



QUEEN ELIZABETH TODAY

CUNARD



Inside This Issue:

Cunard: A world of White Star service
 Leisure at sea, Carnival ceo's top tips
 Royal nights and saying farewell
 What travel agents love about QE

p1
 p2
 p3
 p4



QUEEN ELIZABETH TODAY

CUNARD



Sailing Away Party

As the Queen Elizabeth departs the port of the day, a sail away party is held at the Lido Pool area. Clients can mix and mingle, have a dance and enjoy the distinct Cunard service as they say farewell to that day's port. On rainy days the party is moved inside to the Garden Lounge—a conservatory-like space with an arching vaulted glass ceiling. Clients may find themselves line dancing to *Achy Breaky Heart!*



Dress Code

The dress code on the Queen Elizabeth varies from night to night—however jeans will never be welcome at dinner time. Clients can take the opportunity to live glamorously on formal nights, with full length gowns and tuxedos, however palazzo pants and shorter dresses are also welcome for the ladies. During the day, dress is casual—jeans are OK here, as are sneakers for going ashore.



CUNARD: A WORLD OF WHITE STAR SERVICE

Boarding Cunard's Queen Elizabeth ocean liner is like stepping back in time to an era of fine dining, ballroom dancing and occasions that call for glamorous gowns and tuxedos.

The Grand Atrium welcomes passengers aboard, a harpist plays in the upper levels and passengers mill about with drinks, getting their bearings and meeting fellow guests—some are already perusing the library for a book to while away the hours at sea. On a Cunard voyage, everyone seems that little bit more refined. The seasoned passengers—some having spent thousands of days

Tea Anyone?

In true British style, annual tea consumption onboard the Queen Elizabeth would almost fill an Olympic size swimming pool—more than 2615 tea bags are used daily. In contrast, only 77kg of coffee is consumed in a year.

at sea—will show first timers how to get to the Lido deck for sail away, how to work their cabin key card, or just strike up a 'So, where are you from?' conversation.

... Service Culture

The Queen Elizabeth's 1000-strong crew offer the line's signature White Star service; waiters remember each guest's name in their area, the sommelier remembers favourite wines and cabin stewards can help at the drop of a hat—they always seem to be at their post. It is these characteristics that see passengers of all demographics coming back to Cunard time and again, says Complete Cruise Solution New Zealand sales manager Belinda Clarke. "We see a wide range of demographics onboard, from families to honeymooners on shorter segments, to older passengers on the Grand and World Voyages," she says.

Queen Victoria Ex SFO

Queen Elizabeth's sister ship Queen Victoria sails from San Francisco 03 Feb 2013 on a 15-night voyage, and fares are from \$2739pp s/t, inside stateroom, says Complete Cruise Solution. Clients can upgrade to an oceanview stateroom from \$3509pp s/t, or a balcony stateroom from \$4229pp s/t. The fares are valid for sales to 08 Mar.

Powerful Details

The Queen Elizabeth's staterooms have both British three pin and US two pin sockets. The liner also offers Wi-Fi and GSM connectivity throughout with 120 mins internet costing USD50. Clients using their laptops should be reminded to log out after each session.



Shopping Onboard

The ocean liner's shopping precinct features a range of classic British brands, including Fortnum and Mason for British goodies, Hackett Menswear, Anya Hindmarch and the only Harris Tweed store at sea. Three brands found onboard have also produced limited edition Queen Elizabeth items; a Clogau pendant, Rotary watch and a Halcyon Days pill box.



CUNARD

VOYAGES LIKE
NEVER BEFORE

30 DAY
CELEBRATION SALE

UP TO US\$575^{PP}
ON BOARD CREDIT OFFER[#]
Ends 8 March 2012

#Conditions apply.



A WORLD OF LEISURE AWAITS PASSENGERS



Ann's Top Tips

Carnival Australia chief executive Ann Sherry shares her top tips for cruising on the Queen Elizabeth.

- * Eat in all the restaurants, there's such a wide range to choose from, and each one is different.
- * Go to the spa, a favourite treatment of mine is the hot stone massage.
- * Visit the library. There aren't many truly grand libraries left, anywhere in the world really, so it's a real treat.
- * Just spend a few hours sitting on deck, or on your balcony, just watching the world go by. It's good for the soul.
- * Dress up for a big night out at the ball and the theatre. It's definitely worth paying the extra USD50 to secure a private box—it feels like you're in London.

Library

The Queen Elizabeth's library is one of the last great libraries at sea, and Cunard does them well—it was the first cruise line to introduce libraries onboard. Featuring more than 6000 books across two levels separated by a grand spiral staircase, guests use their cruise card to take up to five books out at a time.

Just like the Queen Elizabeth is built for long voyages, the ocean liner's onboard activities are made for long days at sea. From the two pool areas, to the games deck, complete with lawn bowls and croquet greens, there is an outdoors pursuit for all onboard—passengers can test their skills against each other. Tournaments are organised daily and advertised in the Daily Programme. For those looking to enrich their minds, the Queen Elizabeth's education programme offers everything from talks on international relations and culture, to watercolour painting workshops, star gazing and stress management seminars. Passengers can socialise and test their general knowledge skills at trivia throughout the day at various locations around the liner—even after a post-dinner dance at the Yacht Club at 2300. Champagne afternoon tea in the Garden Lounge is a

highlight, and at USD26.50, is an affordable touch of glamour in the afternoon and the perfect opportunity for new found friends to catch up on the day's pursuits.

AKL-HKG On Queen Vic

Queen Victoria departs Auckland on a 28-night voyage to Hong Kong on 19 Feb 2013, says Complete Cruise Solution. Fares are available from \$6129pp s/t, inside stateroom, \$8589pp s/t oceanview stateroom or \$11,129pp s/t in a balcony stateroom. Fares valid for sales to 08 Mar.



Specialty Dining

There is a range of dining options onboard the Queen Elizabeth, from the two-level Britannia Restaurant reminiscent of classic ocean liners and offering an extensive and ever-evolving menu day and night, to The Verandah, a homage to the Verandah Grills onboard the original Queen Mary and Queen Elizabeth and producing mouth-watering French cuisine by Cunard's global culinary ambassador Jean-Marie Zimmermann.



A group of Kiwi agents are this week on board the Queen Elizabeth for a four-day sailing. Pictured in the Garden Lounge before dinner is Robert Schroder, Harvey World Travel Browns Bay; Lisa Johansen, GO Holidays; Pat Dyer, United Travel Eltham; Christiane Simmers, Westside UT; Carol-Anne Harris, GO Holidays; Nicola Bell, Boutique Mondo Travel; Chris Edwards, House of Travel Mission Bay; Ann McIntosh, World Travellers McIntosh Travel; Anne Hessel, Business World Travel; Sam Corlett-Wood, Cruise Republic; Andrew Laing, HoT Howick and Andrea Van Mill from Travel Marketing.



CUNARD

VOYAGES LIKE
NEVER BEFORE

30 DAY
CELEBRATION SALE

UP TO **US\$575^{PP}**
ON BOARD CREDIT OFFER#
Ends 8 March 2012

#Conditions apply.



QUEEN ELIZABETH TODAY

CUNARD



ROYAL NIGHTS AND SAYING FAREWELL

Mix It Up

Up on deck 10 forward, the classic Commodore Club entertains passengers with nightly piano performances, but the main drawcard of the luxuriously appointed club is the martini menu—there are more than 300 on offer, from pomegranate infused beverages to the classic 007 option. For those keen to learn how to make the perfect 'tini, mixology nights are offered on some evenings.



Afternoon Tea Time

A daily feature of life onboard is afternoon tea, where guests can indulge in loose leaf tea and scones with lashings of cream in the ballroom grandeur of the Queen's Room. Passengers can indulge in Champagne afternoon tea in the bright Garden Lounge—for USD26.50 clients are treated to personalised service, beautiful pastries, sandwiches, a selection of loose leaf dark or white teas and free-flowing Champagne.

A Cunard voyage isn't complete without an evening harking back to the grandeur of cruising in the 30s and 40s—and there are options for all tastes and styles, from karaoke in the Golden Lion pub, to request nights at the Yacht Club.

From 1800 on formal nights, guests are transformed into glamorous versions of themselves, men in tuxedos and ladies resplendent in gowns and jewels. Formal occasions include the Elizabethan Ball, where gentleman hosts (distinguished by their white tux jackets) are on hand to dance with solo female travellers—some dressed in Elizabethan attire, white wigs and all.

The liner's Royal Court Theatre features nightly performances from soloists, jazz bands, review productions and/or special performances by groups from destinations on the itinerary.

... Bidding Adieu

Sailing on the final leg of a voyage is bitter-sweet—arriving into port on the morning on disembarkation and catching the sunrise from the pool deck provides those last relaxation opportunities, but there are so many things yet to experience, and you want to stay onboard a few more days just to catch that lecture, or that theatre evening.

... A Value Proposition

Complete Cruise Solution's Belinda Clark says a voyage on a Cunard ocean liner is now

more affordable than ever, giving clients the chance to make a 'once-in-a-lifetime' journey more than once.

"A Transatlantic crossing—the voyages Cunard is famous for—is now more accessible than ever, with fares for 2012 sailings at around \$1400," she says. This aspect, she adds, coupled with Cunard's strong history and signature British style, makes for a memorable voyage for Kiwis.

Starry Nights

A highlight for passengers on the Queen Elizabeth's World Voyage was the star gazers evening on the Lido Deck 9 aft—taking advantage of the clear night skies in the middle of the Tasman sea.

The deck lights were dimmed from 2145, guests bunkered down with blankets and binoculars while second officer Jonny Ward and third officer Edward Stickley showed off the wonders of the Milky Way, pointing out the Southern Hemisphere's famous constellations.



Kiwi Agents At The Elizabethan Ball

The Kiwi contingent were out in force at the Elizabethan Ball at sea on Fri evening—joining well-to-do guests for an evening of fine dining and dancing.

Pictured clockwise from bottom left is Alka Daji from iCruise; Christiane Simmers, Westside UT; Joanne Matthews, Cruiseabout Takapuna; Lisa Johansen, GO Holidays; Sam Corlett-Wood, Cruise Republic; Andrea Van Mil, Travel Marketing; Chris Edwards, HoT Mission Bay; Carol-Anne Harris, GO Holidays; Gerard Murphy, Bon Voyage Cruises and Travel; Andrew Liang, HoT Howick; Robert Schroder, HWT Browns Bay; Pat Dyer, UT Eltham. Middle from top, Nicola Bell, Boutique Mondo Travel; Ann McIntosh, World Travellers McIntosh Travel; Anne Hessel, Business World Travel and Len Carpenter, HWT Mairangi Bay.



CUNARD

VOYAGES LIKE NEVER BEFORE

30 DAY CELEBRATION SALE

UP TO **US\$575^{PP}**
ON BOARD CREDIT OFFER[#]
Ends 8 March 2012

#Conditions apply.



WHAT AGENTS LOVED ON QUEEN ELIZABETH



Twins Chefs

Cunard has a little sibling rivalry to thank for the passion, dedication and skill of two of its executive chefs. The Queen Elizabeth's culinary maestro, Nicholas Oldroyd (pictured) and identical twin brother Mark were top culinary school students, and their competitiveness continued when they joined Cunard's Queen Victoria. Mark is now executive chef on the Queen Victoria, and Nick will soon take over the galley onboard the Queen Mary 2.

Single Service

For clients travelling alone, single travellers will receive personalised invitations to special events and gatherings which are also listed in the Daily Programme—not all cruise lines offer this service.

Kiwi agents travelling onboard the Queen Elizabeth last week were treated to the ocean liner's classic voyage experience, and have a few recommendations to share from their memorable experience.

A voyage on a Cunard liner 'still has the aura of glamour' that harks back to the 30s and 40s, agrees the 16-strong group, and the 'village atmosphere' onboard the liner is a real drawcard, says Gerard Murphy from Bon Voyage Cruises and Travel.

Dining recommendations include the specialty French restaurant, The Verandah. "The food is exquisite, the wine is wonderful, it's well worth the USD35," says Murphy, while GO Holidays' Lisa Johansen picks the Golden Lion for familiar British pub fare including fish and chips or tikka masala.



One of the best places onboard to get some peace is the two storey library, says Murphy, and the forward Games Deck offers the chance for clients to partake in classic games including croquet and lawn bowls at sea.

The onboard entertainment, from soloists to theatre companies and bands, caters to a discerning client. Many shows and acts are geared towards passengers on longer voyages, there is always something different for clients to enjoy. "It's a true form of entertainment," says Anne Hessel of Business World Travel.



"Check out the spa specials once onboard as they're not always listed in the Daily Programme," says Nicola Bell of Boutique Mondo Travel. While onboard, the spa offered its popular 20/20/20 deal, where clients could indulge in three treatments such as a manicure or facial for USD20 per treatment.

Keep An Eye On Cunard

Keep an eye on the Cunard fleet's exploits around the world—have a look at the three webcams on the company's website. Alongside the real-time view is the liner's itinerary and a map showing exactly where in the world each vessel is.

[CLICK HERE.](#)

QM2 Around New Zealand

Cunard's Queen Mary 2 will sail on her first New Zealand Royal circumnavigation ex Sydney 07 Mar 2013, says Complete Cruise Solution. The 12-night voyage is priced from \$3819pp s/t, inside stateroom; from \$4859pp s/t, oceanview stateroom and a balcony stateroom is from \$5479pp s/t. The levels are valid for sales to 08 Mar.



People Power

Cunard's White Star service would be nothing without its people—and it is stellar throughout the liner. Amongst the Britannia Restaurant's team is sommelier Miroslav who will skilfully match wines to clients' meal selection. He discovered some New Zealand's Sauvignon Blanc while ashore in Auckland last week, and enjoys travelling the world, finding new drops to appreciate. Head waiter Juan Pablo Santander, while always attentive, entertains by playing tricks with his staff and bantering with guests. Santander's top dining tip: you can mix desserts to make the perfect dish!



CUNARD

VOYAGES LIKE
NEVER BEFORE

30 DAY
CELEBRATION SALE

UP TO **US\$575^{PP}**
ON BOARD CREDIT OFFER#
Ends 8 March 2012

#Conditions apply.