

SEATRADE CRUISE GLOBAL PRESENTS:

# THE DAILY

TUESDAY 14 MARCH 2017

CONNECTING THE GLOBAL CRUISE INDUSTRY

## DESIGN TRENDS



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## TUESDAY 14 MARCH 2017 HIGHLIGHTS

9:30am – 11:30am: Terminal 4

**State of the Global Cruise Industry Keynote**

12:30pm – 1:30pm: Palm Ballroom B

**Design & Interiors Over Land and Sea**

2:00pm – 3:30pm: Palm Ballroom B

**Port Capacity - to Invest or Not?**

2:30pm – 4:30pm: Floridian Ballroom

**New and Developing Access Control, Identification and Monitoring Technologies**

3:30pm – 5:30pm: Palm Ballroom A

**The Future of Cruising in Europe**

## TOMORROW'S PREVIEW HIGHLIGHTS

9:00am – 11:00am: Palm Ballroom A

**The Future of Cruising in Asia & Australasia**

9:30am – 12:00pm: Floridian Ballroom

**Safety & Security Ashore - An Integrated System Protecting Passengers and Crew**

12:30pm – 1:30pm: Palm Ballroom B

**What Makes for a Great Guest Experience?**

3:30pm – 5:30pm: Palm Ballroom A

**The Future of Cruising in the Americas & Caribbean**



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# TRENDS: CRUISE SHIP STATEROOMS INCORPORATE INFLUENCES FROM HOME AND SEA

By Carolyn Spencer Brown, Editor in Chief, Cruise Critic

No longer consisting of twin beds bolted to the floor, narrow windows that barely frame a view, and showers so small most folks can't quite fit themselves in, accommodations on cruise ships are experiencing revolutionary changes when it comes to design. Today, the central theme we see throughout layout and decor, no matter the ship size or category, is simply this: Designers want passengers to forget (for a minute anyway) they're even on a cruise ship.

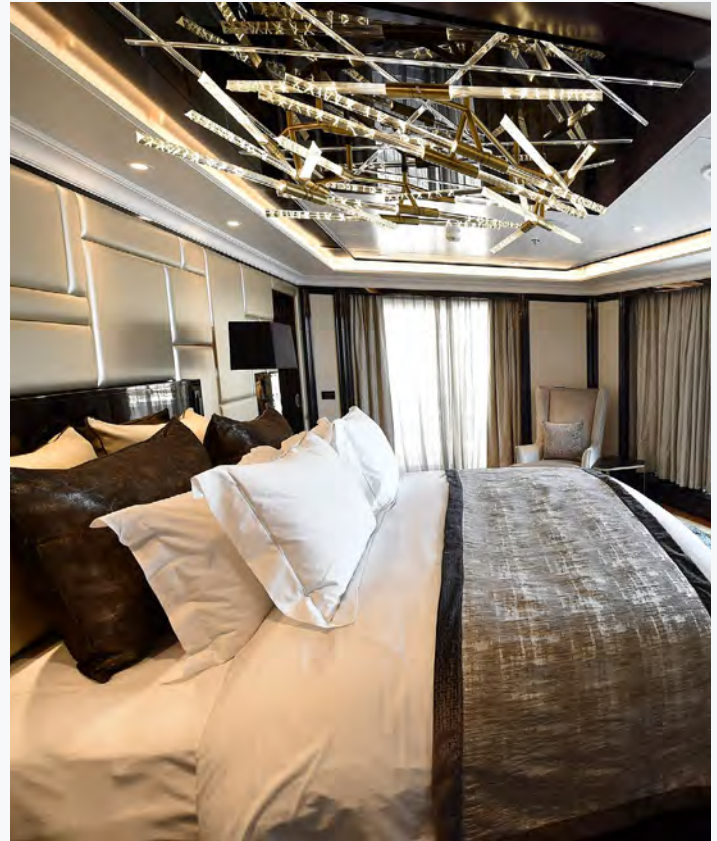
"In some respects we don't want to see any of the clichés of cruise ships," says Scott Butler, director of Wilson Butler Architects, AIA, who has worked with Royal Caribbean, Celebrity Cruises and Tui Cruises.

One common design trend these days focuses on size. "For us, the most important new trend is that bigger is better," Norwegian Cruise Line Holdings president Frank Del Rio says. "The lowly cabins have gotten larger."

Also key, del Rio says, is that accommodations are inspired not by nautical connections but by designs we live with at home. "It used to be that cruise lines would say 'no one spends time in the cabin. Passengers only go there to sleep and shower.' That's not true anymore. People want an oasis, a place for respite."

Factors that matter extend to fabrics, textures, colors and materials like marble and granite. Details, from color palettes to the weight of bathroom towels, are considered. In bathrooms, more focus is on functionality. They, too, are getting larger and, del Rio says, "no longer do you have to have one foot out of the shower stall." Even cabin layouts are getting a refresher. In new builds launched in 2016, Genting's new Dream Cruises debuted with beds that face the window rather than line up next to it and Regent's Seven Seas Explorer did the same thing.

Even amenities, like soap, shampoo and shower gel, are carefully considered; cruise line-branded no name products or the ubiquitous L'Occitane have given way



to exclusive purveyors. Crystal Cruises provides Etro, Seabourn has Molton Brown, P&O Cruises uses the U.K.'s White Company and eco-oriented UnCruise Adventures has Raw Botanicals.

Cruise lines, Butler says, are also focused on making balconies better. "There's a sharp line between the balcony and outdoors and we are looking at the way verandas can be more a part of the stateroom, including examining factors like wind and humidity."

Carnival Corporation tackles one of the industry's biggest challenges as a whole: slow and pricey wifi. Its new Ocean Medallion program, while broader in scope than just staterooms, does offer a number of technologically inspired upgrades in cruise cabins.

And it's clear that one factor still does matter very much. "As you grow ships in size, there's a balance," del Rio says. "What gets lost is the connection at sea. We're becoming more sophisticated in design to incorporate the resort-style features but we don't want you to forget you're on the ocean."



# Top 5 Cruise Ship Design Trends

By Carolyn Spencer Brown, Editor in Chief, Cruise Critic

**Smart ships.** Royal Caribbean's Voom may have laid claim to the fastest-wifi-at-sea title for now, but Carnival Corporation's radically innovative Ocean Medallion technology, launching on Princess Cruises' Regal Princess later this year, ups the ante with its interactive capabilities.

**Are Cruise Line Main Dining Venues On The Wane?** As the popularity of specialty restaurants onboard cruise ships remains sky-high, some lines are doing away with main dining rooms altogether. When Silversea Cruises' Silver Muse debuts this spring, it will have eight boutique eateries instead of a primary eatery.

**Lifestyle Oriented Ship-Within-A-Ship.** Upmarket boutique hotel-style suites paired with dedicated pools and restaurants are not just for the luxury-minded. Carnival's Family Harbor adapts the concept with specially designed accommodations, concierge services and play areas. The hip and trendy are flocking to Carnival's Havana, a tropically inspired grouping of cabins with a pool and bar.

**Theater Goes Where Passengers Already Are.** Following in the footsteps of dynamic performance spaces such as Royal Caribbean's two 70, Aida's Theatrium and Princess Cruises' Piazza, on Koningsdam, Holland Americas introduced World Stage, which can adapt from in-the-round configurations to traditional set-ups.

**Get Outside!** The promenade deck, the once sleepy belt around the ship meant for strolling or lounging, is in the midst of a renaissance. Cruise lines like Carnival, Norwegian and Dream Cruises have incorporated new twists onto the deck, such as hot tubs, bars and restaurants, and have made them a destination both day and night. Next up, MSC's Seaside, which debuts later this year, will have cruising's largest percentage of outdoor space, including a boulevard-wide promenade.

For more on Ship Design Trends visit the **DESIGN & INTERIORS OVER LAND & SEA** conference session

12:30pm - 1:30pm: Palm Ballroom B

Visit Ship Design & Interiors Exhibitors on Level 2



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## BOROBUDUR TEMPLE

The Borobudur Temple Compounds is one of the greatest Buddhist monuments accredited by UNESCO in the world, and was built in the 8th and 9th centuries AD. The Temple also be seen as an outstanding dynastic monument of the Syailendra Dynasty that ruled Java for around five centuries until the 10th century.

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### The Bahamas, 2016 Arrivals Boosted by Sea Component:

From January to October 2016, visitor arrivals to The Bahamas grew by 2.6 percent to 5 million due to improved sea arrivals, according to The Central Bank of The Bahamas' Monthly Economic and Financial Developments report for December 2016. The tourism sector's overall performance was heightened by the expansion of visitor arrivals to New Providence totaling 2.9 million. The increase was attributed to a 13.1 percent boost in sea visitors on that island.

### Holland America Line, and O, The Oprah Magazine Embark on Exclusive Partnership:

Holland America Line and O, The Oprah Magazine announce an exclusive partnership that will unite the soul-stirring power of travel with O's deep commitment to connection and personal growth. Oprah Winfrey; O, The Oprah Magazine editor at large Gayle King; and others will join the inaugural O, The Oprah Magazine Share the Adventure Cruise setting sail to Alaska this July.

### ALMACO:

ALMACO announced it has been contracted to build the catering areas onboard the first newbuild ship for Saga Cruises at Meyer Werft shipyard in Germany. This modern and elegant vessel is expected to be delivered in summer of 2019, with the option to order a second with expected delivery in 2021.

### Halton Marine:

As a result of continuous research and development work, Halton Marine introduces a completely new cabin ventilation system for cruise ships. Halton chilled beam is an air-conditioning system for cooling, heating and ventilating spaces where good indoor climate and individual space control are appreciated. The chilled beam system is an air/water system that utilizes the heat transfer properties of water and provides excellent indoor climate conditions with good energy efficiency.



## Port NOLA Cruise Industry Hits Sixth Consecutive Record Year:

The Port of New Orleans cruise industry grew by 4.5 percent in 2016, continuing its record pace for the sixth consecutive year. The port welcomed 1,070,695 cruise passenger movements in the most recent 12 months, the third year in a row to top 1 million cruise passengers.

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### STAY CONNECTED

All you need to know is a touch away with the Seatrade Cruise Global Mobile App (available in the App Store and on Google Play). You can find out who's exhibiting, access the show schedule and even plan your day!

### STAY IN THE KNOW

For daily insight into the cruise market and extensive event coverage, read Seatrade Cruise News ([www.seatrade-cruise.com](http://www.seatrade-cruise.com)).

Be sure to pick up a copy of THE DAILY each day, or access it and other news online.

### SAVE THE DATE

Mark your calendars! We'll be returning to Fort Lauderdale on 5-8 March 2018 - [www.seatradecruiseglobal.com](http://www.seatradecruiseglobal.com)

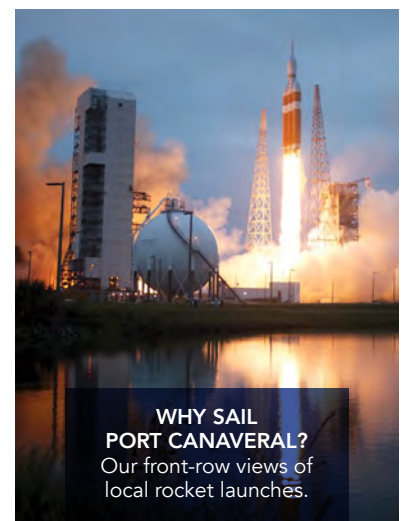


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We recently invested \$200 million in new construction and renovations, and now our cruise terminals are models for the industry.

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### **New Cruise Jamaica Initiative**

The Jamaica Tourist Board has launched a major Cruise Jamaica initiative to increase the country's image as a leading cruise destination. It will include investments in the expansion and beautification of Jamaica's diverse ports to attract more cruise lines, ship calls and passengers, as well as the development of enhanced visitor experiences and the positioning of Kingston as a major tourist destination and cruise port. **Booth 2621**

### **ACA and Cruise NZ sign new MOU**

Stephen Bradford, Chair, Australian Cruise Association and Debbie Summers, Chair, Cruise New Zealand will sign a renewed Memorandum of Understanding (MOU) to update their commitment to jointly develop the cruise shipping industry in the Australasian region. The signing takes place at Seatrade Global 2017, 11 years after the initial MOU was drafted and signed at the same event. **Booth 1813**

### **Hill International New Morocco Contract**

Hill International, a global leader in managing construction risk, has received a contract from APM Terminals MedPort Tangier S.A. to provide project management and supervision engineering services during the construction of a new container facility at the Tangier-Med Port Container Terminal in Morocco. The two-year contract has an estimated value to Hill of between approximately \$6 million to \$7.4 million. **Booth L1-102**

### **SCH Adds Silversea Cruises to Southampton Cruise Portfolio**

Port terminal operators SCH has expanded its cruise ship business in Southampton for 2017 by securing the stevedoring and other ship support services for calls by Silversea Cruises. The addition of Silversea ships to SCH's portfolio means the port services company will handle some 100 cruise ship calls in Southampton during this year. **Booth 1721**

### **Walks of Italy Now in Paris**

Walks of Italy is expanding its operations to include Paris following nine successful years of operation in Italy, three years in New York and two years in Turkey. The move comes in response to customer feedback, which for years has set Paris as the most-requested European destination among Walks of Italy's (largely U.S.-based) customers.

**Booth 12**

### **New Products from Video King**

MagicBlack DeSigns, which are reusable and can stick to virtually any surface, are now available through Video King, which is among the world's largest providers of electronic gaming systems, game designs and bingo hall equipment. Also new for the company is the All Niter, the latest progressive pull-tab ticket which can be adapted to Bingo in addition to other games. **Booth 3439**

### **BMW Vessel Response to Medical Emergency**

BMW Vessel Response received its first medical emergency call for assistance on Dec. 12, 2016 due to an employee having chest pains and needing urgent medical care. Always "On Call for Life" for those at sea, BMW Vessel Response is excited to have played a part in the safe transfer of the ambulatory patient. **Booth 2827**

### **New Glow-in-the-Dark Decking Solution**

Decking and flooring specialist Bolidit has launched Bolideck® Glow, a unique glow-in-the-dark decking solution for the cruise industry whose luminosity by night harvests solar energy stored during the day. It can be integrated with the Bolideck® Select and Bolideck® Future Teak decking systems that are already used extensively on cruise ships worldwide. Royal Caribbean International has a contract for Bolideck® Glow for some of its newest vessels. **Booth 703**

### **DEKO Ocean New Sliding Door**

Available as self-closing and fully automated, the new DEKO Ocean A60 glazed sliding door is offered in an extensive range of special surface finishes and large sizes. The door is Danish innovation, carefully developed for marine environments and matching interior customized designs on cruise ships, ferries and luxury yachts. It has been fully tested in accordance with IMO standards, certified by BV and manufactured under strict factory control. **Booth 835**

### **Steerprop Ltd. Expands Product Line**

Compact, ecological and cost-effective, the SP CRP ECO LM fuel saving propulsor from Steerprop Ltd. offers benefits to ship owners, builders and designers alike, including environmental ones. With an integrated electric motor located on the propulsor inside the hull, SP CRP ECO LM enables savings, eases the installation and maintenance and maximizes onboard comfort. **Booth 809**



### **Veleria San Giorgio New Compact Lifejacket**

The smallest SOLA lifejacket in the world, the new M-Cube from Veleria San Giorgio, is a real satisfactory solution for cruise companies and the whole professional trade, often dealing with problems regarding the very small space on board and difficulties to place lifejackets. **Booth 2910**

### **Viega Group's New MegaPress**

The Viega Group introduces MegaPress for stainless steel, approved for marine applications and available in two high-quality grades, 304 and 316. MegaPress is also available in carbon steel for black iron pipe. Founded in 1899, the Viega Group manufactures and distributes shipbuilding and offshore flameless pipe joining systems. **Booth 125**

### **Danish Cruise and Ferry Group: New Emission Sensor from Danfoss IXA**

A new emission sensor that can be replaced in one hour in case of a defect is being launched by Danfoss IXA, which develops sensors and systems for the maritime industry, solving energy optimization and measurement of emission gases. The result of the new product is a quick turnaround and reduced equipment and vessel downtime. **Booth 741**

### **DNV GL to Provide Classification for Endeavor**

Shipbuilder MV WERFTEN contracted DNV GL for the classification of Crystal's Endeavor-class vessels. The contract includes three 20,000 GT mega yachts, which will be three of the first passenger ships to be classified according to the new DNV GL rules. The Endeavor newbuilds will be the world's largest expedition yachts with ice class. **Booth 421**

### **Lankhorst Ropes Sustainability Efforts**

Leading maritime rope supplier, Lankhorst Ropes, announced its "Through Life, For Life" initiative for cruise ship operators. It gives cruise operators a portfolio of rope service life support and sustainability benefits. As cruise operators continue to enhance their green credentials, Lankhorst Ropes is enabling them to include managing and disposal of mooring ropes in their green programs. **Booth 18**

### **Datrex New Food Rationss**

Datrex has developed a new high-nutritional, non-thirst provoking food ration for lifeboats and life rafts that are nut-free and "non-GMO". Approved by the United States Coast Guard and by Bureau Veritas according to the latest SOLAS regulations, all Datrex food rations are packed in Datrex' Louisiana plant with a full 60 months shelf-life upon delivery. **Booth 2809**

### **Allin Interactive New Product Launch**

Allin Interactive introduced Wireless Screen Casting ITV Option. This powerful new feature and its integrated wireless screen casting option for the Allin DigiHD™ ITV platform are being demonstrated to the cruise industry for the first time at Seatrade in the Allin Interactive booth. **Booth L3-304**

### **ABB Updates Remote Diagnostic Services**

ABB is realizing predictive capabilities of big data for the shipping industry with its latest update of Remote Diagnostic Services. ABB, one of the leading advocates of the digitalization of shipping, has already launched Integrated Operation Centers in Asia, Europe and the USA where data produced by ships is received and monitored. **Booth 305**

### **Cambiaso & Risso Monaco Headquarters**

Cambiaso & Risso (Singapore) PTE LTD, part of the Risso Group of Companies, founded in 1946 in Genoa, is now headquartered in Monaco and has offices in Italy, France, Spain, Slovenia, Panama, Singapore and Hong Kong, Shanghai and Dubai. **Booth 2321**

### **Cunard 2017 and 2018 Event Cruises**

Cunard is offering multiple event cruises for 2017 and 2018 on Queen Mary 2 that celebrate the worlds of fashion, astronomy and genealogy. The ship will sail across the Atlantic in August 2017 as a part of Transatlantic Fashion Week. For the first time ever, Cunard has collaborated with Ancestry.com to offer guests the opportunity to trace their family trees on Queen Mary 2 in November 2018.

### **New Experiences on the Disney Fantasy**

Disney Cruise Line will add exciting new experiences on the Disney Fantasy in May 2017. Highlights include imaginative new spaces for kids themed after Marvel and Star Wars; tasty treats to delight the entire family at the new Sweet on You ice cream shop themed after iconic Mickey Mouse cartoon shorts; and luxury shopping for adults at an exclusive Tiffany & Co store.

### **Crystal Mozart Sets Sail**

Officially launching Crystal River Cruises “The World’s Only Luxury River Cruise Line,” Crystal Mozart began her maiden voyage roundtrip from Vienna in July 2016. Sailing along the Danube River, the fully-reimagined river ship boasts spacious and stylishly appointed guest suites, elegant public lounges, and dining venues serving Crystal’s signature world-class cuisine. The ship accommodates 154 guests, traveling to destinations in Austria, Germany, Slovakia, and Hungary.

### **Princess Cruises and “The Ultimate Sleep at Sea” for Home**

Princess Cruises launched the retail availability of its Princess Luxury Bed, offering consumers the opportunity to bring the ultimate night of sleep at sea to their homes. Developed in collaboration with board-certified sleep expert Dr. Michael Breus and renowned HGTV designer Candice Olson, the bed combines the science of sleep with the pinnacle of design.

### **Chemco International Swimming Pool Contract**

Chemco International has completed another major contract onboard a cruise ship owned by one of the world’s largest cruise liner companies. Chemco, which is a leader in innovative coating solutions, replaced the existing coating system in the swimming pools and Jacuzzis. The cruise line has since implemented the same coating system into the majority of their swimming pools fleetwide. **Booth 220**

### **Innovabed Mattress Protection**

Innovabed patented TENCEL mattress protectors for professional use in the global hospitality industry helps ensure guests experience a hygienic, safe and comfortable night’s sleep. The company states that 75 percent of all mattresses are replaced too early because of bed bugs, soiling, stains and poor hygiene. **Booth 3530**

### **Life Floor Tiles**

Life Floor creates slip-resistant, impact-absorbing tiles designed for aquatic environments. Since 2016, Life Floor has completed significant projects on Carnival Magic, Carnival Sunshine, Carnival Fascination, Carnival Imagination, Carnival Ecstasy, and Carnival Dream. Those ships will soon be joined by Carnival Breeze, Carnival Glory, and Carnival Sensation. This year, Norwegian Sky has already installed Life Floor, and Norwegian Pearl and Norwegian Jade will follow this spring. **Booth L-358**

### **Big Bus Tours New Website**

Big Bus Tours, the largest global operator of premium open-top sightseeing tours, has launched a new, industry game-changing consumer website. The new digital experience ensures a seamless journey for all customers on the go. Big Bus Tours is the first open-top sightseeing tour operator worldwide to release on the Magento 2.0 e-commerce platform. **Booth L1-115**

### **Nantes Saint-Nazaire Cruise Club**

Cruise liners can use three terminals on the Loire estuary, including Nantes City Centre (for liners up to 200 meters), Montoir-de-Bretagne (for liners up to 300 meters) and St. Nazaire (for liners up to 180 meters). The destination is situated between the two cities of Nantes and St. Nazaire, which feature cultural and historical treasures as well as an antique charm tinged with modernism and creativity. **Booth 1317**

### **Asian Overland Services Tours & Travel Success**

Asian Overland Services Tours & Travel (AOS) in Malaysia, a member of Asia Cruise Services Network (ACSN), an alliance of trusted expertise for shore excursion handling, has had another successful season of managing RCCL’s cruise ships to Malaysia. Cruise travel to Malaysia is expected to reach an estimated 25.3 million passengers in 2017, a strong surge from 15.8 million just 10 years prior (2007). **Booth 2341**

### **Blohm+Voss Services**

From refits, servicing and maintenance of ships of all types to the supply of spare parts, the German shipyard Blohm+Voss implements complex projects on schedule, applying high service standards and offering competitive prices. Visit the company booth to meet the team and view scale models such as the recently refitted Queen Mary 2. **Booth 2293**

### **I2 Infusion Product**

I2 Infusion technology retards heat exchanger fouling, reducing back flushing, chemical cleaning or tear down, saving labor and potential gasket issues. At a cost of only dollars per month to serve numerous exchangers, this protocol is environmentally friendly using only pounds per year per ship of biocide. **Booth L3-305**



### **Wärtsilä's Strong Environmental Offering**

With environmental considerations becoming important for ship owners, Wärtsilä has a strong emphasis on solutions that ease compliance with environmental legislation. The company's offering addresses not only engine exhaust emissions, but also waste and ballast water emissions. With the global cap on sulphur content coming into effect in 2020, Wärtsilä's exhaust gas cleaning systems are particularly relevant. **Booth 413**

### **SEA Tours Organized Event for Azamara Club**

SEA Tours (Thailand), a member of the Asia Cruise Services Network (ACSN), organized an Azamazing Evening Event for Azamara Club Cruises at the venue, Ancient Siam, in Bangkok recently. Approximately 600 discerning guests from Azamara Journey took part in this unforgettable and exclusive event. **Booth 2341**

## SEATRADE CRUISE GLOBAL 2017

### Best of All, It's in Hong Kong - Asia's Cruise Hub

One of the most unforgettable cruise experiences in the world is sailing into Victoria Harbor and gazing upon Hong Kong's stunning skyline. The magnificence continues as your clients disembark at Kai Tak Cruise Terminal, a true architectural marvel designed by the world renowned architect Lord Norman Foster. They can enjoy spectacular views from the rooftop garden before making their way into Asia's world city.

### Why Hong Kong?

Visitors to Hong Kong will find a dynamic east-west cultural fusion and cosmopolitan experience with plenty of on shore experiences to enjoy. Superb dining options include Michelin-starred restaurants and quaint local haunts. Awe-inspiring natural beauty, beaches and outlying islands and the ancient hexagonal rock columns in the Hong Kong Geopark are just some of the outdoor experiences one can find just beyond the city.

As an international city, travel to Hong Kong is convenient and easy. Nationals

from 170 countries including the US, can enjoy visa free visits up to 90 days. Strategically located as the gateway to Asia, Hong Kong is an established transport hub with superior airlift capacity for fly-cruise passengers as well as conveniently linked to Mainland China by air, road and sea. With world-class infrastructure, Hong Kong is cementing its reputation as Asia's cruise hub. In addition to Ocean Terminal, which has been serving the world's cruise liners for decades, cruise passengers can experience one of the most sophisticated and modern terminals in the world - Kai Tak Cruise Terminal.

### Hong Kong Knows How to Celebrate

The calendar New Year countdown kicked off the 1st celebration of 2017. This event was named one of the top ten must-see New Year fireworks in the world by several international media organizations. Later in January, we welcomed the Chinese New Year of the Rooster with the "Good Fortune. World Party" Night Parade, voted the world's best Chinese New Year parade. Throughout the year, we will

see many other grand celebrations. To name a few, the Cultural Celebrations in April/May celebrate four traditional Chinese festivals and this summer, thousands of spectators will gather at Victoria Harbor to view the annual Hong Kong Dragon Boat Carnival. At the end of October, our signature Wine & Dine Festival will be held once again at the Central harbor front, showcasing good food, fine wine and endless fun and entertainment. As Asia's events capital, your passengers will be entertained by our exciting year-round events and authentic cultural festivals.

### Best of All, It's in Hong Kong

Research by the Hong Kong Tourism Board reveals that cruise passengers love Hong Kong! An impressive 95% of cruise passengers recommend the city as a cruise destination to friends and relatives and 87% say they will visit Hong Kong by cruise again in the future. In fact, many cruise passengers wish to stay in Hong Kong longer because of its cosmopolitan and vibrant lifestyle as well as its diverse and distinctive offerings. We look forward to welcoming your ships and guests to Hong Kong.



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IT'S IN  
HONG  
KONG**



# Navigating your way at Seatrade Cruise Global 2017

## LEVEL 3

### Exhibits

- Entertainment
- Information Technology
- New Product Marketplace
- Safety & Security
- Ship Equipment

**Safety & Security Symposium** (Floridian Ballroom)

**VIP/Commanders Club Lounge** RM 304/305

**The Bridge**

**Food Court**

## LEVEL 2

### Exhibits

- Design & Ship Interiors
- Environmental, Health & Wellness
- Food & Beverage

### Conference Sessions

- Room # 222 / 223
- Palm A
- Palm B

**Press Lounge** - Room # 209 / 210

**Press Conference** - Room # 207 / 208

## LEVEL 1

### Exhibits

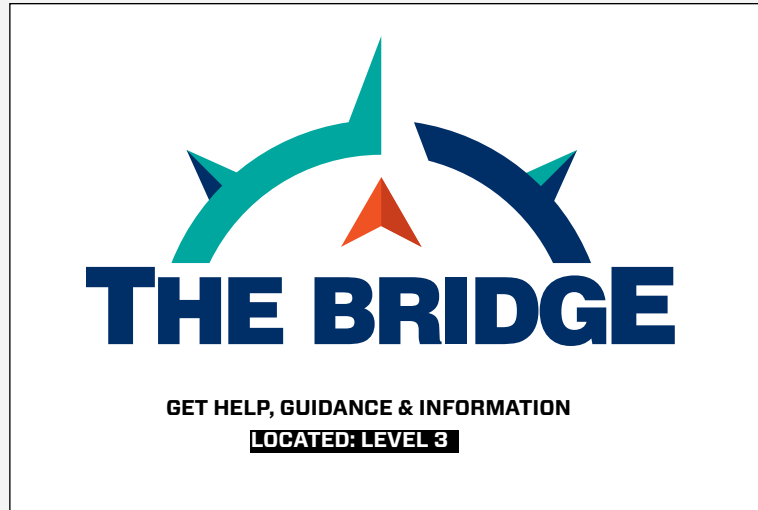
- Destinations
- Ship Equipment

### Registration

**Sales/Rebooking Office** - Room # 118 / 119

**Cruise Lines International Association (CLIA)** Booth #1203

**Florida Caribbean Cruise Association (FCCA)** Booth #2721



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MOBILE POS'S & INTEGRATED FOOD ORDER

REWARDS & LOYALTY APP



-  Resco RCS: Central System
-  Resco CRS: Central Reservations
-  Resco CRM: Customer Relationship Management
-  Resco SMS: Ship Property Management
-  Resco POS: Point of Sale
-  Resco BI: Interactive Business Intelligence
-  Resco CFS: Central Fleet System

Rescompany is the leading provider of CRM, reservations and property management systems tailored specifically to suit the needs of the cruise and travel industry.

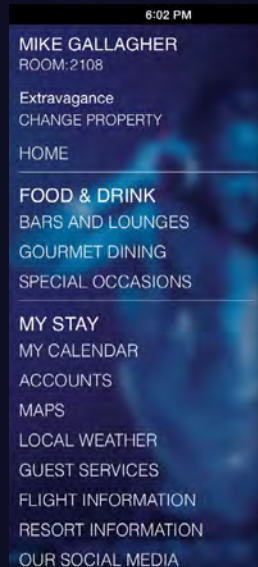
For more information please visit [www.rescompany.com](http://www.rescompany.com) or contact us directly by email at [pwinqvist@rescompany.com](mailto:pwinqvist@rescompany.com) or [michael@rescompany.com](mailto:michael@rescompany.com) or call us on +44 20 3305 9244 or +61 2 9526 771.



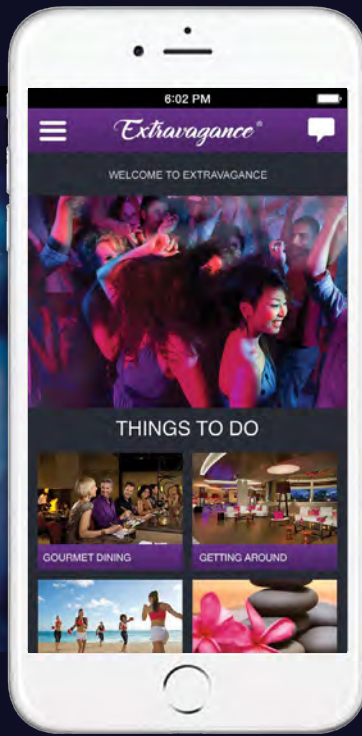
# DOES YOUR APP DO THIS?

## Flexible Features

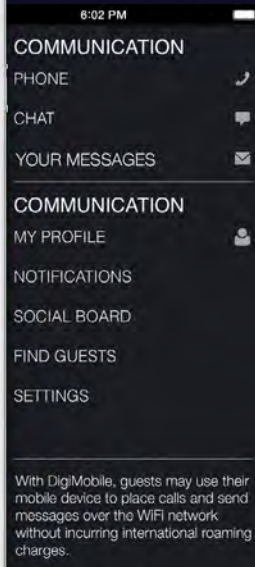
- Ship / Property Selection
- Multi-Language
- Module Grouping
- Web Links



Universal Menu



Home Page



Communications

## Guest Connectivity

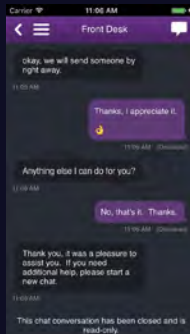
- Guest-to-Guest Chat
- Guest-to-Guest Calling
- International Calling
- Guest-to-PBX Calling
- Guest-to-Staff Chat
- Group Chat
- Guest Profile Creation
- Search & Find Guest
- Social Board



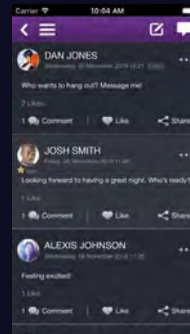
Restaurants



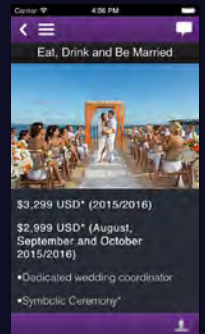
Tours



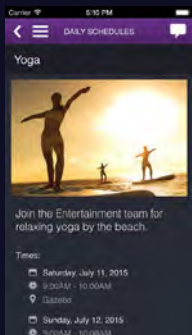
"Live" Chat Concierge



Social Media Board



General Information



Activities Schedule



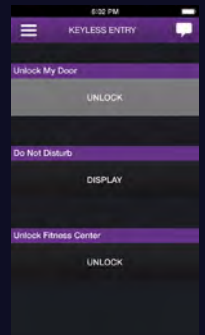
Personal Calendar



Account Review



Maps / Deck Plans



Keyless Entry

## And More...

- Multi-Guest Registration, Single Room
- Event / Show Information and Bookings
- Promotional Videos
- Multi-brand, Multi-location, Single App
- Guest Surveys with "Red Flags"
- TV Remote Control & Channel Streaming



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