

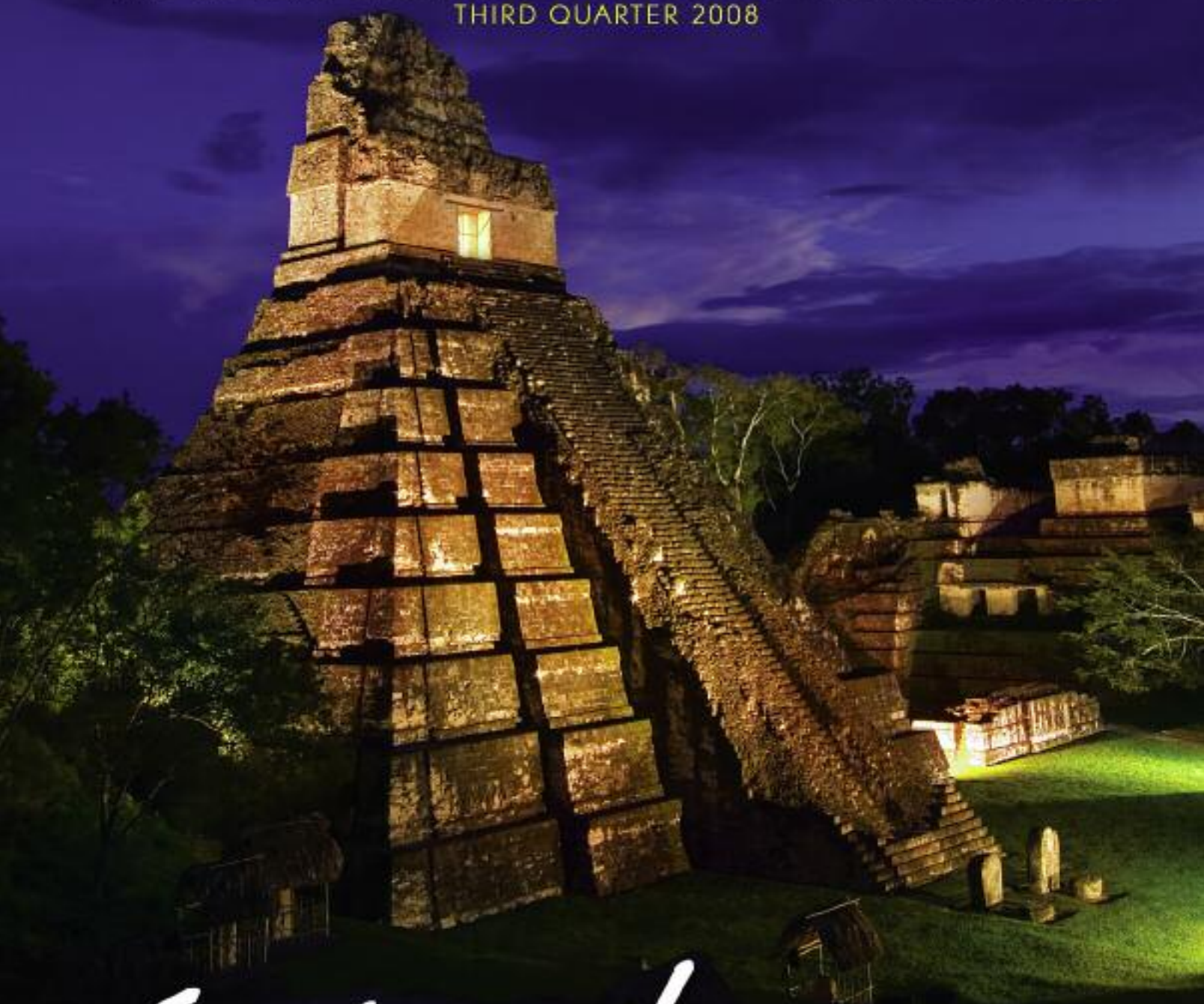


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Third Quarter 2008

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Florida-Caribbean Cruise Association (FCCA)
11200 Pines Blvd., Suite 201, Pembroke Pines, FL 33026
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*Michele with Hon. Ian Douglas - Minister of
Tourism, Legal Affairs & Civil Aviation, Dominica*

"To succeed in life in today's world, you must have the will and tenacity to finish the job." -Chin-Ning Chu

Now is the time to close out the year strong while we reflect on our best features. It's the bottom of the 9th, and we have to bring out the best pitcher. Hopefully your year has been strong, and you're already standing on top of the standings. Still, like our industry, each game plays such a vital role; but it's the season that really counts.

We need to stay focused for the year ahead and finish strong before we can look to future years, possible trades or business ventures. The view is enticing, but remember to put on the blinders and walk on. We are looking to hit a home run while we close out our year with our keynote event, the 15th Annual Cruise Conference & Trade Show. We hope to see everyone who has really helped our year be a successful one when we join over 1,200 industry executives and professionals in Trinidad & Tobago from October 27-31. It's only through this participation in teamwork that we succeed, and we're glad to provide this forum for mutual exchanges and benefits.

Sometimes you need to look back when trying to see ahead, and the following articles provide a portal. In this view, Curacao, Guatemala, and Trinidad & Tobago serve as more than just thriving tourist destinations who have helped us in turn grow. We are glad to touch on their success in this edition of Caribbean Cruising. As one of our first Platinum Members, watching Curacao turn into a power player is especially nice, like a coach watching his player turn professional. Also included are articles relaying ways to make the cruising experience supersede any categories, while showing all the opportunities they offer.

Reading through this edition of Caribbean Cruising will bring you on a toured journey of our year, and we hope you can take a few minutes to get to know us so you can feel even more comfortable in Trinidad & Tobago.

Respectfully yours,

Michele M. Paige



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Puerto Rico Extends Warm Welcome to World Cruise Industry

Puerto Rico is rolling out the red carpet for the world's cruise industry. San Juan, the island's capital and the largest seaport in the Caribbean, is asserting itself as the Gateway to the Caribbean, thanks in large part to the visionary and substantial investment made by the Island's government to improve its port infrastructure and increase air traffic from Europe to the island.

Travelers planning a cruise through the Caribbean can consider beginning or ending their journey with a visit to the Island of Enchantment. From the cosmopolitan allure of San Juan to the beaches of Porta del Sol on the island's west coast and the island's central mountain region, home to Puerto Rico's fabled coffee plantations, La Isla del Encanto offers travelers so much by way of natural beauty, innovative cuisine and rich culture.

Puerto Rico is committed to working with the cruise industry to make the island a top destination for maritime voyages. In June of this year, Governor Anibal Acevedo Vila signed into law the expansion of his administration's Cruise Incentive Program, which allocates a yearly \$10 million fund for the development of Puerto Rico's maritime industry. Coupled with a \$300 million effort to modernize the island's port infrastructure, the initiative aims to further stimulate the 8.4 percent increase in travel to Puerto Rico that the island has experienced over the past two years.

Record Construction at Canaveral, New Port Deals Boost Economy

With a record \$213 million in current

projects and newly signed cruise deals bringing the world's largest ships to Canaveral beginning next year, the Port is generating much-needed jobs and boosting tax revenue for the area's sagging economy, according to estimates from Braun & Tramell.

Current construction has created 1,894 construction-related jobs, generating \$207 million for the regional economy. Among the projects is the \$100 million-plus Seaport Canaveral tank farm, the largest single investment in Port history. Also in progress is the redevelopment of two marinas, a new restaurant, and a master stormwater system to preserve precious land on the Port's south side.

Future construction projects will generate nearly 1,000 construction-related jobs, adding \$104 million to the regional economy. Projects include harbor deepening and widening, terminal and pier improvements, road re-alignment in the north cruise terminal area and widening of George King Boulevard on the south side of the Port. The new Joint Port Intelligence and Operations Center (JPOIC) is in its initial stages.

"We are fortunate that the planning efforts of our staff and the sound decision making of our Port Authority Board of Commissioners has resulted in this record boom of construction activity at Port Canaveral during a crucial time when our region and the nation overall is experiencing a slow-down," says Stan Payne, Port Canaveral's CEO.

Nearly 3,537 permanent jobs will be generated upon completion of the Port's projects, contributing \$260 million annually to the regional economy. These impacts include the contribution of four new cruise ships—two from Disney Cruise Line and one each from

Carnival and Royal Caribbean cruise lines. In addition, the Las Vegas Casino Line—the Port's third gaming vessel—is expected to begin sailing this year.

The construction-related projects and new cruise deals are additional economic contributions not included in the 34,000 jobs and \$80 million generated regionally, according to Braun & Tramell.

"We are mindful of the Port's role as an economic engine for Central Florida and that it becomes even more significant as our community faces the challenges in the space industry," says Joe Matheny, Chairman of the Canaveral Port Authority Board of Commissioners. "Our goal is to generate even more job opportunities as we grow."

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Chukka Caribbean Adventures' Marc Melville Named New President of the Association of Jamaica Attractions Ltd.

Marc Melville, co-managing director of Chukka Caribbean Adventures the nature-adventure tour provider headquartered in Jamaica, has been named the new president of the Association of Jamaica Attractions Ltd. (AJAL). Established in 1992, the AJAL brings together the varied businesses making up Jamaica's growing attraction sector, promoting the highest standards and business practices within the sector and representing its members' interests with government agencies and the tourism sector.

One of Melville's first directives will be to commission an economic impact study for Jamaica's attraction sector.

This will be a major step in laying the groundwork for positioning the AJAL's membership as major contributors to not only Jamaica's tourism sector but to its economy as a whole, and in turn the AJAL as a major lobbying force strong enough to reach and effect change in the relevant ministries, monitoring and licensing authorities; with the goal of promoting better standards and business practices within this growing sector.

"All Caribbean destinations offer sun, sea and sand and I believe the attraction sector can be the driving factor in successfully differentiating Destination Jamaica in the region if not the world," says Melville. "There is no ignoring that Jamaica is rich and unbelievably blessed with diverse natural resources with which the AJAL's members have created unique and amazing products that offer destination appeal."

Thomas H. Kenna Named President of Panama Canal Railway Company



Mi-Jack Products, Inc., (Mi-Jack) and Kansas City Southern (KCS) recently announced the appointment of Thomas H. Kenna as President and Director General of the Panama

Canal Railway Company (PCRC). Mr. Kenna, replaces David L. Starling, who left PCRC to assume the position of President and COO of KCS.

Mr. Kenna has 25 years of senior level experience in the management and marketing of activities related to the maritime industry and international multimodal transport. He has worked for Hapag-Lloyd, CMA CGM and other

major shipping lines as part of the management teams of their local shipping agencies, holding positions ranging from director of marketing, to general manager, and president.

At PCRC, which he joined in 2000, Mr. Kenna has served as Director of Marketing responsible for the implementation of marketing strategies for the railroad's freight and passenger operations.

"Tom has been an important part of PCRC's success over the last seven years," stated Mi-Jack President Michael Lanigan. "His marketing and sales efforts have been prime factors in PCRC's annual freight volumes moving from approximately 16,000 containers in 2001, the first year of operations, to nearly 225,000 in 2007." PCRC expects to move approximately 363,000 containers in 2008.

According to KCS' Chairman and Chief Executive Officer Michael R. Haverty, "Tom's blend of outstanding marketing expertise and his strong organizational and management skills makes him well-suited to lead PCRC."

Messrs. Lanigan and Haverty serve as Co-Chairmen of the PCRC Board of Directors.

Mr. Kenna holds a B.S. degree from Florida State University and a M.B.A. from Nova Southeastern University. He is married and has three children.

PCRC is a joint venture company owned equally by Mi-Jack and KCS. Through a concession granted by the Republic of Panama, it operates a 47-mile railroad located adjacent to the Panama Canal and provides rail freight services to international container shipping companies. The PCRC also operates and promotes commuter and tourist passenger services.



Tourist Guides and Taxi Drivers Receive Training on How to Treat Cruise Tourism in the Dominican Republic



With the objective of offering high quality services to all cruise tourists, Adam Ceserano, VP of the FCCA, carried out a training session

in the Don Diego Terminal of the Sans Souci Port.

"We want all Dominicans, especially taxi drivers and tourist guides, to understand the importance of making the best experience for all cruise tourists staying in our country for less than 24 hours" said Magaly Toribio, under secretary of Tourism for the south central region.

She explained that thanks to this initiative the taxi drivers and guides learned customer service tactics from the FCCA to help them with serving clients.

Toribio mentioned that the support given by the Sans Souci Group and

Ministry of tourism is working to leverage our cruise market in a dynamic way with better service.

Dominican Republic has the possibilities of increasing the cruise segment, said Magaly Toribio.

She mentioned that at the present time the country receives cruises in the Port of Santo Domingo, La Romana and Samaná. She pointed the Strong social and economic impact that is obtained by the cruise industry due to the fact that, in average, each tourist that arrives in the country spends 100 dollars.

"We expect to receive 400 cruises with approximately 500,000 people on board."

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- Represent its members as necessary;
- More generally, protect all professionals in the Cruise Industry.

G.T.C.M. presently has 20 professional members (Agents, Ship Chandlers, Travel Agents, Excursion Operators...). It is a member of Martinique's Tourism Association and is sponsored by the Martinique Chamber of Commerce.

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Mobile, Alabama Hosts FCCA Platinum Event



Officials in Mobile take their celebrations and ships seriously. The city is known for its legacy of ship building and having the oldest organized Carnival celebrations in the United States. Mobile ordered extra moon pies for another type of Carnival — Carnival Cruise Line's *Holiday* became the city's first cruise ship to call Mobile Bay home port.

The gulf port has always played a key role in the city's economic health. It began as a key trading center between the French and Native Americans. So it's no surprise that the nation's 10th largest port could blend the pursuit of more shipping with hospitable festivities to welcome the FCCA Platinum Associate Membership Advisory Council, June 9 –10. Many of those arriving were first time visitors.

"We're a laid back coastal town with warm-hearted, industrious people," says Leon Maisel, president of the Mobile Bay Convention & Visitors Bureau, one of more than 25 sponsors. Spurred on by a new cruise terminal, and vibrant downtown, the city is actively working to attract more cruise business.

Lee Sentell, Alabama tourism director,

supports the goal. "The cruise industry is good for the state's image perspective. Cruise ships attract people to our state from all around the region," says Sentell. He also points out: "I remember my first cruise, the most relaxed week of my life. My muscles became lethargic."

Orientation activities on the first day for FCCA Platinum members and cruise executives started with a scenic drive to popular Dauphin Island. This true barrier island, situated between the mainland and Gulf of Mexico, is accessed by a two-and-one-half mile causeway and a three-mile bridge which opened in 1982. Highlights included a stop at the Dauphin Island Sea Lab Estuarium, followed by a visit to former confederate stronghold Fort Gaines.

Construction on the venerable fort started in 1821 in a move to improve U.S. coastal defenses. Final touches were completed in 1861. Park ranger Joseph Everett, replete with Civil War garb, gave members a convincing (and noisy) lesson on how to fire a musket and cannon. Cannons of the era required up to 20 pounds of gun powder for a single firing. Good advice: Cover your ears.

History buffs may recall this famous quotation uttered during the decisive Battle of Mobile (not the Revolutionary War): "Damn the torpedoes, full speed ahead!" Who said it? The answer is Rear Admiral David G. Farragut. On August 5, 1864, the commander of the Federal fleet won a great victory. Mobile was the Confederacy's last major port open on the Gulf. The bay was heavily mined (tethered naval mines were known as torpedoes at the time). Farragut directed his fleet to charge the bay. When the USS *Tecumseh* struck a mine and sank, the others began to pull back. That's when Farragut shouted his legendary order. The bulk of the fleet triumphed over Fort Gaines.

Sightseeing continued to the picturesque setting of Bellingrath Gardens and Home where lunch was served. Walter Duncan Bellingrath arrived in Mobile in 1903 to bottle Coca-Cola, from a franchise he purchased for \$1,500. He and his wife Bessie amassed a fortune which resulted in this 65-acre garden estate, open to the public and in full bloom year round since 1932. General manager, Bill Barrick, enjoys showing off the home's 10,500 square-feet and says, "It's quite a place to



live for just two people, but they liked to entertain.”

The Mobile Carnival Museum, housed in a former residence built in 1872, hosted dinner, following an all-out goodie grabfest in true Mardi Gras style. FCCA members clamored to haul in moon pies, beaded necklaces, doubloons, and plush animals tossed from an authentic parade float parked at Spanish Plaza. Mobile was the birthplace of Mardi Gras in the New World. Celebrations began in 1703. The museum opened in 2005 and features a fine collection of regal costumes, artifacts and photos.

Judi Gullledge, executive director of the Mobile Carnival Association, which operates the museum, says there are a total of 23 parading organizations and 31 other organizations involved annually. Last year tens of thousands attended the parade and another 50,000 attended private balls. “Compared to New Orleans, ours has more of a family atmosphere,” says Gullledge. “Plus, we were the first city to have moon pies thrown from floats in 1974.” A moon pie is a baked good that combines a graham cracker crust with marshmallow in the middle, covered in a chocolate flavored frosting.

The business agenda on the second day started with the PAMAC meeting. Steve Vasaturo, president of Pirates Harbour Tour in St. Thomas, addressed cruise executives and Platinum members with a powerpoint presentation showcasing his new venture, themed catamaran transportation in the harbor to shuttle passengers between

the island’s three primary shopping venues—Crown Bay, Havensight, and downtown Charlotte Amalie. “After decades, finally there is something new in St. Thomas,” says Vasaturo. “I wanted all my industry peers to know the difficult business climate that I have been facing for something which will be a win-win situation for all concerned.”

The moderating panel members applauded Vasaturo’s efforts. “We’ve been encouraging new programs like this in the Caribbean and commend Steve’s hard work and determination in tackling the political obstacles along with the taxi drivers,” endorsed Stephen Nielsen, vice president of Caribbean and Atlantic Shore Operations for Princess Cruises.

Other significant items touched upon during the meeting included escalating fuel prices, now accounting for 11% -16% of cruise line revenues, “I don’t think anyone knows for sure what’s going to happen next,” said panel moderator Matthew Sams, chairman of the FCCA’s operations committee and vice president of Caribbean Relations for Holland America Line.

On a high note, the panel acknowledged the newly-formed National Cruise Council of Jamaica. The organization created in May has in place a Board of Directors who will lead the charge in ensuring greater communication between Jamaica and visiting cruise lines. The directors are: Johnny Gourzong (1st vice president), Judy Schoenbein (FCCA Platinum Member),

Sandra Martin, Clarence Bailey, Wayne Cummings, Ian Dear, Marc Melville (FCCA Platinum Member), Prem Mahtani, Melody Haughton, Alan Daswani, Harry Maragh, Dennis Seivright and John Byles (FCCA Platinum Member) as president. Additionally, delegates were able to address their specific business issues with cruise executives during one-on-one appointments.

The finale for the Mobile conference included a champagne reception at the new cruise terminal, followed by dinner, sponsored by Atlantic Marine, inside the aircraft pavilion at Battleship Park, home of the USS Alabama. Food was catered by local restaurateur Bob Baumhower, best remembered as nose tackle for the Miami Dolphins during the days of the “Killer B’s.” Dare we say—Svein Sleipnes, vice president of port operations for Norwegian Cruise Line, sat next to him and has a souvenir photo to prove it.

One fact dispensed by a local sightseeing guide had to be verified: What’s the rainiest city in the United States? If you thought Seattle, guess again. The guide was right. According to a study conducted in 2007 by San Francisco-based Weatherbill, Inc., the distinction goes to Mobile—with more than 5 feet of rainfall annually. Not a problem. For those attending the Platinum event, Mobile’s future looks very sunny.

--Contributed by Chris Roberts, freelance writer

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Catering to the Seasoned Traveler

By Matthew Sams, Vice President, Caribbean Relations - Holland America Line

Many of today's savvy travelers know that the most cost-effective and luxurious way to venture to an unfamiliar destination or revisit a favorite spot is on a cruise. But these seasoned travelers with discriminating tastes aren't merely looking for a cruise vacation; they're looking for new experiences, unique itineraries and services matching those of the finest land-based resorts. As cruise lines, we must deliver a superior product while consistently enhancing and evolving the product to meet the needs and desires of our guests.

As an industry and in some cases as individual cruise lines such as Holland America Line, it's important to have a cruise for everyone, whether it be a short week-long getaway or a 117-day epic world voyage. Many of our baby boomer guests have time on their hands to take numerous vacations each year, and variety keeps our loyal guests coming back for new adventures. Holland America Line's 14 ships traverse the globe from Antarctica to the Arctic Circle and Alaska to the Caribbean on a variety of ships like the elegant ms *Prinsendam* and the newly launched ms *Eurodam*.

Nine Holland America Line ships will sail the Caribbean, with a roster comprising more than 220 sailings next year. Cruises range from seven-day eastern Caribbean getaways to exotic 14-day adventures in the southern Caribbean, some of which include the Panama Canal or South American ports. Departures are designed so guests can combine a seven-day southern Caribbean with a seven-day western or eastern Caribbean cruise to offer a more in-depth journey. The Collector's Cruises are also offered on select 10-day sailings, turning them into 20-day complete Caribbean experiences.

New and exotic ports always are an exciting addition to any itinerary and attract the well-traveled cruiser. In the Caribbean, for example, many cruises also feature a day at Half Moon Cay, Holland America Line's acclaimed private island. With activities such as a guided AquaTrax watercraft tour and stingray adventure, Half Moon Cay continues to serve as the line's highest rated Caribbean port of call.



Creating new itineraries with popular existing ports also entices the experienced cruiser to come back for another vacation. It's important to offer destinations guests enjoy revisiting, combined with unique and diverse locations they've never explored.

It's interesting to note that many seasoned travelers aren't necessarily looking for a new destination to visit, but treat the ship, itself, as the destination. This is why offering superior services and amenities, improvements throughout the fleet and new features on board each ship is something we constantly work hard to deliver at Holland America. As cruisers' tastes evolve and become more sophisticated, so must the industry and both existing and newbuild tonnage.

On board enrichment programs provide entertaining and memorable activities for guests. We strive to ensure that the enrichment program grows with the tastes of our guests, that their interests are explored and they always find something new to experience on board, whether it be their first cruise with us or their 15th.

Guests on a Holland America Line ship have the opportunity to take part in a culinary presentation where chefs and wine experts from around the world provide cooking demonstrations in a state-of-the-art on-board show kitchen. We also feature specialized lectures, an extensive fitness facility, an impressive spa menu and art tours throughout the ship.

Our exciting new digital program gives guests the chance to learn more about digital photography and computers in a

relaxed environment. The workshops are operated in conjunction with Microsoft and led by Microsoft-trained "techsperts" who show even the most novice camera or computer user how to take better vacation photos, make movies, edit pictures and create scrapbooks using a variety of Microsoft Windows and Windows Live services. By the time the guests leave the ship, they are as tech-savvy as their kids and grandkids.

The launch of *Eurodam* ushered in our first Signature Class ship — the largest ship ever constructed for the line and an evolved design of previous Holland America Line ships. We've also introduced new alternative dining venues, spa staterooms, cabanas on deck and enhanced entertainment facilities.

And we must not forget world-class service, personal touches and a top-notch complement of crew to keep the seasoned travelers coming back for more. Creating an atmosphere where guests feel pampered and at home is an integral part of the cruising experience. When guests are greeted by name or their favorite drink is waiting for them at dinner, they know that we're paying attention to their needs.

The keys to catering to the seasoned cruiser are simple: wow your guests with exciting and diverse itineraries, ensure the on-board experiences cater to the growing needs of today's traveler and give each guest pampered service and personal attention so they feel special. Holland America Line continually tops the list of cruise lines sought after by affluent leisure travelers because we're dedicated to giving our guests a extraordinary experience every time.



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ITINERARY PLANNING: AN IMPORTANT PART OF THE OVERALL CRUISE EXPERIENCE



By Gordon Buck – Vice President, Caribbean Relations
Carnival Cruise Lines

Cruising continues to grow at an unprecedented rate – a record 12.6 million passengers sailed on North American cruise operators last year – roughly double what the industry carried just seven years ago.

One of the reasons behind this tremendous rise in popularity is that cruising offers a truly hassle-free vacation experience, providing guests the unique opportunity to visit a diversity of sightseeing destinations in a single voyage.

Without the need to pack and unpack or rush through airports, guests can just sit back and relax while their “floating resort” takes them to a variety of sunny, exotic ports of call, each offering its own cultures, sites and attractions. It’s what makes cruising so dramatically different than a land vacation.

Given the importance of itinerary choices in vacationers’ decision-making process, it’s no wonder why cruise lines go to great lengths to assemble itineraries that appeal to consumers and ultimately generate revenue for the company. But what exactly goes into determining a ship’s itinerary?

Obviously, a port’s amenities and attractions – beaches, historical sites, eco-tourism opportunities, shopping, snorkeling, watersports, etc. – are of prime importance, as they are first and foremost in consumers’ minds when considering a vacation.

According to the most recent earnings report of Carnival Cruise Lines’ parent company, Carnival Corporation & plc, the corporation’s fuel expenses for the full year 2008 are expected to increase by \$752 million compared to 2007.

Equally important, however, is the overall perception of the destination itself – i.e. its “marquis value.” Guest satisfaction is paramount to cruise operators and a destination with strong name recognition makes it that much easier to market an itinerary to potential vacationers.

The industry is carrying more first-time cruisers than ever, meaning that, more than likely, guests have never visited the destinations on their ship’s itinerary, basing

their opinions instead on information gleaned from word-of-mouth referrals, travel agents, advertising or sales brochures.

The perception of a destination in consumers’ minds, reinforced by the port’s own intensive marketing efforts, ultimately leads to a top-of-mind awareness about the destination and increases its “marquis value” to both consumers and the cruise industry as a whole.



While not immediately apparent to consumers, issues such as infrastructure, logistics and other behind the scenes areas also play a key role in itinerary selection.

And with rapidly increasing fuel prices, fuel consumption also comes into play when assembling a ship's itinerary. According to the most recent earnings report of Carnival Cruise Lines' parent company, Carnival Corporation & plc, the corporation's fuel expenses for the full year 2008 are expected to increase by \$752 million compared to 2007.

As a way to mitigate escalating fuel costs, cruise lines are increasingly looking for new ways to conserve fuel – and that includes developing new itineraries that use less fuel. A close examination of sailing speeds, arrival and departure times in ports of call, and how the order of ports is put together in an itinerary, are all major points of focus with the objective of achieving maximum fuel savings.

Carnival and other cruise operators are continually evaluating every aspect of their operation in an ongoing effort to reduce its fuel costs. This includes closely monitoring sea current conditions, reduced sailing speeds where feasible, utilizing hull coatings that enable ships to glide through the water more easily, and exploring a variety of new technologies designed to increase fuel efficiency across the fleet.

Although conserving fuel is more important than ever in light of today's record fuel prices, cruise lines must continue to deliver an exceptional product – and that includes providing its guests an opportunity to visit exciting destinations that offer a wide range of amenities, including interesting cultural attractions, historic landmarks, and, of course, excellent beaches.

Not only must ports possess a strong appeal to consumers, they also must offer adequate transportation between the port and attractions, sufficient docking space, convenient fuel and

water hook-ups, and qualified vendors in a variety of business sectors for provisioning purposes.

The availability and variety of organized shore excursions is another key element in itinerary planning. Local tour operators must not only be qualified and offer their services at reasonable prices, they must also be accessible and willing to work with the cruise operators in setting schedules, transferring guests to and from the ship and various other logistical issues.

Other factors, such as costs associated with visiting the port – dockage fees, head taxes, etc. – are also considered when planning an itinerary. Port officials must also demonstrate a willingness to work with the cruise lines to enhance the overall port experience, improve infrastructure and develop new and different tourism opportunities.

And it goes without saying that assurances of safety and security of a cruise lines' guests and crew must be provided before a cruise operator can even consider committing to a particular port of call.

As you can see, there is no single reason why a cruise line chooses a port but rather the collective sum of a number of factors, each of which plays a critical role in an itinerary's overall success. To have strong tourist appeal without the necessary infrastructure – or vice versa – greatly diminishes a port's attractiveness to itinerary planners.

A ship's itinerary is an integral part of the overall cruise experience.

We in the cruise industry look forward to working with our port partners in creating new and exciting schedules that provide guests a broad spectrum of experiences while making a positive economic impact to the destinations themselves.



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Guatemala is on a Roll, leading up to the Florida-Caribbean Cruise Association Cruise Conference and Trade Show in 2009

The World of the Maya, one of the most important civilizations of Latin America, flourished in Guatemala. The arrival of the Spanish brought new ways to Guatemala. Mixed and merged with those of the Indian descendants of the Maya and verbally handed down from father to son over generations, they have formed the idiosyncrasies which are such a charming facet of today's Guatemala. So strong is the legendary spirit in Guatemala that its writers and poets made it world renowned: "The Land of eternal spring".

Guatemala attracts visitors who enjoy the climate, ecotourism, sports like rafting, volcano climbing, scuba diving, spelunking, sailing, colonial cities and the great Mayan ruins in El Petén. The most popular places to visit are Antigua, Chichicastenango, Guatemala City, Panajachel and Tikal, perhaps the most famous archaeological site in Guatemala.

Though the weather is mild, there are two seasons. The dry season falls between mid October through May. The wet season is from June to mid October.

Imagine expecting just another stop on a Caribbean or Pacific

cruise and instead, being offered this array of different and spectacular activities.

- A short air hop to Tikal, the capital of the Maya World.
- A short luxury bus trip to Quirigua, whose two story carved stone stele look like Egypt's Valley of the Kings, and are an important transition between Tikal and Honduras's Spectacular Copan, whose stairway is reckoned as one of the two most important New World archeological finds of the 20th Century. Quirigua is set in the thick of banana plantations, with the fascinating system of moving bananastalks along a small teleferique, see what happens between the tree and the 80+ bananas eaten by the average North American each year.
- An 1100 foot deep mountain lake, surrounded by volcanoes, with a spectacular museum exposing artifacts found at the bottom of the lake.
- The live Pacaya volcano, where you can walk right up to the hissing and spitting lava and roast a marshmallow if you wish. If you are lucky, Pacaya's glow will be visible from seaward as you anticipate landfall in Guatemala: Add a little spice by ascending and descending on horseback.



- Almost always huffing and puffing Fuego, classified as one of the most active volcanoes in the world by the US Geologic Survey. Again, spectacular from seaward.
- The modern day Maya, an indigenous culture, unchanged in dress and many other cultural aspects, since pre-colonial times.
- La Antigua Guatemala, the Spanish colonial capital of Guatemala is Central America's most visited tourist destination, with cobble stoned streets and churches galore.
- Visit coffee, sugar, banana and African oil palm plantations to appreciate the rich agricultural produce of this country.
- Imperial green and royal Maya blue jade being worked in Antigua, or jade workshops and museums right in the ports, on both the Caribbean Sea and Pacific sides.
- Zip line through the jungle canopy. "Was that a toucan I just saw?" "Listen to the howler monkeys".
- A Hindu cemetery and an 1890's hotel built elegantly from wood as a departure point for the great Atlantic passenger lines in the original grand era of cruising. Have a cold one on the veranda and watch the banana boats load. The shrimp in the cocktail and "ceviche" are fresh from the ocean, not farmed.
- The world's best coffee, earning in 2008 the highest price in history at international auction.
- Catch and release bill fishing. Guatemala's pacific coast is the rich ocean home to so many "big'uns" that all of the world's records are held right there by boats operating from next to the cruise ship terminal. Imagine 50 sailfish from a single boat in a single day!

Guatemala is coming into its own as a cruise ship destination with arrivals growing from 35 in 2000 to over 100 booked for the 2008-9 season. Guatemalan President Alvaro Colom has

singled out cruise ship arrivals as an important aspect of tourism, the smokestack free industry that is one of the country's largest earners of foreign exchange. Tourist arrivals in 2008 are expected to exceed 1.6 million and the country is fast closing in on the magic two million milestones.

Guatemala is a platinum member of the Florida-Caribbean Cruise Association, (FCCA), and hosted the Platinum Conference last year, in colonial La Antigua, Guatemala. That meeting ended with the standing ovation for Ana Smith, the national Tourism Board's cruise ship expert. The applause apparently echoed all the way through the years until 2009, when Guatemala has been appointed to host the annual FCCA Convention and Trade Show for October of that year, to be held in Guatemala City.

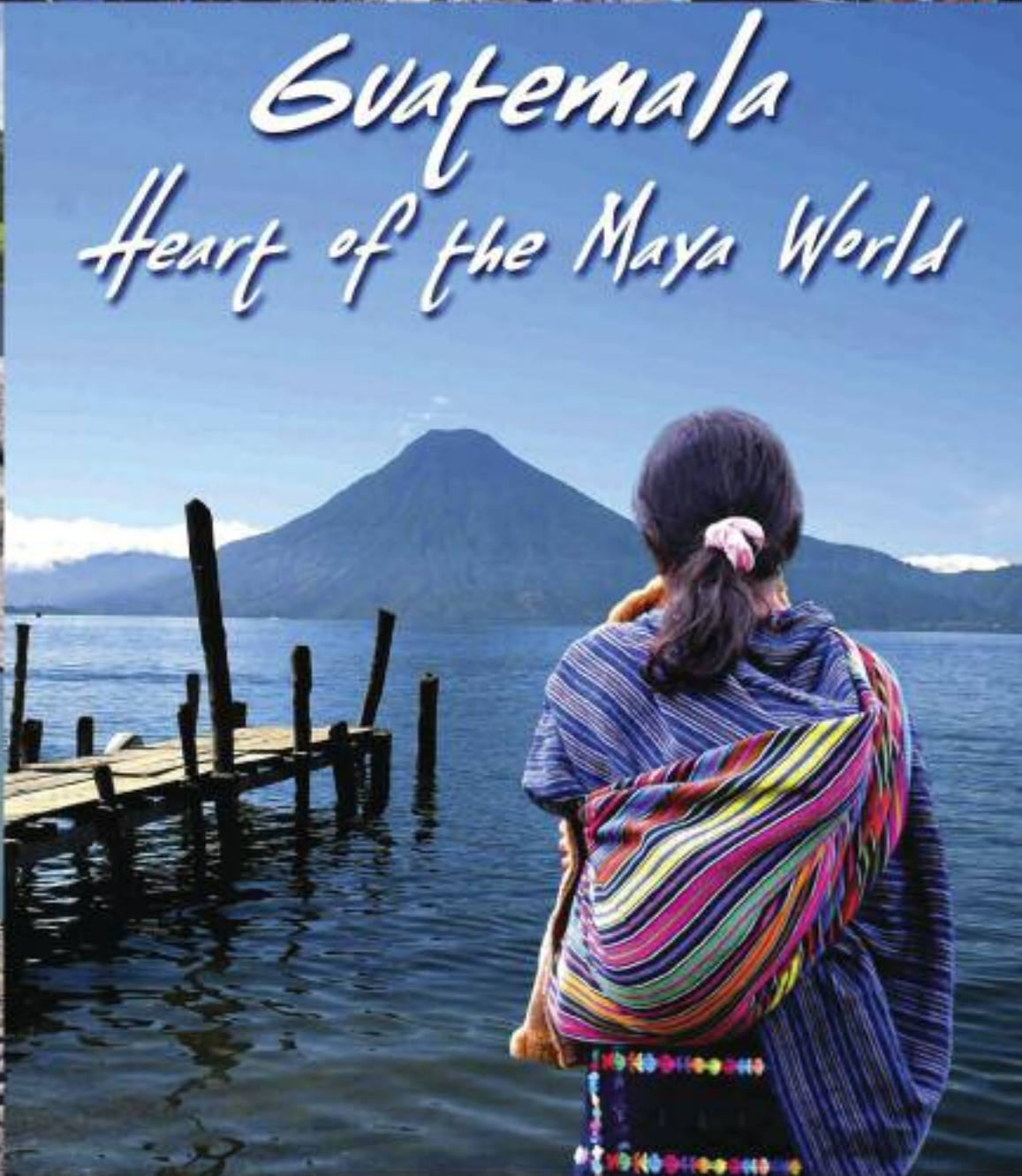
Guatemala City is the largest city in Central America, and from the spectacular green stone President's palace, now called the Palace of the Culture, which is a working building but open to the public (think US White House), to colorful markets and gleaming high rises, there is a lot to do in and around The City. The museums of anthropology and archeology are three minutes from the newly renovated International airport, and have more than 20,000 pieces not yet on display among massive Maya monuments preserved there. The private Popol Vuh museum, ten minutes from the Airport hosts the Quauquechollan canvas, painted by Mexican indigenous stalwarts accompanying the conquistadores in about 1530 and now digitalized from floor ceiling and depicting the Spanish conquest of Guatemala and a few setbacks. This is the Guatemalan equivalent of the Bayeux tapestry in France.

It is just a short breath from now until the 2009 FCCA conference when we will welcome you with a big "abrazo".



Guatemala

Heart of the Maya World



Guatemala is a country with a very diverse ethnic culture and scenic beauty comprising imposing ancient Maya archaeological sites, Spanish colonial towns, Guatemala City a modern metropolis and mountain lakes surrounded by towering volcanoes, lush forests and many rivers meandering through cattle, coffee, sugar and banana plantations to the Pacific and Atlantic coasts.

You cannot miss a stop at Guatemala while cruising along the Central American coastline. The necessary infrastructure is available to receive Cruise ships and passengers at this magical corner of America.



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Disney Cruise Lines Kicks Off Exciting Season For Cruising In Colombia

Disney Cruise Lines recently arrived in Cartagena, Colombia kicking off an expected record setting cruise season forecasted to bring in more than 300,000 passengers from the U.S. More than 1,400 Disney Cruise passengers debarked in Cartagena for full-day and half-day shore excursions, ranging from historical tours of the city to eco-adventures in nearby areas.

“The arrival of Disney Cruise Lines in Cartagena further positions Colombia’s Caribbean coast as one of Latin America’s fastest growing ports and tourism destinations,” says Nubia Stella Martinez, Tourism Vice President for Proexport Colombia. “Colombia welcomes the cruise industry with much enthusiasm and we look forward to providing their passengers with a first-class, unforgettable experience.”

This season, Colombia expects a total of 177 cruises from the U.S. (with 150 cruises in Cartagena alone), including Royal Caribbean, Princess Cruises, Norwegian Cruise Line, Holland America, Celebrity Cruises, Silver Cruise and Crystal Cruises. Several cruises will begin their voyages this October with featured stops in Cartagena, Santa Marta and San Andres. Earlier this year, Azamara and the Queen Mary II, also added Cartagena and Santa Marta to their itineraries.

Increasing Numbers

Colombia’s ports are drawing increasing numbers; last season, Colombia welcomed 191,962 passengers with the expectation of 28% growth through May 2009. In Cartagena alone, more than 270,000 cruise ship passengers are expected.

And Colombia is prepared to receive them. During the past several years, the Colombian government with assistance from the FCCA has provided special training in customer service for tour guides, taxi drivers and other providers servicing this segment.

In addition, the ports and port cities are undergoing renovations. In December 2008, after extensive expansion of its port, Cartagena will begin serving as an interport for weekly routes on Royal Caribbean’s *Enchantment of the Sea*. Approximately 700 passengers will be able to take a cruise from Cartagena with stops in Santa Marta, Aruba, Curacao, Bonaire and Panama.

“This has been part of a very cohesive and proactive national effort to communicate that Colombia is safe, welcoming and a new destination. Since 2004, we have been making great efforts to introduce the cruise lines to Colombia and they’ve responded,” adds Stella Martinez. “We are working closely with our cruise lines partners to facilitate their operations and provide them with on-ground support. We expect strong growth in this segment.”

According to Proexport, “the average cruise ship passenger that visits Colombia is 50 years and older, with higher education and medium to high-income levels. Eighty percent of cruise passengers that reach Colombia’s ports, debark the ship and spend an average of \$80 to \$120 per day.

For more information on Colombia, visit www.visitcolombia.com or contact your local travel agency.



“Although international law allows disposal of some items at sea, Carnival chooses to recycle, incinerate or offload all waste materials – including plastic, glass, rags, metal, fluorescent lamps, batteries and medical waste – from our ships for disposal on land,” said Carnival’s Environmental Director Elaine Heldewier.

Carnival Cruise Lines Committed to Minimizing its Environmental Footprint

As the world’s largest cruise operator, Carnival Cruise Lines understands that the company’s future depends upon the health of the world’s oceans. As such, the line is aggressively seeking both high- and low-tech solutions to manage the environmental impact of its fleet and preserve important natural resources.

These comprehensive initiatives, which meet or exceed international and domestic environmental laws and regulations, including those of the International Maritime Organization and the U.S. Code of Federal Regulations, include an extensive waste-management plan for collecting, storing, processing and disposing of all waste generated aboard Carnival vessels.

“Although international law allows disposal of some items at sea, Carnival chooses to recycle, incinerate or offload all waste materials – including plastic, glass, rags, metal, fluorescent lamps, batteries and medical waste -- from our ships for disposal on land,” said Carnival’s Environmental Director Elaine Heldewier.

Under Carnival’s wide-ranging waste-management guidelines, solid waste is processed and incinerated on board whenever possible. Otherwise, it is sent to an approved shoreside facility for treatment, recycling or disposal. Materials to be recycled are compacted, crushed or baled, and stored on board until they can be offloaded to an approved vendor for disposal.

Prior to sending waste to a facility, Carnival’s environmental department conducts a thorough inspection, including a review of insurance, licenses and procedures, of each vendor to ensure that they are in full compliance with local, state and federal environmental regulations. As a result of these efforts, Carnival’s recycling program consistently achieves a high recycling rate, according to Heldewier.

“We also involve our guests in the recycling program. Specially marked containers are placed throughout our ships to encourage guests to dispose of different materials in a way that allows for easy sorting and recovery,” said Heldewier.

She noted that food, glass, aluminum and plastics are collected in separate bins located in public areas, open decks, steward stations, galley and crew areas, room service pantry and bar pantries. Cooking oil and grease are stored in special holding tanks after use and then reused onboard as alternative fuel. Biomedical waste is incinerated or sent to an approved shoreside facility. Special bins for cans, newspaper, and paper are housed at the company's Miami headquarters, as well.

"We even collect items such as mattresses, televisions, blankets and computers that can no longer be used aboard ship but still are in usable condition and then donate them to local organizations both in our homeports and ports of call," said Heldewier.

Carnival's environmental efforts are not just limited to recycling and waste disposal. The line is also researching the development of several options for the treatment of gray water (wastewater from sinks, showers and kitchens). Aboard the *Carnival Spirit*, the line has installed a black/gray water Rochem system that uses ultra filtration membranes to treat gray and black water to a level that would render it usable for toilet flushing, laundry and deck washing.

"Training and education are essential components of Carnival's environmental initiatives, with all shipboard employees attending a familiarization course that provides instruction on shipboard waste management," Heldewier said. Additionally, specialized environmental training, reinforcing the importance Carnival places on environmental compliance and protection, is provided to all shipboard as well as relevant shoreside employees. Advanced training is also given to certain key positions.

Other environmental initiatives include an advanced three-step engineering process for the separation of oily bilge water. Energy and water conservation audits also are performed aboard all Carnival ships. The line has partnered with several vendors to conduct the audits and develop conservation-management solutions to increase the efficiency of its ships.

Carnival's 22 cruise ships, as well as its Miami headquarters, have also received certification for its ISO14001:2004 Environmental Management System (EMS) from Lloyd's Register Quality Assurance, an accredited ship classification society. The requirements for certification are established by

the Geneva-based International Organization for Standardization, an internationally recognized standards organization that promotes the development and implementation of international standards, including those for environmental management issues.

Carnival's environmental department also works with the corporate shipbuilding department to incorporate the "green ship" concept in the design and building process. As a result of these efforts, Carnival's four "Spirit-class" ships, the 2,124-passenger *Carnival Spirit*, *Carnival Pride*, *Carnival Legend* and *Carnival Miracle*, have received the "Green Star" designation for meeting the stringent environmental standards established by the Registro Italiano Navale Group (RINA), an Italian ship classification and management certification society.

Carnival has also formed an alliance with the International SeaKeepers Society and has installed a scientific data-gathering device on the *Carnival Triumph* and *Carnival Spirit* to monitor ocean water quality. The device tracks a wide range of data, which is transmitted via satellite to various environmental groups, governmental agencies and universities to aid in assessing ocean pollution and researching global climate changes and cyclic weather patterns. In 2006 the National Oceanographic Atmospheric Administration (NOAA) recognized the *Carnival Conquest* with the Voluntary Observing Ship Award for its efforts in helping monitor and collect data on Caribbean weather conditions.

The line also supports community-based programs and local environmental initiatives, such as beach clean-ups, often in partnership with the Florida-Caribbean Cruise Association.

For these efforts, Carnival received the Greater Miami Chamber of Commerce's "Innovation in Environmental Practices" award, which was presented at the organization's annual GOALS conference in Miami. The Port of Long Beach also presented Carnival with the Green Flag Award in 2006 and 2007 for environmental performance related to the line's air quality initiatives.

"We are very proud of these awards as they serve to validate the tremendous emphasis that Carnival places on minimizing our environmental footprint," Heldewier said.



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'SPECIAL' OPPORTUNITIES

By Teresa Ondrejcek, VP Operations - Suburban Transportation

The travel industry has opened up a wide choice of destinations and activities for the disabled and their companions. In the U.S. there are over 25 companies which specialize in accessible and disability travel. Many of these companies have been opened by disabled entrepreneurs who certainly know the needs of the disabled traveler.

One of the largest problems disabled travelers face is locating accessible transportation outside of the U.S. The most common solution is to hire a taxi large enough to transport a wheel chair. Another alternative is to have different types of vehicles which are adapted to transport handicapped persons. All destinations should consider the requirements of special need travelers, such as parking lot accessibility, restrooms, and building access.

From a personal experience we can share a little of our own business successes with you. We became aware of the need and became owners of a transportation company, Suburban Transportation. The business started in 1988 with a small number of staff and drivers. We transport special needs students to and from school and summer camps. Our students have a wide range of disabilities from physical, sensory, autistic and behavioral, including those who require wheelchairs for mobility.

A comparison study has been done on the living arrangements of the disabled. The results are as follows: 60% of people age 25-64 with a non-severe disability live in married-couple families, without disabilities it is 68% and 50% for people with severe disabilities. With the passage of the ADA (Americans with Disabilities Act) the disabled have more opportunities today to find gainful employment. The statistics for college graduates are 33% of people with a non-severe disability compared to 43% with no disability and 22% with a severe disability. Between the years 2003-2004 the number of undergraduates with disabilities was 2.2 million which represents 11% of the undergraduates.



Travel and tourism for the disabled are opportunities for the provider as well as the traveler. The disabled traveler now spends more than \$13 billion a year on travel related services, including more than 17 million hotel visits and 9.4 million airline flights according to a market study by Harris Interactive/Open Doors Organization.

The cruise industry has made travel for the disabled much easier in the last five years. Figures show that about 12% of disabled adults are taking a cruise. The repeat business is higher with 59% stating that they will take another cruise within the next 5 years. The potential for expanded growth is there, as more and more people become aware of the many ways they can network with the disabled traveler.

Over the last 20 years our company has grown to a permanent staff of eight with two to three additional staff during the summer months. We currently maintain a staff of 60+ drivers, servicing 30 districts with transportation of over 300 students daily. Between the years of 2000-2008, we have seen a 56% increase in our revenue. Our employees have expressed the great sense of satisfaction in knowing they are serving people that society tends to overlook. Providing services for the disabled in the travel industry will benefit not only the businesses and the disabled, but will enrich the lives of all persons who interact together to make travel a more rewarding experience for all.

Service with a Heart

By Vicky Rey, Vice President Reservations Administration, Carnival Cruise Lines

The topic of guest care in the cruise industry is one that has risen in importance over the last few years. Although there are many positive accounts of families who received support in the aftermath of a crisis, unfortunately, there have been some tragedies that occurred which have resulted in some negative attention for our industry. We recognize there are things we could have done better and, regret that it was those experiences that were the catalyst for much of the change that has since occurred. Consequently, the level of care given to guests and families when they unexpectedly find their vacations disrupted by a tragic event is now very much a guest service focus for all lines.

Most cruise lines have had special “Go Teams” in place for many years. These teams were first organized to handle irregular operations and critical incidents of mass guest displacement, primarily caused from cancellation or alteration of a cruise resulting from mechanical or weather related factors. Given hurricane seasons of years past, we all gathered plenty of experience having to re-accommodate guests due to storms. Of course, there have also been those occasional propulsion problems that have caused great inconvenience. While at Carnival, we had become quite good at handling the logistics that these kind of challenges present, we were not well prepared to handle the trauma and disappointment of our guests that resulted from more serious events, like a grounding, a fire, a serious illness or a death on board.

It became clear to us after the Ecstasy fire in 1999 that we needed to do a better job in handling the human response aspect of a crisis. After all, during any given week, Carnival carries more than 54,000 guests and 20,000 crew at sea on our 22 ships. While our goal is to provide fun and memorable vacations for our guests and a happy and safe work environment for our crew, we know that “life” happens on board and the very same experiences that happen on land, can happen at sea.

Our “Go Team” has since evolved into our CareTeam, a broadly trained group of volunteers who respond on a regular basis to incidents involving medical or bereavement debarks or some other type of unexpected tragedy that may

occur during normal business operations. Our mission is to provide compassionate care and practical support to guests (or crew) who find themselves at a time of significant stress or crisis. Our goal is to provide them with an environment where they can begin the healing process while they complete their business with us and move on with their lives.

Having been at Carnival for over 27 years, I can tell you that we are a different company than we were just a few years ago.

Extensive training (over 500 hours to more than 2000 employees since 2006) on how to care for and empower survivors, and a true commitment to increasing awareness in this area among all our ranks (starting with our president, our management team, CareTeam volunteers, call center personnel, senior officers on board, our staff and crew, etc.) has resulted in an evolution of compassionate consciousness that has changed the fiber of our corporate culture.



As a corporation we have learned that we have great power to help individuals succeed in their ability to transcend a tragedy by the level of care and compassion that we show them in the aftermath of a crisis. We have also learned that despite our personal and cultural differences, at the onset of trauma, we all have many similar needs when we grieve or hurt. Moreover, we also know that our own personal losses and experiences make us well equipped to help others who may be grieving in the same way.

At Carnival, we are committed to doing right by our customers not only because it is the right thing to do, but because we feel it is a privilege to help someone who may find him or herself facing a life altering event while vacationing with us. Feedback we have received from the many families we have helped (to date, over 372) indicates that the assistance they received from us, while they were away from their normal support network, has been invaluable. Our team members have traveled to different destinations, wherever we are needed, to provide emotional support, basic needs like clothing and food, connections to loved ones and transportation arrangements. In general, we have run interference and

"Carnival CareTeam; I didn't even know there was such a service in place, but were very grateful that there was."

"I don't think that the three of us would have survived those days on the island without the help from these special people and Carnival."

Michelle Tompkins - Carnival Freedom, March 8, 2008

provided guidance when others' coping mechanisms have been compromised.

However, we realize that we cannot do this alone. There are instances when we must rely on port agents, ground handlers, shore excursion personnel and local government authorities to act as our emissaries when time and distance are factors. Their assistance is crucial during those ad hoc cases when a family has to disembark in a foreign port, as well as in those rare occurrences when handling larger events involving thousands of displaced guests. It is for this reason that in March of this year, several of CLIA's member lines partnered to provide a unique training opportunity to delegates attending Seatrade's annual conference in Miami. The one day training program, presented by Carolyn Coarsey, Ph.D., co-founder of the Atlanta based Family Assistance Foundation, focused on key aspects of care awareness for external partners who are often called upon to act as extensions of us.

The program was well received by the attendees since the skill sets they learned proved to be valuable not only in their professional roles, but in their personal lives as well.

Because of the positive results we have experienced at Carnival and because one bad news story for any line is one too many, creating and expanding awareness in the travel industry has been our goal. To this end, we are once again privileged to host a one-day Care Awareness Training Seminar, presented by Dr. Coarsey, to the delegates attending this year's FCCA Conference. It will be held on Monday, October 27th and we hope you will join us for a day that promises to be informative and rewarding.

On behalf of Carnival, the other lines and our respective guests and crew, I want to thank you for your valuable contributions. This is important work we are doing together and we take great comfort in knowing that through partnerships with fine professionals, we can make a difference in the lives of our guests and crew when they need us the most.

I look forward to seeing you at the FCCA conference.





Trinidad and Tobago – Not Your Typical Caribbean Destination

Two islands, twice the fun. That's the double-prize of a trip to the twin-island destination of Trinidad and Tobago.

Trinidad, the larger of the two islands, can be likened to the extroverted twin who has lots of diverse, exciting adventures to write in your travel journal – Caribbean theatre, concerts showcasing local music such as soca and the sweet sounds of steelpan, watching leatherback turtles take their first steps into the ocean at midnight, kayaking on the Western coast, and sampling indigenous street cuisine. Tobago is the more relaxed sibling who prefers late night walks on white sand beaches or waking at the break of day to go on an eco-tour, which may well end at the Main Ridge Forest Reserve – 14 acres of wildlife and greenery, and the oldest protected rain-forest in the Western Hemisphere. Together, Trinidad and Tobago offers much more than the traditional sun, sea, and sand formula.

The heart of the city

Trinidad's capital, Port of Spain, is the pulse of island activity and the meetings and conference capital for most business activity. The Florida-Caribbean Cruise Association's Conference and Trade Show will be held at the Hyatt Regency Trinidad Hotel and Conference Centre, the city's newest, five-star hotel. Located on the picturesque waterfront of Port of Spain – the sole port of entry for cruise ships – the Hyatt Regency is the perfect location with opportunities for

business and leisure at its doorstep. Trinidad also has other excellent conference and hotel options, which are central to the country's appeal as the ideal meetings and conference capital of the Southern Caribbean.

A distinctive urban setting, Port of Spain offers an expansive boardwalk with chic shopping, dining, tours and recreation. Personal indulgences and high-tech amenities are also easy to find. Then there's the exciting nightlife. Visit Ariapita Avenue, and a strip of restaurants, bars, casinos, and live entertainment can be found on any night. You can also enjoy the city's upscale dining, sample the street cuisine in St. James, take in theatre or dance the night away at the 51 degrees club on Cipriani Boulevard or Club Zen on Keate Street to name a few.

Special eco, historic, culture, and adventure tours are also easily accessible, and FCCA delegates can look forward to adventure trips to places such as the Caroni Bird Sanctuary and Maracas Beach, and historical tours of Port of Spain.

Eco-loving, and sporting it

Trinidad is known for its hustle and bustle, and is the economic tiger of the Caribbean region. Yet with all the trimmings of modernity, it still coexists in harmony with nature. Along the Northern Coast Road, you have a breathtaking view of the Caribbean Sea, and sumptuous local cuisine to



sample along the way. Central Trinidad also hosts the national bird – Scarlet Ibis – and other exotic species at the Caroni Swamp, which is one of the highlights of the eco-tours planned for FCCA delegates.

Despite the fact that Trinidad is very metropolitan, upon deeper exploration you'll find proof of its ecological and geographical diversity – a product of its one-time attachment to Venezuela's South American mainland. With over 450 species of birds, 600 types of butterflies, and 23,000 species of flora and fauna, Trinidad and Tobago is rich in bio-diversity. The beauty of the two islands lies in their individual abilities to offer distinctive, yet equally enjoyable experiences.

World-renowned for its ecotourism offerings, Tobago offers nature lovers scuba diving, eco-trails, and bird watching. Just a 15-minute flight or two-and-a-half-hour ferry ride from Trinidad, it is the quintessential Caribbean island with secluded beaches, quaint villages, sumptuous cuisine, and charming hotels. Some eco resorts and villas also have nature reserves and bird sanctuaries right on the property.

Tobago has some of the best diving in the Caribbean, and a wide variety of marine life. Adventurous divers will love the North-eastern fishing village of Speyside with its lush reefs, and the smaller islands off of Tobago – Goat Island and Little Tobago – which provide plenty of shelter. Meanwhile in the

South-West of the island, there's much easier diving for the casual diver with good reefs and wrecks to visit, and calmer dives. Non-divers will also enjoy hopping aboard the glass-bottomed boats that carry you past Goat Island to the bird-watching hotspot of Little Tobago. Buccoo Reef, Tobago's largest reef, is also a "must-have" experience – nature lover or not.

However, it is the award-winning Main Ridge Rainforest Reserve in East Tobago, which was established in 1776, that continues to attract eco-lovers, as it is the oldest protected rainforest in the Western Hemisphere. A mature rainforest, it is a wonderland of tree-ferns, palms, towering trees, bromeliads, epiphytes, and orchids.

Blessed with natural sites for adventure, leisure, eco and health tourism, Tobago continues to attract tourists who have a taste for simple pleasures, as well as sophisticated experiences. For example, golf enthusiasts from countries such as Germany visit Tobago to play at the Mount Irvine Golf Course. Additionally, with novelty sports such as kite-boarding, Tobago is one of the few places where visitors can still boast of having been one of the first to ride a number of spots.

Culture and festivities

The islands' rich culture and ethnic diversity are reflected in



their cuisine, music, and heritage, which are constantly celebrated in numerous festivals year-round. The most popular of festivals is Trinidad's Carnival, which spawns a season of revelry, culminating in two days of uninhibited celebration in the pre-Lenten season. But it isn't simply a two-day festival; it's a season. Trinidad's Carnival builds from Christmas onwards, as anticipation increases. Carnival revolves around masquerade (mas), steelpan, calypso, soca, fetes (parties), and competitions. People attend fetes (parties), finalise payments for their masquerade costumes, rate their favourite songs, and keep tabs on who they think will win the Road March (the song most played on Carnival Monday and Tuesday; Carnival is always held on a Monday or Tuesday). Dimanche Gras – a grand show that features all of the winners from calypso competitions during the season, and the King and Queen of Carnival who display their breath-taking costumes – is hosted on the Sunday preceding Carnival Monday. An affair for Carnival royalty, it is one of the most anticipated events on the festival calendar.

Noted for its splendour and vibrancy, Trinidad's Carnival reaches its peak on Carnival Monday and Tuesday when masqueraders take to the streets, music trucks and live bands accompanying them. Carnival 2009 will be held on February 23rd and 24th. Like most unique experiences, it is often imitated, but never duplicated. Major cities across the world continue to pay homage to Trinidad's Carnival, by hosting smaller Carnivals, all in an attempt to recapture its magic.

Many lineages – one people

Trinidad and Tobago is one of the few countries where ethnic

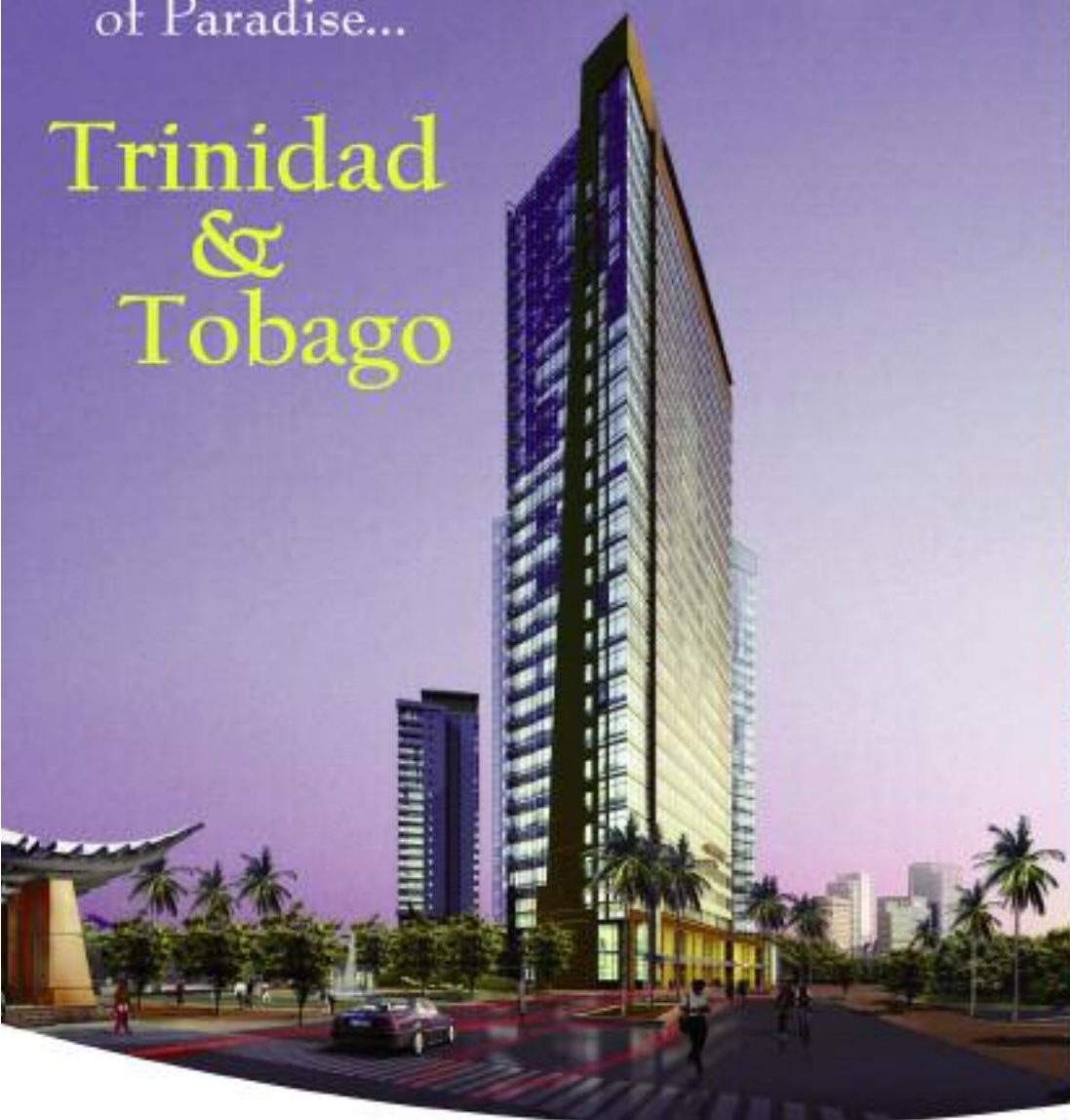
diversity and integration seems seamless. After all, where else can you find a mosque – a place of Muslim worship – and a mandir – Hindu temple situated peaceably next to each other? While locals bask in the numerous public holidays for religious festivities such as Divali, Eid, and Christmas throughout the year, these national festivities signify something greater – an appreciation for the many lineages to places such as Africa, East India, China, Syria, Latin America, Spain, France, and England, and nothing on this twin-island destination can hide these influences.

Trinidad's restaurants are reflective of the country's multi-ethnic makeup, and include A La Bastille (French cuisine), Il Colloseo (Italian), Apsara (Indian), Tamnak Thai (Thai), and Veni Mangé (Creole). Additionally, smaller eateries such as Woodford Café (Creole) and Irie Bites (Jamaican) add to the country's gastronomic range. Visitors can also sample the street cuisine in another district of Port of Spain – St. James. Tobago can also boast of its gastronomy with finger-licking dishes like mahimahi and herb-infused rice in Bonkers or indigenous cou cou (likened to a cornmeal pudding) and callaloo (a spinach and ochra stew) on Storebay Beach.

The duality of metropolitan hustle and bustle, and the secluded-island serenity of this twin-island destination provide rich experiences to fill any travel journal. Whether you seek the spotlight of Caribbean excitement or utter relaxation, Trinidad and Tobago has endless ways in which to charm travellers and make you fall in love with travel and tourism all over again.

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of Paradise...

Trinidad & Tobago



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Growing together with the FCCA Member Lines

By Charles Carvalho Sr., President & CEO - Trinidad and Tobago Sightseeing Tours

It gives us great pleasure to highlight our successes over the years as a major provider of services to the growing cruise industry. When Trinidad and Tobago Sightseeing Tours opened its doors to the traveling public we started off as a basic tour operator offering our services to the hotels with a variety of tours that were all specifically designed by our highly dedicated and knowledgeable staff.

When we commenced operation the cruise industry was never on our minds as Trinidad and Tobago was not then a serious player in the industry causing us to concentrate more on the hotel industry. However, it was by luck through the marketing of our services internationally that we discovered that there was a need to take a closer look at all the possibilities that Trinidad and Tobago can benefit from in the tourism industry and the cruise industry stood out with us having to handle Royal Viking Cruises as our first cruise line with a series of scheduled calls to Port of Spain, Trinidad. We were successful in delivering on our promises, quality, innovations, value for money to name a few. This then extended to Sitmar Cruises which was eventually bought by Princess Cruises and we have been handling the Princess brand for the last 24 years. We have to add that being an Associate Member of the Florida-Caribbean Cruise Association has contributed greatly to our growth in the Cruise Industry. It is through this association our business has blossomed into the success it is today.

However, when the FCCA started its Conferences fifteen years ago this is when we saw even more growth in the

industry. Being a member since then it gives us a tremendous amount of opportunities to network with industry partners throughout the region learning more of the industry's ever-growing requirements as well as having a direct link to many top level Cruise Executives on a regular basis through these annual Conferences and at SeaTrade. It is through these close relationships our company's growth from handling one (1) cruise line to twenty six (26) of the world's best including the entire Carnival Group, RCCL/Celebrity Azamara, NCL, P & O Carnival UK, Ocean Village to name a few.

As I have said in the past to many top cruise executives and would continue to say, as the cruise industry expands we would also expand and grow with the industry that allows us to share with our tour guides, taxi drivers, bus drivers, handy-craft entrepreneurs, restaurants, folklore groups, boat operators, shops in the city and malls the revenue generated from such an industry. We are, therefore, happy that the FCCA Member Lines have entertained us throughout the years by scheduling their vessels to our three ports of call in Trinidad and Tobago such as Port of Spain, Trinidad – Scarborough, Tobago and Charlotteville, Tobago. This must have given our service providers a boost to their overall returns on their investments and it is by these ongoing working relationships we have with the Florida-Caribbean Cruise Association and their Member Lines that we are able to strengthen our own working relationship with these service providers who so eagerly look forward to the beginning of each season every year.

Trinidad & Tobago the other side of the Caribbean

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Count Down to Guaymas First Cruise

The city of Guaymas (Mexico), led by its mayor Antonio Astiazaran has installed a “countdown to the first cruise arrival” clock in the heart of downtown, this in an effort to remind the community the time remaining to the first cruise arrival to this port located on the Sea of Cortez. The city government along with the port authority (API Guaymas) and the Sonora state tourism office have worked very hard for the better part of two years in getting the town ready to enter the cruise industry as a new destination on Mexico’s Sea of Cortez.

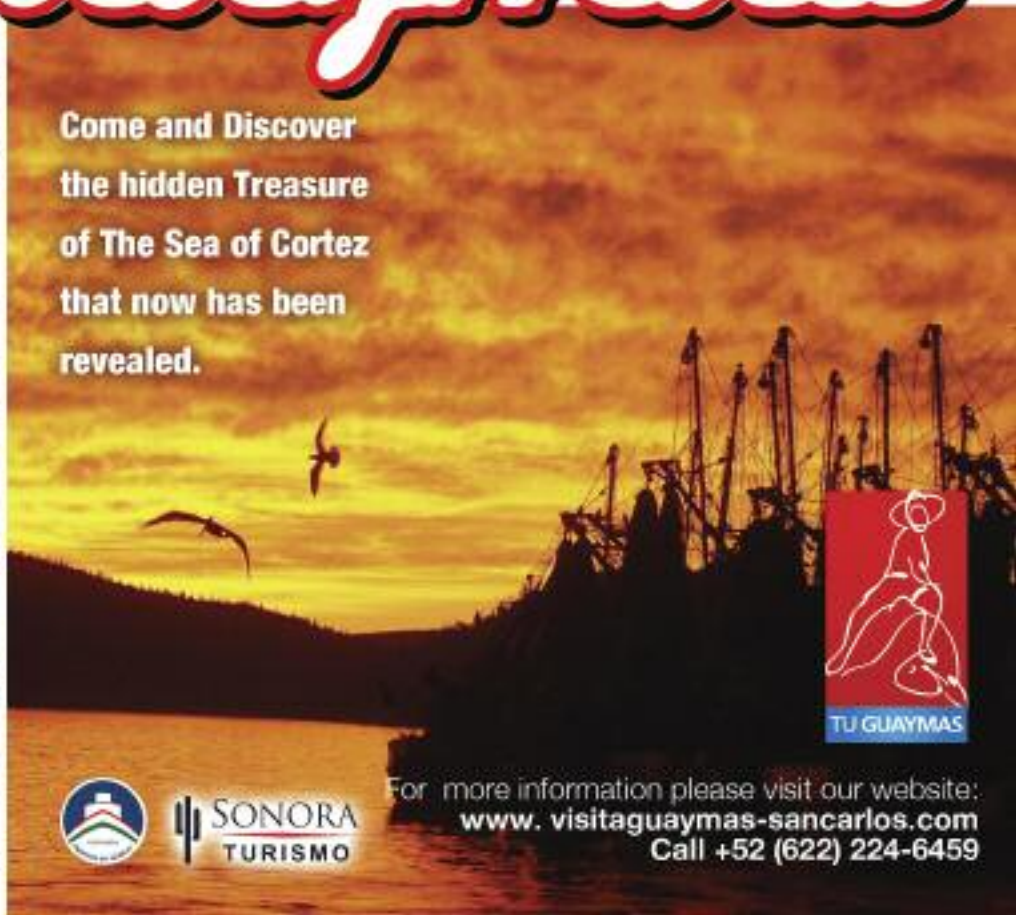
The countdown was unveiled during a ceremony on July 8, 2008, the 100th day remaining for the October 16, 2008 arrival of Holland America’s *Ryndam* that departs San Diego, California on October 12 for a 10 day Mexican Riviera and Sea of Cortez voyage that also includes destinations Cabo San Lucas, Loreto, Topolobampo (Copper Canyon), Mazatlan and Puerto Vallarta.

Guaymas efforts to become a major cruise destination include building a new cruise-only pier and terminal building which will be ready by the end of September in time for the October arrival, as a matter of fact the pier is complete and ready to start receiving cruise ships and the terminal building is at a 80% completion. Also the authorities have embarked on a very ambitious training program, that includes history, service and English lessons for the city’s police force; service and food handling courses for waiters and cooks; FCCA’s excellence in service program for service providers; FCCA’s taxi pride program for cab drivers; and they have worked in small business training seminars, that include how to open a SB, how to do a business plan, accessing SB loans, etc. All in all up to date over 1100 people have participated in these training programs, all geared to getting ready for their city’s first cruise arrival in October.

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A photograph of three people dressed as pirates on a catamaran. The person on the left wears a red bandana and a grey vest over a white shirt. The person in the middle wears a black bandana and a white shirt. The person on the right wears a white bandana and a purple jacket. They are all smiling and posing for the camera. In the background, there is a body of water, a dock, and some buildings.

Pirates! Catamarans

Hop On, Hop Off Shopping

Over the last thirty years, St. Thomas has become known for its great duty-free values in jewelry, watches, cameras, crystal, china, liquor and more. The quaint downtown area, where alleys and streets are packed with stores located in the converted warehouses left over from the days of pirates in the late 1600's to early 1700's, are witness to thousands of passenger per day as they search for bargains.

Today, St. Thomas is truly a shopper's paradise. There are literally hundreds of stores that border the harbor. To the East, near the West Indies Company Cruise Ship Dock, there is Havensight Mall, Port of Sale, Al Cohen's Mall and new Yacht Haven Grande. In the middle is the capital of Charlotte Amalie and to the West, adjacent to the recently refurbished Crown Bay Cruise Ship Dock, is the new Crown Bay Center. All of these areas have unique, local shops as well as the larger and better known stores such as Diamonds International, Little Switzerland, Cardow and so on. The distance from one side to the other is only three miles. Unfortunately, it can take an hour in bumper-to-bumper traffic to travel this distance on a busy cruise ship day.

A typical port call averages about 6-8 hours. Often, the first hour is spent clearing US Customs if the ship came from a foreign country. Once off the ship, visitors wishing to shop are directed into taxicabs, often made to wait while the taxis are filled to capacity. Cruise ship passengers can feel rushed for time during their visit and anxious about getting back to the ship in time for departure.

For the first time, cruise ship visitors arriving to St. Thomas have a choice in the way they travel between the shopping areas that border the picturesque harbor of Charlotte Amalie. Pirates! Harbour Tour, Inc. has blended a unique and entertaining tour with an efficient, safe and economical way to travel throughout the harbor.

The tour operates a fleet of brand-new, 49 passenger, US Coast Guard certified power catamarans. These vessels are

crewed by costumed pirates that enchant you with tales of pirate lore during your voyage. The boats are full of special effects like cannons that shoot smoke and huge subwoofers under the seats that rattle your bones when the cannons are fired. The boats have high-resolution vinyl graphics depicting sea monsters and skeleton pirates on the hulls. A professional writer provided a 25-page script that is taught by a professional acting coach to the crewmembers. Each boat is named after a real life pirate ship and is captained (as the tale is told) by a distant relative of the real pirate that sailed the ship 300 years ago.

Upon descending the gangway of the cruise ship, a pirate greets the tour passengers and directs them to the boats. Once there, another shoreside pirate issues them a wristband. This wristband gives the passenger access to all the boats traveling between all the shopping districts throughout the day. Upon boarding, the new passengers are sworn in as pirates and are entertained during their travels by the "Captain" of the vessel. The unique twist on Pirates! is that the US Coast Guard licensed captain – the one driving the boat – is the "Quartermaster". His or her crewmate, is the "Captain" of the vessel and directs his quartermaster when to leave the dock, where to go, when to shoot the cannons at enemy ships and so on. Pirates! is probably the only tour where you'll see the crewmember ordering his boss around!

Pirates! is a great way to compare prices in the different shopping areas without the passenger needing to reach into his pocket to pay for another taxi fare. Each leg of the tour takes only 15 minutes. The boats are on a set schedule, so the passenger knows exactly how long it will take them to return to their ship.

St. Thomas is one of the best places to shop in the Caribbean and Pirates! is the fastest, most entertaining and stress-free way to get to all the shops.

Get To Know The Savvy Professionals At Premier Destination Services Of The U.S. Virgin Islands

To celebrate excellence, encourage creative thought, strengthen professional bonds, enhance morale, reward loyalty, applaud dedication, or to motivate success — these are just a few reasons forward-thinking firms host seminars, incentive events and executive getaways in the Caribbean. What an exquisite part of the world to inspire positive life-changing experiences!

In an economy where all eyes are on American ingenuity, what better time to focus on the United States Virgin Islands? This exotic U.S. territory offers the obvious conveniences of a common language, currency and government. Combine those elements with idyllic weather, sweet sandy beaches, lush natural landscapes, tranquil seas and historical intrigues. You now have the best of all worlds. The U.S. Virgin Islands truly is a spectacular place to inspire confidence in a thriving firm's leadership and direction. An added bonus — no passport is required for U.S. citizens traveling to the territory from the mainland.

But how does a company go about planning such far-reaching events? To ensure every moment will be perfection from start to finish, St. Thomas entrepreneur Tom Hoffman believes he has the answer. Successful corporate events — hosted West Indian style — are his specialty and he is passionate about his work. Simply put, when it comes to destination services in this part of the globe, Tom Hoffman has become 'the expert of experts.'

As proprietor and Chief Executive Officer of aptly named Premier Destination Services of the U.S. Virgin Islands, Tom offers a friendly, knowledgeable, hands-on approach with each and every client. Along with personable Chief Operating Officer, Susan Lysaght, the Premier Destination Services executive staff comes to the table with decades of professional experience.

"My job is to make everyone smile," said Tom enthusiastically. With a gleam in his eye, he added, "Susan and I absolutely love what we do. I believe that's the key ingredient to success in this business."

Long-time island residents, Tom and Susan are totally in tune with the most appropriate locations, goods, services and resources available. Budgetary considerations are not merely respected but skillfully managed. Adept at going above and beyond the norm, Tom, Susan and the entire hospitality team are known for providing creative ideas and unique solutions — even at a moment's notice.

From selecting the most appropriate venues to arranging flawless programs and handling logistics down to the smallest details,

Premier Destination Services does it all. "We don't just fulfill requests, we anticipate your every need," said Tom.

Should a group of 20 desire comfortable conference rooms with state of the art audio-visual equipment, Premier Destination Services has the situation covered. On the other end of the spectrum, a group of 400 may be in need of private jet travel, gala dining experiences, live entertainment, events with special themes, team-building activities, boating and walking tours, shopping excursions, and golf outings. One call to Premier Destination Services does it all.

Ask island residents about Premier Destination Services. Those in the know will share that the celebrated enterprise also provides ground operations and shore excursions for patrons of Wind Star Cruises. Their romantically styled WindSpirit motor sailing cruise ship regularly turns heads when entering the harbor.

"I've been in love with the Virgin Islands since the first time I laid eyes on this beautiful place 28 years ago," said Tom. "There is nothing I enjoy more than hosting visitors to my tropical home."

For additional information, visit:
www.premierdestinationservices.net or call 340-714-1737.



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Swiss Travel - A New Window of Opportunity Opens



By Emilia Gamboa, President, Swiss Travel

A lot has been said about the benefits the cruise industry brings to the local communities serving the cruise lines. Also a lot has been written about the issues that, to some people are not so positive. It is common to find pros and cons and as in any other activity, I am sure there are. However, I feel the approach we can give to the industry can make the difference.

Two years ago, Swiss Travel was certified by the local Tourist Authority as a Certified Operator on Sustainable Tourism, and with this certification, a new window was open; with a stronger conscious on our daily operation, new tours and new approaches have been reached.

One of the most repeated arguments by those who only see the cons of anything, has been that the benefits of the shore excursions were reduced to a small number of big companies and local communities usually don't really see a direct and positive impact from such operation. I would like to share our experience of working together with a local Art Cooperative in one of the small villages, near Puntarenas, where we take one of our tours. This group of local craftsmen and craftswomen produced a number of souvenirs and art pieces that had little to no market. We found there, an opportunity to not only offer our cruise ship guests a new option, but most important to bring benefit to local communities. The idea evolved through the time, and only on this past season we took to the central park of this small com-

munity over 8000 guests, who directly bought their gifts from the "factory", leaving 100% of the income in a local group of people, who has been able to grow and start new projects, such as Work Shops for new associates, cultural events and slowly but steadily have felt one of the so many benefits we all can bring. The experience has been incredibly rich, as the entire community, including those who are not part of the Cooperative and do not sell their product, also come to the park and enjoy the local folk dances and masquerades being performed for our guests. The Cruise Ship business - shore operation – cannot be seen as an independent activity, it must be part of the host city ports, towns and countries.

There are many ways of how we can contribute to improve the lifestyle, especially of these rural communities, where investment is limited, and so are job opportunities.

It is our responsibility to perform our operations, taking into consideration our port's local inhabitants. Our activity is an activity for and by people and only by incorporating local labor and communities, we can guarantee a sustainable activity for the future. It is necessary that the industry as a whole, realizes the impact it can have on many people around the globe, and it is our duty as local providers, to integrate as many players as possible and create successful productive chains in our local grounds.

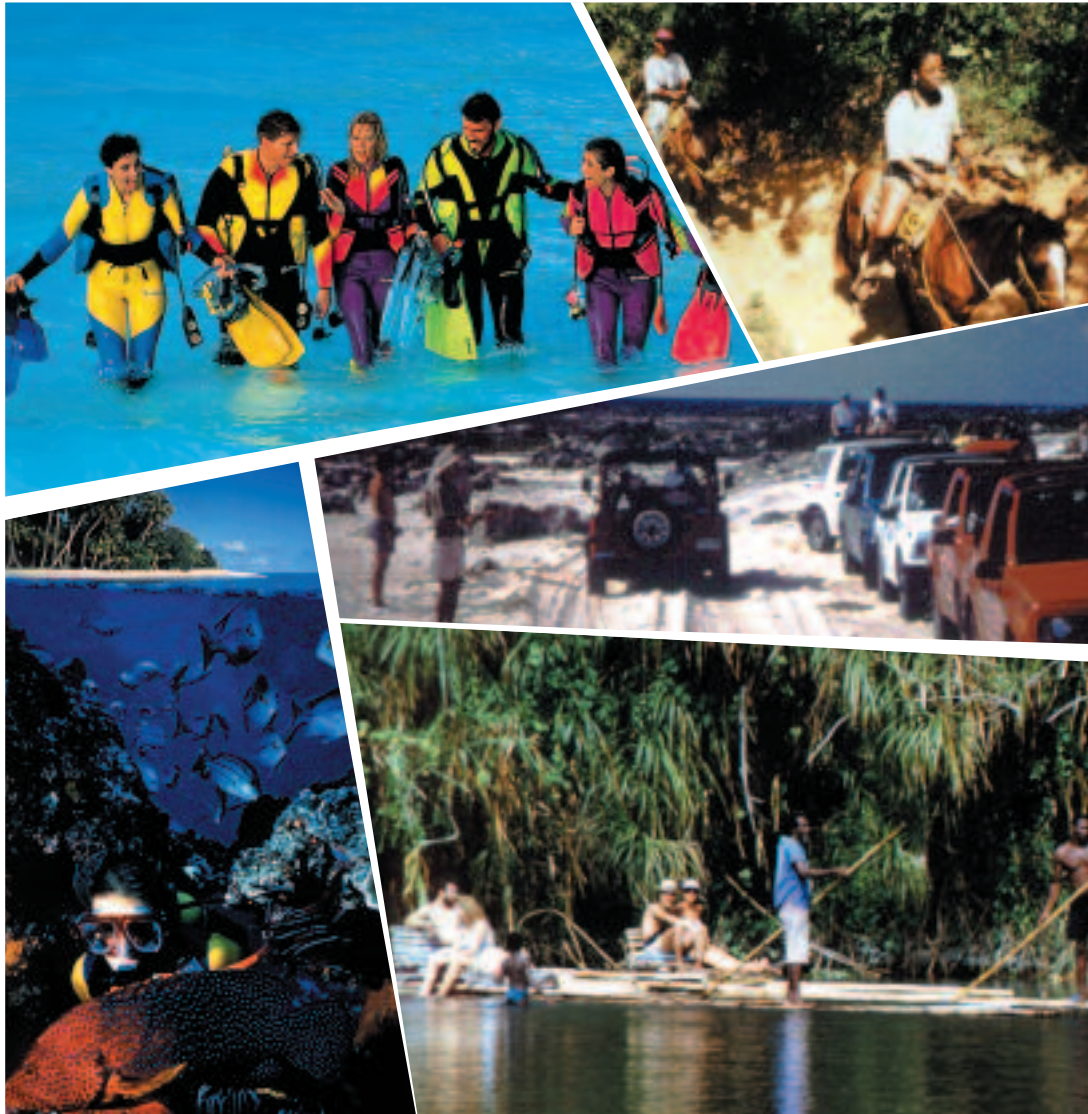


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Curaçao: One of the First Platinum Members of the FCCA

The harbor of Curacao represents the artery of the island's economy because it gives the golden opportunity to connect Curacao with the rest of the world.

The Curacao Ports Authority (CPA) is the company that leads the steering wheels of the harbors of Curacao; it was founded on December 1981 with the main purpose to administer the harbors commercially and to create the necessary conditions to develop further and to promote sufficient economic activity for the island. As the shipping and cruise industry was growing throughout the years, CPA has managed to choose strategically its position by continuously improving their services and intensifying the marketing efforts. A good example of this is the building of the Mega terminal in 1997 outside the port, due to the fact that the channel of the main port is 130.8m and the bridge over the port is 55m, while the depth of 15.24 – 24.07m is an aspect we don't have to worry with in Curacao, with the capacity to handle the so called mega cruise ships. This has given the port the tremendous opportunity to keep up with the industries, especially the cruise industry where the ships are getting bigger. Curacao is ready to receive the genesis class ships. Curacao is a port where all ship can call. Curacao principally provides facilities and services. We have in effect three main tasks:

- smooth, safe handling of shipping traffic;
- making state-of-the-art business site and infrastructure available;
- preparing the way for future developments.

The promotion of business activity – means however that we cannot restrict ourselves to simply providing facilities and services. We develop also initiatives in a large number of fields. We developed a plan, which contribute towards the further development of Curacao and consequently trade and industry.

The CPA, together with its subsidiaries Curacao Pilots Organization and Curacao Towage Company, has been man-

aging to keep up with the ISO certification thanks to the excellent services given throughout the years by these companies. Especially CPA and the Curacao Towage Company (KTK) is making great international achievements, with not only towing jobs in the region but also in the Pacific.

CPA was and still is one of the first Platinum members of the FCCA. The first Mega Pier of Curacao was designed in cooperation with the technical department of the FCCA which resulted in a product that all the cruise partners were and still are very satisfied with it.

Being a member of the FCCA; it is a forum to meet cruise line executives, who share their insights on this exciting industry. It is for sure a great way to improve the partnership between cruise facilities and the cruise lines they serve.

It is a great opportunity to mingle with both the cruise line partners and also to forge relationships and friendships with your fellow port cruise facility owners and operators and share our experiences and best practices. Realizing all this, the CPA is not only a member of the FCCA but the Managing Director of the Curacao Ports Authority as an active member of the American Association of Port Authorities, is Presiding the AAPA's Cruise Committee, emphasizing the importance of the cruise industry to our island Curacao.

At the last Seatrade Cruise and Shipping convention in Miami where CPA was a strong participant, there were several issues discussed regarding the Caribbean as a cruise destination. The executives of CPA who participated at this convention observed that the cruise executives were a bit concerned about the market development of the Caribbean by pointing out that they are missing the "wow" –effect in the Caribbean. CPA is working together with it's mayor cruise partners to create this 'wow' affect on Curacao which can lead to new products and an improved positioning of the island on the cruise market.

FCCA Platinum Associate Member Listing

Administracion Portuaria Integral de Progreso, S.A. de C.V.

Mexico
Alberto Reyes
stames@puertosyucatan.com
011-52-969-935-1475

American Guard Services, Inc.

USA
Sherif Assal
sherif@americanguardservices.com
310-645-6200

Antigua Pier Group Ltd.

Antigua, B.W.I.
Cameron Fraser
avonelleapg@candw.ag
268-481-7544

Appleton Estate Rum Tours

Jamaica
Judy Schoebein
appleton@infochan.com
876-963-9215

Aruba Ports Authority

Aruba, N.A.
John Seraus
aruports@setarnet.aw
011-29758-26633

Bel-Cruise Company Limited

Belize, C.A.
Antonio Novelo
d1417738@yahoo.com/ tncruises@yahoo.com
011-501-227-2255

Belize Tourism Board (BTB)

Belize, C.A.
Lloyd W. Enriquez
lloyd@travelbelize.org
011-501-227-2420

Bermello-Ajamil & Partners, Inc.

U.S.A.
Mark Ittel
mittel@bermelloajamil.com
954-627-5106

Bridgetown Cruise Terminals, Inc.

Barbados, W.I.
Rovel Morris
rmorris@bridgetowncruiseterminals.com
246-431-0386

Business Research & Economic Advisors (BREA)

USA
Andrew Moody
moody@breanet.com
610-524-5973

Canaveral Port Authority

U.S.A.
Robert Giangrisostomi
bobbyg@portcanveral.org
321-394-3251

Caribbean Cruise Shipping & Tours Ltd.

(CCS Tours)
Jamaica
Lee Bailey
ccstours@cwjamaica.com
876-952-2007

Cayman Islands Department of Tourism

Cayman Islands
Sharon Banfield
sbanfield@caymanislands.ky
345-949-0623

CH2M Hill Ltd.

U.S.A.
David Mock
dmock@ch2m.com
561-904-7400

Chancla Tours dba Tropical Tours - Mexico

Mexico
Sunny Irvine
sunny@tropicaltours.com/cabo@tropicaltours.com
011-52-624-143-4092

Chukka Caribbean Adventures

Jamaica
Paola Byles
cruise@chukkacaribbean.com
876-371-0965

CMP Princeton Inc.

U.S.A.
Michael Kazakoff
mkazakoff@cmpprinceton.com
609-759-4700 ext. 319

Colombian Government Trade Bureau - Proexport

U.S.A.
Camilo Duque
cstewart@proexport.com.co
305-374-3144

Continental Shipping

Puerto Rico
Jose Busto
operations@continentalshipping.com
787-725-2532

Coordinacion de Servicios Maritimos

Mexico
Arturo Musi
jmusi@prodigy.net.mx
011-52-612-124-0338

Corporacion de Costas Tropicales - Colon 2000

Republic of Panama
Augusto Terracina
augusto@colon2000.com
011-507-227-2000

Cox & Company Limited

St. Lucia, W.I.
Matthew Beaubrun
mbeaubrun@coxcoltd.com
758-456-5000

Cruise Ship Excursions Inc.

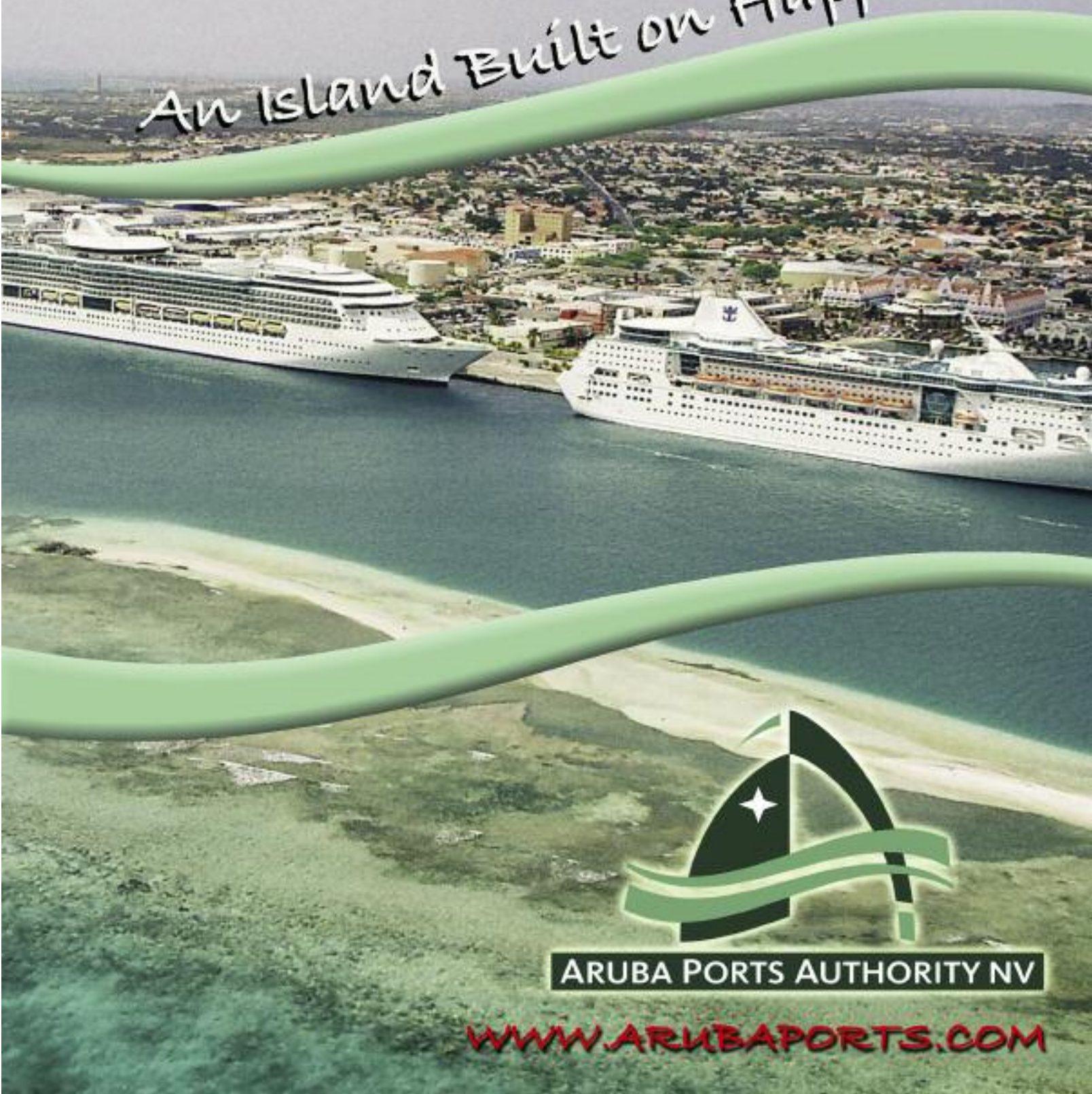
USVI
Judy Reeve
csxshell@viaccess.net
340-775-5055

Curaçao Ports Authority

Curaçao, N.A.
Richard Ramirez
cpamanag@curports.net
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340-776-8660 ext. 105

Discover Mexico

Mexico
Marcos Martinez
marcosmtz@discovermexico.org
011-52-987-857-2820

Dolphin Cove Limited

Jamaica
Marilyn Burrowes
mburrowes@cwjamaica.com
876-974-5335

Dolphinares/Tagepa S.A. de C.V.

Mexico
Annika Bratt
annikabratt@comcast.net
305-774-1448

Dominica Air and Sea Ports Authority

Dominica, W.I.
Benoit Bardouille
bbardouille@hotmail.com
767-448-4431

Elite Golf Cruises, LLC

U.S.A.
Rick O'Shea
roshea@elitegolfcruises.com
954-382-9611

**Empresas Turisticas Nacionales
S.A. de C.V. dba Playa Mia Beach Park**

Mexico
Rogelio Molina
rmolina@playasol.com.mx
011-52-987-87-29030

Ensenada Cruiseport Village SA De CV

Mexico
Javier Rodriguez
rodriguez.javier@enseit.com
011-52-646-178-8801

Esperada Holdings Company Inc.

U.S.A.
Jim Bass
esperadaholdings@gmail.com
512-863-5086

FMT Canada, Inc. Canada

Anders Frick
andersgfrick@fmta.ca
416-252-9378

Fort Street Tourism Village Ltd.

Belize, C.A.
James Nisbet
jnisbetfstv@btl.net
011-501-223-7786

Freeport Harbour Company (Bahamas)

U.S.A.
Charmine Hall
hall.charmaine@fhc.com.bs
242-688-8507

Fun Sun Inc.

Dominica, W.I.
Norman Pennycooke
funsuninc@cwdom.dm
767-448-6371

Fury Catamaran Mexico

Peter Norquoy
peternorq@aol.com
operations@fury-catamarans.com
011-52-987-872-5145

**G.T.C.M Groupement du Tourisme de
Croisiere de la Martinique**

Martinique
Olivier de Reynal
dereynal@plissonneau.com
cabrina-mockli@sasi.fr
011-596-596-638183

Gray Line Mundo Maya

U.S.A.
Jill McCall
fccca@graylineguatemala.com
561-503-1721

Guatemala Tourist Commission

Guatemala, C.A.
Ana Smith
asmith@inguat.gob.gt
011-502-2421-2808

H.H.V. Whitchurch & Co., Ltd.

Dominica, W.I.
Gerry Aird
whitship@cwdom.dm,
shipping@whitchurch.com
767-448-2181

Halcrow

U.S.A.
Mike McFadden
mcfaddenmp@halcrow.com
561-745-6941

Harbor Bunkering Corporation

Puerto Rico
Fernando Rivera
fernandorivera@hughes.net
787-723-1182

Honduras Institute of Tourism

Honduras
Mario Aguirre
hondurastourism@aol.com
305-461-0600

Huggins Tours Inc.

Grenada
George Menezes
hugship@caribsurf.com
473-440-2032

Jacksonville Port Authority

U.S.A.
Anthony Orsini
tony.orsini@jaxport.com
jill.mashburn@jaxport.com
904-630-3020

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Mobile Alabama Cruise Terminal

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Sheila H. Gurganus
sgurganus@shipmobile.com
251-338-7447

Mobile Bay Convention & Visitors Bureau

U.S.A.
Leon Maisel
lmaisel@mobile.org
251-208-2000

MV Cozumel S.A. de C.V.

Mexico
Rafael Aguirre
conmera@infosel.net.mx
011-52-998-883-2995

Operadora Aviomar

Mexico
Octavio Molina
omolina@aviomar.com.mx
aviomarcruise@prodigy.net.mx
011-52-987-872-0588

Panama Canal Railway Company

Panama
Thomas Kenna
tkenna@panarail.com
011-507-317-6070

Panama Ports Company, S.A.

Panama
Alejandro Kouruklis
pmartin@ppc.com.pa
011-507-232-6025

Panama Tourism Bureau (IPAT)

Panama
Ruben Blades
acastro@ipat.gob.pa,
kguardia@ipat.gob.pa,
cfnordstrom@ipat.gob.pa
011-507-226-7000

Panoff Publishing, Inc. (Porthole Magazine)

U.S.A.
Bill Panoff
bpanoff@ppigroup.com
954-377-7777

Park West Gallery

U.S.A.
Albert Molina
amolina@parkwestgallery.com
305-817-6400 ext. 2005

Paul Chang & Associates

Jamaica
Paul Chang
paul_chang@cwjamaica.com
876-972-0817

Pelicanos Tours S.A. de C.V.

Mexico
Sergio Briceno
sergiobv@pelicanostours.com.mx
011-52-987-869-1144

Port Everglades

U.S.A.
Carlos Buqueras
portevergladescruise@broward.org
954-523-3404

Port of Galveston

U.S.A.
Steven Cernak
scernak@portofgalveston.com
409-766-6105

Port of Houston Authority

U.S.A.
Kay Adams
kadams@poha.com
713-670-2670

Port of Los Angeles

U.S.A.
Christopher Chase
cchase@portla.org
310-732-3840

Port of Miami

U.S.A.
Bill Johnson
alcu@miamidade.gov
305-371-7678

Port of New Orleans

U.S.A.
Robert Jumonville
jumonviller@portno.com
504-528-3230

Port of Norfolk, Virginia

U.S.A.
Stephen Kirkland
stephen.kirkland@norfolk.gov
757-664-1048

Port of San Diego

U.S.A.
Rita A. Vandergaw
rvanderg@portofsandiego.org
619-686-6200

Promociones Turisticas Mahahual - Puerto

Costa Maya Mexico
Cesar Lizarraga
clizarraga@puertocostamaya.com
mexicoclg@yahoo.com
011-52-998-267-7700

Puerto Rico Tourism Company

Puerto Rico
Terestella Gonzalez
tgonzalez@prtourism.com
787-721-2898 / 787-721-2400

Royal Marine Insurance Group

U.S.A.
William Roversi
bill@RMIG.US
305-477-3755 ext 211

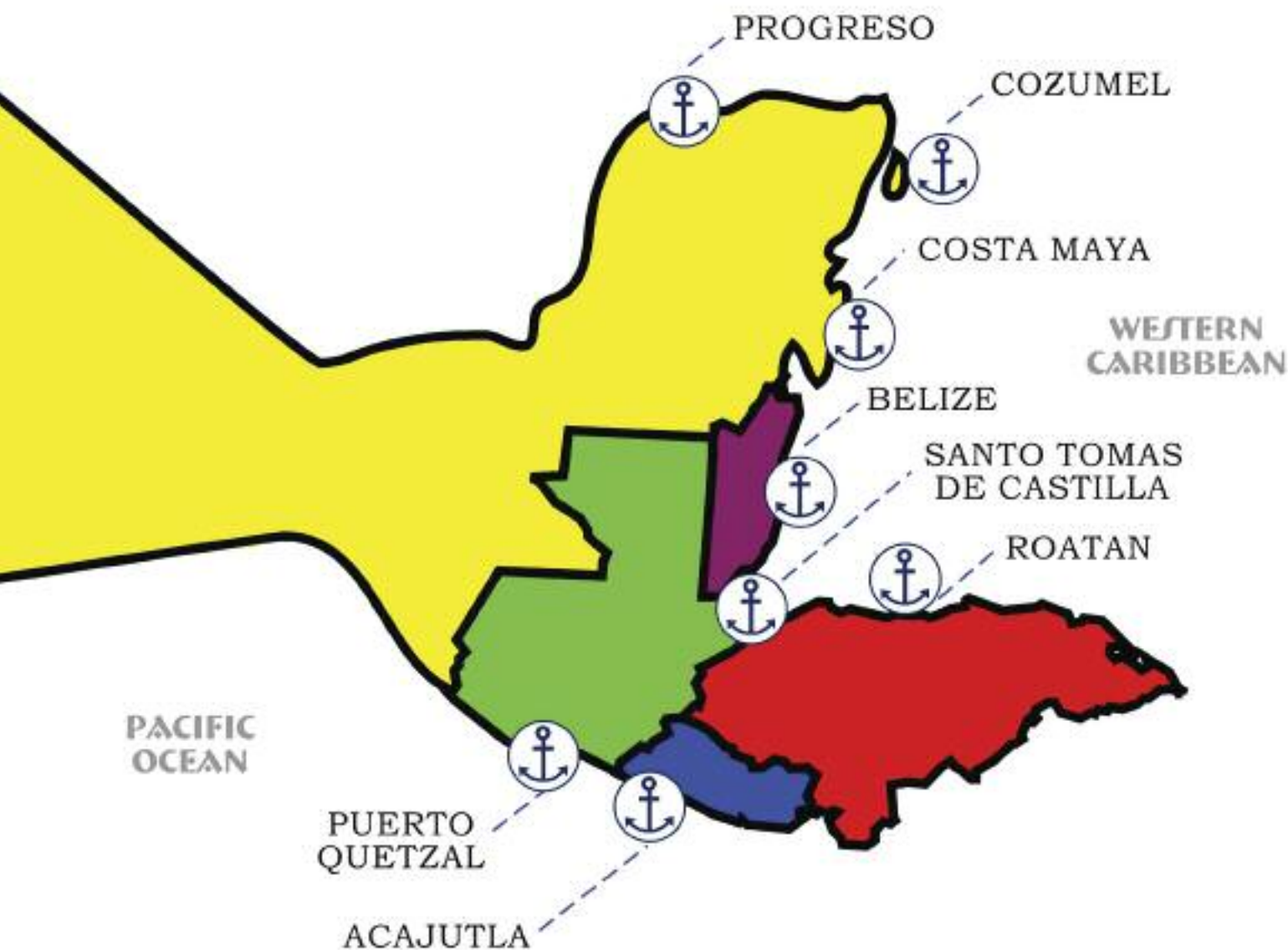
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St. Maarten
Brenda Wathey
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John Flynn
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jflynn@sanddollarsports.com
011-52-987-872-0793

Secretaria de Turismo del Estado. de Sinaloa

Mexico
Melissa Coppel
lissybernal@yahoo.com
011-52-669-981-8883-8887

Secretaria de Turismo

Dominican Republic
Felix Jimenez
fjimenez@sectur.gov.do
809-221-4660 x 2202 or 2306

Sociedad Portuaria De Cartagena

Colombia
Giovanni Benedetti
csamudio@sprc.com.co
011-575-650-2209/650-2232

Sonora Tourism Office

Mexico
Enrique Fontes
jfontes@sonoraturismo.gob.mx
011-52-662-289-5800 ext. 105

SSA Mexico SA de CV

Mexico
Ted McKevelin
Ted.McKevelin@ssamexico.com
011-52-55-5-482-8200

St. Christopher Air & Sea Ports Authority

St. Kitts
Errol Douglas
errol.Douglas@scaspa.com
869-466-5560

St. Lucia Air & Sea Ports Authority

St. Lucia, W.I.
Sean Matthew
matthews@slaspa.com
758-452-2893

St. Maarten Harbor Cruise Facilities, N.V.

St. Maarten
Mark Mingo
Smpa1shh@sintmaarten.net
011-5995-42-2307

St. Maarten Sightseeing Tours

U.S.A.
Samir Andrawos
laconm@caribresorts.com
sxmsightseeing@caribresorts.com
954-653-0081

St. Thomas Skyride/Tramcon Inc.

USVI
Pamela Balash
mpridham@gmail.com
340-774-9809

Suburban Transportation

U.S.A.
Teresa Ondrejcek
Teri@sstn.com
440-998-3118

SXM Tender Services N.V. (Bobby's Marina)

St. Maarten
Bobby Velasquez
sirbobby@bobbysmarina.com
011-5995-422366

Tampa Port Authority

U.S.A.
Greg Lovelace
glovelace@tampaport.com
813-905-5123

The Original Canopy Tour - OCT Enterprises Ltd.

USA
Rick Graham
rgraham@canapytour.com
rick@canopytour.com
305-433-2241

The Port of Philadelphia & Camden

U.S.A.
Kate McNamara
kmmcnamara@drpa.org/cmdejohn@drpa.com
856-968-2052

The Rendezvous Tour Company

St. Martin
Ian Gurr
rendezvoustours@hotmail.com
011-590-590-877-922

The West Indian Company Ltd.

USVI
Edward Thomas
ethomas@wico-ltd.com
340-774-1780 x202

Tobago House of Assembly-Dept. of Tourism

Tobago
Henry Yaniz
hyaniz@bellsouth.net
786-543-4249

Tropical Shipping

U.S.A.
Kenia Castillo
kcastillo@tropical.com
305-805-7678

ULTRAMAR

Mexico
German Orozco
arturo@granpuerto.com.mx
011-52-998-843-2011

Virgin Islands Port Authority

USVI
Darlan Brin
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Santa Marta,

An Undiscovered Destination for Tourist....

Located on the northeastern of the Caribbean coast of Colombia and at the foothill of the highest coastal mountain range in the world, "La Sierra Nevada", Santa Marta has a dry climate with an average temperature of 82°F and a population of 410,309 friendly people. Founded in 1525 by Rodrigo de Bastidas, it is the oldest city on continental America, providing visitors a mix of history, Indian cultural heritage, charming people and an extraordinary diversity of landscapes and beaches.

The city proudly displays the signs of its past represented in ancient buildings and military constructions, including la Quinta de San Pedro Alejandrino, an 18th century villa where the Liberator Simon Bolivar died in 1830. Today the villa is divided in three main tourist attractions: the main house, which maintains its original from and period pieces, a second house remodeled to accommodate the Bolivarian Museum of Contemporary arts and the Tayrona Museum.

Those seeking cultural Indian heritage will find La Ciudad Perdida ('Lost City') a 14th century city built high in the Sierra Nevada de Santa Marta, the world highest coastal mountain at 18,942 foot (5,775 meters), it is one of the largest pre-Columbian towns discovered in the Americas. Its stone constructions are a vivid reminder of the high level of cultural and architectural development of its builders.

Unexploited paradises are found nearby the city, where more than 3,000 hectares of land and coast forming the bays of The Parque Tayrona. In this national park and ecological preserve the bays named Neguanje, Concha, Cinto, and Arrecifes provide visitors a unique encounter with nature. Within the park is the important archaeological site of Pueblito where direct descendants of the ancient Tayrona Indians may be found.

In addition to the above attraction, Santa Marta provides cruise lines with a top of the line port. Located at latitude 11° 15' North and longitude 74°13' West, the port serves users 24 hours a day all year round, with seven docks with an average depth ranging from 40 to 80 feet and berths 94 to 250 meters in length. The Port of Santa Marta offers safe storage services at its warehouses and yards, and was the first Colombian Maritime Terminal Port to attain International Certification under ISO 9000.

In other words, what Santa Marta has to offer is a magical encounter where colonial history, archaeological and ecological sites, Indian heritage, and multicolored beaches mix to provide your passengers an opportunity to experience great diversity in a single place.

For more information on unique destinations in the Caribbean such as Cartagena, Santa Marta or San Andres please contact:
Camilo Duque Tel: (305) 372-9365 or duque@proexport.com.co



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 Island Village (Ocho Rios Beach Ltd.)

IVI Vallarta Tour & Travel, S.A. de C. V.
 IWW Island Networks Worldwide Inc.
 Jaguar Adventures Tours & Travel
 Jamaica Tours Limited
 Jamaica Zipline Adventure Tours
 Jasanay Limited
 JC Ocean Adventures
 JCAL Tours, Ltd.
 Jimmy Buffett's Margaritaville Caribbean
 Johns Hall Adventure Tour/Plantation
 Jones Travel Ltd.
 Josiah Tour Company dba J & S Tour Agency
 Jungla de Aventura del Atlantico
 JUTA Montego Bay Limited
 Karavan Turizm Seyahat Ve Nakliyat
 A.S./Karavanmar
 Karpaten Turizm Romaniaa
 Kayak Nature Tours, Ltd.
 Kelly's Tours at the Virgin Islands
 Kelly's Watersports
 Kim'Arrin Cruise Services
 Kirk Freeport Plaza Limited
 Knapsack Tours
 Kool Runnings Water Park
 Las Tortugas Adventures Inc.
 Lima Tours
 Lions Rental
 Mahinatur
 Malibu Beach Club & Visitor Centre
 c/o West Indies Rum Distillery
 Mangrove Ventures dba Virgin Islands
 Ecotours
 Marine and Services Ltd.
 Maritur Travel Planners S.A. de C.V.
 Maryland Port Administration
 Mase, Gassenheimer & Lara, P.A.
 Maxi Taxi Association
 Mayaguez-Las Marias Consortium
 Mesoamerica Travel S.A. - Honduras
 Metropolitan Stevedore Company
 Meyer Agencies Ltd.
 Micato - India
 Micato - Kenya
 Micato - South Africa
 Mifsud Brothers Limited
 Ministry of Tourism, Youths & Sports
 Montego Bay Chamber of Commerce and Industry
 MyExcursions.com
 National Ticket Company
 Native Way Watersports
 Nautical Diversions NV
 Nautilus Cayman Ltd
 Navigator Travel & Tourist Services Ltd.
 Nevis Tourism Authority
 New England Fast Ferry Company, LLC

VERAGUA RAINFOREST

RESEARCH &
ADVENTURE PARK

LIMÓN • COSTA RICA

With world-class facilities, astonishing natural beauty, and a commitment to conservation and scientific research, Veragua Rainforest is the place to visit if you want to get the most complete, exciting and educational Caribbean rainforest experience... and just an hour away from your ship!



VERAGUA RAINFOREST Research & Adventure Park is Costa Rica's newest tourist attraction. Located on a 1300-hectare (about 4000 acre) private reserve surrounded by 100% rainforest, the park is a buffer zone for La Amistad National Park ("Friendship National Park"), named so because it is shared between Costa Rica and Panamá.

The drive up to Veragua Rainforest will pass through the small but very charming towns of Liverpool, Blanco, Quito, and Las Brisas, where you will be able to get a closer look at rural Caribbean life in Costa Rica. In less than one hour from the Port of Limon, you will find yourself completely immersed in the breathtaking and vibrant rainforest with amazing panoramic views.

There are over 1000 feet of fully accessible (including wheelchairs) trails in the forest, numerous bird watching spots, adventure hikes in the mountain, its very own The Original Canopy Tour®, and almost every day you can see or hear monkeys in their natural habitat. Enjoy the rainforest, rain or shine!

Naturalist guides will lead you through live reptile, frog, and butterfly exhibits in an unparalleled interactive set-up, designed by the scientific expertise of the National Biodiversity Institute (INBio), a world renowned research and conservation organization.

You will then board an open-air gondola system that will take you on an enchanting ride through the canopy of the rainforest. As you pass by giant 300-year old trees on the way down

to the river bank, you will be surrounded by uninterrupted views of the virgin rainforest of the largest park in Central America, La Amistad National Park.

Upon reaching the river, you will be able to disembark and enjoy a leisurely stroll through the Trail of the Giants alongside the Victoria River. This trail was so named due to the gigantic trees that line it, and have watched over the river for centuries.

The expedition into the depths of the primary rainforest is capped off with a visit to the magnificent two tiered, 20-meter (60 ft) high Puma waterfall.

Your adventure includes a visit to the biological research station managed by the National Institute of Biodiversity (INBio). Here you will be able to experience the operations of the dedicated researchers and may even be lucky enough to witness the discovery of new plant and animal species, since INBio discovers a new species almost every day!

"We are a world-class sustainable development adventure & research reserve, whose mission is to offer each visitor the best tropical rainforest experience in the Caribbean Basin, with the highest quality of service, along with a firm commitment to support the development of the local communities and to promote education, research, and respect for the environment", mentioned Marti Jimenez, President of Veragua Rainforest.

Veragua Rainforest is sponsored by The Nature Conservancy and Conservation International.

For further information please contact info@veraguarainforest.com or visit www.veraguarainforest.com.

FCCA Associate Member Listing

New Orleans Plantation Country
 Nicaragua Tourism Institute
 Oasis Divers and Water Sports
 Oceans TV, Inc.
 Ocho Rios Mini-Boat Adventures
 Old Belize
 Old Fort Craft Market
 Old Town Trolley Tours of Key West
 Olde Towne Tours Inc.
 Olive Branch Tours
 On Deck Ocean Racing, LLC
 Onboard Media
 Operadora De Viajes Bahias Gemelas SA De CV
 Operadora Turistica Huatulco's DMC. SA de CV
 Oregon Tours
 Pacificortez Sailing S.A. de C.V.
 Page & Jones, Inc.
 Palaceda Tours
 Palangana S.A. de C.V. (Senior Frog's)
 Palm Services Ltd.
 Pampered Ponies Ltd.
 Panama Excursions S.A.
 Paradise Island Water Sports
 Paradise Key
 Pelican Adventures N.V.
 PH 12.6
 Pier B Development Corp.
 Pirate Ship Cruises of Cabo/Maritime
 Enterprises SA de CV
 Platinum Port Agency Inc.
 Port Authority of Trinidad & Tobago
 Port of Palm Beach
 Premier Destination Services, LLC
 Puerto Rico East - Go Karts Inc.
 R.H. Curry & Co. Ltd.
 Radisson Resort at the Port
 Rancho Buena Vista
 Rancho Tierra Bonita
 Rapsody Tours, Cruises & Charters Ltd.
 RC Travel
 Reid's Premier Tours Ltd.
 Resort Tours International
 Rhodes Hall Plantation Limited
 Rios Tropicales
 Roatan Island Tours
 Romney Associates
 Roza & Co.
 S.E.L. Maduro & Sons (Curaçao)
 Safari Tours (Bahamas) Ltd
 San Salvador FunTimes
 Sans Souci Ports (Port of Santo Domingo)
 Sarl Spring (Plantation Mont Vernon)
 SCAN SA
 Sea Mobile
 Sea Tours Co., Ltd.

Seahorse Sailing Adventures/Paradise
 Breezes Co.
 SeaScape Tours AB
 Secretaria De Turismo Y Proyectos
 Estrategicos Del Gobierno Del Estado De
 Chiapas
 Sendero Mexico, S.A. de C.V.
 Shell Seekers, Inc.
 Shotover Jet de Acapulco S.A. de C.V.
 SL Horsford & Co. Ltd.
 Sloper Enterprises Tobago Ltd.
 SMS Travel & Toursim
 Snorkel Safaris
 Snuba/Sea Trek
 Solar Tours & Travel
 South Carolina State Ports Authority
 South Shore Adventures
 Special Needs At Sea
 Spirit of the West
 Sportstour Turismo Ltda.
 St. Ann Chamber of Commerce
 St. Ann Development Company, Ltd.
 St. Kitts Scenic Railway, Ltd.
 St. Kitts-Nevis-Anguilla Trading & Dev. Co. Ltd.
 St. Lucia Heritage Tourism Programme
 St. Maarten Harbour Holding Co.
 St. Maarten Port Services N.V.
 St. Thomas Swimming Assoc., Inc.
 St. Thomas Taxi Association
 St. Vincent & The Grenadines Port Authority
 Stansfeld Scott Inc.
 Sullivan Shipping Services Limited
 Sun Beach Resort Limited
 Sunbury Great House
 Suncoast Investments / Y.S. Falls
 Sunsation Tours
 Sunshine Holidays Ltd. d/b/a/ Travel Unlimited
 Suntlet Tours Inc.
 Surfside AquaSports Ltd.
 Swex Company Bahamas Ltd.
 Swiss Travel Service
 Taber Tours Inc.
 Tabyana Beach
 Tall Ships
 TAM Travel Corporation
 Teach Tours, Taxi Service/Auto Rentals
 Team, Ports & Maritime S.L.
 TFL
 The Calypso Train Tours Ltd.
 The Caymanian Land and Sea Cooperative
 Society Limited
 The Indar Weir Travel Center
 The Port Authority of Jamaica
 The Sun Pillow, LLC
 The Tour Company Cayman Ltd.

Tlaloc Tours S.A. de C.V.
 Tobago Sea Kayak Experience
 Topsails Inc.
 Tour Adventures (Watapana Tours)
 Tour Guides Association of Puerto Vallarta
 Tourism Corp Bonaire
 Tourwise Ltd. dba Colorful Jamaica Ltd
 Transbalkan Travel Ltd.
 Transportation Services, of St. John Inc.
 Travel Executives
 Travel Experience
 Travel Marketing Services, Inc.
 Travelway Tourism and Shipping
 Treasure Isle Cruises, Inc.-Sea Safari Club
 Treasure Tours Limited
 Tri-Sport
 Trinidad & Tobago Sightseeing Tours
 Tropical Adventure Tours
 Tropical Quest Ltd.
 Tropical Tours
 Tropical Tours, S.A.
 Tropical Trail Rides
 Tui AG (All4Ships)
 Tura Turizm - Sea Mer Tours
 Turinter S.A.
 Turismo Caleta, S.A. de C.V.
 Turismo Cocha
 Turisport
 Turks & Caicos Tourist Board
 Ultramar Express Dominicana
 Union De Tronquistas
 United Shipping Company (Nassau) Limited
 United Tour Guides Co-op of Puerto Rico
 University of Central Florida/Rosen College of
 Hospitality Management
 V.I. Equicare
 V.I. Taxi and Tours and Travel Inc.
 Vacation Master Jamaica Ltd.
 Vallarta's Boutique Tequila Distillery
 Vanuatu Jet Ltd.
 Viajes Duran S.A.
 Viva Wyndham Resorts
 Voyager Travel dba Euro-American Tours
 Walkerswood Jerk Country
 Websters Tours, Ltd.
 White Camel Tours
 Wind and Sea Ltd.
 World Tours & Cruises Ltd.
 Wwave Ltd.
 Yellow Tourism Solutions N.V.

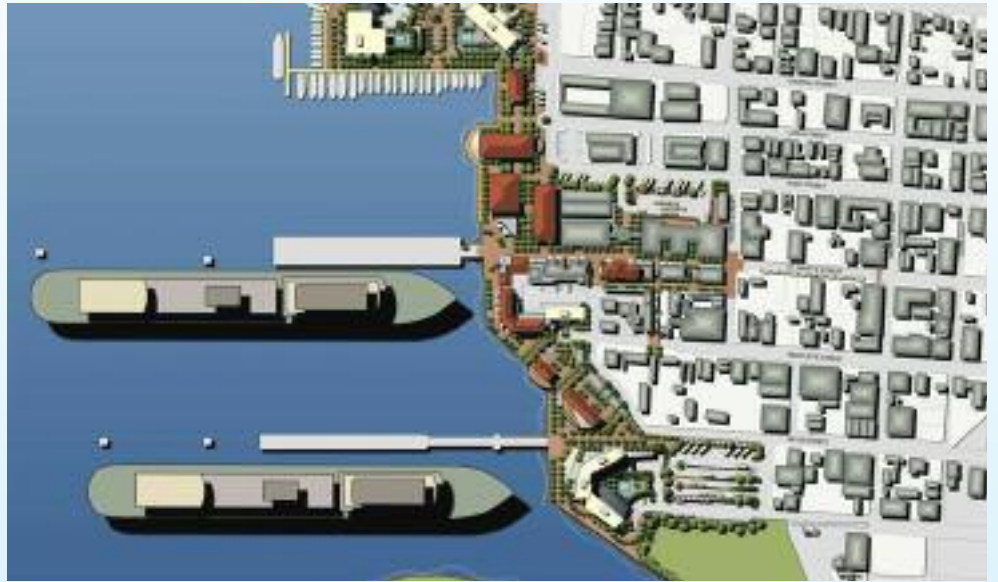
Antigua Pier Group Has Grand Designs For Cruise Complex

The Antigua Pier Group Limited (APG Ltd.) operates as a joint venture company with the Government of Antigua and Barbuda, the St. John's Development Corporation, and Key Properties Limited with the objective to evaluate, develop and secure opportunities for the advancement and sustainable growth of Antigua as a leading cruise ship destination. Fundamental to this objective is the management, upgrading and development of the St. John's Cruise Complex.

Following a US\$22 million improvement to the St. John's Harbour, Antigua now boasts two cruise ship docks at Heritage Quay and Nevis Street, both capable of handling four large cruise ships of the Voyager Class.

The Antigua Pier Group and the Government of Antigua and Barbuda are currently planning a comprehensive port development project with Royal Caribbean Cruises Ltd. and the international engineering firm Bermello Ajamil and Partners Ltd. The development is designed to improve and enhance the ambience and viability of the entire St. John's Waterfront and its environs. The project includes a street, sidewalk and signage program, visitor and taxi centre, pedestrian walkways, expanded parking facilities, upscale designer shops, boutiques, condominiums and a boutique hotel, yacht marina and slips, restaurants, bars and landscaping. There is also the potential for the development of a fifth berth at the Deepwater Commercial Port to accommodate the newer and larger mega ships, such as the Oasis of the Seas.

When such improvements are completed, cruise passengers



Conceptual overview of Waterfront Development



Conceptual of Heritage Quay Beautification

will have the luxury of stepping directly off the ships and onto one of the most beautiful and ultra-modern ports in the Caribbean. The Antigua Pier Group through various initiatives with the Government of Antigua and Barbuda is entirely committed to meeting the needs of cruise lines and cruise passengers and preparing for the future. As we like to say, in Antigua, the beach is just the beginning!

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To celebrate our 25th anniversary we are launching a fresh, new look. Join us at Cruise Shipping Miami, the international conference and exhibition serving the cruise industry, during this milestone year and experience a show with new and exciting additions plus all the familiar features and faces you expect each March.



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* Not all brands are available at all stores location.

SAMANA

DOMINICAN REPUBLIC

"el limon"
waterfall



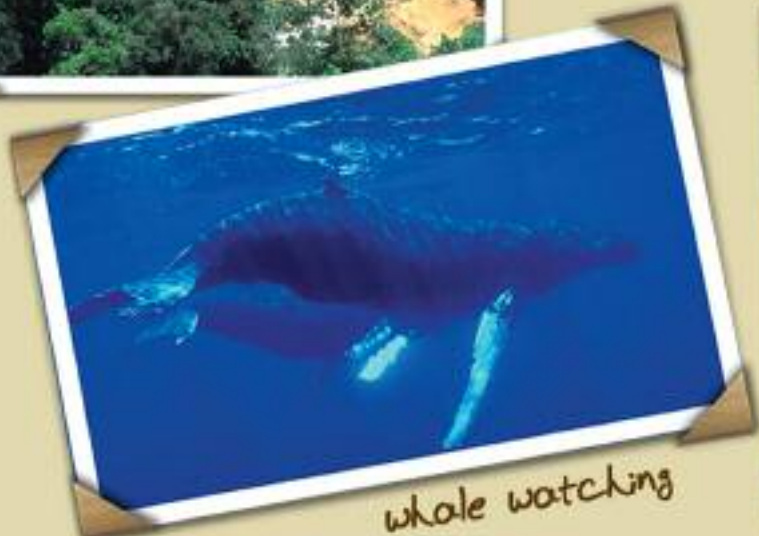
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whale watching



Contact:

Francisco Schad fschad@cruisesamana.com Federico Schad faschad@bahiacruise.com
www.cruisesamana.com tel. 809.227.3939



Solstice



Accommodations

Verandas: 85%
Ocean View: 90%
Inside: 10%

Stateroom Highlights:

- Modular closets and under-bed storage
- Interlocking staterooms
- Larger bathrooms (footrest in showers)
- Roll-out trundles & expanded safes
- Digital In-Stateroom entertainment

Nationality of Crew

International

Deployment

Eastern Caribbean & Eastern Mediterranean

Inaugural Cruise: November 23, 2008

Shipyard: Meyer Werft

Shipyard Location: Germany

Country of Registry: The Bahamas/Malta

Cruising Speed: 24 knots

Size & Capacities

Tons: 122,000

Length: 1,033 feet

Passengers: 2,850

Crew: 1,255

Elick Abel ***Onboard Photographer*** ***Carnival Cruise Lines***



Dominica

Elick Abel is from one of the most unique islands of the Caribbean, the island of Dominica. He was born and raised on this Island and throughout his childhood his love of photography increased. He always mentioned to his parents that he wanted to be a professional photographer when he grew up. His dreams and aspirations finally came true when he was hired by Carnival Cruise Lines in 1997 and began his career as a professional onboard photographer.

Elick's job with Carnival involves photographing all the guest activities on board as well as working as a sales person in the Photo gallery. Over the years Elick's skill as a photographer has grown and he is now one of the most accomplished photographers in close up portraiture and wedding photography.

Elick loves the fast paced life on board and enjoys interacting with guests of all nationalities and age groups. He says that one of the most enjoyable parts of the job is when a guest compliments him on how good they look in their photo as this is what makes his job most rewarding.

Elick hopes to have many more years with Carnival Cruise Lines and looks forward to all the new technology that digital photography brings. He is well liked by guest and crew alike for his friendly nature and constant smile !!!

Around The Caribbean



FCCA Security Operations Committee meets with Cayman Islands Minister of Tourism, Environmental, Investment & Commerce, Hon. Charles E. Clifford (sixth from left).



A delegation from Mexico headed by the Mayor of Cozumel, Juan Carlos Gonzalez (third from right), meets with the FCCA Security Operations Committee.



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When your cruise guests board at Port Canaveral, it's just 3 easy steps from workday grind to a vacation attitude!

1. FOLLOW THE PATH OF LEAST RESISTANCE.

Three international airports and major interstate highway routes bring a broad-based cruise market right to our door. And we have the quickest ship access on the eastern seaboard.

2. CAST OFF STRESS.

Leave big city traffic and congestion behind. Your guests and your crew will enjoy the hassle-free difference.

3. LET THE GOOD TIMES SAIL!

We'll put your guests in a party mood, and you start the party! When it's this easy to have so much fun, there's no question they'll be back for more!

For additional information, contact Cruise Development at 321-783-7831 extension 253.



www.portcanaveral.org

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