visit wildlife attractions,



either independently or through tour operators or travel agents, that inevitably cause suffering for the animals involved. Elephant rides, tiger sanctuaries, and dolphinariums are a few of the most notorious attractions.

Opportunities that encourage holding or taking a photo with a wild animal are also in demand.

And, although the number of those seeking animal excursions is declining, animal tourism continues to turn a profit.

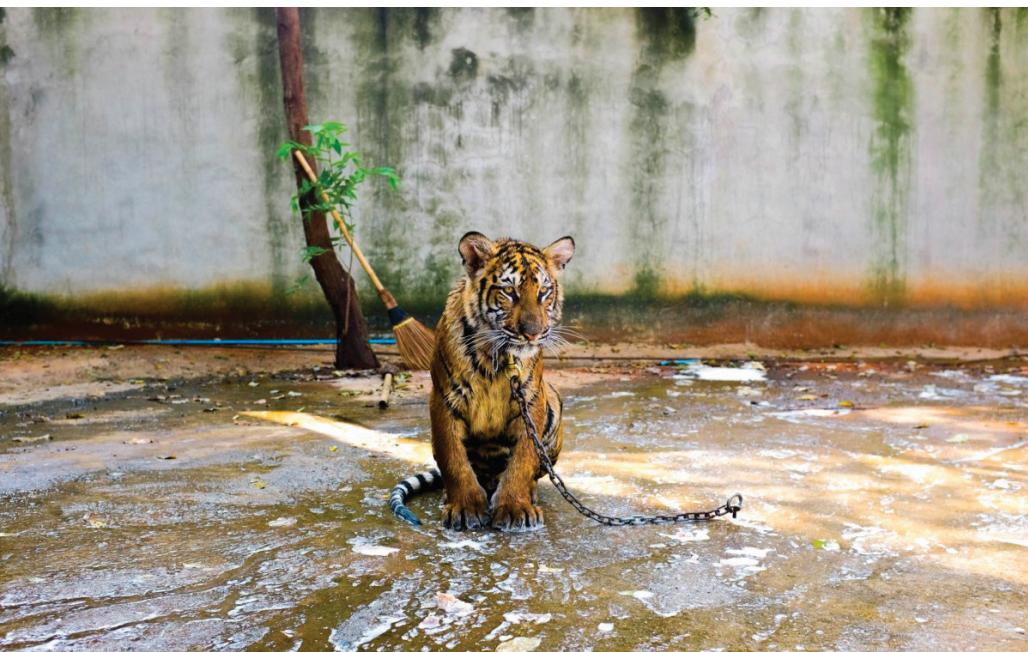
The hidden costs of animal tourism

In the travel industry, selling packages that include an animal excursion continue to be popular with those seeking authentic, local or cultural experiences. The demand is especially noticeable in popular sun destinations like Florida, Mexico, and the Caribbean, where people want to get up off their beach chair and go beyond the resort.

↑
Studies show that animal-friendly tours may be doing more harm than good.

Despite personal attitudes or ethics, travel agents have a certain obligation to fulfill the vacation goals of their clients, and tour operators and suppliers are a part of the equation.

According to Melissa Matlow, campaign director for World Animal Protection Canada, if companies must sell holiday experiences that involve animals, there are certain measures that tour operators, suppliers, travel agents, and travellers can all take note of, in order to crack down on exploiting animals as entertainment. Through enhanced education, all parties can better recognize the differences between an educational animal counter versus an exploitative one.



↖

Be wary of companies posing as sanctuaries or rehabilitation centres. If the attraction charges a fee, ask where the money is going.



Tips

Keep these tips in mind when deciding on a holiday experience that involves animals:

- Reject activities that allow you to take a selfie hugging or holding a wild animal. This promotes its exploitation, suffering and improper handling.
- Choose companies that encourage observing wildlife in a calm, respectful way and at a safe distance.
- Be wary of companies posing as sanctuaries or rehabilitation centres—if the attraction charges a fee, ask where the money is going, as turning a profit on captive animals could prevent their release back into the wild.
- Always do your research and book with a responsible tour operator. Visit worldanimalprotection.ca/family-travel-hub to learn more about planning a responsible holiday.

"Travel advisors are so important to the success of our work, and most tourists who choose to participate in an animal-activity are animal lovers," Matlow explains. "They trust their travel advisor to provide them with the right information so they can make travel decisions that align with their values. A bad experience can really taint their whole vacation. Travel advisors can help us educate tourists and shift demand towards more ethical forms of wildlife tourism because there are many ways that travellers can experience wildlife on vacation."

Tourists should ask questions about excursions upfront, says Matlow.

One of the easiest ways to decide on whether or not to participate in an animal excursion or encounter, Matlow says, is to closely assess the language that is being used to promote it: vague language, such as "good conditions" and "natural behaviour" should be avoided within any animal welfare guidelines.

If the venue charges a fee, it's also important to assess where the profits are going: unless the money is directly reinvested into the well-being of the animals' care, it may not be going to the most ethical place.

Choose companies that put animals first

Local governments and travel companies worldwide are responding to the scientific evidence and public pressure that's mounting against using animals for entertainment.

Major travel brands such as Virgin Holidays, TripAdvisor and Booking.com have recently committed to stop selling or promoting tickets to experiences where tourists have direct physical contact with captive wild animals or endangered species, namely elephants and dolphins, which continue to be among the world's most exploited animals.

In 2019, Air Canada Vacations, Air Transat, Sunwing Vacations, and WestJet Vacations have all promised to no longer directly sell or promote packages to, or generate revenue from, attractions that involve the captivity of current or future generations of dolphins, by finding economically viable and socially acceptable replacements in the next six months to two years, respectively.

"Attitudes are changing as travellers are learning more about the fear, pain and suffering elephants undergo to make rides and shows possible," says Steve McIvor, CEO, World Animal Protection. "Travellers are increasingly demanding options that better align with their values."

World Animal Protection is actively working with several well-known tour operators including The Travel Corporation, G Adventures, Intrepid, and World Expeditions. Additionally, more than 200 travel companies around the world have started partnering with ethical elephant rehabilitation centres and not-for-profits to educate and change the perspectives of customers and locals. ☀



Selling a trip, by text?

Last November, I had the opportunity to participate in Expedia Group's annual Explore 19 event in Las Vegas, which brings together nearly 4,000 hoteliers, suppliers, car rental companies, cruise lines, and others in the travel industry.

By FRÉDÉRIC GONZALO

In his opening speech, then-president and CEO of Expedia Group, Mark Okerstrom, shared a statistic that particularly struck me: that, according to data collected by Expedia worldwide, two-thirds of travellers actually prefer talking via text than the phone.

Face the fax

Okerstrom's stat came to mind a few days later when I spoke at a conference to a group of stakeholders in the tourism industry.

We were discussing Facebook and its Messenger app, when a participant asked me, "Yes, but Mr. Gonzalo, I don't like texting. Why can't people just call, it's so much easier to settle over the phone, right?"

I then asked all of the participants in the room to take out their business cards and look at them carefully.

"Do you have a fax number on your business card?" I asked the audience. Sure, it might sound like a funny question, but after my experiment, it turned out that more than half of the people in the room still had a fax number.

But when's the last time you actually received a fax message? That's what I thought.

In short, in 2020, the consumer no longer sends faxes, is not very inclined to speak on the phone, and would rather start a conversation via text messaging. Of course, there are customers who will still want to travel and buy their trips in person, or even by phone, but times are definitely changing.

"According to data collected by Expedia worldwide, two-thirds of travellers actually prefer talking via text than the phone."

Make the most of messaging

Like it or not, it's time to understand the potential benefits of messaging apps, especially if it's the preferred medium for your target audience.

Update your Facebook Page: I assume you have a Facebook business page. Did you know that you can customize the call to action button at the very top, below the cover image?

Be sure to encourage people to contact you in the most popular way, whether by phone, Messenger, or email. In other words, leave the choice to the customer, who will have the freedom to contact you in their preferred way.

Instagram: if you have a professional profile, you will also be able to chat with potential travellers via direct messaging.

Web chat: The other popular option, but still underused by a majority of websites, is the chat feature on your website. Very often, the consumer does not necessarily find what they are looking for, and he or she may have questions but do not wish to pick up the phone to discuss them.

Your business card: Are you on Messenger, Instagram or WhatsApp? Why not mention it on your business card and replace the space that's often occupied by the fax number?

The anonymity of the keyboard is also a factor which could explain why exchanges via messaging are so successful.

The Messenger application can be integrated easily into your website, but there are also third-party applications that can assist you or you can program it internally. ☒

On Facebook, be sure to encourage people to contact you in the most popular way, whether by phone, Messenger, or email.

Web chat is another popular online option for consumers.



◀
This braised beef dish by Chef David Hawksworth, pictured here, is offered in the Air Canada Signature Suite.

High-flying cuisine

How Chef David Hawksworth transformed Air Canada's in-flight dining at 35,000 ft.

In 2015, Air Canada announced a partnership with renowned Canadian chef David Hawksworth in order to design signature dishes for Air Canada's flights in International Business Class and Maple Leaf Lounges.

By CHRISTINE HOGG
Photos courtesy of AIR CANADA

Four years later, Chef Hawksworth is busier than ever, coming up with clever ways to make great cuisine, both on the ground in airport lounges and from the comfort of Air Canada's Business Class cabins at 35,000 feet.

PAX: How did you first get into the culinary field?

David Hawksworth (DH): I began working in restaurant kitchens when I was only 19, with Michel Jacob at Le Crocodile in Vancouver. He had a huge impact on me and gave me the best start.

I spent a decade honing my talents in Europe in my '20s, working in Michelin-starred kitchens such as Le Manoir aux Quat' Saisons, L'Escargot and The Square. Today, I spend my time overseeing the Hawksworth Restaurant Group, which includes Hawksworth Restaurant, Nightingale and Bel Café (two locations), as well as our commissary and development kitchen where we test recipes for Air Canada's business class, lounge and signature suite menus. I also have my first cookbook coming out next year.

PAX: Surely there are challenges associated with designing a menu for an airline as opposed to creating a beautiful restaurant meal. How do you work around them?

DH: There's limited space in the galley for preparation and we're working with a service provider to execute our recipes. We're also dealing in huge volumes, so it's quite different from the intimacy of the kitchens that I'm used to working in. There are several workarounds; we approach the recipes a little differently and employ different cooking techniques and preparations to ensure freshness and quality.

PAX: So, then what's your secret to making things taste great at 35,000 ft.?

DH: At 35,000 feet our taste buds react differently, so seasoning is an integral part of the process. We aim to create dishes with balanced acidity, using products such as fresh herbs, chilis, vinegars, capers, lemon and soy to create bright and bold flavours without increasing the use of salt.

PAX: Why do you think airplane food gets a bad reputation (and how do you hope to change that?)

DH: In the past I don't think much thought had gone into it. My partnership with Air Canada began as they rolled out their new International Business Class products and service enhancements on their Boeing 777 and 787 Dreamliner fleets, and the opportunity to elevate the dining experience to complement their new premium cabin took off.

Air Canada is really making a difference. Their Signature Service, which is an end-to-end premium experience, not only raises the bar on the in-flight dining but includes a specially selected wines and cocktail program too. And, for eligible customers, their exclusive Air Canada Signature Suite at Toronto Pearson International Airport features a five-star dining experience, which I create the meals for and guide the preparation of.

PAX: Where can passengers aboard an Air Canada flight find your menu creations?

DH: Right now, my in-flight menu creations are featured on Air Canada's International Business Class flights as well as on Air Canada's North America Signature Class which is offered on select transcontinental flights within North America. Travellers can also experience Hawksworth Restaurant's cuisine when they visit Air Canada's Signature Suite at Toronto Pearson International Airport, recently awarded World's Best Business Class Lounge Dining at the 2019 Skytrax World Airline Awards; as well as by trying select dishes in any of the Maple Leaf lounges across Canada.



←
Chef David Hawksworth.

PAX: What's on the menu and what inspired these dishes?

DH: Dishes change seasonally and feature various options depending on the routes.

I wanted to share my concept of Canadian cuisine and to create compelling, innovative dishes that showcase the very best of our region for Air Canada's business class customers, who are an international, global and discerning audience.

In flight, we now offer Hawksworth breakfast sandwiches and healthy breakfast items on Air Canada's North American routes. We also offer very fresh and light combinations of soups and salads on North American flights, and the dishes rotate depending on the routes.

PAX: What are some of the most surprising and intriguing ingredients used on the menu?

DH: We just put a chia pudding on the breakfast menu and I think that's going to be pretty unexpected!

PAX: Airplane food aside, what are three go-to ingredients that anybody can use to create gourmet dishes at home?

DH: At home, it's all about using simple, fresh ingredients. In my pantry, I always keep an amazing bottle of olive oil on hand (my favourite is Frank Giustra's Domenica Fiore), Maldon sea salt and Dijon mustard. ☀

Off the wall: 5 cities with incredible street art



© tsn92/flickr

1. Cape Town

Originally functioning as an artistic outlet for residents during an often-turbulent history, the contemporary street art of Cape Town often encompasses the political and the whimsical in equal parts, from portraits of Nelson Mandela and historic scenes to African wildlife and fantastical abstracts.

Today, neighbourhoods such as District Six and Woodstock – the latter considered the point of origin for Cape Town street art – provide a canvas for the city's street artists, chronicling the past and present while forecasting the future, all of it done with an injection of bold colour.

Street art comes in many forms, reflecting the vibe and energy of a city, its history and its people.

By BLAKE WOLFE

While cities like New York and London may immediately pop to mind in any discussion of great street art, here are five destinations with lesser-known street art scenes just waiting to be explored.



2. Providence, Rhode Island

One of the oldest cities in the U.S., Providence has a small but unique street art scene, with multiple buildings in the city's downtown hosting a series of large-scale murals.

Of these, perhaps the most notable are those painted by renowned street artist Shepard Fairey, who added

another mural – his 100th – to Providence this past fall in recognition of his ties to the city. Known for U.S. President Barack Obama's 2008 'Hope' campaign poster, Fairey also created the 'Andre the Giant has a Posse' sticker campaign -- which inspired the OBEY clothing line – while attending the city's Rhode Island School of Design.



3. Lisbon

While Lisbon may be most known for its medieval buildings, funiculars and custard tarts, Portugal's capital is also home to a growing collection of street art splashed on the walls of local buildings.

Lisbon's murals recount the history and culture of both the city and Portugal at large, such as those found in the city's Mouraria neighbourhood dedicated to the fado musical style developed there.

4. Singapore

With its reputation for clean streets and orderliness, Singapore may not be the first city that comes to mind when one thinks of street art; however, while graffiti remains illegal, many of Singapore's blank walls are home to commissioned works by professional muralists.

Works range from contemporary scenes to depictions of Singapore's unique history, particularly its Chinese heritage as shown in murals in the city's Chinatown Complex and Everton Road neighbourhood.



© Choo Yut Shing/flickr



5. Cartagena

While this Colombian-Caribbean destination may be best known for its brightly-painted homes, Cartagena also offers visitors a colourful display of a different kind.

Known for its rough reputation in years past, the city's Getsemanai neighbourhood has become the main hub for street art in Cartagena, with a wide range of colourful murals adorning the walls of Getsemanai's cafés and hostels. ✕

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2020 Ocean Cruise Guide



A New Decade of Growth

With more ships and more returning passengers, the decade ahead has never looked brighter for the cruise industry.

By MING TAPPIN

It's full steam ahead for cruising as we embark on the first year of the new decade. The number of cruise passengers is expected to grow, and cruise lines are elevating their efforts to protect the oceans. Here is a look at what's in store for 2020 and beyond.



32 million cruise passengers

Cruise Lines International Association's (CLIA) State of the Cruise Industry Outlook predicts passenger levels to reach 32 million in 2020, an increase from last year's 30 million. Fourteen-million of these passengers will be from North America, which continues to be the largest demographic. This represents an excellent opportunity for travel advisors to introduce cruising to their clients.

Thirty-two per cent of new ships will be deployed to the Caribbean, which continues to be the most popular cruise destination. With fly-in and drive-up departure ports such as Miami, Fort Lauderdale, Port Canaveral, Tampa, New Orleans, Galveston, and New York City, cruising will be within easy reach for many.

A recent CLIA survey conducted in nine countries also indicates that 82 per cent of cruisers are likely to book another cruise, which is encouraging. Travel advisors should actively follow up with clients and maintain a strong relationship with them throughout the year, presenting future cruise suggestions to foster repeat business.

Environmental Sustainability

Environmental conservation and sustainability efforts continue to be at the forefront, with CLIA member cruise lines aiming to reduce carbon emissions by 40 per cent within the next decade. Their combined \$22 billion investment includes building new ships powered by liquefied natural gas (LNG), battery packs and bio-gas, and incorporating air exhaust cleaning systems, advanced waste-water treatments, and shore-side power. Onboard initiatives include the eliminating of single-use plastics, boosting recycling programs, and reducing paper printing through the use of mobile apps and digital displays.



Did You Know...?

Small-ship and expedition cruises are available in Canadian dollars through GLP Worldwide, a Toronto-based tour operator. GLP's cruise programs are designed with Canadian travellers in mind, with unique destinations and off-the-beaten-path itineraries, such as small ship ocean cruising in Europe, Asia and Africa, as well as expedition cruises in the polar regions, the

Galapagos, and the South Pacific. Small group custom tours are also available. While many niche and expedition cruise lines require payment in U.S. dollars, GLP Worldwide offers Canadian dollar pricing to travel agents and their clients. GLP's ocean cruise line partners include Hurtigruten, Variety Cruises, UnCruise Adventures, Hapag Lloyd Cruises, and Fred.Olsen Cruise Line.

Continuous Fleet Expansion

In keeping up with the growing cruise market, cruise lines will continue to expand their fleet. Twenty-four new ships are expected to enter the market this year with about the same number in 2021 and 2022.

Norwegian Cruise Line, in particular, is looking ahead well into the future, with plans to introduce six ships between 2022 and 2027. Named Leonardo Class, each will be 140,000 GRT, accommodating 3,300 guests.

River cruise line Emerald Waterways has announced its entry into the ocean cruise world. The cruise line has unveiled a new superyacht to debut in July 2021. The 360-foot *Emerald Azzurra* will be custom-built for warm-water cruising for just 100 guests and will be sailing to unique, off-the-beaten-path ports in the Mediterranean, Adriatic, and the Red Sea.

MSC Cruises, which will be introducing the 6,334-passenger *Virtuosa* this November, is also undergoing an aggressive fleet expansion, with a series of at least eight LNG-powered ships launching between now through 2030.

Other noteworthy new ships include Carnival's *Mardi Gras*, Celebrity Cruises' *Apex*, Princess' *Enchanted Princess*, and Royal Caribbean's *Odyssey of the Seas*.

The most anticipated launch will be Virgin Voyages, the realization of Sir Richard Branson's dream since he was 27 years old. The adults-only (18+) *Scarlet Lady* will offer all-inclusive dining, innovative staterooms, and never-before-seen onboard amenities such as a tattoo parlour and a vinyl record shop.



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Ocean Cruise Guide

New to our 2020 Ocean Cruise Guide this year is a “Last Refurbished” column for additional reference. Please note that refurbishment can range from refreshment of soft furnishings, additions or modifications of public areas and staterooms to a complete gut and re-build. Check with the cruise line for complete details.

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Bahamas Paradise Cruise Line							2
Grand Celebration		1987	2015	1,900	575	Bahamas	47,262
Grand Classica		1991	2018	1,680	590	Portugal	52,926
Carnival Corporation							103
Aida Cruises // www.aida.de	14						
AIDAaura		2003	2013	1,266	389	Italy	42,289
AIDAbella		2008	2016	2,050	607	Italy	69,203
AIDAblu		2010	2018	2,192	607	Italy	71,304
AIDAcara		1996	2016	1,180	369	Italy	38,557
AIDAdiva		2007	2015	2,050	607	Italy	69,203
AIDAluna		2009	2019	2,050	607	Italy	69,203
AIDAmar		2012	2019	2,194	607	Italy	71,304
AIDAmira		1999	2019	1,428	670	Madeira	48,200
AIDAnova		2018	N/A	2,500	1,400	Italy	180,000
AIDAperla		2017	N/A	1,643	900	Italy	124,100
AIDAprima		2016	N/A	3,286	900	Italy	124,100
AIDAsol		2011	2019	2,194	607	Italy	71,304
AIDAstella		2013	2018	2,194	607	Italy	71,304
AIDAvita		2002	2017	1,266	389	Italy	42,289
Carnival Cruise Line // www.carnival.com	28						
Carnival Breeze (Dream class)		2012	2017	3,690	1,386	Panama	130,000
Carnival Conquest (Conquest class)		2002	2012	2,980	1,150	Panama	110,000
Carnival Dream (Dream class)		2009	2017	3,646	1,369	Panama	130,000
Carnival Ecstasy (Fantasy class)		1991	2019	2,056	920	Panama	70,367
Carnival Elation (Fantasy class)		1998	2017	2,130	920	Panama	71,909
Carnival Fantasy (Fantasy class)		1990	2016	2,056	920	Panama	70,367
Carnival Fascination (Fantasy class)		1994	2018	2,056	920	Bahamas	70,367
Carnival Freedom (Conquest class)		2007	2019	2,980	1,180	Panama	110,000
Carnival Glory (Conquest class)		2003	2012	2,980	1,150	Panama	110,000
Carnival Horizon (Vista class)		2018	N/A	3,974	1,450	Panama	133,500
Carnival Imagination (Fantasy class)		1995	2019	2,056	920	Bahamas	70,367
Carnival Inspiration (Fantasy class)		1996	2018	2,056	920	Bahamas	70,367
Carnival Legend (Spirit class)		2002	2018	2,124	930	Malta	88,500
Carnival Liberty (Conquest class)		2005	2011	2,974	1,160	Panama	110,000
Carnival Magic (Dream class)		2011	2016	3,690	1,367	Panama	130,000
Carnival Miracle (Spirit class)		2004	2020	2,124	934	Panama	88,500
Carnival Panorama (Vista class)		2019	N/A	4,008	1,450	Panama	133,500
Carnival Paradise (Fantasy class)		1998	2018	2,697	920	Panama	71,709
Carnival Pride (Spirit class)		2002	2019	2,124	930	Panama	88,500
Carnival Radiance (Sunshine class)		2000	2020	2,984	1,108	Panama	101,509
Carnival Sensation (Fantasy class)		1993	2017	2,056	920	Bahamas	70,367
Carnival Spirit (Spirit class)		2001	2018	2,680	910	Malta	88,500
Carnival Splendor (Splendor class)		2008	2019	3,012	1,150	Panama	113,300
Carnival Sunrise (Sunshine class)		1999	2019	2,984	1,108	Bahamas	101,509
Carnival Sunshine (Sunshine class)		1996	2013	3,002	1,040	Bahamas	102,853
Carnival Valor (Conquest class)		2004	2016	2,980	1,180	Panama	110,000
Carnival Victory (Triumph class)		2000	2018	2,764	1,090	Panama	101,509
Carnival Vista (Vista class)		2016	N/A	3,934	1,450	Panama	133,500





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Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Costa Cruises // www.costacruises.com	12						
Costa Deliziosa (Luminosa class)		2010	N/A	2,826	934	Italy	92,700
Costa Diadema (Diadema class)		2014	N/A	4,947	1,253	Italy	132,500
Costa Fascinosa (Concordia class)		2012	2018	3,800	1,110	Italy	114,500
Costa Favolosa (Concordia class)		2010	2018	3,800	1,100	Italy	114,500
Costa Fortuna (Fortuna class)		2003	2018	3,470	1,027	Italy	102,587
Costa Luminosa (Luminosa class)		2009	N/A	2,826	1,050	Italy	92,700
Costa Magica (Fortuna class)		2004	2017	3,470	1,027	Italy	102,587
Costa Mediterranea (Atlantica class)		2003	2013	2,680	897	Italy	85,619
Costa NeoRomantica (classica class)		1993	2012	1,800	622	Italy	56,769
Costa Pacifica (Concordia class)		2009	2017	3,780	1,100	Italy	114,500
Costa Smeralda (Excellence class)		2019	N/A	5,282	1,678	Italy	183,900
Costa Victoria (Victoria class)		1996	2018	2,394	790	Italy	75,166
Cunard Line // www.cunard.com	3						
Queen Elizabeth		2010	2018	2,081	1,005	Bermuda	90,000
Queen Mary 2		2004	2016	2,691	1,292	Bermuda	151,400
Queen Victoria		2007	2017	2,061	981	Bermuda	90,000
Holland America Line // www.hollandamerica.com	14						
Amsterdam (Rotterdam class)		2000	2018	1,380	604	Netherlands	62,735
Eurodam (Signature class)		2008	2018	2,104	876	Netherlands	86,273
Koningsdam (Pinnacle class)		2016	2018	2,650	1,036	Netherlands	99,500
Maasdam (Statendam class)		1993	2018	1,258	569	Netherlands	55,575
Nieuw Amsterdam (Signature class)		2010	2017	2,106	874	Netherlands	86,700
Nieuw Statendam (Pinnacle class)		2018	N/A	2,666	1,036	Netherlands	99,500
Noordam (Vista class)		2006	2015	1,972	811	Netherlands	82,318
Oosterdam (Vista class)		2003	2018	1,964	812	Netherlands	82,305
Rotterdam (Rotterdam class)		1997	2017	1,404	603	Netherlands	59,885
Veendam (Stadendam class)		1996	2016	1,348	574	Netherlands	57,092
Volendam (Rotterdam class)		1999	N/A	1,432	604	Netherlands	61,214
Westerdam (Vista class)		2004	2017	1,964	812	Netherlands	82,305
Zaandam (Rotterdam class)		2000	2018	1,432	604	Netherlands	61,214
Zuiderdam (Vista class)		2002	2017	1,964	812	Netherlands	82,305
P & O Australia // www.pocruses.com.au	3						
Pacific Aria		1994	2015	1,260	602	United,Kingdom	55,820
Pacific Dawn		1991	2007	1,546	602	United,Kingdom	70,285
Pacific Explorer		1997	2017	1,998	924	United,Kingdom	77,441
P & O Cruises // www.pocruses.com	6						
Arcadia		2005	2017	2,094	866	Bermuda	83,781
Aurora		2000	2019	1,874	850	Bermuda	76,152
Azura		2010	2015	3,100	1,250	Great,Britain	115,055
Britannia		2015	2019	3,647	1,350	Bermuda	143,000
Oceana		2002	2017	2,016	890	Bermuda	77,499
Ventura		2008	2018	3,078	1,205	Bermuda	116,017





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Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Princess Cruises // www.princess.com	18						
Caribbean Princess (Grand class)		2004	2019	3,410	1,200	Bermuda	112,894
Coral Princess (Coral class)		2003	2019	2,000	895	Bermuda	91,627
Crown Princess (Grand class)		2006	2018	3,080	1,200	Bermuda	113,561
Diamond Princess (Grand class)		2004	2019	2,670	1,100	United Kingdom	115,875
Emerald Princess (Grand class)		2007	2019	3,080	1,200	Bermuda	113,561
Golden Princess (Grand class)		2001	2018	2,600	1,100	United Kingdom	108,865
Grand Princess (Grand class)		1998	2019	2,600	1,150	Bermuda	107,517
Island Princess (Coral class)		2003	2017	2,200	900	Bermuda	92,822
Majestic Princess (Royal Class)		2017	N/A	3,560	1,346	United Kingdom	143,700
Pacific Princess (R class)		2003	2017	670	375	Bermuda	30,277
Regal Princess (Royal class)		2014	2017	3,560	1,346	Bermuda	142,229
Royal Princess (Royal class)		2013	2018	3,560	1,346	United Kingdom	142,229
Ruby Princess (Grand class)		2008	2018	3,080	1,200	Bermuda	113,561
Sapphire Princess (Grand class)		2004	2018	2,670	1,100	United Kingdom	115,875
Sea Princess (Sun class)		1998	2017	2,000	910	Bermuda	77,499
Sky Princess (Royal class)		2019	N/A	3,660	1,346	Bermuda	141,000
Star Princess (Grand class)		2002	2017	2,600	1,100	Bermuda	108,977
Sun Princess (Sun class)		1995	2018	2,000	924	Bermuda	77,441
Seabourn Cruise Line // www.seabourn.com	5						
Seabourn Encore		2016	N/A	600	418	Bahamas	40,350
Seabourn Odyssey (Odyssey class)		2009	2019	458	332	Bahamas	32,000
Seabourn Ovation		2018	N/A	600	418	Bahamas	40,350
Seabourn Quest (Odyssey class)		2011	2013	458	332	Bahamas	32,000
Seabourn Sojourn (Odyssey class)		2010	2017	458	332	Bahamas	32,000
Celestyal Cruises www.celestyalcruises.com	2						
Celestyal Crystal		1980	2014	1,200	406	Malta	25,611
Celestyal Olympia		1982	2014	1,664	540	Malta	37,584
Coral Expeditions www.coralexpeditions.com	3						
Coral Adventurer		2019	N/A	120	48	Australia	5599
Coral Discoverer		2005	2016	72	24	Australia	1,779
Coral Expeditions II		1985	2015	42	12	Australia	730
Disney Cruise Line www.disneycruise.disney.go.com	4						
Disney Dream		2011	N/A	4,000	1,458	Bahamas	130,000
Disney Fantasy		2012	N/A	4,000	1,458	Bahamas	128,000
Disney Magic		1998	2013	2,600	950	Bahamas	84,000
Disney Wonder		1999	2016	2,400	950	Bahamas	83,000
Fred Olsen www.fredolsencruises.com	4						
Balmoral		1988	2019	1,325	510	Bahamas	43,537
Braemar		1993	2019	924	371	Bahamas	24,344
Black Watch		1972	2019	799	330	Bahamas	28,613
Boudicca		1972	2018	881	329	Bahamas	28,388

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Genting Hong Kong	10						
Crystal Cruises // www.crystalcruises.com	3						
Crystal Esprit	1988	2015	62	90	Bahamas	3,370	
Crystal Serenity	2003	2018	980	655	Bahamas	68,870	
Crystal Symphony	1995	2017	848	566	Bahamas	51,044	
Dream Cruises // www.dreamcruiseline.com	3						
Explorer Dream	1999	2019	1,856	2,000	Bahamas	75,338	
Genting Dream	2016	N/A	3,352	2,000	Bahamas	150,695	
World Dream	2017	N/A	3,376	2,000	Bahamas	150,695	
Star Cruises // www.starcruises.com	4						
Superstar Aquarius	1993	2016	1,507	700	Bahamas	51,309	
Superstar Gemini	1992	2012	1,526	700	Bahamas	50,764	
Superstar Pisces	1990	2011	1,136	750	Panama	40,053	
The Taipan	1989	2013	64	25	Panama	3,370	
Hapag Lloyd Cruises www.hl-cruises.com	5						
Bremen	1990	2016	155	100	Bahamas	6,752	
Europa	1999	2017	400	285	Bahamas	28,890	
Europa 2	2013	2017	500	370	Malta	42,830	
Hanseatic Inspiration	2019	N/A	230	175	Bahamas	15,650	
Hanseatic Nature	2019	N/A	230	175	Bahamas	15,650	
Hurtigruten Cruises www.hurtigruten.com	13						
MS Fram	2007	2020	318	75	Norway	11,647	
MS Fridtjof Nansen	2020	N/A	530	176	Norway	20,889	
MS Kong Harald	1993	2016	590	176	Norway	11,204	
MS Midnatsol	2003	N/A	970	256	Norway	16,151	
MS Nordkapp	1996	2016	590	173	Norway	11,386	
MS Nordlys	1994	2019	590	171	Norway	11,204	
MS Nordnorge	1997	2016	590	162	Norway	11,384	
MS Otto Sverdrup	2002	2020	919	257	Norway	15,690	
MS Polaris	1996	2016	619	171	Norway	11,341	
MS Richard With	1993	2018	590	176	Norway	11,205	
MS Roald Amundsen	2019	N/A	530	176	Norway	20,889	
MS Spitsbergen	2009	2016	335	196	Norway	7,344	
MS Trollfjord	2002	2017	822	196	Norway	16,140	
Lindblad Expeditions www.expeditions.com	9						
National Geographic Endeavor II	2005	2016	96	63	Ecuador	3,132	
National Geographic Endurance	2020	N/A	126	112	Bahamas	TBD	
National Geographic Explorer	1982	2008	148	98	Bahamas	6,471	
National Geographic Islander	1995	2017	48	32	Ecuador	1,065	
National Geographic Orion	2003	2014	102	81	Bahamas	3,984	
National Geographic Quest	2017	N/A	100	43	U.S.A.	2,920	
National Geographic Sea Bird	1981	2014	62	31	U.S.A.	1,000	
National Geographic Sea Lion	1982	2014	62	31	U.S.A.	1,000	
National Geographic Venture	2018	N/A	100	43	U.S.A.	2,920	



2020

Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
MSC Cruises www.msccruisesusa.com	17						
<i>MSC Armonia (Lirica class)</i>		2004	2014	2,679	721	Panama	65,542
<i>MSC Bellissima (Meraviglia class)</i>		2019	N/A	5,714	1,536	Malta	171,598
<i>MSC Divina (Fantasia class)</i>		2012	N/A	4,345	1,388	Panama	139,072
<i>MSC Fantasia (Fantasia class)</i>		2008	N/A	4,363	1,370	Panama	137,936
<i>MSC Grandiosa (Meraviglia-Plus class)</i>		2019	N/A	4,842	1,704	Malta	181,000
<i>MSC Lirica (Lirica class)</i>		2003	2015	1,984	721	Panama	65,591
<i>MSC Magnifica (Musica class)</i>		2010	N/A	3,223	1,038	Panama	95,128
<i>MSC Meraviglia (Meraviglia class)</i>		2017	N/A	4,488	1,540	Malta	171,598
<i>MSC Musica (Musica class)</i>		2006	2019	3,223	1,014	Panama	92,409
<i>MSC Opera (Lirica class)</i>		2004	2015	2,150	728	Panama	65,591
<i>MSC Orchestra (Musica class)</i>		2007	N/A	3,223	1,014	Panama	92,409
<i>MSC Poesia (Musica class)</i>		2008	N/A	3,223	1,039	Panama	92,627
<i>MSC Preziosa (Fantasia class)</i>		2013	N/A	4,345	1,388	Panama	139,072
<i>MSC Seaside (Seaside class)</i>		2017	N/A	5,331	1,413	Malta	153,516
<i>MSC Seaview (Seaside class)</i>		2018	N/A	5,331	1,413	Malta	154,000
<i>MSC Sinfonia (Lirica class)</i>		2005	2015	2,679	721	Panama	65,542
<i>MSC Splendida (Fantasia class)</i>		2009	N/A	4,363	1,370	Panama	137,936
Norwegian Cruise Line Holdings	28						
Norwegian Cruise Line // www.ncl.com	17						
<i>Norwegian Bliss</i>		2018	N/A	3,996	1,716	Bahamas	167,800
<i>Norwegian Breakaway</i>		2013	2018	3,963	1,657	Bahamas	145,655
<i>Norwegian Dawn</i>		2002	2016	2,340	1,032	Bahamas	92,250
<i>Norwegian Encore</i>		2019	N/A	3,998	1,735	Bahamas	169,166
<i>Norwegian Epic</i>		2010	2015	4,100	1,724	Bahamas	155,873
<i>Norwegian Escape</i>		2015	N/A	4,266	1,733	Bahamas	164,600
<i>Norwegian Gem</i>		2007	2015	2,394	1,070	Bahamas	93,530
<i>Norwegian Getaway</i>		2014	2019	3,963	1,646	Bahamas	145,655
<i>Norwegian Jade</i>		2006	2017	2,402	1,037	Bahamas	93,558
<i>Norwegian Jewel</i>		2005	2018	2,376	1,069	Bahamas	93,502
<i>Norwegian Joy</i>		2017	2019	3,883	1,821	Bahamas	167,725
<i>Norwegian Pearl</i>		2006	2017	2,394	1,072	Bahamas	93,530
<i>Norwegian Sky</i>		1999	2019	2,004	899	Bahamas	77,104
<i>Norwegian Spirit</i>		1998	2020	2,018	912	Bahamas	75904
<i>Norwegian Star</i>		2001	2018	2,348	1,031	Bahamas	91,740
<i>Norwegian Sun</i>		2001	2018	1,936	906	Bahamas	78,309
<i>Pride of America</i>		2005	2016	2,186	927	U.S.A.	80,439
Oceania Cruises // www.oceaniacruises.com	6						
<i>MS Insignia (Regatta class)</i>		1998	2018	684	400	Marshall Islands	30,277
<i>MS Marina (Oceania class)</i>		2011	2016	1,250	800	Marshall Islands	66,084
<i>MS Nautica (Regatta class)</i>		2000	2014	684	400	Marshall Islands	30,277
<i>MS Regatta (Regatta class)</i>		1998	2019	684	400	Marshall Islands	30,277
<i>MS Riviera (Oceania class)</i>		2012	2019	1,250	800	Marshall Islands	66,084
<i>MS Sirena (Regatta class)</i>		1999	2019	684	400	Marshall Islands	30,277
Regent Seven Seas Cruises // www.rssc.com	5						
<i>Seven Seas Explorer</i>		2016	N/A	750	542	Marshall Islands	55,254
<i>Seven Seas Mariner</i>		2001	2018	700	445	Bahamas	48,075
<i>Seven Seas Navigator</i>		1999	2019	490	345	Bahamas	28,803
<i>Seven Seas Splendor</i>		2020	N/A	750	542	Marshall Islands	55,254
<i>Seven Seas Voyager</i>		2003	2016	700	447	Bahamas	42,363





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2020

Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Pearl Seas Cruises www.pearlseascruises.com	1						
Pearl Mist		2014	N/A	332	217	Bahamas	19,200
Ponant	10						
Ponant // www.us.ponant.com	9						
L'Austral	2011	2018	264	140	France	10,944	
Le Boréal	2009	2018	264	140	France	10,944	
Le Bougainville	2019	N/A	184	110	France	10,038	
Le Champlain	2018	N/A	184	110	France	10,038	
Le Dumont D'Urville	2019	N/A	184	110	France	10,038	
Le Lapérouse	2018	N/A	184	110	France	10,038	
Le Lyrial	2015	N/A	260	140	France	10,992	
Le Ponant	1991	2020	64	32	France	1,443	
Le Soléal	2013	2019	264	140	France	10,992	
Paul Gauguin Cruises // www.pgcruses.com	1						
Paul Gauguin		1997	2017	332	217	Bahamas	19,200
Quark Expeditions www.quarkexpeditions.com	3						
50 Years of Victory	1993	N/A	128	140	Russia	23,439	
Ocean Adventurer	1975	2017	128	87	Bahamas	4,614	
World Explorer	2019	N/A	172	130	Portugal	8,925	
Royal Caribbean International	55						
Azamara // www.azamara.com	3						
Azamara Journey	2000	2016	690	408	Malta	30,277	
Azamara Pursuit	2001	2018	690	408	Malta	30,277	
Azamara Quest	2000	2016	690	408	Malta	30,277	
Celebrity Cruises // www.celebritycruises.com	14						
Celebrity Apex (Edge class)	2020	N/A	2,918	1,320	Malta	129,500	
Celebrity Constellation (Millennium class)	2002	2020	2,184	1,022	Malta	90,940	
Celebrity Eclipse (Solstice class)	2011	2020	2,850	1,286	Malta	122,000	
Celebrity Edge (Edge class)	2018	N/A	2,918	1,320	Malta	129,500	
Celebrity Equinox (Solstice class)	2009	2019	2,850	1,290	Malta	122,000	
Celebrity Flora (Xpedition class)	2019	N/A	100	81	Ecuador	5,739	
Celebrity Infinity (Millennium class)	2001	2015	2,170	1,024	Malta	90,940	
Celebrity Millennium (Millennium class)	2000	2019	2,158	1,024	Malta	90,940	
Celebrity Reflection (Solstice class)	2012	N/A	3,030	1,293	Malta	126,000	
Celebrity Silhouette (Solstice class)	2011	2020	2,886	1,285	Malta	122,000	
Celebrity Solstice (Solstice class)	2008	2016	2,850	1,284	Malta	122,000	
Celebrity Summit (Millennium class)	2001	2019	2,158	1,027	Malta	90,940	
Celebrity Xpedition (Xpedition class)	2001	2015	48	58	Ecuador	2,842	
Celebrity Xploration (Xpedition class)	2016	2017	16	12	Ecuador	320	
Pullmantur Cruises // www.pullmantur.co.uk	4						
Horizon	1990	2012	1,442	620	Malta	46,811	
Monarch	1991	2012	2,733	820	Malta	73,937	
Sovereign	1988	2008	2,733	820	Malta	73,592	
Zenith	1992	2013	1,828	620	Malta	47,413	



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2020

Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Royal Caribbean Cruise Line // www.rccl.com	26						
Adventure of the Seas (Voyager class)		2001	2016	3,114	1,185	Bahamas	137,276
Allure of the Seas (Oasis class)		2010	2020	5,400	2,100	Bahamas	225,282
Anthem of the Seas (Quantum class)		2015	N/A	4,180	1,500	Bahamas	168,666
Brilliance of the Seas (Radiance class)		2002	2018	2,142	848	Bahamas	90,090
Empress of the Seas		1990	2016	1,602	668	Bahamas	48,563
Enchantment of the Seas (Vision class)		1997	2017	2,252	852	Bahamas	82,910
Explorer of the Seas (Voyager class)		2000	2020	3,286	1,185	Bahamas	137,308
Freedom of the Seas (Freedom class)		2006	2020	3,782	1,360	Bahamas	154,407
Grandeur of the Seas (Vision class)		1996	2017	1,992	760	Bahamas	73,817
Harmony of the Seas (Oasis class)		2016	N/A	5,400	2,193	Bahamas	226,963
Independence of the Seas (Freedom class)		2008	2018	3,858	1,440	Bahamas	154,407
Jewel of the Seas (Radiance class)		2004	2016	2,191	852	Bahamas	90,090
Liberty of the Seas (Freedom class)		2007	2016	3,798	1,360	Bahamas	154,407
Majesty of the Seas (Sovereign class)		1992	2018	2,350	912	Bahamas	74,077
Mariner of the Seas (Voyager class)		2003	2018	3,344	1,200	Bahamas	139,863
Navigator of the Seas (Voyager class)		2002	2019	3,686	1,213	Bahamas	138,279
Oasis of the Seas (Oasis class)		2009	2019	5,400	2,100	Bahamas	225,282
Ovation of the Seas (Quantum class)		2016	N/A	4,905	1,500	Bahamas	168,666
Quantum of the Seas (Quantum class)		2014	2019	4,152	1,500	Bahamas	168,666
Radiance of the Seas (Radiance class)		2001	2016	2,143	894	Bahamas	90,090
Rhapsody of the Seas (Vision class)		1997	2016	1,998	765	Bahamas	78,491
Serenade of the Seas (Radiance class)		2003	2017	2,416	848	Bahamas	90,090
Spectrum of the Seas (Quantum class)		2019	N/A	4,905	1,500	Bahamas	168,666
Symphony of the Seas (Oasis class)		2018	N/A	5,518	2,200	Bahamas	228,081
Vision of the Seas (Vision class)		1998	2013	2,050	742	Bahamas	78,340
Voyager of the Seas (Voyager class)		1999	2019	3,286	1,176	Bahamas	137,276
SilverSea Cruises // www.silversea.com	8						
Silver Cloud		1994	2017	254	212	Bahamas	16,800
Silver Explorer		1989	2017	144	118	Bahamas	6,072
Silver Galapagos		1990	2017	100	75	Ecuador	4,077
Silver Muse		2017	N/A	596	417	Bahamas	40,700
Silver Shadow		2000	2019	382	302	Bahamas	28,258
Silver Spirit		2009	2018	608	412	Bahamas	39,519
Silver Whisper		2001	2018	382	302	Bahamas	28,258
Silver Wind		1995	2018	296	222	Bahamas	17,400
Saga Cruises www.travel.saga.co.uk	2						
Spirit of Adventure		2020	N/A	999	517	United Kingdom	,58,250,
Spirit of Discovery		2019	N/A	999	505	United Kingdom	,58,250,
Sea Cloud Cruises www.seacloud.com	2						
Sea Cloud		1931	2011	64	60	Malta	2,532
Sea Cloud II		2001	N/A	94	65	Malta	3,849
Sea Dream Yacht Club www.seadream.com	2						
Sea Dream I		1984	2011	112	95	Bahamas	4,253
Sea Dream II		1985	2010	112	95	Bahamas	4,253



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Ocean Cruise Guide

Cruise Lines	Number of Ships	Year Launched	Year Refurbished	Guest Capacity	Crew Capacity	Registry	Tonnage
Star Clippers www.starclippers.com	3						
Royal Clipper	2000	2013	227	106		Malta	4,425
Star Clipper	1992	2014	170	72		Malta	2,298
Star Flyer	1991	2012	170	72		Malta	2,298
UnCruise Adventures www.uncruise.com	9						
La Pinta (Charter)	1989	2019	48	27		Ecuador	1,438
S. S. Legacy	1984	2013	88	35		U.S.A.	96
Safari Endeavour	1983	2012	84	34		U.S.A.	99
Safari Explorer	1998	2008	36	14		U.S.A.	97
Safari Quest	1992	2006	22	9-11		U.S.A.	97
Safari Voyager	1982	2018	62	29		St. Kitts	1,195
Wilderness Adventurer	1984	2011	60	25		U.S.A.	89
Wilderness Discoverer	1992	2011	76	26		U.S.A.	99
Wilderness Explorer	1976	2012	74	27		U.S.A.	94
Variety Cruises www.varietycruises.com	8						
Callisto	2000	2016	34	16		Panama	430
Galileo	1992	2016	49	16-18		Greece	480
Harmony G	2001	2013	44	17		Greece	498
Harmony V	2009	2017	49	16-18		Greece	693
Panorama	1993	2014	49	16-18		Greece	674
Panorama II	2004	2015	49	16-18		Greece	498
Pegasus	1990	2016	44	16-18		Panama	695
Variety Voyager	2012	N/A	71	32		Marshall Islands	1,593
Victory Cruise Lines www.victorycruiselines.com	2						
M/V Victory I	2001	2019	202	84		Nassau	4,954
M/V Victory II	2001	2019	202	84		Nassau	4,954
Viking Ocean Cruises www.vikingoceancruises.com	6						
Viking Jupiter	2019	N/A	930	550		Norway	47,800
Viking Orion	2018	N/A	930	550		Norway	47,800
Viking Sea	2016	N/A	930	550		Norway	47,800
Viking Sky	2017	N/A	930	550		Norway	47,800
Viking Star	2015	N/A	930	550		Norway	47,800
Viking Sun	2017	N/A	930	550		Norway	47,800
Windstar Cruises www.windstarcruises.com	6						
Star Breeze	1988	2019	312	188-190		Bahamas	12,995
Star Legend	1990	2020	312	188-190		Bahamas	12,995
Star Pride	1988	2020	312	188-190		Bahamas	12,995
Wind Spirit	1988	2017	148	101		Bahamas	5,736
Wind Star	1986	2018	148	101		Bahamas	5,307
Wind Surf	1989	2019	342	210		Bahamas	14,745



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By EMERALD YACHT CRUISES

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nown for award-winning deluxe river cruising, Emerald Waterways is entering the ocean super-yacht market with its first vessel — the *Emerald Azzurra* — to set sail in July 2021.

The company's eight branded river cruise ships navigate Europe's most iconic rivers including the Rhine, Main and Danube, as well as the Mekong in Asia. Its newly announced super-yacht will take guests into new waters — along the Adriatic Coast, the Red Sea and the Mediterranean — with 2021-2022 itineraries now available for booking including a limited early bird savings of up to 15 per cent off.

The *Emerald Azzurra* offers state-of-the-art ocean yacht cruising to ports and harbours that only small yachts can reach — from Greece, Spain, France, Croatia and Italy, to Turkey, Cyprus, Malta, Israel, Jordan and Egypt. Plus, with only 100 guests and 64 crew on board, guests can look forward to an extraordinary intimate experience paired with outstanding service.

"Emerald Waterways has been operating award-winning river cruises in Europe since 2014," says Glen Moroney, owner and chairman of Scenic Group, which operates Emerald Cruises. "The launch of Emerald Yacht Cruises and the new *Emerald Azzurra* are a logical extension of the Emerald Cruises portfolio."

Trips include the eight-day 'Cyprus, Turkey and Greece Delights' in the Aegean Sea — which will also be the ship's inaugural sailing — departing from Limassol, Cyprus with calls in Paphos (in Cyprus), Fethiye, Bodrum and Kusadasi (in Turkey) and Mykonos, Santorini and Athens (in Greece). To date, there are more than 25 itineraries to choose from, with early bird pricing available until sold out.

Staterooms and suites start at 285 square feet, designed with a contemporary feel and upscale amenities. Unlike other ships in this class, 88 per cent of suites and staterooms feature balconies or terraces. The spa pool and bar on the Sky Deck features plenty of lounging space, and an infinity pool and café located one deck below offers incredible views. The Wellness Deck features a well-equipped gym, spa and sauna.

"With only 100 guests and 64 crew on board, guests can look forward to an extraordinary intimate experience paired with outstanding service."



Reflections Restaurant ↑



Take a relaxing dip in the infinity-style pool. ↑

↑ Owner's suite featuring a private terrace

The yacht's Reflections Restaurant will take inspiration from the Mediterranean, with fresh, locally-sourced dinners and sommelier-paired wines. After dinner, guests can soak up the sea breeze on the large al fresco terrace before a nightcap in the plush Horizon Bar & Lounge.

And in the true style of a super-yacht, Emerald Azzurra features a marina platform — ideal for jumping in the water for a swim — where guests have access to activities such as paddle boarding and snorkelling, as well as tenders and zodiacs for shore landings and expert-led excursions.

Included are on-shore EmeraldPLUS cultural experiences and a range of EmeraldACTIVE excursions (guests can also book DiscoverMORE optional excursions to tailor their cruise). Emerald Cruises's inclusive pricing structure also includes meals, wine and beer with lunch and dinner, on-board gratuities, transfers to and from the airport, port charges and all taxes. ☀


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* Terms and Conditions: Earlybird Fares are available beginning February 1, 2020 and are limited in number. Once sold out the full fare will apply. Save up to 15% off the full fare price on departures with Emerald Azzurra only. Multiple destinations apply and savings will vary. Cruise from \$3961 pp based on EoP 08/01/22 departure in a Category D Oceanview Stateroom including Earlybird Fare. See brochure or our website for listed prices. A non-refundable initial deposit of \$750 per person is required within 48 hours of booking, with full payment required 120 days prior to departure. This offer is not combinable with any other offer or promotion. Offer may be changed, cancelled or withdrawn at any time without notice. Port charges and taxes are included in prices. Prices are subject to cabin availability and may change. All images of Emerald Azzurra are artist impressions and on board facilities and sizes are subject to change until the yacht build is complete in June 2021. For full terms and conditions visit emeraldyachtcruises.ca. © EMERALD YACHT CRUISES - A DIVISION OF ST TOURING CANADA | ALL RIGHTS RESERVED | BC CONSUMER PROTECTION #40178 ECAMA057



Rediscover **PARIS**

See the City of Lights in a new light

By ANTOINE STAB

Paris is arguably so famous that we no longer need to promote it through writing. Everything seems to have been said and written about the French capital, and surely, everything has been seen, no?

Not so fast.

Despite being such a popular tourist destination, it's always possible to visit Paris in a new way.

Here are four different ways (among many others) to explore Paris in a new light.

Going green in Paris

Paris is famous for its architectural heritage, but the same could be said about its greenery and vegetation.

Galeries Lafayette, located in the heart of the Opera district (a temple of true Parisian fashion), is also home to a rooftop packed full of lush vegetation that contrasts somewhat with the spirit of the place: a garden exceeding 1,200 m², complete with a vegetable patch and more than 18,000 plants.

Visitors can pause from a moment of shopping and visit this green and relaxing space, away from the hustle and bustle of the boulevards. They can chat with the gardeners, sample fruits, and even leave with fresh produce, all while enjoying breathtaking views of the city, including the Eiffel Tower or Montmartre.

Other similar urban gardens and farms have also flourished on the city's rooftops, thanks to the agricultural enterprise Sous les Fraises, which, in addition to farming, also offers tours. This is particularly the case on the roofs of another department store, at BHV Marais (Jardin Perché), but also in other places in Paris.

↑ Despite its popularity, Paris is full of unique and interesting surprises. © Courtesy of Galeries Lafayette

GALERIE VIVIENNE



Gourmet Paris

It's impossible to visit Paris without trying at least one or more culinary treats. After all, Paris prides itself on being a world capital of gastronomy.

This is what the Bustronome offers, the first moving gourmet restaurant in the capital. Customers gather at the foot of the Arc de Triomphe for lunch or dinner, in a bus converted into a restaurant. The bus moves throughout Paris, stopping at famous monuments while passengers enjoy contemporary and seasonal cuisine.

This culinary tourist experience is also offered on the other side of the Channel in London.

Paris and its covered passages

If the weather is unsatisfactory, and your clients don't want to do another day at the museum, a great option is to sign up for a walking tour of the covered passages.

Mostly built in the 19th century, the passages are sets of tracks drawn in the

middle of the buildings, surmounted by canopies. They are as much a place to shop and dine, with stalls and restaurants along the way, as they are architectural places steeped in history.

The French capital has 30, but each has its own identity which lends to each having a unique charm about it: the Passage Verdeau and its many antique dealers; the Véro-Dodat gallery and its chic boutiques; the passage of the Grand-Cerf, which is certainly the most impressive with its aerial metal and wrought iron structure 12 metres high.

The Passages & Galeries association occasionally organizes guided tours, but also has developed three circuits by theme for free visits: "Parisian life" and its luxury stores; "Paris ses grands boulevards et distractions" to wander between cafes, restaurants and theaters; and "Historic Paris" which focuses on the architectural diversity of these passages and their evolution throughout history. Go to passagesetgalleries.org for more info.

↓ The Bustronome offers a gourmet meal inside a bus that travels through the city.

© Bustronome.com



Galerie Vivienne, in the 2nd arrondissement, is one of the most emblematic galleries in Paris.

© Paris Tourist Office. Photographer: Marc Bertrand.

Photographic Paris

Today, in the era of smartphones, selfies and Instagram, photography has taken up a lot of space in the travel industry.

So why not combine photography with discovering the whole city?

Focus on Paris organizes photo tours in Paris, by using a tour guide and a professional photographer.

These escapades can last anywhere from 90 minutes in discovery mode, to two or three hours on a private visit, alone or in a group. The tours are also thematic: street art, architecture, the history of Paris; the history of photography (in the footsteps of several photo legends, such as Willy Ronis or Brassaï); and Paris at night.

For those who love retro photography, Instant Tours lets visitors roam the city with a Polaroid camera in hand, making this the perfect way to bring personal memories home.

The Paris Regional Tourism Committee has set up a website for tourism professionals at pro.visitparisregion.com. Here, you'll will find many ideas and suggestions for tours and discoveries. You can also visit convention.parisinfo.com. ☒

Orlando magic

Florida's tourism capital has plenty of surprises for 2020 and beyond

By BLAKE WOLFE

A

long-time favourite sun destination, Orlando is a second home for many Canadians in the winter months.

With no shortage of attractions, there's always something new to explore – but how to keep track of it all?

Whether your clients are seasoned snowbirds or first-time visitors, here are some of Orlando's latest travel developments, courtesy of Visit Orlando.

Variations on a theme

Dubbed the Theme Park Capital of the World, Orlando is synonymous with big-name thrills, with all of the top parks adding more attractions each year.

At Walt Disney World Resort, the recently-opened Star Wars: Galaxy's Edge gives fans of the movie series a chance to experience that "galaxy far, far away" in person. In December, the park opened Star Wars: Rise of the Resistance, which immerses guests into an interactive mission by the Resistance to overthrow the First Order. Disney cast members adopt personalities of First Order and Resistance troops throughout the attraction to further deepen the experience for guests.

Meanwhile, it'll be an action-packed year at Universal Orlando Resort with the opening of The Bourne Stuntacular, a cutting-edge live-action stunt show based on Universal Pictures' blockbuster Bourne films, which debuts this spring.

And at SeaWorld Orlando, thrill-seekers can check out the Ice Breaker, a new rollercoaster taking riders both forward and backward on the steepest vertical drop in Florida.



DESTINATIONS TO DISCOVER

// Orlando



Universal Orlando Resort's Dockside Inn and Suites is a new 2,050-room value hotel for families.

© Courtesy of Universal Orlando Resort





↑
SeaWorld Orlando offers fun for the entire family, including the Turtle Trek.
© Courtesy of SeaWorld



↑
Visitors are the 'stars' at Walt Disney World Resort's Star Wars: Rise of the Resistance attraction. © Kent Phillips/Disney

Cultural immersion

Orlando also has plenty of culture to offer visitors in 2020.

Debuting April 17, Cirque du Soleil will transport guests into the world of Disney animation with "Drawn to Life," a new show featured at Disney Springs, a shopping and entertainment complex on the grounds of Walt Disney World Resort.

One of history's most intriguing chapters comes to life at the Orlando Science Center, with the arrival of Pompeii: The Immortal City, running from June 6 – Sept. 7, 2020. Orlando is one of only four U.S. sites for the interactive exhibit, which explores the destruction of the Roman cities of Pompeii and neighboring Herculaneum by the catastrophic eruption of Mount Vesuvius.

Places to stay

With Orlando boasting the second-highest number of hotel rooms of anywhere in the U.S., the city is set to add even more, with 2019 and 2020 to be the biggest two-year period for hotel expansion in Orlando in more than 20 years.

These include JW Marriott Orlando Bonnet Creek Resort & Spa, which opened in February with 516 rooms and amenities including a Spa by JW, plus a rooftop terrace with nightly views of theme park fireworks.

Families wanting to stay near the theme parks will have no shortage of new hotel options, including Universal Orlando Resort's recently-opened, 2,050-room Dockside Inn and Suites, a value property with rates starting at \$76 per night; and Disney's Riviera Resort, a Europe-inspired property with rooms ranging from cozy studios to three-bedroom villas.

For the foodies

With numerous new restaurant openings taking place in 2020, visitors to Orlando won't go hungry.

Among the new openings include:

- Knife & Spoon at The Ritz-Carlton Orlando, Grande Lakes, a concept from Chef John Tesar, James Beard Award semifinalist and Top Chef contestant, opening spring 2020.
- Ole Red, a new restaurant by country superstar Blake Shelton, will open at ICON Park April 17 and merge southern hospitality, good food and live country music. Also coming to ICON Park in 2020 is Ox Grill, offering contemporary fare with steaks, pasta and a selection of international dishes.
- Camelo Pizzaria opened on International Drive in early 2020. The Brazilian thin-crust pizza place is the first location outside Brazil.
- A.G.'s Market, a lakefront food hall opening late 2020, will combine retail, beverage and food options with a second-floor seating area showcasing the theme park fireworks. ☒



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The new Hyatt
Ziva and Zilara
Cap Cana
opened in
November 2019.

Luxury included

In one exclusive development, the Hyatt Ziva & Hyatt Zilara Cap Cana offer something for everyone in the DR

*Text by CHRISTINE HOGG & BLAKE WOLFE
Photos by PLAYA RESORTS AND HOTELS*

In the exclusive Dominican Republic enclave of Cap Cana, there's a new resort offering sleek and stylish accommodations for every traveller, while catering to the interests of every age group.

Officially opening their doors to guests last November, Playa Hotels & Resorts' Hyatt Ziva and Hyatt Zilara Cap Cana is a family-friendly and adults-only experience, respectively, along the eastern shores of the Dominican Republic just 15 minutes from Punta Cana International Airport.

In total, the mirroring, U-shaped resorts encompass 750 ocean-facing suites on a 40-acre beachfront property, with each section offering its own unique features.

Sophisticated stays

Geared toward adult guests 18 years and older, the Hyatt Zilara Cap Cana features 375 oceanfront rooms and swim-up suites across 12 room categories, ranging in size from the 600 sq. ft. junior suite to a 1,238 sq. ft. master suite and a luxurious 2,500 sq. ft. presidential suite.

The chic and modern property also boasts some firsts for the brand.

Among them include Journeys, an Indian restaurant inspired by the The Maharajas' Express, which is one of many dining options available on-site (the dining room features an authentic train car that guests can dine inside).

Other dining venues include Brandos (French Polynesian), Shutters Beachside (Peruvian), and Waves (steakhouse); one main buffet (The Pier) and seven bars. Guests also enjoy unlimited cocktails, spirits, beer, wine and soft drinks, as well as full access to dining options, bars and lounges at Hyatt Ziva Cap Cana.

Another feature making its debut at the Hyatt Zilara Cap Cana is an underground cenote-inspired spa, Larimar, a 22,750 sq. ft. chamber with a hydrotherapy circuit, 14 treatment rooms, an outdoor oasis lagoon and the first Himalayan salt lounge in the Dominican Republic.

And when guests are done lounging in the sun, the property also features several activity options throughout the day, including paint & sip, golf clinics, water sports, cooking lessons and more.

HOTEL VISIT

// Hyatt Ziva & Hyatt Zilara Cap Cana



↑ Hyatt Ziva Cap Cana oceanfront Junior Suite swim-up king room.

↑
Hyatt Zilara Cap Cana
oceanfront Junior Suite
king view.

Family fun

Where the Hyatt Zilara offers an adult escape, the all-ages Hyatt Ziva brings family fun with multiple amenities for every age group.

These include the Canapolis Waterpark – boasting a lazy river with grotto cascade, water cannons and seven slides – plus the property's KidZ Club and Teen Lounge, offering plenty of activities for younger guests.

Even the pickiest eater will find something to enjoy at Hyatt Ziva's multiple dining options. The property's six restaurants include Tempest Table (Mongolian grill), Noodle & Thread (serving Italian at Ziva, with décor reminiscent of an old-school tailor's shop), Chinola (clean eating with gluten-free, keto, and vegan options), Navigator Grill (Caribbean flavours), Prontoz, (Caribbean flavours) and El Mercado (gourmet buffet).

Adult guests can also unwind at seven bars and lounges, including Grog Grotto, Spritz, Cocoonz and Twisted Timbers.

Similar to its sister resort, Hyatt Ziva Cap Cana's 375 oceanfront suites (including 46 swim-up suites) span 12 room categories, ranging from the 600 sq. ft. junior suite to the 1,873 sq. ft. Presidential Suite.

And for parents looking for a break from the kids, adult guests of the Hyatt Ziva have full access to Hyatt Zilara.



Poolside at Hyatt Zilara Cap Cana. ↑

Shared experiences

While the Hyatt Zilara and Hyatt Ziva each maintain their own identities, there's a handful of common features shared by the two resorts.

These include a 14,000 square-foot fitness center modeled after an industrial boxing gym (with two cardio areas, spaces for Zumba, spinning and Pilates, a sprawling weight room, punching bags in the hallways and even a space for cross-fit); 45,000 square-feet of meeting and event space with stunning wedding venues; and a 300-seat open-air amphitheater.

Club privileges

Guests staying at both the Hyatt Ziva and Hyatt Zilara can opt for Club Level service, which grants members access to a number of exclusive perks, including the Exclusive Club Level Lounge featuring imported premium drinks, appetizers and continental breakfast, table games and Wi-Fi; as well as private check-in and check-out in an exclusive area; personalized concierge services; private access to the Club Pool; premium-brand liquors and more. ☒

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Stay awhile

Add value to your clients' long-haul journeys with stopover programs

By BLAKE WOLFE

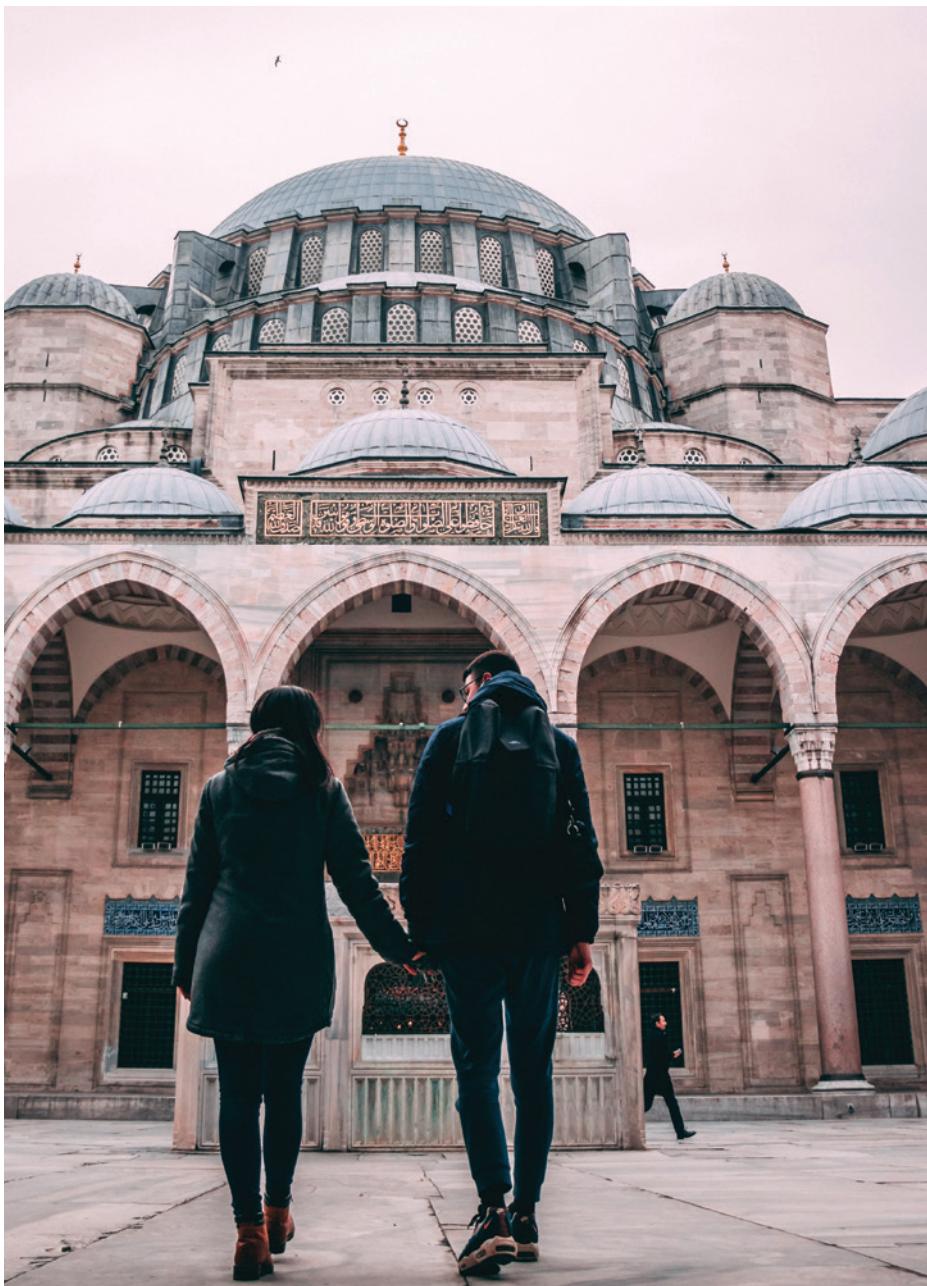
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While airlines are continually pushing to link gateways with direct flights, Canadians flying long distances will likely have to make at least one connecting flight en route to their final destination.

Although a short stop can be easily passed perusing the shops and amenities at the airport, a longer layover can be a challenge. Enter the stopover program: with airlines – and in some cases, airports – wanting to make a long journey as comfortable as possible for their passengers, many carriers have repositioned multi-leg flights as a way for travellers to squeeze more destinations into a single vacation; in some cases, even giving Canadians the option to stop in another part of the country before continuing on their way.

The following stopover programs are making long-haul flights a little more enjoyable for travellers looking to see as much of the world as possible.

→
No Turkish
Airlines stopover
in Istanbul is
complete without
a visit to the city's
Blue Mosque.





Air Canada

For Canadians headed to transborder or international destinations on flights that include a stopover of six hours or more in Toronto, Montreal or Vancouver, Air Canada allows travellers to check in to a hotel and explore a new city. While the hotel can be booked starting at \$49 (plus taxes) for travellers flying in most Economy fare classes (Basic, Standard, Flex and Comfort), passengers booked in Latitude, Economy Plus or Business can stay for free or at a reduced rate.

WestJet

As WestJet continues to add more European destinations to its network, travellers will have more opportunities to take advantage of the carrier's stopover program. On Europe-bound flights from Canada, travellers can book a stopover in one of seven connector cities – from Vancouver to Toronto to St. John's – for up to seven days.

↑ Doha's Museum of Islamic Art is one of many sites to visit with Qatar Airways' stopover program.

← Seoul's Gyeongbokgung Palace is one of several sites offered on Incheon International Airport's free stopover tours.

© Lee Bumsu/Korea Tourism Organization

Qatar Airways

Passengers transiting through Doha with Qatar Airways can add up to four nights in the capital city at a reduced rate, staying in either four or five-star hotels and taking part in a number of unique activities, from desert safaris to a dhow cruise – a traditional Arabian boat – or just relaxing on one of the city's many beaches. The stop-over program is even more accessible for Canadian passport holders who qualify for visa-free entry to Qatar.

Turkish Airlines

"There's no point in stopping in Istanbul if you can't enjoy the city," reads Turkish Airlines' webpage on its stopover program, for stops of 20 hours or longer. By registering for the program 72 hours prior to their first flight, travellers stopping in can ensure they'll enjoy the charms of Istanbul with the offer of a five-star hotel for two days on Business Class trips, and in a four-star hotel for one day on Economy Class trips, free of charge.

Incheon International Airport

With Seoul's Incheon International Airport serving as a major transportation gateway to several Asian destinations, the airport's extensive free stopover tour program is a natural pairing with multi-leg flights. Running between one and five hours in length, the various guided tours take guests (who can register online or in-person at the terminal) to many of Korea's most important and popular sites, including the Gwangmyeong Cave Tour (part of a former coal mine which now houses a subterranean art gallery) and Gyeongbokgung Palace, the main royal palace of the Joseon dynasty built in 1395.

While the tours themselves are free, some require guests to pay for admission to various attractions or bring money for lunch. ☑

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