

THA

WATER TRANSPORTATION



New Zealand
School of Tourism

WATER TRANSPORTATION & CRUISING

THA: New Zealand Certificate in Tourism Level 4

STUDENT WORKBOOK



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COMPONENT 3: WATER TRANSPORTATION & CRUISING

MODULE: WATER TRANSPORTATION & CRUISING

CREDITS: 3

LEVEL: 4

GRADUATE PROFILE 2	LEARNING OUTCOMES	ASSESSMENT
Apply workplace practices required of a tourism workplace including teamwork, team leadership, risk management, and compliance with relevant Acts and health and safety legislation.	Students will be able to identify companies who operate either cruises or water transportation and how they manage risk and comply with relevant Acts and health and safety legislation that are crucial for these operators.	THA: Water Transportation & Cruising Written assessment on water transportation operators and the regions of New Zealand in which they operate as well as compliance with relevant Acts and health and safety legislation. (GP2, Cr2) (GP3, Cr1)
GRADUATE PROFILE 3		
Apply in-depth knowledge of New Zealand tourism destinations in terms of characteristics, history, and attributes relevant to visitors to enhance the visitor experience.		

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INTRODUCTION

Welcome to New Zealand Tourism! On your journey in level 4 so far you have covered many areas of the industry. Another major part of the travel and tourism industry is water transportation. Whilst you may have an idea about what this might entail, it's not just cruise ships and ferries. There are vast opportunities for water transportation in almost any New Zealand itinerary, so it is imperative that you understand these areas as well as safety on board a vessel.

This module will cover various types of water transport in tourism as well as roles available in and around these services. We will also cover the Acts, pieces of legislation and workplace practice guidelines that must be complied with when working on board a passenger vessel. This includes relevant health and safety information you should know when entering the industry.



Knot tying video (9.46 min)

EXERCISE ONE

Watch and learn.

Get together in groups and think about all the various types of water transportation you can think of in tourism in New Zealand.

Write these in your workbook for now...

Your tutor will announce your first task.

Conduct this task correctly.

Once you have been cleared by the tutor you can come up to the front of the class and write one of your brainstorm ideas on the board, ensure it has not already been written.

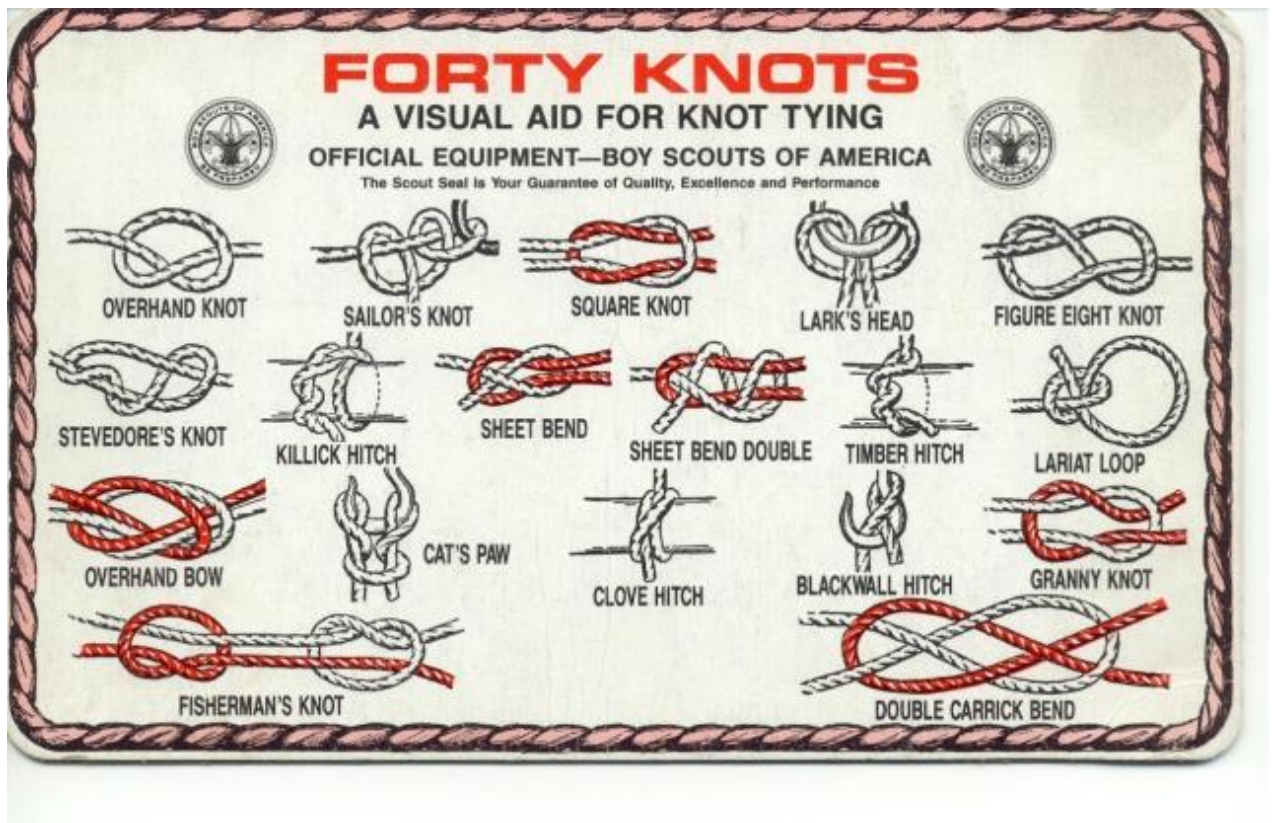
Then move back to your seats.

Your tutor will give you the next task. Once this has been performed correctly, you can come up and write another idea on your list on the board. And so on...

The winning group will have the most suggestions on the whiteboard.



Write down your ideas here...



TYPES OF WATER TRANSPORTATION

Water transportation in tourism involves many different styles including, cruising, ferry transport, day trips, overnight boats, bareboat yacht charters, fishing trips, adventure boats and water taxis. We are going to categorise these into:

- Extended itineraries
- Short itineraries
- Ferries and water taxis

EXTENDED ITINEARIES

Vessels that incorporate staying on board include

- **Large ship cruising**
- **Small ship luxury cruising**
- Bareboat yachts
- Yacht charters
- Live aboard boats- (e.g. dive charters)

SHORT ITINERARIES

- Day cruises
- Fishing Charters
- Adventure boat trips -e.g. Thrill jet boating

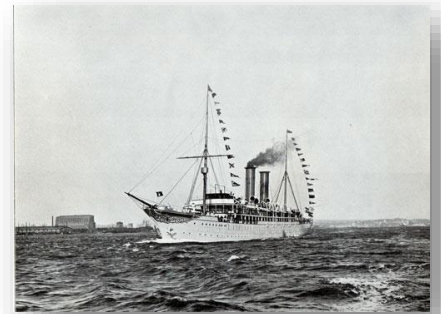
Ferries and Water Taxis



CRUISING HISTORY

The very first purpose-built passenger cruise ship was built over 100 hundred years ago in 1900 by Hamburg America Line. The Prinzessin Victoria Luise had 120 cabins on-board and weighed in at 4,409 gross tonnes (That's about the weight of 10x 747 aircraft!). In those days the only cruise itinerary available was across the Atlantic Ocean (England to the USA and vice versa). Cruising gradually became more popular in the years that followed but in the 1960's there was a sharp decline.

Why do you think there was a large decline in cruising during the 1960's?



Prinzessin Victoria Luise

Although cruising became less popular, the number of cruising tourists began to slowly rise again in the late 1980's and in the past twenty years, cruising has become extremely popular. In fact, since the year 2000 cruising has been the fastest growing tourism sector!

LARGE SHIP CRUISING

The cruise market is unique in that there are a high number of repeat clients who really enjoy the concept of cruising and all it has to offer and so will return to a cruise holiday year after year. A cruise ship is basically a floating resort which stops and visits many destinations during the cruise – it's a great way to meet new people while doing something quite different to the typical overseas holiday (on land), plus all meals and activities are included in the cruise fare.

When cruising was first introduced to the leisure market in the 1900's there was only a handful of cruise lines including Hamburg America Line (which built the very first cruise ship) and of course Cunard. Nowadays there are hundreds of operators all around the world and cruise ships are humungous in size, generally over 100,000 gross tonnes!

Examples of large cruise ship lines:

Oceania Cruises, Princess Cruises, Carnival Cruise Line, Cunard, Holland America Line, P&O Cruises World Cruising, Norwegian Cruise Line and Seabourn.

Why do you think cruising is becoming more and more popular, what is it about cruising that is so appealing?



Alaskan cruising – small ship vs. large ship cruising

LARGE SHIP & SMALL SHIP CRUISING

Cruise ships are becoming larger and larger in capacity and size. Many ships currently being built will be in excess of 100,000 gross tonnes once complete. The advantage of a cruise on a large ship is that passengers have access to lots of facilities and services on-board: several restaurants and bars to choose from, several swimming pools, hair salons, florists, spa facilities, shopping, theatre shows and, in some cases, ice-skating rinks. Smaller ships cannot offer this level or variety of on-board amenities.

These large ships cater for up to a few thousand passengers in any one cruise, these ships are massive and there is ample room for everyone on-board. In fact, you wouldn't realise how many other passengers are on-board as there is so much space and there are so many different things to do! Small ships might mean less restaurant/dining rooms/pools and therefore seeing the same guests all the time. This can make for a friendly environment where guests get to know each other well.

When coming into port, 3000 passengers disembarking a large cruise ship can take several hours, whereas on a small ship this is not a problem. When noticing a surprise pod of whales or dolphin in the Ocean or a spectacular event happening at a nearby Island or Iceberg, small cruise ships are more able to adapt, change course/itinerary and get up close to see these events as they unfold, where as a cruise ship with fixed schedule and enormous thrust would never be able to adapt to these changes.

EMPLOYMENT OPPORTUNITIES

Large cruise ships provide many job opportunities for travel and tourism graduates.

Circle the roles below that you think are available on a cruise ship:

- HAIRDRESSER
- PHOTOGRAPHER
- HOUSEKEEPING
- FOOD AND BEVERAGE ASSISTANT
- NURSE
- DOCTOR
- JUNIOR CRUISE DIRECTOR
- LAUNDRY STEWARD
- HUMAN RESOURCE MANAGER
- GIFT SHOP JEWELLER
- THEATRE TECHNICIAN
- PASTRY COOK
- BAR TENDER
- STAGE CREW
- YOUTH COUNSELOR
- GIFT SHOP ATTENDANT
- WATCH SPECIALIST
- INTERNATIONAL HOST
- VIDEOGRAPHER
- JUNIOR ASSISTANT PURSER
- HOTEL INVENTORY MANAGER
- ASSISTANT CRUISE DIRECTOR
- SHORE EXCURSION MANAGER
- DJ
- RETAIL ASSISTANT
- CAPTAINS CIRCLE HOST
- ASSISTANT BUFFET STEWARD
- GALLEY CLEANER
- CHEF
- BOUTIQUE SALES ASSOCIATE
- ONBOARD SALES MANAGER
- CROUPIER (casino games dealer)

EXERCISE TWO

Choose three roles that interest you and find out more about what they involve:



http://www.princess.com/employment/onboard_employment/information/onboard_opportunities/onboard_opportunities.html

ROLE:

What does it involve?

ROLE:

What does it involve?

ROLE:

What does it involve?

CRUISE TERMINOLOGY

Now that you've learned a little bit about how large ship cruising started and what cruising is today, it's time to get your head around the terminology used within the cruise industry.

EXERCISE THREE

The following terms are used on an everyday basis in the industry and will be used regularly throughout this workbook.

Terminology	Explanation
Aft / Stern	
	Front of the ship
Berth	
	Person who looks after your cabin during your cruise, like room attendant in a hotel
Stateroom	
	Bedroom on a cruise ship, could be more basic or a cheaper cruise
Cruise Director	
	A level on board the ship
Disembarkation	
	Getting on the ship
Inside cabin	
	Small round window

Knots	
	Very first sailing of a ship.
Outside cabin	
	Left side of the ship facing forward
Dining option	
	Fins that project from the ship's side to counter the effect of the ship's rolling action
Starboard	
	Little boat that will take passengers to shore if the water is too shallow for the cruise ship to dock at land.
Shore excursion	
	The ports the cruise ship will visit for passengers to have a look at that city.
Suite	
	Accommodation in a hotel the night before the cruise starts or the night of the day the cruise finishes. This is normally organised by the cruise company to meet clients' flight schedules Additional cost for passenger
Fly- cruise	

	A fee levied by the local government on departing or visiting cruise passengers. Port taxes are included as part of the cruise fare.
Cashless society	
	Table staff who serve the meals, clear the dishes and generally ensure everything is perfect at the dinner table
Triple berth	
Gratuities	Refers to 'tipping'. A payment which is additional to the cruise fare, and is given in appreciation for the services received on-board. Usually gratuities are voluntary, but sometimes these are compulsory to pay and are set at a minimum rate, per person, per day.

PRINCESS CRUISES

Princess Cruises started with just one ship cruising to Mexico in 1965. It has now grown to be the third largest cruise lines in the world. The Princess fleet carries over a million passengers a year aboard 18 vessels.

This clip depicts the most well-known cruise ships in the world; the Pacific Princess: made famous by appearing in the Television show ‘The Love Boat’!



The Love Boat (1.44 min)

https://www.youtube.com/watch?v=m_wFEB4Oxlo

The show catapulted Princess Cruises profile and introduced viewers to the idea of a sea-going holiday. Its popularity is thought to have provoked the expansion of the cruising industry.

Princess Cruises offers 150 itineraries across several destinations including: Caribbean, Alaska, and Panama Canal, Europe, Mexico, South America, Australia /New Zealand, South Pacific, Hawaii, French Polynesia, Asia, India, Africa, Canada and world voyages.

Of the 18 vessels the largest is the Sky Princess

Here is a sample video for the vessel that operates in New Zealand waters:



<https://www.princess.com/ships-and-experience/ships/mj-majestic-princess/>

Princess Cruises pioneered concepts like 24hour dining and flexible on-board facilities, affordable veranda rooms, and a wedding chapel on board!

Princess Cruises describe reasons to cruise with them as:

1. Warm, welcoming service
2. The best itineraries
3. A relaxed, rejuvenating retreat at Sea
4. Delicious, fresh food
5. Exclusive amenities; (Movies under the stars, Piazza, The Sanctuary)
6. Stretch your vacation dollars
7. The experts love us

Princess Cruises are part of Carnival Corporation one of the largest holiday companies in the world.

TUTOR NOTES

Students need to watch these videos as there are questions following.



EXERCISE FOUR

PRINCESS CRUISES IN NEW ZEALAND

SEE THE FOLLOWING WEBSITE FOR INFORMATION:

[HTTPS://WWW.PRINCESS.COM/LEARN/CRUISE-DESTINATIONS/AUSTRALIA-CRUISES/](https://www.princess.com/learn/cruise-destinations/australia-cruises/)

The following excerpt depicts the Princess Cruises vessels and itinerary that cruise New Zealand waters.

Read over the information and watch the clips, to answer the questions in following exercises.



THE GRAND PRINCESS, CORAL PRINCESS, ROYAL PRINCESS AND THE MAJESTIC PRINCESS

EXERCISE FIVE

Complete the following exercise by writing a blurb for **one of the following princess cruise ships** on the embarkation, disembarkation, ports of call in/**including New Zealand in its itinerary**, duration of cruises in and around New Zealand, number of passengers features/amenities on board one of the following cruise ships - Grand Princess, Royal Princess, Coral Princess or the Majestic Princess.

Conduct this exercise based on the video or the website:



<https://www.princess.com/ships-and-experience/ships/ap-grand-princess/>

<https://www.princess.com/ships-and-experience/ships/mj-majestic-princess/>

<https://www.princess.com/ships-and-experience/ships/rp-royal-princess/>

<https://www.princess.com/ships-and-experience/ships/co-coral-princess/>



Signature Features eg size, number of passengers.

Pools

Theatres

Entertainment venues, lounges, and Hot Spots

Food & Dining

STATEROOMS



EXERCISE SIX

The Grand Princess, the Majestic Princess, Royal Princess, and the Coral Princess are all Princess ships that cruise around New Zealand's coastline. There are varied ports that guests can enjoy.

1. Get together in groups of 3. Your group will be nominated a port. **Your task is to research what is available for the guests to do in that port.** Remember the more tour sales you can make on board the more commission is made for the company and possibly for you personally.
2. Come up with public announcement that you would present live through the ship's PA for guests on board when they are about to come into port.

Before you start, listen to a welcome announcement from the captain of Disney Cruise Line to give a bit of an idea of what a PA announcement sounds like.



Welcome Announcement from Disney Cruise Lines

<https://www.youtube.com/watch?v=GueMNirVYWU>

NOTES

NOTES:

P&O CRUISES NEW ZEALAND

www.pocruises.co.nz

This company operates cruises all around the world but for this module we will only look at the Pacific region of the operation.

P&O cruises have been operating in Australasia for over 75 years.

Passengers can choose from five ports in New Zealand and Australia to cruise from including Auckland, Sydney, Brisbane, Fremantle and Newcastle. Cruises run all year round and visit over 60 ports of call (destinations) throughout the region.

P&O cruise ships that operate in this region are the Pacific Explorer and the Pacific Adventure Let's have a look at one of these beautiful ships. Complete the information below **for one of these cruise ships**

Pacific Adventure

<https://www.pocruises.co.nz/ships/pacific-adventure>

DVD: Play the YouTube clip: P&O Cruises: Pacific Adventure
The newest member of P&O's Australasian fleet operates out of Sydney and Auckland and cruises the gorgeous South Pacific area.

OR

Pacific Explorer

<https://www.pocruises.co.nz/cruises/kiwi-explorer/p712>

Complete the Vital Stats

Name of cruise ship:

Capacity:

Decks:

Length:

Weight

Max Speed:

Facilities and Services:

Swimming pools:

Bars:

Theatre:



Medical Centre:

Restaurants:

Cabins and suites

The cabins and suites on board P&O's Australasian cruise ships are similar in layout and size. There are four cabin types which passengers can choose from:

- Standard inside cabin
- Standard outside cabin
- Mini Suite
- Suite

STANDARD CABINS

Sleeps maximum of 4 pax

Room Size: 17.6m² – 19.2m²

The standard inside and outside cabins are exactly the same in size, layout* and room amenities, except the outside cabin has a good-sized window whereas the inside cabin has no window.

**Regarding the cabin layout, this can vary according to the needs of the passengers in terms of the bedding configuration.*

Double Configuration	Sleeps maximum of 2 pax
Twin Configuration	Sleeps maximum of 2 pax
Quad Configuration	Sleeps maximum of 4 pax
Triple Configuration	Sleeps maximum of 3 pax

Cabin Amenities and Inclusions

- Wardrobe, drawers, writing desk and chair
- Telephone
- Fridge
- 24hr room service (charges apply)
- Bathrobe and slippers (charges apply)
- Cabin serviced daily
- Private ensuite with complimentary toiletries and hairdryer



- Safety deposit box
- Television for in-cabin entertainment
- Air conditioning with personal controls
- Mini suites and suites

These passenger accommodations are situated on the higher decks of the cruise ship, whereas the standard cabins are situated on the mid to lower decks. Mini suites and suites offer passengers more room, more luxury and more room amenities. These rooms are always situated on the outside of the ship. Passengers can enjoy the view, plus, more often than not, passengers in mini suites and suites have their own private balcony to relax on.

MINI SUITE

Sleeps maximum of 3 pax

Room Size: 34m²

Mini Suites have their own private balcony for passengers to relax on and take in the ocean views. These well-appointed rooms have a sitting room area for entertaining, a private ensuite bathroom with a shower and bath tub, TV, safety deposit box, wardrobe, fridge, desk and chair.



Room Amenities and Inclusions

- Preferred check-in and disembarkation
- Upgraded bathroom facilities
- Bathrobe and slipper
- Fresh flowers and fruit
- Cold weather blanket for balcony lounges
- Daily satellite newspaper
- Turndown service
- Welcome glass of Champagne
- Canapés – cocktail nights only
- Pillow concierge

SUITE

Sleeps maximum of 4 pax

Room Size: 51.8m²

These magnificent suites are extremely spacious and include all the room amenities and facilities that the Mini Suites do, plus a DVD/CD player and a walk-in wardrobe with dressing area.

Room Amenities and Inclusions

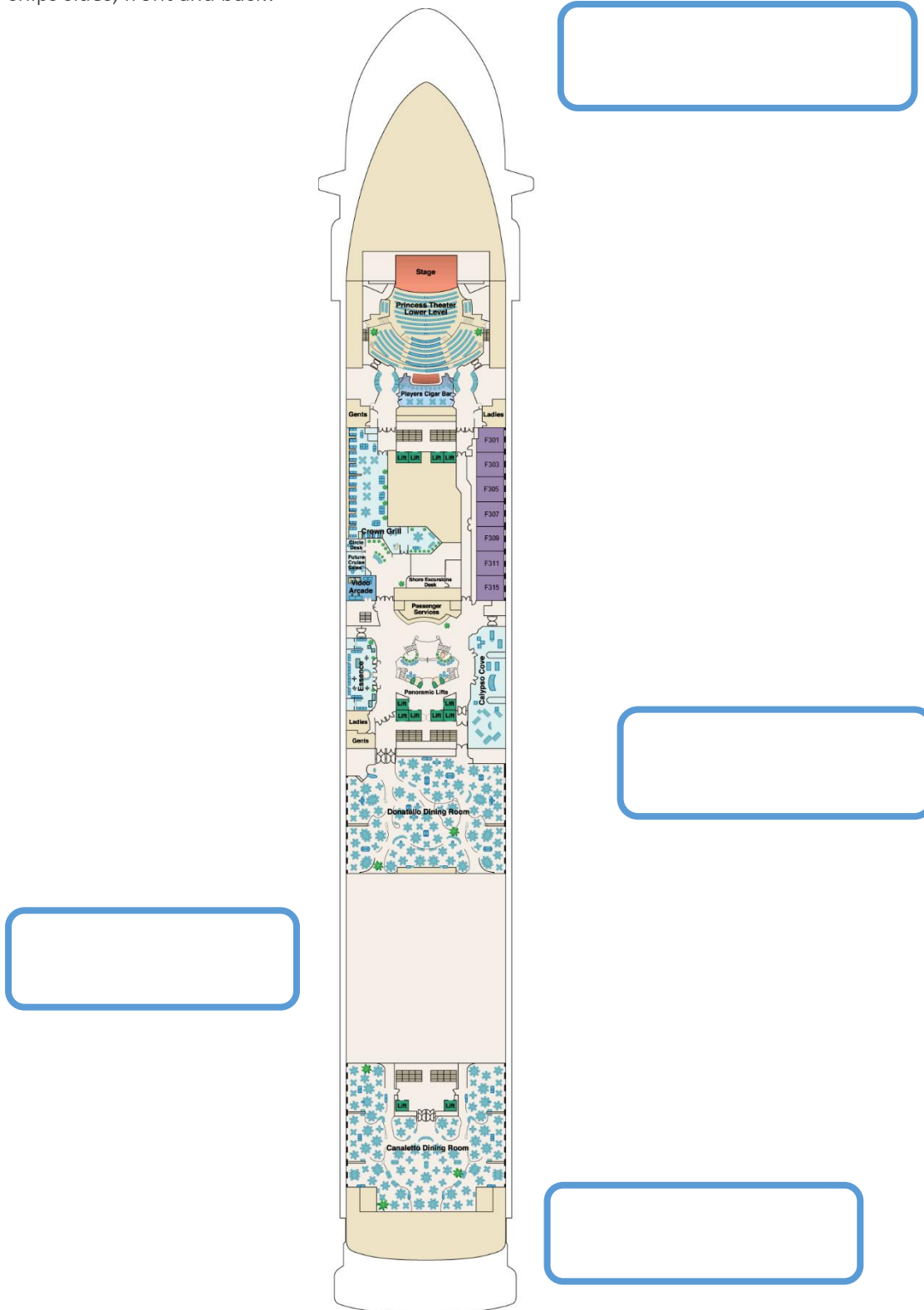
- Ipod + docking station
- Nespresso coffee machine
- Glass of wine on cocktail nights
- Complimentary laundry service

- Complimentary bottled water
- Invitation to Senior Officers' private cocktail party
- Preferred spa/tour/dining arrangements
- Personalised stationery
- Walk-in Wardrobe



EXERCISE SEVEN

Using your knowledge of cruise terminology, can you label a cruise ship diagram following by correctly identifying the term used to describe the ships sides, front and back?



NORWEGIAN CRUISE LINES

Offer cruises in Australasian waters. Explore the **Norwegian Spirit** –
WHAT DOES THIS CRUISE SHIP HAVE TO OFFER?

This should include the size of vessel, embarkation and dis-embarkation details, duration of cruise, planned ports of call and on-board facilities.

https://www.ncl.com/nz/en/cruises/12-day-australia-and-new-zealand-from-auckland-to-sydney-spirit12akltaunpewlglytorrmelbwtqdnsyd?numberofguests=4294953449&sortby=closer_to_me&autopopulate=f&from=resultpage&itinerarycode=spirit12akltaunpewlglytorrmelbwtqdnsyd

LARGEST SHIP IN THE WORLD

The biggest cruise ship in the world is Royal Caribbean's *Symphony of the Seas*. Check out these stats!

Symphony of the Seas

<https://www.royalcaribbeanpresscenter.com/fact-sheet/31/symphony-of-the-seas/>

How many passengers can be accommodated on this ship?

Write down the cruise ships activities and onboard facilities

SYMPHONY OF THE SEAS COMPARED TO THE TITANIC



EXERCISE EIGHT

HEALTH AND SAFETY ON BOARD LARGE CRUISE SHIPS

As we mentioned at the beginning of the workbook, we will not only become familiar with types of water transportation and their offering, but we will also become familiar with Health and Safety and compliance on board.

Throughout the workbook as we look at each type of Water Transportation we will uncover Acts, pieces of legislation or workplace practice guidelines that must be complied with each time:

- Individual cruise line Safety policies
- Health and Safety in Employment Act
- Maritime New Zealand Health and Safety Guide
- Maritime NZ Safety Guidelines for passenger and non-passenger vessels
- Maritime Rules
- Individual Risk Management plans
- Maritime NZ Water Safety guidelines
- Standards of Training, Certification and Watch keeping for Seafarers code

INDIVIDUAL CRUISE LINE SAFETY POLICIES

For example, P&O Cruises-

[HTTPS://WWW.POCRUSES.CO.NZ/BUSINESS/SAFETY-SECURITY](https://www.pocruses.co.nz/business/safety-security)

MAKE NOTES ABOUT P&O SAFETY HERE – HOT TIP – THIS INFORMATION MAYBE USEFUL FOR YOUR ASSESSMENT!

For example, Princess Cruises

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=CVCA2Y3WCWA](https://www.youtube.com/watch?v=CVCA2Y3WCWA)

MAKE SOME NOTES ABOUT PRINCESS CRUISES SHIPBOARD SAFETY HERE
- HOT TIP – THIS INFORMATION MAYBE USEFUL FOR YOUR ASSESSMENT!

CARNIVAL CORPORATION AND CRUISE LINES HEALTH AND SAFETY

Carnival Corporation & plc, the world's largest leisure travel company, provides travellers around the globe with extraordinary vacations at an exceptional value. **The company's portfolio of global cruise line brands includes Carnival Cruise Line, Princess Cruises, Holland America Line, Seabourn, P&O Cruises (Australia), Costa Cruises, AIDA Cruises, P&O Cruises (UK) and Cunard.** Carnival Corporation also operates Holland America Princess Alaska Tours, the leading tour company in Alaska and the Canadian Yukon.

Together, these brands comprise **the world's largest cruise company** with a fleet of 87 ships visiting over 700 ports around the world and totalling 223,000 lower berths. A total of 16 new ships are scheduled to be delivered to Carnival Corporation's brands through 2025.

View Carnival Corporation Health, Environmental, Safety, Security and Sustainability Corporate Policy:

<https://www.carnivalcorp.com/static-files/0b8327aa-c3be-4022-a1a5-a6dad7123af7>

EXAMPLE

Carnival Cruise Line Health and Safety information

<https://www.carnival.com/legal/safety-security>

The safety and security of our guests is top priority. Our excellent record of safe operation throughout Carnival's 40-plus year history, and the comprehensive safety standards we continue to live up to every day, proves that commitment. Our ships operate in full compliance with — and in many cases exceed — all U.S. and international safety regulations. Here are just a few examples of what we do to ensure a safe environment for our guests and crew members, while maintaining our excellent record of safety:

- All Carnival officers and crew undergo comprehensive regular safety and emergency training that meets or exceeds all regulatory requirements.
- Our crew members undergo specific training to handle emergency situations and help our guests. Crew roles, responsibilities and duties are clearly defined and assigned to handle any emergency on board.
- The average sea farer experience of our captains is 32.6 years (23.6 years with Carnival Cruise Line and nine years prior to joining us).
- All Carnival ships are designed and operated in compliance with **strict requirements of international law, which ensure that they are able to remain safe under a variety of adverse conditions.**
- All of our ships are equipped with the most advanced **navigation technology**, and our officers are expertly trained in its use. As part of our comprehensive bridge team management system, we always have multiple people on the bridge watch.
- **Carnival ship undergoes an inspection as mandated by the U.S. Coast Guard every 3-6 months, which verifies safety processes and procedures.** In addition, a third-party organization conducts annual inspections of the ship and our safety processes.

Additionally, it is our normal procedure to conduct a mandatory lifeboat drill at the start of every voyage. The purpose of the drill is to ensure that guests know where to go and what to do in case of emergency. On Carnival Cruise Line's ships, the drill is normally conducted prior to sailing.

Our lifeboats are tested during regularly scheduled drills to make certain that they are in proper working order. Lifeboats carry survival kits with food and water, first aid supplies, and signalling and communication devices.

Additionally, we conduct a full-scale lifeboat exercise every month, where we simulate emergency conditions, and our technical teams practice all operational procedures. Our lifeboats are routinely inspected, tested, and certified by a third-party organization.

We also ensure that the number of lifejackets, lifeboats and life rafts on each Carnival ship exceed the number required, based on the ship's maximum capacity for passengers and crew.

Sprinkler Systems

Every vessel in the Carnival fleet is fully sprinklered throughout passenger and crew areas.

Locally Sounding Smoke Alarms

A typical Carnival ship has approximately 3500 smoke sensors, which sound on the ships bridge. The bridge is manned 24 hours a day whether a ship is at sea or in port. The sensors are located in every guest and crew cabin as well as all public areas.

The sensors are ultra-sensitive by design. As a result, the bridge receives a number of false alarms each day. In cabins, for example, cigarette smoke and even hairspray can set off an alarm. Therefore, it is the cruise industry's belief that locally sounding alarms would cause undue panic and chaos on a regular basis. In the event of a real emergency, such panic could undermine the successful execution of emergency procedures. When a cabin smoke alarm sounds, a bridge officer immediately deploys roving fire team personnel to investigate the area.

Life Jackets

Every Carnival ship contains a surplus of life jackets well above the total number of passengers and crew and above what is required by maritime law. Life jackets are located within passenger cabins and there are additional jackets at lifeboat stations and on board the lifeboats themselves. Life jackets are available in Adult, Child and Infant sizes.

English Language Skills

Carnival ships have more than 900 crewmembers and the official language of our ships is English and all crewmembers, prior to being offered a job, are interviewed in English. All crewmembers that conduct the lifeboat drill and would be responsible for directing guests in the event of an emergency are fluent in the English language and are in positions where they have regular guest contact. To help passengers

identify these crewmembers, they now wear bright green caps labelled "crew".

Muster Station Drill

According to SOLAS (Safety of Life at Sea), Chapter III, Regulations 19.2.2. and 19.2.3, whenever new passengers embark, a passenger Safety Briefing shall be given immediately before sailing or immediately after sailing. Passengers shall be instructed in the use of the lifejackets and the action to take in an emergency.

Therefore, when the signal for the Safety Briefing blares out, guests will not be required to go to their stateroom to collect their lifejackets. They will proceed directly to their assigned muster station from their location at that time.

The letter of the muster station to which the guest is assigned (according to stateroom number) is printed on the left bottom corner of the Guest's Sail & Sign card. The guest will need to have the Sail & Sign card in hand during the Safety Briefing.

During the Safety Briefing, the Evacuation Personnel will be visible to all guests and demonstrate how to wear a lifejacket.

This procedure will improve the guest's experience and prevent unnecessary accidents due to hanging strings from the lifejackets as well as heat exhaustion at the muster stations during summer-type weather.

PRINCESS CRUISES INFORMATION

Alcohol & gambling

We are committed to the responsible service of alcohol. There may be times when we consider it appropriate to refuse the service of alcohol to a passenger for any reason. To consume alcohol or gamble onboard, the following minimum ages and corkage charges apply:

	Grand princess and all departures from Australia	<i>Sun Princess® and Diamond Princess® departing and returning to Japan</i>	<i>All other Princess Cruises® departures</i>
Minimum Age	18 years	20 years	21 years
Corkage (per bottle)*	15	15	15

*Corkage charges apply to wines and/or champagne brought onboard and consumed in the dining room or alternative restaurants, including additional bottles irrespective of where they are intended to be

consumed, as outlined in the Bringing Alcohol Onboard section. Corkage charge is in the operation currency on the ship.

Government issued photo identification may be requested (Queensland 'Adult Proof of Age Card' will be accepted, however the older version of Queensland 'Card 18+' will not be accepted).

Bringing Alcohol Onboard

On the day of embarkation, passengers are permitted to bring one 750ml bottle of wine or champagne onboard per voyage, which will not be subject to a corkage fee if consumed in your stateroom. Additional wine or champagne bottles are welcome, but will incur a \$15 corkage fee each, irrespective of where they are intended to be consumed. Liquor, spirits, or beers are not permitted.

Any beverages purchased during the cruise at any port of call will be collected at the gangway for safekeeping and will be delivered to your stateroom on the last day of the cruise. Princess Cruises is not responsible for any alcoholic beverages confiscated by local security staff. These items are not eligible for monetary refund or replacement

Your health

We care about the health and safety of our passengers. To assist, please advise us at the time of booking if you have any existing condition that requires medical attention, medication or special treatment. If you have an existing medical condition, we may ask you to complete a health questionnaire.

If a passenger has an existing condition that we decide may seriously affect the enjoyment, health or safety of themselves or any other person onboard, **we can refuse or cancel a booking, where necessary.** We will give reasonable consideration when reaching this decision and will advise you as soon as possible. As long as you have provided us with a completed health questionnaire with all relevant information about the condition, you will be entitled to a full refund if we cancel your booking on the basis of this condition.

Passengers that need assistance should always be accompanied by a carer to help with day-to-day activities as our crew and medical staff are unable to act as personal carers.

Onboard medical centre

The Princess Cruises'® medical centres are staffed by fully registered and licensed doctors and nurses who are available 24 hours a day in case of an emergency. Our facilities are well equipped to deal with both minor injuries and most major medical conditions. Please note, our facilities are only for medical needs arising onboard and cannot cater for treatments that you know you will require while on holiday.

All Princess Cruises'® medical facilities hold the distinction of being the only medical services in the cruise industry to have been awarded accreditation to international healthcare standards as well as certification to ISO 9001:2008. Our Medical Centres also meet or exceed the cruise ship medical standards established by the American College of Emergency Physicians.

We are not a healthcare provider and may not be held liable for the sickness, injury or death of any passenger arising from any advice, treatment, care, services or any omission by medical staff. These medical providers exercise their own medical judgement and expertise.

26. Onboard medical charges

All cruises on our ships are outside the scope of Australian Medicare, New Zealand Accident Compensation Corporation (ACC) and private health insurance. Consultations, treatments and medications are charged at private rates and must be paid by you and claimed through your travel insurance.

EXERCISE NINE

- a) What is the minimum age for guests to gamble on board the Diamond Princess ship out of Japan?

- b) What is the minimum age for guests to drink alcohol on board the Grand Princess out of Australia?

- c) What will the Carnival Cruises Lines do to manage identified risks?

- d) What will Carnival Cruises lines provide employees in terms of Health and Safety information?

- e) Where must guests consume their duty-free alcohol in order to avoid corkage charges?

f) What is a corkage charge?

g) If a passenger that you were booking onto a cruise, explained to you that they had a heart condition...what should you advise them?

h) Why do you think the Carnival Cruise Lines impose such rules upon the guests?

Now that you have a full understanding of large ship cruising, the proposition, the facilities, the roles available and some of the companies involved we need to cover some more in-depth knowledge about working for these companies.

Whichever cruise company you may work for there are nuances and differences that make it very different to a shore-based job.

Let's look at these in more detail:

- Working on board a cruise ship
- Cruise ship Health and Safety policies

LIFE ON BOARD AS A CREW MEMBER



http://www.princess.com/video/careers/Princess_WelcomeToTheWorld.html

Living and working on board a cruise ship is an all-encompassing experience. Whilst you can leave the ship when in port, you are for the most part living at work. Your role and that of your colleagues is to ensure the safe and enjoyable passage of guests.

Let's research a little more about life on board by researching a large cruise ship company that we already know:

EXERCISE TEN

1. Do you need ID to work on the ship?
2. Where do the crew eat?
3. Where do you go to deal with personal issues?
4. What is the working currency on board?
5. Where can you relax and socialise with fellow crew members?
6. Is there a pool and deck for crew members?
7. Can you partake in beauty therapy or is this only for passengers?
8. When do they recommend you go?
9. Do crew rooms have TVs?
10. Can crew take shore leave?

11. What's the best way to communicate back home?
12. What services on board can crew use to communicate?
13. What about laundry?
14. The Crew Club is independently run by crew volunteers. What do they organise?
15. What does the Staff Captain do?
16. There are 4 other administration department heads, who are they?
17. Everyone must be able to appropriately react in what situation?
18. What is banned from ship due to fire risk?
19. Smoking is only allowed in restricted areas. Why should crew never throw a cigarette over the side of ship?
20. What Health and Safety training do you have to do as crew members?

21. What stance does the ship take in terms of drugs weapons and contraband?
22. As a crew member, will your belongings be checked for drugs, and will you be alcohol tested?
23. What must you do if you see a safety hazard on board?
24. What should you do to prevent outbreaks or Norwart virus on-board?
25. For how long?
26. When?
27. Crew members are ambassadors of Princess Cruises and must abide by what?
28. When?
29. Is there room to grow your career on board?
30. What should you pack when preparing?
31. What must be worn with your uniform at all times?
32. Are uniforms cleaned for you?
33. Will you be sharing living quarters with roommates?

34. Living on board is like living in a small town, there are crew members from many different cultures and background. What should you display in order to work seamlessly with them and overcome challenges?

35. The ship's crew is a global community, how many nationalities might there be?

36. What is the official language on board, and should be the only language spoken when in the presence of guests?

37. What sort of work hours might you expect on board?

38. What are the benefits of working on board?

COVID 19 PROTOCOLS – (SUBJECT TO CHANGE)

Through the Carnival Corporation, both P&O Cruises and Cunard are part of the development of the commitment to health. The cruise lines are also working with other relevant public health agencies at the highest level.

Both cruise lines have revealed a few changes to the well-being measures in place on-board their ships, including booking with confidence and how your holiday experience might be affected. These changes are as follows:

- **operate cruises for fully vaccinated guests and crew only.**
- Before you board, all guests will be subject to testing for COVID-19
- Face coverings and social distancing is required in the cruise terminal before embarkation, with further health screening conducted here also
- Enhanced cleaning regimes ensure all areas are regularly and thoroughly cleaned
- When dining, you may need to pre-book tables; buffets and deck grills will no longer be self-service; you will only be able to dine with your household, and social distancing will be implemented
- Shows will be adapted to allow performers and audience members to social distance
- Shared leisure and activity spaces will be subject to the latest social distancing guidelines
- Staterooms will be maintained to enhanced standards and the room service menu will be extended
- Shore excursions will only be organised with P&O Cruises' vetted operators to reflect the latest guidelines in place on-board
- All guests and crew will be required to complete a guest locator form to adhere to the UK Government's Track and Trace initiative

As well as these changes, the cruise lines have assured guests that all increased sanitation is in place on their ships, including additional hand sanitation stations; on-board ventilation systems will also be enhanced, and plans are in place to manage medical needs including dedicated cabin capacity should isolation be required.

THE MYSTERY OF THE MUSTER DRILL: CRUISE SHIP SAFETY LAWS EXPLAINED

--by Carol Sottili, Cruise Critic Contributor

Anyone who has ever cruised is familiar with the muster drill. Vacation fun is put on hold as the powers-that-be close the bars and order passengers to gather at an assigned meeting place for a lesson on how to don a life jacket and what to do in case of an emergency.



While many people listen attentively, every muster has a few of these types: The guy swilling a beer and laughing with his buddies, even though passengers have been told no drinking is allowed during the drill. The couple who hide in their cabin, thinking they've pulled one over on the authorities. The mom and her kids who stand in the back of the lounge during the presentation and sneak out after a few minutes.

Even some of the most flagrant violators must be rethinking that behaviour in light of the Costa Concordia disaster. But inattention at the muster drill played no part in this tragedy. The drill had not yet been held for the 696 passengers who boarded in Rome, even though the ship was some three hours out of port and passengers were eating dinner when the accident occurred. Yet the ship appears to have been in compliance with muster drill requirements.



Inside the Costa Concordia disaster (8.37 min)

https://www.youtube.com/watch?v=QXs2eWNf_n8

So what exactly must cruise ships do to ensure that passengers are educated about emergency evacuation procedures? Cruise Critic examined the rules and regulations and interviewed representatives of governing agencies and the major cruise lines, to figure out the nitty-gritty on these drills.

All cruise lines have to follow regulations called Safety of Life at Sea (SOLAS), which were adopted following the sinking of the Titanic and are administered by the United Nation's International Maritime Organization (IMO). The U.S. Coast Guard also gets involved by making sure those regulations are followed by passenger ships that stop in the United States.

The SOLAS regulations pertaining to muster drills are fairly short and straightforward. They require that the drill take place within 24 hours of embarkation. The regulations differentiate between a muster and a “safety briefing.” According to SOLAS rules, whenever new passengers embark, a safety briefing must be held “immediately before sailing, or immediately after sailing,” consisting of at least a PA announcement. This may be supplemented with other info – by written materials contained within each cabin, for instance. But a muster, where passengers are physically assembled, is required only within 24 hours of sailing.

As for life jackets, the rules don’t specifically say that passengers must don them during the drills – but they must be shown how to put them on.

In recent years, lines with bigger ships, including Royal Caribbean and Carnival, have concluded that moving upward of 5,000 passengers, outfitted in bulky life jackets, to their muster stations had become unmanageable. These lines have instituted a new version of the muster drill.

On some ships, including Royal Caribbean’s Oasis of the Seas and Allure of the Seas, life jackets are kept at the muster stations rather than in individual cabins; ship safety officials made the switch for a couple reasons. One was that in a real emergency, forcing thousands of passengers back to their cabins to grab their life vests would work against an evacuation.

As to when the drills are held, the norm, at least in most major lines that cater to American passengers, is to hold the muster drill and safety briefing simultaneously before the ship embarks. However, some cruise ships, such as Costa Concordia, that stop at multiple ports to pick up passengers, do not hold a muster until some passengers have already been on-board overnight.

To that end, the Carnival Corporation – parent company of Costa, as well as nine other cruise lines – announced that it will conduct “a comprehensive audit and review of all safety and emergency response procedures across all of the company’s cruise lines.”

Individual cruise line policies generically spell out their procedures:

Azamara Club Cruises, Royal Caribbean International and Celebrity Cruises (all part of the Royal Caribbean Cruises Ltd. Brand): All passengers and crew must complete an abandon ship drill “at the beginning of each voyage.” Muster drills are conducted without passengers donning life jackets. On Royal Caribbean’s largest ships, Oasis and Allure of the Seas, life jackets are held at muster stations to be distributed by crewmembers in case of emergency, rather than in cabins; on other ships, life jackets are also kept in cabins, and in emergencies, crew will make sure life jackets are distributed at the muster stations. To ensure that passengers are aware of their specific muster location, each cabin key is individually imprinted with that location.

The location is also noted on the back of each cabin door. Officers and crewmembers additionally conduct weekly, monthly and annual drills to train and prepare in case of emergencies. All ships have enough lifesaving craft to accommodate every person on-board, with additional reserve capacity.

Carnival Cruise Lines: “Normal procedure” is to conduct the safety drill prior to departure. The safety briefing is held at dedicated muster stations where crewmembers demonstrate how to wear life jackets. Passengers are not required to wear life jackets during muster; life jackets are kept in the cabins. The briefing is conducted in English but may also be conducted in other languages if there are a significant number of passengers from a particular country or region. During the drill, every cabin is checked by cabin stewards and a red card is placed in each key slot showing that no guests are present inside. Written materials, available in different languages, are also provided. A safety video, which is played nonstop during the drill, is available via in-cabin TV; it outlines evacuation routes, muster station locations, assistance for physically challenged guests, life jacket instructions, etc. Lifeboats are tested during regularly scheduled drills to make sure they are in proper working order. A full-scale life boat exercise, during which lifeboats are launched and manoeuvred in the water by assigned crew, is conducted each month, exceeding the quarterly regulatory requirement.

Cunard Line: The line adheres to the **SOLAS** requirement that a safety drill be held within 24 hours, and “in many instances” the drill is conducted prior to sailing. Each passenger is assigned a specific area to muster and the use of life jackets is demonstrated and practiced during the drill, which also instructs passengers regarding what to do and where to go in case of an emergency. Crew proficiencies are verified during drills and exercises, including periodic exercises with the U.S. Coast Guard

Holland America Line: The line follows international maritime law by requiring a mandatory lifeboat drill for all passengers within 24 hours of departure. "In many instances," the drill is conducted prior to sailing.

MSC Cruises: Upon embarkation in the main ports, passengers participate in a one-hour muster drill conducted in six official languages, and any other language spoken by a guest. Passengers take their life jackets from their staterooms and go to their assigned muster station. The drill involves the entire crew and simulates the evacuation process. Staterooms are checked during the drill. In secondary ports, before the ship's departure, a detailed safety briefing is held for all newly embarked passengers. The briefing is normally held in a dedicated area, usually the theatre or a muster station. Each passenger's muster station is printed on his/her stateroom key. Written safety materials include maps of the muster stations displayed in all public areas, a safety page within the cabin's booklet that is left open and is pointed out by the housekeeper, and maps on the back of each stateroom door with instructions in six languages. A safety video in English is broadcast 24/7 on the stateroom television system on Channel 1. Children ages 12 and younger are given a bracelet at embarkation to wear with their muster station printed on it.

Princess Cruises: Muster drills are held before departure "whenever possible." Passengers are sent to their respective muster stations, which may be in a public room or near the lifeboat embarkation deck. Passengers wear life jackets during the drill. Passengers are required to attend, but a safety video covering evacuation procedures is also played on the in-cabin television. If a large number of passengers speaking a language other than English are on-board, a separate drill is held in that language. Each stateroom has a map of the route to its muster station, and signs are also posted on the staircases.

Seabourn: The line follows international maritime law by requiring a mandatory lifeboat drill for all passengers within 24 hours of embarkation. "In many instances," the drills are conducted prior to departure. Passengers are instructed where to go and what to do in case of an emergency.

You may have some questions following this article...let's ask the tutor.

Example:

What is SOLAS?

What is the Costa Concordia?

What is a lifeboat?

What is a muster?

PARAGRAPH SUMMARY

PARAGRAPH SUMMARY

SMALL SHIP CRUISING

Small ship cruising caters to people who wish to get closer to nature and experience a more intimate cruise. The smaller ships have a lot fewer people on-board, ranging from 12 to 600 passengers, whereas large ships can accommodate thousands at a time. These smaller ships don't have as many facilities and services on-board as they don't have the room, but the ships get much closer to nature than their larger counterparts (as you can see in the pictures below).

We will investigate small ship cruising companies:

- Island Escapes
- Silversea Cruises
- Coral Expeditions
- Blue Lagoon



ISLAND ESCAPES

Rather than read information that we prepared, it's time to explore Island Escapes for yourself

<https://islandescapecruises.com/>



EXERCISE TWELVE

1. Using the Island Escapes website, research in your groups; one of the following sections of Island Escapes:

- History
- Ship and main amenities
- Room types
- New Zealand destination and itineraries

2. Come up with a promotional video voiceover for your section. (A little like the Princess cruises video clip voiceovers).



We will be looking at another small ship cruise line in the next section.

SILVERSEA CRUISES

Rather than read about this cruise company in this document– have a look online and see what makes Silversea Cruises attractive. Make notes about their facilities on board and NZ itineraries.

<https://www.silversea.com/destinations/australia-new-zealand-cruise/auckland-to-sydney-wh230108015.html>

CORAL EXPEDITIONS

Research this cruise company and their itineraries including New Zealand

<https://www.coralexpeditions.com/au/destinations/new-zealand/>

What facilities are on board? Where do they cruise to in New Zealand?

BLUE LAGOON CRUISES

As we learn about Blue Lagoon Cruises, we will look at this water transportation from the point of view not of working on the ship- but of selling the ship. That is recommending and booking the itineraries for passengers as a travel consultant.

If you are keen, there is an opportunity to do extra homework and online study to sit an exclusive Blue Lagoon exam online at the end of the module. If you pass this exam, you will earn the Blue Lagoon Exclusive Certificate.

BLUE LAGOON



www.bluelagooncruises.com

Blue Lagoon Cruises are a 'small ship cruising' operation which have been sailing the warm waters of Fiji for over 60 years.

Fiji is well-known for its friendly people, fantastic hospitality, and breathtaking beauty. And of course, 'Fiji Time' which means to 'relax, unwind and enjoy the slower pace of life'. Blue Lagoon Cruises is not all about cruising; with a **maximum of four hours a day cruising time** coupled with daily shore excursions and optional activities, guests have ample time to explore the real Fiji. All of this along with a 100% Fijian crew, guests will truly have an authentic Fijian experience.

NOTE: There is a minimum age restriction of 14 years old. This means that families with travellers under this age cannot cruise on board.

BENEFITS TO TRAVEL CONSULTANTS

- Cruises are easy to book; a phone call or email to your travel wholesaler will take care of everything.
- Cruises are FULLY COMMISSIONABLE. As everything is included in the cruise fare, you'll earn commission on all meals and tours.
- There are NO hidden costs for consultants to worry about such as tipping or port taxes.
- Cruising has more availability than the resort and island accommodation in Fiji.



WHY SMALL SHIP CRUISING IN FIJI?

Small ship cruising is perfect for those on a budget as it is an **all-inclusive holiday** with known and fixed costs. So there are NO hidden costs.

There are a wide range of benefits in favour of small ship cruising, one of which is the smaller ship size allows the vessel to sail much closer to the amazing islands and explore serene inlets and bays not accessible to larger ships, of which there are a multitude in Fiji.

Blue Lagoon Cruises currently operate one purpose-built ship called the 'Fiji Princess'. The ship is 179 feet (60 metres) in length and can accommodate up to 68 passengers.



EXERCISE THIRTEEN

Refer to the 'our boutique ship' tab on the BLC website and explain what some of the benefits of small ship cruising on the Fiji Princess with Blue Lagoon Cruises are – these are important selling points for you if you are in a Travel Consultant role as you work with clients. The first one is done for you.

- *Small ship cruising allows Fiji Princess to tie up to coconut trees during the day. We can explore the lagoons and coves that would be inaccessible to a large vessel.*

CRUISE DESTINATIONS

The outer islands of Fiji have a more stable climate for tourists, and it is in these outer islands where Blue Lagoon Cruises operate.

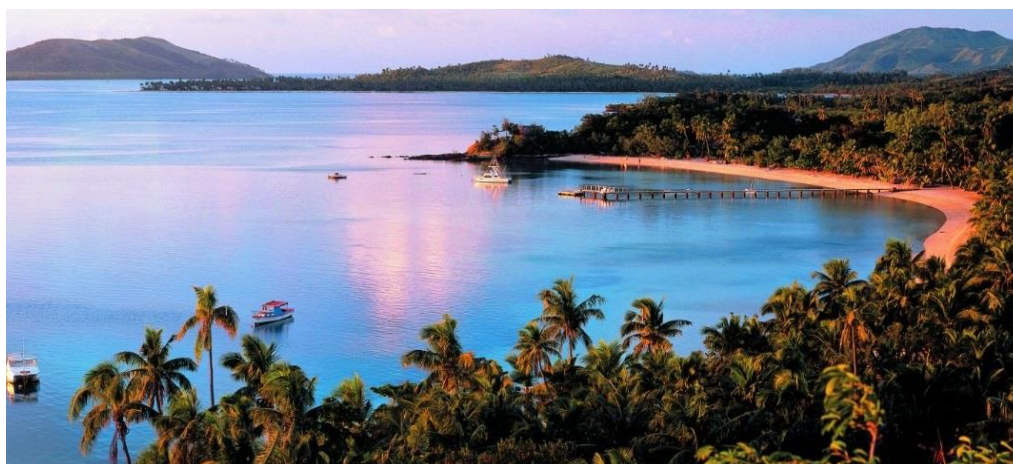


EXERCISE FOURTEEN

- a) Identify which two island groups Blue Lagoon Cruises operate, and then mark each group on the map.



- b) Find out a bit more about both island groups and what Blue Lagoon Cruises has to offer in each.



MAMANUCA ISLANDS

YASAWA ISLANDS

THE BLUE LAGOON EXPERIENCE

CHECKING IN FOR YOUR CRUISE

Nadi is the main gateway into Fiji, and it is here that almost all of Fiji's international visitors will arrive, including Blue Lagoon Cruise guests. From Nadi, guests need to make the 20 minute journey to Port Denarau. The best way to transfer from the airport to Port Denarau is by private transfer or taxi.

Port Denarau is where guests will check in for their Blue Lagoon cruise, no later than **one hour prior to departure**.

ITINERARIES

Blue Lagoon Cruises have recently introduced three brand NEW cruising itineraries. These new itineraries are carefully thought out and are the result of a new passenger demographic that has been identified. The new three-, four- and seven-night cruises cater for passengers who are active and interested in learning about unique cultures.

The new itineraries venture into new cruising territory and are incredible value. They include unique daily optional excursions and activities to meet the needs of the active and culture seeking traveller.

FLEXIBLE CRUISING

To ensure passengers have the best possible cruise experience, Blue Lagoon Cruises use 'flexible cruising'.

This means that itineraries can be altered, either when necessary, or when some exciting opportunity arises. For example, if there is some special event taking part in a local Yasawa Village, which would be great to see. The captain can change the cruise route to take the passengers there; therefore enhancing the authentic Fijian experience.

WHAT'S INCLUDED?

Describe what the inclusions are on every Blue Lagoon cruise.



SHIP TO SHORE TRANSFERS

Blue Lagoon Cruises uses a high-speed vessel called the **Cheetah**, to transfer passengers to and from the Fiji Princess for the three- and four-night cruise itinerary. This arrangement allows for the Fiji Princess to keep cruising, only returning to Port Denarau once a week.

EXPLORER CRUISE: 3 NIGHTS

The three Night Explorer Cruise is one of the new itineraries which cruises the southern Yasawa Islands and also spends time at Modriki and the Sacred Islands.

EXERCISE FIFTEEN

Describe the Explorer Cruise by giving the following details.

Departure details:

Client Type:

Cruise fare:

Highlights include:

EXERCISE SIXTEEN

Identify the day-by-day cruise route for the three-night Explorer Cruise by referring to map shown on the BLC website, then highlighting and labelling the lines on the map below with the cruise route for each day. Use different colours for each day.

Explorer Cruise Route:



WANDERER CRUISE – FOUR NIGHTS

Another new cruise itinerary which takes in the spectacular Yasawa Islands and includes a visit to the tranquil Blue Lagoon.

EXERCISE SEVENTEEN

Describe the Wanderer Cruise by giving the following details.

Departure details:

Cruise fare:

Highlights include:

EXERCISE EIGHTEEN

Identify the day-by-day cruise route for the 4 night Wanderer Cruise by referring to map shown on the BLC website, then highlighting and labelling the lines on the map below with the cruise route for each day. Use different colours for each day.

Wanderer Cruise Route:



ESCAPE TO PARADISE CRUISE: SEVEN NIGHTS

This cruise combines the three- and four-night cruise itinerary to make a fabulous week-long cruise. Cruise the full length of the Yasawa Islands, visiting the Blue Lagoon as well as Modriki and the Sacred Islands.

EXERCISE NINETEEN

Describe the Escape to Paradise Cruise by giving the following details.

Departure details:

Cruise fare:

Highlights include:

All highlights as per the three- and four-night itinerary.

List five highlights (or more) of this cruise which appeal to you the most:

-
-
-
-
-



Celebrations and Specials

Celebrate anniversary or any other special occasion with Blue Lagoon Cruises and add on a **Celebration / Romance Package** to either a 4 or 7-night cruise and enjoy these extra special inclusions*:

- A candlelit dinner set-up for two people at our private beach on Nanuya Lailai (available on a Tuesday night) *
- A bottle of Moet Champagne
- A 75-minute couples massage
- His and Hers "Pure Fiji" Gift Packs

Terms & Conditions

- This package is available for guests travelling on 4- and 7-night cruises only.
- The add-on cost is per person (min/max 2 people) and must be added to the relevant cruise fares.
- This offer can be combined with our annual cruise fares and all specials in the market unless otherwise specified.

To book, please email our Reservations

Team cruisecentre@bluelagooncruises.com and quote the booking code "CELEBRATE", plus provide the date of the Anniversary / Special occasion details. If booking Online via our website, please enter into the Notes section that you would like to add on the "Celebrate Package" and we will add this to your booking and send a separate confirmation/invoice.

*Please Note - A limited number of celebration dinner set-ups are available per cruise. - all bookings will be subject to availability and will be confirmed by the reservation team upon receipt of your booking

Other specials available include – super single special and the border buster sale

ONSHORE & WATER ACTIVITIES

A Blue Lagoon cruise only cruises for a maximum of four hours each day, this gives passengers more time to experience the real Fiji.

There are so many activities available onshore and on the water during the Blue Lagoon cruise. Activities are optional, so passengers can do as much or as little as they want.

Activities include:

- Swimming
- Snorkelling – equipment is provided and there are several snorkelling opportunities every day. Snorkelling lessons are available with qualified instructors.
- Basket weaving
- Coconut husking
- Educational experiences (reef talks, snorkelling safaris, bush walks)
- Reef shark diving or swimming with Manta Rays (seasonal)
- Fijian cooking lessons
- Visit a local village
- Attend a Sunday church service at a local village
- Visit the sacred Sawa I lau Caves
- Movie night under the stars
- Handline fishing (or for extra cost – Sports Fishing)
- Village school visit
- Abseiling



EXERCISE TWENTY

- a) Which activity is 'outsourced' and therefore is an additional cost to the passenger if they wanted to do this?

- b) What is the name of the private island which passengers will spend the day at when booked on either the four- or seven-night cruise?

- c) What activities can passengers do while on the private island?

- d) A Spyboard is great for someone who doesn't want to snorkel, but still wants to see the amazing marine life. Describe how a 'spyboard' can fill this desire.

- e) Describe the traditional Fijian feast which passengers will enjoy under the stars on Blue Lagoon Cruises Private Island.

**NOTE: All activities are available on the seven night cruise. The three and four night cruises will enjoy a selection of these activities.*

DINING

All meals are included in the cruise fare; including morning and afternoon tea. There is a brilliant selection of gorgeous food to enjoy, for example; traditional Fijian cuisine (lovo), seafood, BBQ's, themed buffets, a la carte menu with a selection of I, mains and desserts.

Tea, coffee, juice and drinking water are included, but alcoholic and non-alcoholic beverages are NOT included in the cruise fare.

Blue Lagoon Cruises cater for guests with special dietary needs, and this needs to be advised upon booking.

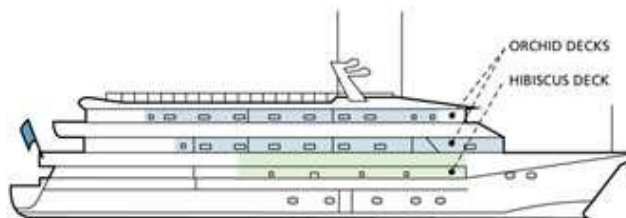
FIJI PRINCESS

Blue Lagoon Cruises operate one vessel called the Fiji Princess. It is a 55-metre catamaran which has been purpose built for cruising, the small size of the vessel allows it to access bays and islands which a larger ship couldn't get anywhere near too.

ACCOMMODATION

The Fiji Princess has two main decks however the Orchid deck spans over two levels upper and mid.

DECK CONFIGURATION



CABINS

The Fiji Princess has 34 air-conditioned cabins which accommodate up to 68 passengers.

All cabins are above the water line and feature large windows with ocean views.



ONBOARD AMENITIES

EXERCISE TWENTY-TWO

Identify the on-board amenities which guests can enjoy during their cruise.



SENIKAI SPA

The Senikai Spa offers relaxation and indulgence to guests. There is a wide range of spa treatments from manicures and facials to massages and full body treatments, all using traditional Fijian treatment methods.

There are also 'his and hers' spa packages and a unique package for the bride-to-be.



EXERCISE TWENTY-THREE

SCENARIO

You work at CRUISE ONLINE, an internet-based business as a travel consultant. A couple called Mr and Mrs Boast email you requesting a relaxing cruise ship holiday in June or August, in a warm tropical destination. They are looking for luxury and all the facilities one can imagine but don't want the crowds. They are not interested in travelling too far away or spending days and days at sea, they prefer to fly to the port and fly home again after the cruise.

They have got between 6 and 9 nights and a budget of \$6000 p/p. They are interested in a room that has a view of the ocean if possible, though it's not essential, depending on budget. Mr Boast is very interested in the history of the vessel he will be travelling on and Mrs Boast would like to know about the food and facilities available on board as well as any ports or excursion opportunities available. Really want to see Land diving on Pentecost Island and fish, in fact Mrs Boast said it is mandatory, (as she loves to boast about the 'cultural' experiences they have on holiday to her dinner party guests!).

Apply your in-depth knowledge of cruise ships that cruise in New Zealand and the Pacific by recommending a cruise ship company and itinerary for this couple that meets their needs. Ensure you include in your recommendation included ports, ship facilities and features, history, itinerary, dates and prices.

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EXERCISE TWENTY-FOUR

MARITIME NZ SAFETY GUIDELINES FOR PASSENGER AND NON PASSENGER VESSELS



When operating a passenger vessel, there are many international and local laws that must be adhered to.

When operating a passenger vessel in New Zealand, whether it be large or small, the operators must comply with:

- Maritime NZ safety Guidelines for Passenger and non-passenger vessels
- SOLAS

EXERCISE TWENTY-FIVE

Look at the extracts booklet or the website, you will find the '**Maritime NZ Safety Guidelines for passenger and non-passenger vessels**' document.

<https://www.maritimenz.govt.nz/rules/part-31/Part31-maritime-rule.pdf>

Maritime rules Part 31 Crewing and Watchkeeping

Look at slide 14

31.21- 31.25

Make notes on crewing and watchkeeping

Make notes on 23.6 (slide 13) of the Maritime rules Part 31

Muster List and rescue procedures

<https://www.maritimenz.govt.nz/rules/part-23/Part23-maritime-rule.pdf>

Indicate the correct statement from the following multiple-choice questions by reading the pages referred:

MUSTER STATIONS

1. A muster station applies to?

- a) A Muster station and muster list is relevant to large and smaller vessels.
- b) A Muster station and muster list is only relevant to larger vessels
- c) A Muster station and muster list is only relevant to smaller vessels

2.)

- a) A muster station is an activity organised by the ship's cruise director
- b) A muster station is an assembly point that every crewmember knows to go to when first embarking.
- c) A muster station is an assembly point that every crewmember knows to go to on hearing the vessel's emergency alarm.

3.

- a) A muster list is a list of passengers signed up for activities on board
- b) A Muster list is a list that details what duties each crewmember has in the event of an emergency.
- c) A Muster list is a list of passengers that should be ticked off in an emergency.

Use the next page to write some notes about the Muster Station.

MAN OVERBOARD PROCEDURE

1.

- a) It is important to recover a person who has fallen into the sea as fast as you can
- b) It is important to recover a person who has fallen into the sea only once everyone is mustered
- c) Do not attempt to recover a person who has fallen into the sea

2

- a) If you hear or see someone fall overboard you should immediately jump in after them
- b) If you hear or see someone fall overboard you should immediately throw a flotation device into the water – a life ring, life jacket, anything that will assist a person to stay afloat at night. Throw a light or reflective item as well.
- c) If you hear or see someone fall overboard you should put on a personal flotation device.

3.

Put these ACTION POINTS in order:

- Throw a flotation device into water
- Make the person warm, and conduct CPR immediately (if required)
- Raise alarm! Shout MAN OVERBOARD
- Radio for assistance (if required)
- Keep pointing at person in the water
- Recover the person being careful not to be pulled into the water yourself
- Keep an eye on the flotation device and the person in the water.
- Carefully manoeuvre the vessel alongside (upwind) of the person



ABANDON SHIP PROCEDURES

1.

- a) Someone who gets into the life raft relatively dry and with summer clothing and a water bottle has the best chance of survival
- b) Someone who gets into the life raft in wet clothes and with food and water has the best chance of surviving



c) Someone who gets into the life raft in dry clothing and with food and water has a greater chance of surviving.

2.

a) The order for abandon ship must only come from senior crew members

b) The order for abandon ship must only be given by the skipper once it is clear that continued presence on the vessel will be a risk to human life.

c) The order for abandon ship must only be given by the skipper once it is clear that the ship is sinking

3.

Put these ACTION POINTS in order:

Collect food and water

Radio a MAYDAY call giving the vessel's position

Collect extra flares

Activate EPIRB

Launch the life rafts and use the painter line to inflate the raft and pull it to the side of the vessel

Collect warm clothing and blankets

Collect portable radio

4.

The skipper can dispatch one crewmember to prepare to launch the raft and gather food, water clothing and other things you need.

TRUE/FALSE

WORKING DECK SURFACES

Crew need to be sure of their footing while working on deck.

TRUE/FALSE



SHORT ITINERARY VESSELS

We have learnt about extended itinerary cruising such as large and small ship cruising in New Zealand and the Pacific. Now let's explore another type of water transportation found in the travel and tourism industry - short itinerary vessels.

These vessels often move people from A to B rather than offer a holiday programme. Alternatively, they offer a thrill or experience but only for a short time, be it a day trip or a few minutes (some offer overnight experiences).

In this section we will learn about:

- Ferries
- Short cruises-day trip/overnight trip
- Thrill rides/Fishing charters/Bareboat yachts

FERRIES

Ferris are the largest of the vessels with shorter itineraries. Their essential purpose is to move people from A to B across a waterway. Whilst they are considered short itineraries, there are ferries in some parts of the world that have a duration overnight, such as those transporting people around the Greek Islands: People on a budget often sleep on the deck!



Ferries are widely used in New Zealand due the amount of waterways
Needing to be traversed



Can you think of any waterways or ferries in your area?

Many of our graduates become employed on vessels such as these, one of the largest areas of opportunity is in Cook straight.

There are two major ferry companies taking passengers from Wellington in the North Island to Picton in the South Island...but who are they?

PASSENGERS

Who are they transporting?

Two of the largest ferry companies you will deal with in your career include those that cross Cook Strait.

- Bluebridge
- Interislander

INTERISLANDER

Connecting our North Island and South Island together since 1962, the Interislander ferry service is New Zealand's original Cook Strait ferry. Sailing between Wellington and Picton several times a day, the Interislander journey is considered one of the most beautiful ferry journeys in the world and one of New Zealand's most iconic experiences.

Interislander offers a safe and comfortable journey over Cook Strait. With three passenger ferries including New Zealand's largest, it is the easiest way to travel between the North and South Islands.

The largest of the Interislander ferries, the Kaitaki means 'challenger', carries up to 1,350 passengers and is the largest ferry operating in New Zealand waters. On board she features a huge Ocean View restaurant, Hector's Café, Local Heroes Sports Bar with Sky Sports, a large soft play area for young children, a shop, cabins, nurseries, and a number of lounges. Kaitaki's most prominent feature is her Lookout Lounge Atrium area, which brings the scenery floating in through two floors of enormous windows!

The Aratere means 'quick path' and is the longest serving vessel. With eight separate viewing areas, including a large roof top seating area and a viewing deck on the bow, Aratere was built to show off the picturesque Marlborough Sounds. Inside, she features a large Food Court, a Hector's Coffee Bar and Shop, a children's play area with slide, nurseries and Quiet Lounge.

Kaiarahi means 'to guide' and is the newest member of the ferry fleet. On board, she features a large Ocean View restaurant, panoramic Lookout Lounge and spectacular views from her Local Heroes Bar. On Deck 8, you will find an outdoor seating area that is perfect for those summer sailings through the beautiful Marlborough Sounds.

Each crossing takes just over 3 hours and you can easily book Interislander ferries online using their website, by calling them direct on 0800 802802 or via a travel agent or an i-Site.

BLUEBRIDGE COOK STRAIT FERRIES

EXERCISE TWENTY-SIX

Using the internet, research the history of the Bluebridge Cook Strait ferry company and in your own words write your findings into paragraphs below.

Though we must simply think of these two ferry operators and their services in silo, they are often part of a much larger travel itinerary for tourists.

Often you will be in a role where clients will simply require a ferry ticket from Wellington to Picton, however you may be in a role where clients are unaware of the product at all.

EXERCISE TWENTY-SEVEN

From your knowledge of New Zealand attractions, look at the following itineraries.

1. Highlight the area where visitors must travel between 2 islands.
2. Describe what type of traveller this is.

ITINERARY 1

ITINERARY 2

3. Outline what you think their travelling needs were.

ITINERARY 1

ITINERARY 2



ITINERARY 1.

KIWI EXPERIENCE

AUCKLAND TO HIA (BAY OF ISLANDS)

Take a trip to the winterless north and pack as much as you can into a weekend!

Paihia Wharf, Bay of Islands New Zealand

• PAIHIA TO CAPE REINGA TO PAIHIA

Don't miss this awesome day trip to the very top of New Zealand.

Cape Reinga lighthouse, Northland New Zealand

• PAIHIA TO AUCKLAND

Squeeze in those activities you haven't completed yet before heading back to Auckland

Auckland, New Zealand

• AUCKLAND TO HOT WATER BEACH

Spend the afternoon walking or kayaking to Cathedral Cove, or take a surfing lesson at Hot Water Beach!

Hot Water Beach, New Zealand

• HOT WATER BEACH TO WAITOMO

Check out New Zealand's gold mining history before travelling on to experience the glow-worms, underwater caves and forest walks of Waitomo.

Tamaki Tours, Rotorua New Zealand

• WAITOMO TO ROTORUA

Last chance to explore Waitomo before heading to Rotorua, the Maori culture capital of New Zealand.

Ruakuri Cave, Waitomo New Zealand

• ROTORUA TO TAUPO

A popular backpacker destination, with New Zealand's biggest lake and plenty to keep you occupied!

Skydiving Lake Taupo, New Zealand

• TAUPO (EXTRA DAY)

We recommend staying an extra night in Taupo because there's so much to do there. If you're short on time, you can always skip this extra day, timetable allowing, and get to the next stop sooner.

Tongariro National Park, New Zealand

• TAUPO TO RIVER VALLEY

Visit Tongariro National Park, take and enjoy some stunning free walks before arriving at River Valley Adventure Lodge

Rafting in River Valley, New Zealand

VALLEY TO WELLINGTON

New Zealand's capital city is full of culture, cafes and cable cars!

Cable car, Wellington New Zealand



WELLINGTON TO PICTON

Travel across the stunning Cook Strait to the seaside town of Picton, then on to Kaiteriteri where the beautiful golden sand beach is practically on your doorstep.

You can choose to take the Interislander ferry across to the South Island, through the magnificent Marlborough Sounds; or arrange a flight. Travel via the Pelorous Bridge to Nelson, New Zealand's sunniest city, then on to Kaiteriteri at the edge of the Abel Tasman National Park. You can simply wile away the evening on the golden sand beach just metres from your accommodation. Kaiteriteri is a great spot to begin an adventure (on foot, by kayak or by water taxi) into Abel Tasman National Park.

Kayaking in Abel Tasman National Park, New Zealand



• KAITERITERI TO WESTPORT

Snow-capped mountains and adventure activities on the Buller River

Abel Tasman National Park, New Zealand



• WESTPORT TO FRANZ JOSEF

Continue down the West Coast via the world famous 'Highway 6' and be treated to some amazing sights.

Cape Foulwind beach, West Coast

• FRANZ JOSEF (EXTRA DAY)

Franz Josef Glacier

• FRANZ JOSEF – WANAKA

Franz Josef to Wanaka

• WANAKA – QUEENSTOWN

Queenstown at night



• QUEENSTOWN (EXTRA DAY)

AJ Hackett Bungy Jump, Queenstown New Zealand

• QUEENSTOWN TO DUNEDIN

Rugby game, Dunedin New Zealand

• DUNEDIN TO INVERCARGILL

Seal colony, Catlin's New Zealand

• INVERCARGILL TO MILFORD SOUND TO QUEENSTOWN (BOTTOM BUS DAY 3)

Invercargill to Milford Sound to Queenstown



• QUEENSTOWN TO LAKE TEKAPO

Head to Lake Tekapo, discover the untouched beauty and crystal clear skies in what's the world's largest dark sky reserve.

Lake Tekapo

• TEKAPO TO CHRISTCHURCH

Head to the 'garden city' Christchurch.

Lake Pukaki, South Island New Zealand

• CHRISTCHURCH TO KAIKOURA

Kaikoura is known as one of the best coastal wildlife regions in the world – whales, dolphins and seals!



ITINERARY 2

100% PURE NEW ZEALAND

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New Zealand Highlights Itinerary


	<h3 style="margin: 0;">14 DAYS</h3>	Route Auckland Central to Queenstown Central	Highlights Glowworms in Waitomo Sunny Nelson beaches West Coast glaciers	Best time of year All year
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DAY	1	2	3	4	5	6	7	→	Journey Map + Add to Your Trip
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This itinerary takes you through some of New Zealand's most scenic spots over 12 days. Enjoy glowworm caves and geothermal wonders in the central North Island, before driving through rolling green farmland to our country's capital, Wellington.

Venture over Cook Strait by ferry to the South Island. You'll experience the sunny beaches of Nelson before exploring the glaciers and forests of the wild West Coast. Explore New Zealand's adventure capital Queenstown and visit the truly majestic Milford Sound.





HEALTH AND SAFETY

One of the most important aspects of water transportation is Health and Safety. Health and safety in New Zealand is regulated by the Health & Safety at Work Act (HSWA).

HEALTH AND SAFETY AT WORK ACT 2015 (HSWA).

As you are already familiar with the HSWA from the Hotel module, we wish to tailor this section to Health and safety particularly pertaining to maritime guidelines.

Below and on the next page are excerpts from the document titled: **Maritime New Zealand Health and Safety Guide**. Read over this information and complete the exercise that follows.

<https://www.maritimenz.govt.nz/commercial/safety/health-and-safety/documents/HS-guide-for-mariners.pdf>

About this guide

This guide provides information about your responsibilities under the Health and Safety at Work Act 2015 (HSWA).

This is your essential guide to meeting your health and safety obligations. It is relevant for everyone working in the maritime sector including:

- Owners
- Operators
- Skippers
- Crew
- Stevedores
- Jet boat drivers
- Rafting guides
- Self-employed crew, including sharefishers
- Anyone who employs or contracts crew
- Any other person who works on board, or employs or contracts someone to work on board a ship
- Designers, manufacturers, importers, suppliers and installers of ships and plant and equipment on ships.

Introduction

The Health and Safety at Work Act 2015 (HSWA) requires everyone in the workplace to be responsible for health and safety.

Maritime New Zealand is the 'regulator' under HSWA for work on board ships and for ships as workplaces. WorkSafe NZ is the health and safety regulator for land-based workplaces. Before HSWA, Maritime New Zealand was the regulator for work on ships under the Health and Safety in Employment Act (HSE).

Maritime NZ also administers the Maritime Transport Act 1994 (MTA). Maritime Rules are a type of legislation made under the MTA by the Minister of Transport. The MTA sets out the broad principles of maritime law, and the Rules specify detailed requirements.

In broad terms, the MTA and the Maritime Rules focus on the safety of the vessel and navigational safety, while HSWA focuses on the health and safety of people on board the vessel. However, there is a degree of overlap.

Maritime safety management systems

The maritime safety management systems administered by Maritime NZ are designed to make owners and operators responsible for the safe operation of their vessels, protect the marine environment and ensure the safety of the vessel and its crew.

How HSWA works with the Maritime Transport Act

HSWA does not replace any duties you have under other legislation. In the maritime sector this means you must comply with the Maritime Transport Act 1994 and all relevant Maritime Rules, as well as HSWA.

Compliance with the Rules does not automatically mean compliance with HSWA.

HSWA complements the Maritime Rules. Maritime safety systems and HSWA both address safety. The rules go a long way toward compliance with HSWA and in some cases may exceed what might be expected under HSWA. A key difference is that the rules are prescriptive and set minimum standards for 'entry control', whereas the duties under HSWA are on-going and must be met so far as is reasonably practicable.

The HSWA duties sometimes extend beyond complying with the Rules or following a maritime safety system. And some duties in HSWA are new.

In some cases therefore, to comply with the standards in the HSWA, PCBU's will need to achieve a higher standard than the rules, or apply measures that are additional to the requirements of the rules.

Health and Safety at Work Act 2015

A guiding principle of HSWA is that workers and others in the workplace should be given the highest level of protection against harm to their health, safety, and welfare from work risks so far as is reasonably practicable.

Safe workplaces and healthy workers benefit everyone. When businesses and workers work together to make sure everyone is safe and well-informed about risks, workers are happier and healthier. Safe workplaces are also usually more efficient and productive because fewer injuries and health issues mean less time lost.

An important principle of HSWA is that those people with the most influence or control in the workplace are best placed to manage health and safety risks. In most cases, HSWA doesn't set out exactly how to do this because there are thousands of New Zealand businesses working in many different circumstances.

It's not practical to create rules to cover every workplace situation. Instead HSWA sets out a framework of duties for businesses, senior leaders of businesses, workers and other people who might be present in the workplace. Some duties are set out in more detailed regulations that control particular hazards or types of workplaces.

Businesses and workers must take reasonably practicable steps to manage health and safety risks. This duty applies to the extent to which they influence and control the risks.

EXERCISE TWENTY-EIGHT

Pictionary!

In your teams draw illustrations to depict the answers to the following questions.

- a) Draw three types of people that the safety guide is relevant for?

- b) Draw three examples of the 'working environment' as explained in section 3.1 A; Provide and maintain a safe working environment.



- c) Draw an example of an accident.

- d) Draw an example of an incident.



HEALTH AND SAFETY TRAINING

Many graduates gain employment on board vessels such as cruise ships and ferries. Usually their Travel and tourism qualification and their skills and attributes are taken into account to 'get the job'

But in order to set foot on board a vessel as an employee, they must participate in safety training.

One of the leading training organisations contracted by Bluebridge, Interislander and other companies is 'Fire and Emergency Training Solutions Ltd. This company offers many courses pertaining to safety in the workplace including First Aid, Chemical Handling, Rural Fire, Spill Kit etc... The key course that they deliver to our graduates and anyone who chooses the training prior to their seeking employment on board a seagoing vessel is STCW (Standards of Training, Certification and Watchkeeping for Seafarers).



STCW BACKGROUND

Dave McPake from Fire and Emergency Training Solutions Ltd says that back in the 70's and 80's the International Maritime Organisation (IMO) were finding that many shipping companies were employing staff with no training and placing them on ships ill-equipped to handle emergency situations. This applied to all ships but in particular passenger vessels such as cruise ships and ferries. To combat this they introduced the Standards of Training, Certification and Watchkeeping for Seafarers code (STCW).

We are now up to the 2010 version and this outlines the basic training required for any seafarer before they can commence work on board as a crew member. The course content is laid down by the IMO with the local authority (Maritime NZ) responsible for ensuring the training provider (FETS) does it to a high standard.

The course is very generic and is designed to give the student the background knowledge they would require to commence more ship specific training on-board the vessel they were employed for. Once they have done their on-board training they are tested and granted a "type rating" for that ship.



This is the training that we supply for the likes of the Interislander and Bluebridge as well as for many people heading overseas to work on supper yachts and cruise liners. The basic training is made up of 5 areas:

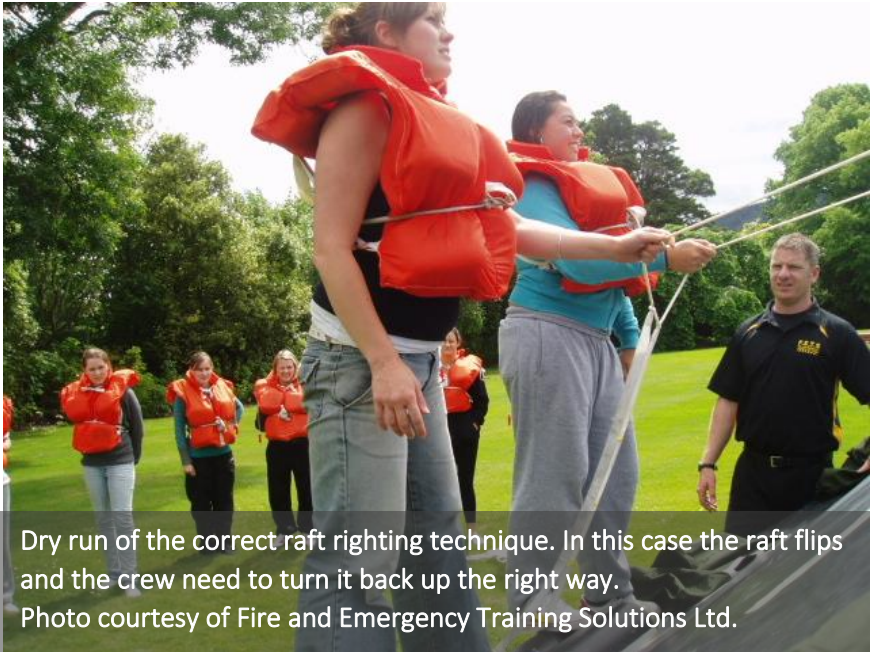
- **Elementary first aid (EFA)** (1.5 days) – as it suggests this is first aid but has a leaning towards the maritime industry.
- **Personal survival techniques (PST)** (2 days) – This is the component that deals with safety equipment on-board, Life rafts and lifeboats, evacuation systems and survival once the ship has been abandoned.
- **Personal safety and social responsibility (PSSR)** (1 day) – this covers health and safety, pollution prevention, working in a crew environment etc.
- **Fire prevention and firefighting (FPFF)** (2.5 Days) – As it suggests this is a basic firefighting course including the use of breathing apparatus etc.

Also for those heading to passenger vessels they require

- **Crowd Management and Human Behaviour (CMT)** (1 day)

Following you will find images from SCTW courses involving our actual graduates employed with Bluebridge.





Dry run of the correct raft righting technique. In this case the raft flips and the crew need to turn it back up the right way.
Photo courtesy of Fire and Emergency Training Solutions Ltd.



Dry run of the crew in survival and immersion suits creating a chain. They do this in the pool also.
Photo courtesy of Fire and Emergency Training Solutions Ltd.



The Huddle. The person in the middle is hypothermic so is placed in the middle for better protection.
Photo courtesy of Fire and Emergency Training Solutions Ltd.

AREAS OF KEY COMPETENCY

EXERCISE TWENTY-NINE

Looking at the extracts for the FETS SCTW course,
What are the key competencies taught and assessed in the areas of **personal survival techniques, fire prevention and firefighting, personal safety and social responsibilities and first aid?**

The key competencies taught and assessed in the area of **crowd management** include:

- Awareness of lifesaving appliance and control plans
- The ability to assist passengers en route to muster and embarkation stations
- Mustering procedures
- Ability to communicate with passengers during an emergency
- Ability to demonstrate to passengers the use of personal life-saving appliances.

Looking at the competency 'survive at sea in the event of ship abandonment', describe the method you would have to conduct in order to demonstrate competence:

EXERCISE THIRTY

In groups, imagine that you are running the STCW course. You are to design assessments that will assess some for the competencies required of crew-members.

Your assessment should include practical or written tasks that show evidence that the student is proficient in that task. That they are 'competent'.

- a) Design an assessment, if you wanted to assess the following competencies:
(In other words, what would you get the student to do, in order for you to mark them competent.)
 - AREA OF COMPETENCY: FIRE PREVENTION and FIRE FIGHTING
 - KEY COMPETENCY: Minimize the risk of fire and maintain a state of readiness to respond to emergency situations involving fire.
 - AREA OF COMPETENCY: PERSONAL SAFETY AND SOCIAL RESPONSIBILITY
 - KEY COMPETENCY: Understand orders and be understood in relation to shipboard duties.

- b) Design an assessment, if you wanted to assess the following competencies:
 - AREA OF COMPETENCY: PERSONAL SURVIVAL TECHNIQUES
 - KEY COMPETENCY: Survive at sea in the event of ship abandonment
 - AREA OF COMPETENCY: PERSONAL SAFETY AND SOCIAL RESPONSIBILITIES
 - KEY COMPETENCY: Comply with emergency procedures
 - AREA OF COMPETENCY: CROWD MANAGEMENT
 - KEY COMPETENCY: Ability to demonstrate to passengers the use of personal life-saving appliances

ACCIDENTS AND INCIDENTS

Listen to radio interview with ferry captain



<http://www.radionz.co.nz/news/national/239036/case-against-ferry-captain-thrown-out>

Case against ferry captain thrown out

A judge has dismissed the trial for the Bluebridge ferry captain who twice sailed across Cook Strait with a gash in the hull of his vessel.

John Henderson was charged with causing unnecessary danger to passengers while in command of the Santa Regina.

While berthing in bad weather in April 2011, the ferry was blown sideways and hit another vessel causing two holes in its hull.

Captain Henderson was not aware of a larger of the two holes, about 3 to 4 metres in length, until he had sailed the ferry across Cook Strait twice.

After hearing arguments in chambers, Judge Thomas Broadmore on Monday told the jury that he was discharging Captain Henderson.

Judge Broadmore said the Crown had to prove that the failure to find the gash meant a risk to passengers and crew, but he had come to the conclusion that there was no risk.

Outside court, Captain Henderson told Radio New Zealand's Checkpoint programme on Monday that he feels vindicated.

"It's obviously taken a heavy toll on myself, my wife and my family to spend three years with this over your head being prosecuted by Maritime New Zealand. It's very frustrating, a lot of pressure goes on you for being accused."

Maritime New Zealand says it was a complex and technical case relating to the assessment of potential and actual risk, which involved public safety and the application of law, and it was appropriate that the case went to court.

John Henderson has since retired from Strait Shipping, which operates Bluebridge, and said he is not ruling out redress from Maritime New Zealand.



Bluebridge ferry captain John Henderson.

Photo: RNZ / Diego Opatowski

- a) What should the captain have done according to the Maritime New Zealand Health and Safety guide? (Hint section 4).

LIFE RAFTS

You can see that understanding 'Personal Survival techniques' is a key part of the job when working on board a passenger vessel.

One of the previous images showed our graduates 'righting' and upturned life raft.

What type of survival craft/life rafts are there? What is the procedure for launching a life raft? How many life rafts does a vessel require?

How many people fit in a life raft?

Let's attempt to answer some of these questions.



According to several regulations, life rafts are a mandatory equipment on board passenger vessels. These regulations include:

- Maritime Rules
- SOLAS (International Convention for 'Safety of Life at Sea', 1974)

MARITIME RULES PART 42 A SAFETY EQUIPMENT-LIFE SAVING APPLIANCES

This particular rule has 42 different parts. It is a complex and important parts concerned with the performance, maintenance and servicing of life-saving appliances.

There are several kinds of survival craft including:

- Life boats (These are rigid boats often seen on the decks of very large cruise ships. They are usually designed for use by passengers)
- SOLAS life rafts (these are inflatable life rafts that you can see in the images previously).
- Non SOLAS life rafts (Similar to SOLAS life rafts on contain less equipment and designed for smaller vessels).

All vessels must have enough life rafts to accommodate every soul on board at minimum.

EXERCISE THIRTY-ONE

Looking at the Extracts booklet, what equipment do SOLAS life rafts require if they are on board a passenger ship that is travelling between Australia and New Zealand? How many of each?

STANDARD EQUIPMENT "SOLAS B PACK"
FOR PASSENGER SHIPS ENGAGED ON SHORT INTERNATIONAL VOYAGES

- Signalling lamp
- Batteries (spare)
- Bulb (spare)
- Whistle
- Signalling mirror
- Medicine box
- Anti-seasickness tablets
- Sponges
- Instructions for survival
- Table of life-saving signals
- Sea anchor & cord
- Seasickness bags
- Rescue bags
- Knife (buoyancy)
- Operational instructions
- Paddles (set of 2)
- Repair kit
- Bellows Rescue quoit & line
- Water bags
- SART radar transponder

RIGHTING A LIFERAFT

Watch the clip below to get an idea of the practical assessment crew would undertake whilst on the SCTW course.



Righting a Liferaft (33 secs)

LAUNCHING A LIFE RAFT



Launching a liferaft

Take note of the following key things that the Skipper says:

“Abandon ship, launch life raft

Double check that the painter is attached to a strong point on the vessel

Pull on the painter until you cannot pull anymore

Give a sharp tug

Await inflation”

Further clips on the Costa Concordia



Board life raft unassisted

Boarding life raft using Danish roll method (17 secs)

Cost Concordia footage-Awaiting liferaft deployment (27 secs)

Emergency evacuation live footage

Night vision footage of the evacuation

Costa Concordia footage on board narrated later by reporter

News report with info from crew member

Inflatable Liferrafts

Essential procedures after launching

1 Righting upturned life raft



2 Board quickly

TRY NOT TO JUMP ONTO THE CANOPY



3 Move clear of the ship

After everyone is on board



4 Stream the sea anchor

When clear from ship, to reduce drift rate and to provide extra stability.



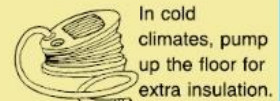
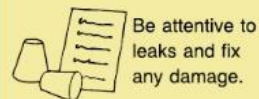
5 Close the entrances

To keep warm and dry and to protect occupants from sea and the weather. Open regularly for ventilation.



6 Further procedures

Read the life raft survival book provided.



Safety procedures in compliance with the ISM Code

NUMBER OF PASSENGERS ON LIFE RAFTS

The Maritime Rules also talk about how many people you can fit on a life raft.

Maritime Rule 42A.32 part 2 states:

The number of person that the apparatus is fit to support must be equal to the lesser number of either:

- The number of grabline loops
- The greatest whole number obtained by the equation:

$$N = 70 \left\{ v - \frac{w}{1000} \right\}$$

Where;

N= number of persons

V=volume in cubic metres

W=mass of apparatus in kg

EXERCISE THIRTY-THREE

Check the following calculations

a) SOLAS 20 person raft, with a SOLAS A pack.

b) Zodiac A Pack Life raft for 100 passengers

c) Zodiac B Pack for 16 pax

TITANIC REDUX? CAN ROYAL CARIBBEAN SAFELY EVACUATE 8,500 PASSENGERS & CREW FROM THE OASIS OF THE SEAS?

by Jim Walker

A retired U.S. Coast Guard official called me last week about issues of cruise ship safety. We had an interesting hour and one-half discussion about whether modern cruise ships are designed to safely evacuate passengers and crew members in times of emergencies like fires or sinkings.

Our conversation began with Royal Caribbean's biggest cruise ships in the world, the *Oasis of the Seas* and the *Allure of the Seas*.

Royal Caribbean touts these news ships as technological marvels of the world. But the evacuation procedures are strictly old-school.

Some aspects of the emergency abandon ship systems are flat-out dangerous.

The cruise line's press releases mentions that the cruise ship has 18 lifeboats each with a 370 passenger capacity. It says that "lifeboats on *Oasis of the Seas* have been entirely redesigned and approved as part of a holistic evacuation concept."

But the truth of the matter is that Royal Caribbean had a major problem when it designed the largest cruise ships on the planet. There is a regulation stating that the maximum number of people permitted aboard a lifeboat is 150. There is no way that the cruise line could build a ship with over 55 lifeboats carrying 150 people each. So in order to cram enough people into lifeboats, the cruise line obtained a waiver to increase the maximum lifeboat capacity up to 370 people.

Royal Caribbean not only has the largest cruise ships in the world, but it has the largest lifeboats in the world.

But does it have enough?

18 lifeboats with a capacity of 370 equals only 6,660 people. *Oasis* has a total maximum population of around 8,500 when you count its capacity of around 6,300 passengers and 2,200 crew members. That means that there are around 1,850 people without the lifeboats which Royal Caribbean raves about.

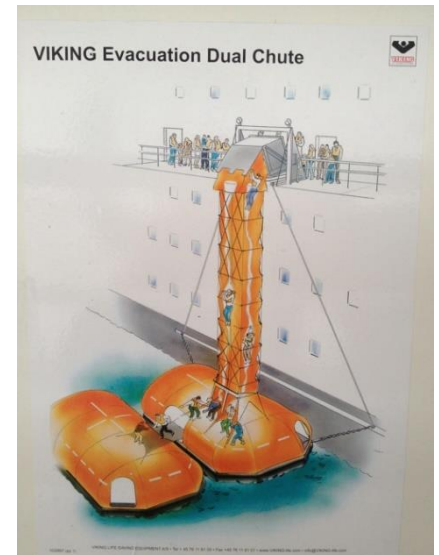
Royal Caribbean's press statement makes no mention of it, but those who are not assigned or cannot fit into the limited number of lifeboats must use "emergency evacuation chutes." The term used on the Royal Caribbean ships is "Viking Dual Evacuation Chute." What is this you may ask? You won't find Royal Caribbean talking much about the chute system.

If you look at photographs of the *Oasis* (or the *Allure*), along the side of the ship at deck 4 you will see three large lifeboats in-a-line leading from the stern. Then you will see a row of canisters (others may call them cylinders), looking like old depth charges, positioned one on top of the other on deck 4.

When these canisters are opened (see video bottom), a life-raft inflates in the water below. (We are talking about life-rafts – not lifeboats). These life-rafts are connected to a series of chutes running up to deck 4. The passengers and/or crew evacuate the cruise ships by jumping into the entrance to this emergency evacuation apparatus on deck 4. They then rapidly slide / fall down a steep, vertical drop into the inflated life-raft below.

These type of devices are *dangerous*. There have been a significant number of people killed or seriously injured while trying to evacuate 4 or 5 stories down steep chutes like this.

In November, I wrote an article about 20 crew members seriously injured in a drill using this type of system who suffered broken bones, sprained ankles, and friction



burns during the steep descent. Further injuries were avoided only when other crew members refused to jump. A union representative characterized the evacuation system as “unsuitable and dangerous.”

PBS aired a documentary on behalf of “Inside Nova” which looked at the *Oasis of the Seas*’ evacuation procedures. PBS videotaped the operation of the chutes. In the video below you can see crew members tugging on the chute when suddenly a crew member comes flying out – landing violently on his buttocks. After catching his breath, he exclaims “I got stuck!”

Now the first reaction to the video may be that it seems funny. But if you think about it for a second, it is actually terrifying. The placard on the cruise ship shows *families with little kids and infants* who are lining up to jump. The drawing on the ship actually show a mother clinging to her infant sailing down the chute a few feet above another passenger while a large man is jumping into the chute above her. I cannot imagine a more dangerous scenario.

Can you imagine what would happen if a 235 lb man lands on a 130 lb woman holding on to her 25 lb infant at the bottom of the chute? Serious injury would occur. Serious head injuries are likely if multiple people and children are in the chute at the same time. Far-fetched? Hardly. This scenario is actually depicted in the instructional drawings on the *Oasis* itself.

Royal Caribbean may say that only crew members are supposed to use this system.. That does not say much for the cruise line’s consideration of the safety of its own crew.

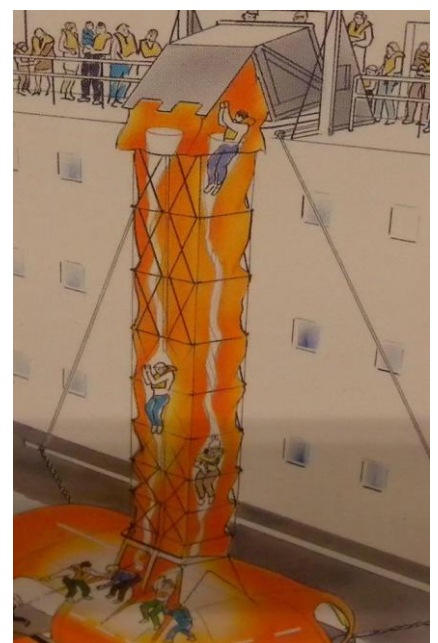
But why do the drawings of the chute system depict passengers with children and mothers clinging onto their infants descending the chutes? These images are directly from Royal Caribbean’s cruise ships. And if in fact only crew members are assigned to the chutes, why should they be subject to such dangers on a cruise ship which its owners tout as the safest ship in the world?

The other issue to consider, of course, is what happens if the *Oasis* suffers a *Costa Concordia* type of accident where the cruise ship lists heavily to one side? As we know from the *Concordia*, the lifeboats could not be deployed once the ship listed to 22 degrees. Half of the *Concordia* lifeboats, on the port side of the vessel, were useless once the ship listed to the starboard side. If anything like this happens on the *Oasis*, there will be a riot where passengers and crew fight to get into the remaining lifeboats and the rest will be left to take their chances jumping down the chutes hoping to land in a raft many stories below.

Then there are the wind and sea conditions. All of the drills for the *Oasis* or *Allure* take place on sunny days in the calm waters of the Caribbean. Around and around the lifeboats drive in the protected waters of a beautiful lagoon in the Caribbean. What fun.

But what happens when these ships are re-positioned to Europe, Indonesia or Australia where there are high seas and unpredictable weather? After all, Royal Caribbean is ordering more *Oasis* class monster ships right now. Trying to evacuate thousands of people down chutes into life-rafts in high waves and winds could be a disaster. There is also the risk of the tether ropes breaking, the chutes twisting, or the life-rafts ripping away from the chutes.

I for one would hate to think of anyone’s spouse, or kids, or parents, whether they are crew or passengers, having to jump into an evacuation chute and fall 50 feet into a raft in rough seas.



A chute and a raft are hardly a “holistic” approach to survival. It’s a disappointing and antiquated way of trying to save lives on the supposedly most sophisticated cruise ship in the world.

Check out this website for the latest in chutes and slides in mass evacuation

<https://survitecgroup.com/media/news/survitec-expert-highlights-benefits-of-chutes-and-slides-in-mass-evacuation/>

SHORT CRUISES AND DAY TRIPS

During your career in the tourism industry you will come across many tourism vessels that operate short day and overnight cruises, adventure and thrill rides, fishing charters, dive trips etc....

EXERCISE THIRTY-FOUR

Brainstorm some of these companies:

Let's concentrate on one of these companies; Real Journeys.

REAL JOURNEYS



Milford Sound Real Journeys (1.31 min)

Milford Sound Scenic Cruises

Enjoy Milford Sound's awe-inspiring scenery from the comfort of our modern, spacious vessels.

Our Scenic Cruise vessels have purpose-built observation lounges and large decks, so you can be sure you'll get some great viewing opportunities. You'll see the geological drama of sheer cliffs, massive waterfalls, glaciers and rainforest. Keep a look out for wildlife like seals basking on the rocks or dolphins.

During the cruise, our friendly crew provide commentaries in several languages and point out the sights such as Mitre Peak and the Pembroke Glacier.

As Milford Sound drifts by outside your window, treat yourself to one of our delicious lunch options – from an Indian thali to a buffet, freshly prepared on board by our chefs.

So sit back and let us make your Milford Sound experience an unforgettable one!

- Cruise duration: 1hr 40mins
- Purpose built vessels to maximise your viewing pleasure
- Delicious lunch options available: International buffet, picnic, Indian thali & obento lunches (if pre-ordered, extra cost)
- Commentary in several languages
- Luxury coach connections from Queenstown and Te Anau (extra cost)
- Queenstown flightseeing options: fly both ways or fly back after coaching into Milford (weather permitting, extra cost)



Leaving from Milford



Cruise

From **\$70** (Adult)

Duration: 1 hr 40 mins

[Choose Date](#)

Milford Sound Scenic Cruises

Leaving from Queenstown



Coach

+



Cruise

+



Coach

From **\$226**

(Adult)

Duration: 12 hrs 30/45 mins

[Choose Date](#)



Coach

+



Cruise

+



Fly

From **\$583**

(Adult)

Duration: 8 hrs 45 mins

[Choose Date](#)



Fly

+



Cruise

+



Fly

From **\$430**

(Adult)

Duration: 3 hrs 40 mins

[Choose Date](#)

Milford Sound Scenic Cruises

Leaving from Te Anau



Coach

+



Cruise

+



Coach

From **\$144**

(Adult)

Duration: 7 hrs - 8 hrs 30 mins

[Choose Date](#)

Te Anau Glowworm Caves



Te Anau Real J (2.12 min)

Experience a mysterious underground world of rushing water before drifting in silent darkness beneath the luminous shimmer of thousands of glowworms.

Your trip to the Te Anau Glowworm Caves begins with a cruise to the western shores of Lake Te Anau on one of our purpose-built scenic cruise vessels.

At the entry to the caves at Cavern House, view the informative displays and learn about this geological wonder before you join your guide underground. On the tour of the caves, our friendly guides will point out the highlights and share their knowledge of the caves and its history.

This underground world is astonishingly beautiful. By geological standards the caves are very young (12,000 years) and are still being carved out by the force of the river that flows through them. The result is a twisting network of limestone passages filled with sculpted rock, whirlpools and a roaring underground waterfall.

Deep inside the caves, beyond the roar of the water, you will be taken by small boat into a silent hidden grotto inhabited by thousands of glowworms, unique to New Zealand. In the subterranean darkness, they produce a glittering display that is nothing short of extraordinary.

- Duration: 2hrs 15 mins
- Includes cruise across Lake Te Anau
- Trip can be done during the day or night
- Small group size (maximum 14 per guide)
- Wonderful family trip, suitable for all ages with the exception of infants
- Some bending is required at the caves entrance and steps are involved



Te Anau Glowworm Caves

Leaving from Te Anau



Caves

From **\$75** (Adult)

Duration: 2 hrs 15 mins

[Choose Date](#)

EXERCISE THIRTY-FIVE

Research more of Real Journeys cruise experiences and apply your knowledge of these to meet the needs of the visitors in the following scenarios:



www.realjourneys.co.nz

SCENARIO 1

A couple in their 60s wish to cruise on board an iconic vessel, perhaps a steamship. They are very interested in a vessel with history and a licenced bar. They have a budget of about \$60 p/p.

SCENARIO 2

Three young girls in their 20s travelling together around New Zealand. Looking for a unique adventure in every port. Looking for a small group experience where they can be active but still see wildlife. \$150 budget per adventure.

SCENARIO 3

Solo traveller hitchhiking around New Zealand. And tramping and hiking stunning parts of New Zealand. He plans to hike the Milford Track but needs to get to the start of the track (Glade House) from Te Anau.

RISK MANAGEMENT

EXERCISE THIRTY-SIX

- a) Do you remember what you learnt about risk management and health and safety in a hotel? What Act covers this?

- b) Who has responsibilities under the Act?

- c) Can you remember what they are briefly?



- d) Do you remember the KEY AREAS OF CONCERN under the Act?



- e) Do you think there are any hazards on board the Real Journeys vessel?

f) What are they?
Take a look at your extract booklet to find the Real Journeys Risk Management Assessment.

g) Write down all the hazards they have identified on the Te Anau Glowworm trip:



h) What does the 2nd column indicate and give an example:

i) Which hazards are deemed to be 'significant'?

j) The third column asks us to think about whether we can eliminate, isolate or minimise the risk. Define each of these words by brainstorming with your partner:

ELIMINATE

ISOLATE

MINIMISE

- k) In your pairs you will be nominated one of the hazards to investigate. Without yet looking at the column, think about how you would eliminate/isolate/minimise that hazard. Then compare your answers to that in the Real Journeys Risk Management assessment.



Real Journeys becomes South Island leader in safety

GRANT BRYANT



The 1 million annual passengers cruising on Real Journeys' vessels now have extra safety assurances after the tourism giant became a South Island leader with new Maritime NZ certification.

The company's flagship vessel the TSS Earnslaw, which is approaching its 102nd birthday, was the first tourism vessel, the South Island's first, and the second overall vessel in the country to achieve new Maritime Operator Safety System (MOSS) certification, designed to improve operator and vessel safety.

MOSS replaces the old safe ship management system, in which an operator was required to engage a third party to develop a safety system for their vessels. The new regime removes that requirement, placing the onus on the operator to develop a safety system covering not only their vessels, but their entire operation.

Maritime NZ chief executive and director Keith Manch said about 2000 commercial operators would be phased in to the system during the next four years.

Over time, MOSS would help increase safety and reduce the number of boating-related injuries and fatalities in both the commercial and tourism sectors.

Real Journeys chief executive Richard Lauder said achieving the South Island's first MOSS certification for the TSS Earnslaw was in keeping with the company's reputation as an industry leader in putting customer safety first.

"We take safety very seriously and endorse this new legislation as another safety assurance for the 1 million people who are guests across our fleet every year," he said. "We take those guests to some really great parts of the world, and are on the leading edge of safety, so MOSS is a positive change.

"It's great that the Earnslaw is pushing towards its 102nd birthday but is one of the first vessels in New Zealand to achieve the latest safe operating procedure."

Real Journeys has 23 vessels cruising Lake Wakatipu, Lake Te Anau and Fiordland and operates work boats and barges as well as a Foveaux Strait ferry.

- The Southland Times

The Maritime Operator Safety System (MOSS)

The Maritime Operator Safety System (MOSS) is a system to improve safety in maritime transport operations. It builds on what has been learned from SSM (Safe Ship Management).

The SSM rules introduced a concept of a system for the safe operation of a ship. MOSS takes a wider view, making it clear that your entire operation needs to be examined to ensure any safety risks are identified and managed.

The principles guiding MOSS are:

- improving safety by putting a greater focus on vessel owners and operators operating safely
- creating clearer lines of responsibility for the day-to-day safe operation of vessels
- providing effective and efficient regulatory oversight
- making it easier for operators, surveyors and MNZ staff to support safe vessels and safe operating practices.

EXERCISE THIRTY-SEVEN

Create a 2 minute TV or radio news report combining the information from the previous two experts and what you already know about Real Journeys.

EXERCISE THIRTY-EIGHT

From what you know about a local tourism vessel or a cruise ship mentioned in the workbook create a risk management assessment, by identifying hazards, describe the harm that could occur, identify if it is a significant hazard and look at ways to eliminate, isolate or minimise it.

Before conducting the next exercise, take a look at page 110 in your Maritime NZ Passenger and Non passenger vessels Safety Guidelines.

HAZARD	DESCRIBE HARM THAT COULD OCCUR	SIGNIFICANT HAZARD	ELIMINATE/ISOLATE/MINIMISE

THRILL RIDES/ FISHING CHARTERS/BAREBOAT YACHTS

We looked into the Real Journeys experiences in detail, however there are other types of short itinerary experiences in the tourism industry that we have not yet investigated:

In a previous exercise you identified some of these companies that operate in and around New Zealand such as Shotover Jet Queenstown, Dive Tutukaka, Huka Falls Jet boat etc.... They often take place on much smaller vessels with far less crew, or perhaps only one driver.

If you worked for one of these companies or hosted a group on board one of these vessels you would need to be aware of some key recreational maritime safety rules.

Shortly you will be asked to choose one of these companies or another you have researched, and prepare a safety briefing for passengers and a safety briefing for staff.

Firstly let's become familiar with some recreational Maritime New Zealand rules and guidelines:



- e) What should all children's life jackets have?

NAVIGATIONAL RULES OF THE BOAT

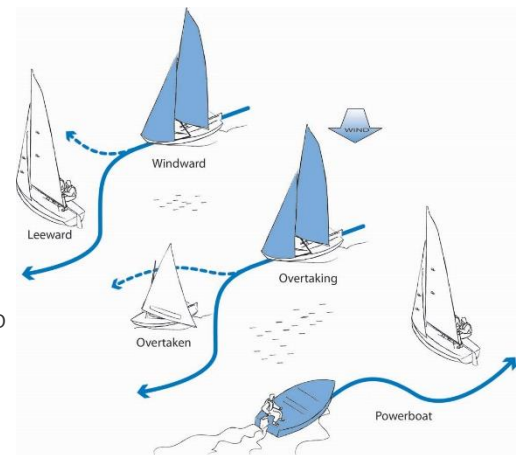


Navigational Rules (2.02 min)

Keep a good look out
Sight, sound, depth radar
Give way rules are universal

EXERCISE FORTY-ONE

- a) How far do you need to keep clear of a larger ship and where do you pass them?
- b) Which side must all powerboats give way to?
- c) If 2 powerboats come toward each other, what must they do?
- d) When a power boat meets a sailing boat or non-powered vessel what happens?
- e) What should all recreational vessels do near commercial fishing boats?
- f) When two sail boats meet they have different rules.
Where should a boat position itself in a river or lake?



EMERGENCY POSITION INDICATING RADIO BEACON –EPIRB



EPIRB (8.02 min)

EXERCISE FORTY-TWO

- a) What safety communication item should any vessel have on board?
- b) How do signals get picked up from the EPIRB on the vessel?
- c) What must you do with your EPIRB before use?
- d) If beacon alerts appears on screen of central command, what do they do?
- e) What percentage of alerts are false alarms?
- f) What key information should you ensure you leave?
- g) How long can it take to detect your location?
- h) How close can the EPIRB detect your location?
- i) Where should the EPIRB be stowed?



e) What should your ACTION PLAN include?



f) Recite the MAN OVERBOARD INSTRUCTIONS to your class mate.



g) If person has been in water a while, what position should we ensure they are in?

This information is summarised from the video clip for your reference:

FIRE

Position the boat so that heat and smoke blow away from the passengers

Close hatches

Shut off fuel

Aim extinguisher at base of fire

Smother fire with wet blanket wet towel or fire blanket

Once the fire is extinguished, cool area with water

Drop stay low so you can breathe

COLLISION

Put engine into neutral

If man overboard throw flotation

Check every passenger for injuries

Check boat so water not coming in

Prioritise action here....

Clear instructions to crew

Duty to assist people on the other boat as well as your own

Stem the flow of water with cushion

Think ahead and discuss plans with crew

ENGINE FAILURE

2 most common reasons:

Running out of fuel

Flat battery

Check the fuel lines and battery leads are properly connected

Seek assistance via radio or phone

LARGE SHIP SIGNALS

1 blast- altering my course to starboard

2 blasts- altering course to left

3 blasts- operating engine stern stopping or reversing

5 short blasts- indicates that the other vessel is unsure of your intentions,
real risk of dangerous situation

EXERCISE FORTY-THREE

Some of these rules and guidelines are more suited to the public i.e. your passengers and other information is a little too technical and more appropriate for staff.

Assume you work for one of the companies you brainstormed in the short itinerary exercise.

Use your knowledge of the experience and its features, as well as your knowledge of the Maritime New Zealand safety guidelines.

Please prepare a short safety briefing for your passengers. It may simply be read out to the class, or recorded on a device or even performed in a rap/song.

APPENDIX 1

BLUE LAGOON ADDITIONAL INFORMATION

Students are given this information in their workbooks without the answer. Answers can be found in the Answer book document.

These may vary slightly from the Moodle exam answers depending on how much the website has changed.

Students can study the workbook, then check their answers, then conduct the online exam.

BLUE LAGOON HISTORY

In the 1940's a young New Zealand stockbroker by the name of Captain Trevor Withers and his Australian friend Harold Gatty, came to Fiji with the intent on establishing a Tuna fishing industry, however this was not to last, as four years later they both decided to call it quits as they came to the conclusion that the Tuna fishing industry was not a viable one.

However they both fell in love with Fiji and wished to stay in the islands. It was then, in 1950 that Captain Withers founded Blue Lagoon Cruises. Mr. Gatty went on to establish Fiji Airways, the forerunner to Fiji's national airline, Air Pacific (known as Fiji Airways).

The name Blue Lagoon Cruises came from the original version of the *Blue Lagoon* movie as Captain Withers had lent a hand on set in 1948 when it was filmed in the Yasawa Islands and this was where he met and took a liking to the main actress Jean Simmons. He thought that the name, Blue Lagoon was perfect for his new found venture.

The first three months were very tough for Captain Withers, with only 27 cruise passengers carried in total. It was make or break time and Captain Withers was forced to make a final desperate gamble. All his worldly possessions were sold for £7,000.00 after he secured a deal with the airlines flying to the Pacific to undertake a joint promotion in North America where he met and promoted Blue Lagoon Cruises to the travel agents in the USA and Canada. The gamble paid off and by 1966, Blue Lagoon Cruises had established an international reputation.

Blue Lagoon Cruises is one of the most outstanding success stories of the South Pacific tourism industry. Boutique small ship cruising is offered through the beautiful Mamanuca islands and the stunning and remote Yasawa Islands of Fiji – in various itineraries ranging from three, four and seven nights.

Throughout this module, you will need to access the Blue Lagoon Cruises (BLC) website to complete various exercises and activities in your workbook – www.bluelagooncruises.com

EXERCISE A

Describe the first vessel owned by the company and its very first cruise in 1960.

FIJI ISLANDS

Fiji is an affordable destination and it is very accessible due to the frequency of flights on various airlines. Fiji is the perfect holiday destination for many types of visitors; whether it's a family holiday, a romantic getaway, or a short break fitting around a busy work schedule – Fiji is ideal.

Not only is the location stunning and the culture exciting, the people of Fiji are possibly the friendliest and most accommodating people you'll ever come across.

Refer to the BLC website to find out more about the beautiful Fijian Islands and what attracts visitors to this destination.

EXERCISE B

1. Apart from the reasons already given, explain why the Fijian Islands attract a lot of tourists.



LOCATION

Fiji is situated about 2,115kms north-east of New Zealand, and is only a 3 hour flight away – making it a very accessible destination for New Zealanders looking for a warm, tropical paradise.

EXERCISE C

Research information for the following questions via the internet or other sources:

- a) Locate and highlight Fiji on the map of the South Pacific, then draw an arrow from New Zealand to Fiji and write in the approximate distance and flying time.



- b) On the map of Fiji, locate and highlight the main gateway city of Nadi and then label it with the 3-letter airport code NAN.
- c) Which two airlines offer direct services from New Zealand to Fiji?
- d) Another international airline also offers direct services to Fiji, from their main hub in Seoul. Can you identify which airline this is?



PACKAGES AND GROUPS

Blue Lagoon Cruises offer various packages as well as charter options for large groups.

CHARTERS

Charters are a speciality of Blue Lagoon Cruises and the rates are very attractive. There are so many occasions where a group could charter the Fiji Princess, including; conference incentive, wedding, birthday, family reunion – anything really!

The key selling point for a charter group is '**Flexibility, all-inclusive and exclusive**'.

There are so many other features (selling points) of a charter, including;

- Guests' very own 'floating resort'
- The ability to tailor the cruise to suit their taste, e.g. laid back, party time, semi-formal
- The flexibility for early check-in / late check-out to coincide with flight timings
- The ability to choose when and where the ship goes as well as the duration of the stay at each island

GROUPS

EXERCISE D

What is the current special package deal does Blue Lagoon Cruises offer to groups?

PRE AND POST CRUISE OPTIONS

Fiji is such a varied and colourful country that guests may wish to spend a bit of time on the mainland, Viti Levu either before or after their Blue Lagoon Cruise. Or they might find that they need to spend a night in Nadi or Denarau to connect with their flights.

There is a fantastic range of hotels and accommodation options around Nadi and Denarau and Blue Lagoon Cruises are happy to help customers make a choice for where to stay.

Blue Lagoon Cruises recommends honeymooning couples stay at The Terraces. Located at picturesque Denarau Island, The Terraces is perfect for couples looking for the convenience of a fully furnished, affordable apartment. All apartments have views across the Denarau Golf Course, with large decks or balconies for relaxing upon. Facilities include a swimming pool and an on site café. Within a short walking distance to Denarau Marina and approximately 30-minute taxi ride to Nadi International Airport.

This lovely apartment-style accommodation is a perfect stop over before or after a Blue Lagoon cruise, allowing guests to explore a bit of the wonderful and varied mainland Fiji.

Blue Lagoon Cruises can also arrange and book transfers! The transfers can take customers from the airport to their mainland accommodation, then onto the Blue Lagoon Cruise and back again. What a breeze!

ROMANCE PACKAGES

WEDDING PACKAGES

Weddings on a Blue Lagoon Cruise are a popular option – but only one wedding or reaffirmation of vows ceremony is allowed per cruise departure.

Weddings are hosted on Blue Lagoon Cruises private island – Nanuya Lailai. The white sand beach, lush coconut palms and crystal clear waters make this the perfect wedding venue. Of course, the bride and groom can also opt to be married on-board the Fiji Princess instead, with all the facilities on hand.

A **wedding coordinator** manages most of the wedding planning – all the bride and groom to do is focus on the fun stuff. The wedding coordinator will make sure the legal requirements are met which includes registration and the marriage license.

EXERCISE E

Describe the special offer currently available for wedding bookings with Blue Lagoon Cruises, titled 'Club Wedding'.

SPECIAL OFFERS

Blue Lagoon Cruises offers an incredible wedding package featuring a trip to a private island.

Package : Dau Lomani (My Love) Package

Package inclusions:

- Moët Champagne chilled at turn-down
- Personalised champagne flutes
- Credit for the on-board Spa (FJD\$200)
- A bouquet and matching buttonhole
- A floral centerpiece, themed wedding archway and flower petals
- Ceremony set up including chairs, table and chair for register signing.
- One of our crew will take photos of your event and download images onto a memory stick for you. We can arrange a professional wedding photographer for your special day (additional cost)
- A small wedding cake
- Sparkling wine for a toast with the guests
- Breakfast in bed for the Bride and Groom
- A private candlelit dinner for the Bride and Groom on an evening of the couple's choice. A personal waiter will serve dinner either on a secluded point on the island or on *Fiji Princess*.
- Return transfers (hotel to registry office)
- Celebrant and wedding licence
- Pure Fiji gift pack and Mai Yasawa photo book souvenir
- Blue Lagoon Cruises wedding planner
- Cabin upgrade to Orchid Deck. Includes a welcome fruit platter, daily stocked mini bar, a Pure Fiji sun care pack, in cabin Nespresso Pod coffee machine and tea



EXERCISE F

Briefly describe the two **venue options** available under the Dau Lomani (My Love) Package and advise of the package price.

RENEWAL OF VOWS

For married couples who would like to renew their vows – this is the perfect package. Prices start from FJD\$1,750 (subject to change).

EXERCISE H

What are some of the things included in this package?

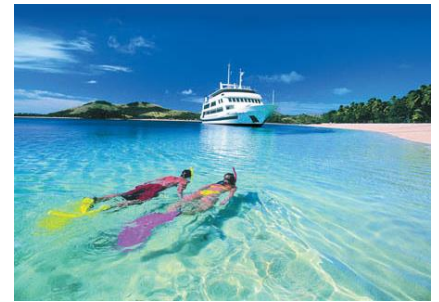
HONEYMOON PACKAGES

Blue Lagoon Cruises is ideal for honeymooners; whether they cruise as a normal guest or purchase one of the three honeymoon packages available.

EXERCISE I

What are the names of the three honeymoon packages available?

-
-
-



EXERCISE J

Describe the inclusions of the 'dream' honeymoon package;

EXERCISE K

Describe the inclusions of the 'Token of Love' honeymoon package;

