

Low cost
fuel to drive
prices up?

Bigging
up small
ports

Asia's growth
in balance?

Assessing
Sheehan's
legacy

CRUISE **insight**

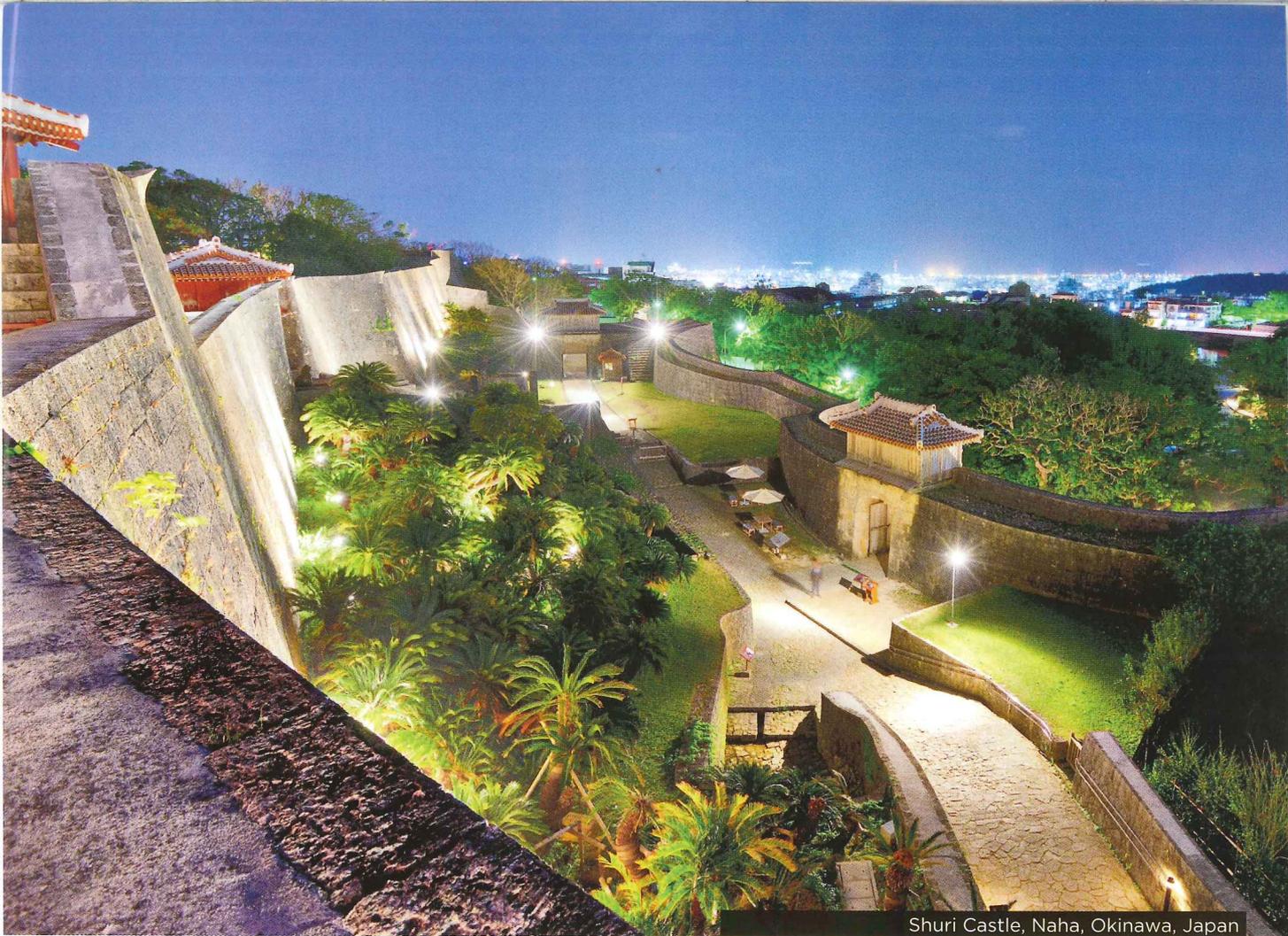
THE GLOBAL CRUISE MARKET

Spring 2015

MAGAZINE



**Back to the
sea with JFK**



Shuri Castle, Naha, Okinawa, Japan

2014 Ports and Destinations Awards

The relationship between ports and cruise lines has never been more vital as deployment decisions become more complex. Now with capacity and berthing issues to the fore due to the sheer number of large ships in operation the consequences for the future are stark: some ports have to invest to increase berthing capacity or face the inevitable drop off of business.

In essence it will be the ports that are able to service the very large ships and deliver destination experiences for guests – for those on tour and those who go ashore independently – that will win out. That inevitably means delivering a seamless transition from ship to shore and onto excursions.

Cruise lines continue to emphasise the importance of the crew to destination selection as it is the ports that go the extra mile to look after them that reap the rewards. It determines how satisfied they are with the port – and crucially how they describe the port to guests. A ‘happy crew’ means ‘happy guests’ and one facility the crew really appreciate is the use of free WiFi.

Maximising yield, though, continues to drive deployment and itinerary development – and the search for alternative year round destinations.

Our task simply deals with giving recognition to the ports and destinations who have delivered their product or service in an exemplary way during the past year.

This time there are 27 ports and destinations who distinguished themselves throughout 2014 to pick up awards – and many more are highly commended – plus a select number of companies which have been praised for their commitment to high levels of service delivery.

Congratulations to all winners and to those who have been highly commended – from marquee cities such as Barcelona, Dubai, Singapore and Venice to the names appearing for the first time. Each has shown that they have made a contribution to the industry through their commitment to delivering the land-based product that is demanded by cruise lines for guests and crew or the services for the ship itself. Special congratulations also go out to the guides who are so vitally important in the delivery of a destination and the complete onshore experience.

Award winners

Abu Dhabi, United Arab Emirates

Most Improved Destination

Bali, Indonesia

Best Destination Experience
(Organised Tours)

Banana Coast, Honduras

Most Improved Destination

Barcelona, Spain

Best Turnaround Port Operations
Best Destination Experience
(Independent Sightseeing)

Boracay, Philippines

Best Tour Experience

Boston, USA

Best Turnaround Destination
Most Efficient Port Facilities

Cadiz, Spain

Best Tour Guides

Colombo, Sri Lanka

Best Tour Experience

Cornerbrook,

Newfoundland, Canada

Best Local Initiative

Cozumel, Mexico

Best Destination for Crew

Dominican Republic

Best Local Initiative

Dubai, United Arab Emirates

Best Turnaround Destination

Fort Lauderdale, USA

Best Turnaround Destination

Geiranger, Norway

Best Destination Experience
(Organised Tours)

Hamburg, Germany

Best Turnaround Port Operations

Hong Kong

Best Destination Experience
(Organised Tours)

Hualien, Taiwan

Best Tour Experience

Ijmuiden, Netherlands

Best Turnaround Destination

Komodo Islands, Indonesia

Best Destination Experience
(Organised Tours)

Kusadasi, Turkey

Best Tour Experience

Livorno, Italy

Best Tour Guides
Best Tour Experience

Las Palmas de Gran Canaria, Spain

Most Improved Port Facilities

Mahogany Bay, Honduras

Most Improved Port Facilities

Malaga, Spain

Best Tour Guides
Best Tour Experience

Monte Carlo, Monaco

Best Destination Experience
(Independent Sightseeing)

Montreal, Canada

Best Turnaround Destination

Naha, Okinawa, Japan

Best Local Initiative
Best Port Welcome

New Orleans, USA

Most Responsive Port

Palma de Mallorca,

Mallorca, Spain

Best Turnaround Port Operations

Philipsburg, St. Maarten

Best Destination Experience

Port Everglades, USA

Most Efficient Port Facilities
Most Efficient Terminal Operation

Portland, England, UK

Most Responsive Port

Quebec City, Canada

Best Destination Experience
(Independent Sightseeing)

Rotterdam, Netherlands

Best Turnaround Destination
Most Efficient Port Facilities

Seattle, USA

Most Efficient Port Facilities
Most Efficient Terminal Operation

Shanghai, People's Republic of China

Best Destination Experience

Singapore

Best Turnaround Destination

St. Petersburg, Russia

Best Destination Experience
(Organised Tours)

Sydney, Australia

Best Destination Experience
(Independent Sightseeing)

Thilawa, Myanmar

Best Destination Experience
(Organised Tours)

Valencia, Spain

Best Destination Experience

Valletta, Malta

Best Turnaround Port Operations

Vancouver, Canada

Best Turnaround Destination
Most Efficient Port Facilities
Most Efficient Terminal Operation

Venice, Italy

Best Turnaround Destination



Kotor Bay and old town, Montenegro

2014 Commendations

Companies

Adria DMC, Montenegro

Always friendly, warm hospitality – and good value

Amiel Tours, Israel

Very experienced and customer-minded

Careli Tours, Nicaragua

Excellent services in this less developed country

Elta Tours, Bulgaria

Flexible operation on short notice business – even in difficult times

Excursions Greece, Greece

Very customer-friendly

Harvey Travel, Ireland

Solid as a rock operation overseen by Mr. Perfect!

Incentive & Leisure Services, Argentina

Excellent operation with big groups - happy guests

Insight Australia Travel, Australia

Small company with very personal and professional performance - all over Australia

Intercruises, Mallorca, Spain

Excellent and highly motivated team

PNG Wildest Adventure Ltd., Papua-New Guinea

Excellent handling - unexpected good service

Rida Tours, United Araba Emirates

One person show - very flexible and committed

Sanus Travel, Poland

Excellent communication/organisation/operation

Top Line, Slovenia

Good quality tours and professional handling

Trumpy Tours, Italy

Very good services countrywide, attractive price/performance ratio

Ports and Destinations

Aarhus, Denmark

Destination Experience (Independent)

Akureyri, Iceland

Tour Experience

Alcudia, Mallorca, Spain

Destination Experience

Bergen

Most Responsive Port

Huelva, Spain

Port Facilities

Kaohsiung, Taiwan

Destination for Chinese

Keelung, Taiwan

Destination Experience (Independent)

Koper, Slovenia

Tour Experience

Montego Bay, Jamaica

Port Operations

Penghu Islands, Indonesia

Local Initiative

Port Lakselv, Norway

Local Initiative

Puerto Princessa, Philippines

Tour Experience

Tallinn, Estonia

Destination Experience (Independent)

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2014 AWARDS

BEST TOUR EXPERIENCE

Hualien, Taiwan

CRUISE

insight
Winner