

INTERNATIONAL Cruise & Ferry REVIEW



Richard Fain unveils the Oasis
Howard Frank details Carnival Corporation's Global Outlook
Pier Francesco Vago reinforces Italian heritage
US travel agents lead fightback
FCCA's Paige confirms strength of Caribbean cruising



on-waves



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Cruise The Saint Lawrence river – a truly stunning destination

There has been a big rise in cruise passengers visiting St Lawrence this year, and even more are expected in the next few years. Tony Peisley reports.

René Trépanier,
Executive Director,
Cruise the Saint-
Lawrence River
Association

Below: HAL's MS
Maasdam at Montreal
Stopover
©Montreal Port authority



More than 185,000 passengers have cruised the Saint Lawrence this year – a 50% increase on 2008. This means that René Trépanier, executive director of Cruise The Saint Lawrence, is able to forecast significant growth over the next two years with 207,000 expected in 2010 and 226,000 in 2011. The longer-term target is 310,000 in 2013.

These numbers were revealed at the Canada New England Cruise Symposium held in Saguenay in June. This 11th annual symposium attracted 150 delegates and was a good example of the close cooperation between Cruise The Saint Lawrence Association, the Cruise Atlantic Canada group and Cruise Maine, Boston and New York.

Trépanier says: "We are now doing more joint promotions as we recognize that we are all part of the same product. Most Saint Lawrence cruises start or finish in New York/Boston and call at other ports, so it makes sense for us to work together and share a Canada/New England stand at Seatrade Europe in Hamburg."

Saguenay was an obvious venue for the symposium because it is investing heavily in new infrastructure that allows cruise ships to dock for the first time. The C\$28 million (\$26.1 million) Bagotville Wharf opened a year ago and the C\$6 million terminal becomes operational in September.

Trépanier says: "We currently have 25 members

– a total which has been at the same level for several years and one we are not actively looking to increase. In fact, we have put a moratorium on accepting any new ports for the next five years. We have nine at the moment, including half-a-dozen emerging cruise ports.

"There are at least four other ports which want to join us right now but both the Province of Quebec and the government of Canada's economic development agency, which back our association, agree that existing member ports should be allowed to develop properly before moving on to any new ones."

Saguenay is the hot new port on the block but Trépanier says it is happy to share best practice with the other aspiring ports: Trois Rivières, Baie-Comeau, Sept-Îles, Havre-Saint Pierre, Gaspésie and Îles de la Madeleine.

He says: "It is letting us know what good and bad decisions it has made along the way and we pass these on – with other advice – to the new ports. We don't tell them what to do but just share the expertise so they can base their final decisions on the best information."

He adds: "It is also our policy that member ports should not compete directly with each other and



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ESCALE GASPÉSIE

they have cooperated well on this. Each one pushes a different aspect, something unique to them.”

Most of the emerging ports are also already adding cruise facilities or have plans to do so. Sept-Iles is building a downtown dock with a 315-metre pier and 11-metre draft to be ready for autumn 2010/11, while Trois-Rivieres has plans for a new terminal on its recently restyled waterfront.

Gaspé also plans to extend its pier, while Havre-Saint-Pierre has revamped its port and Baie-Comeau has opened a new Glacier Exploration Center in preparation for cruise calls.

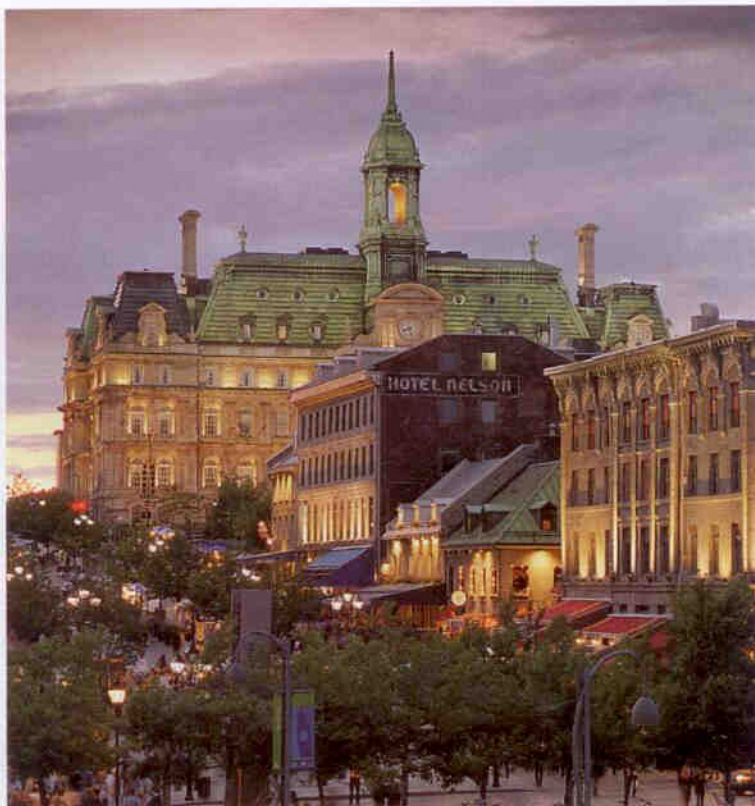
All emerging ports have high standards to match because, says Ben Atherly, director of tour operator, Holland America Line (HAL), Canada/New England ports generate the highest satisfaction ratings of all those that HAL ships visit during the year.

Quebec is the highest-rated of all and this year doubled its turn-arounds to boost its total of cruise passengers to 93,000. But HAL's Maasdam went to Gaspé and Sept-Iles this year, and Trepanier says the feedback is that the ship and its passengers had good experiences at both.

He says: “The lines are keen to do more new ports and itineraries. As well as HAL, NCL has come in this fall with seven-day Quebec-Boston cruises calling at Sept-Iles and Saguenay.”

HAL's Atherly points out that the line had grown from operating one smaller S-class ship in the autumn to a larger S-class in summer and autumn, plus a second, larger Signature-class in the autumn. This year these visited 16 ports for a total of 144 calls.

Atherly says: “We come for the unique ports; the excellent port and community relationships with cruise lines and their ships; the range of options for seven-day itineraries and the opportunities to market cruises in the north-east region. We believe there is a bright future with many more opportunities in the region.”



Svein Sleipnes, NCL's vice-president port operations, says: “The drive-to markets are growing for New York and Boston, while Quebec has a great new airport and could now benefit from additional airlift, especially from the low-cost sector.

“Currently we only cruise here in the fall and we will make 151 calls at 14 ports this year. This will increase to 166 calls next year and there could be an opportunity to extend our season. Itineraries are driven by passenger demand and that has clearly waned in Alaska, so cruise lines are modifying itineraries accordingly and this region could be one to benefit.”

Trepanier says: “We always hope for more summer traffic but there is still space for more in the fall and we believe that will be filled first and then the summer will follow.”

He adds: “When I took this job four years ago and talked to travel agents they complained that they wanted to sell our cruises but there was no space left on board. With new products like those from HAL and NCL, this is no longer the case and I know agents are happy to have the new options.

“Our first target has always been the cruise lines and we are talking about doing training for their reservations staff but we are also now doing a lot more to

Place Jacques-Cartier

Below: Skyline of downtown Montréal from the Old Port of Montréal

© Tourisme Montréal, Stéphane Poulin



SAGUENAY

A City—A Fjord

A Fjord

Les Grands Prix du Tourisme Québécois 07 - Gold Medal Winner Tourist Services

A City

Photos: Paul-Courty | Alain Dumas | Paul Cimber



Settled in the heart of Québec, at the head of the majestic Saguenay Fjord, under the omnipresent gaze of the Monts-Valin Massif and rooted between three national parks; this is Saguenay. After four years of operation, more than 50 000 passengers have been charmed by this exotic destination. Inside our new pavilion, cruise ship passengers will find a complete tourist office, a souvenir boutique, a rest area with a view overlooking the fjord, various amenities and... A hundred thousand smiles among miles of wild space!

One needs to experience life in Saguenay... a destination full of magic and fantasy. Come and feel our warm and legendary welcome!

Promotion
Saguenay

saguenayportofcall.com

PORT-SAGUENAY

portsaguenay.ca



educate travel agents. Next year's symposium [in Saint John, New Brunswick] is dovetailing with Cruise 360 in Vancouver and we work very closely with Destination Quebec in New York [venue for the 2011 symposium], which is doing a great job educating travel agents.

"We have done a lot of work on our website, spending \$100,000 to increase traffic on the site, and we are also doing more on Facebook and other social network sites. We have generally left consumer promotion to cruise lines but we now want to target them as well. We will use our existing website [www.cruisesaintlawrence.com] where we know we already get some consumers because some complain that the sample itineraries we post [such as Montreal-Montreal seven-day cruises] are not available."

Trepanier says: "We have to explain that these are there to alert the cruise lines to the potential of such cruises."

Saguenay inaugurates its new international cruise welcome pavilion

The mayor of the city of Saguenay and President of Promotion Saguenay, Mr. Jean Tremblay, carried out the inauguration of Saguenay's international cruise welcome pavilion in the presence of the Honourable Jean-Pierre Blackburn, Minister of National Revenue and Member of Parliament for Jonquière-Alma; the Honourable Denis Lebel, Minister of State for the Economic Development Agency of Canada for the Regions of Quebec and

Member of Parliament for Roberval-Lac-Saint-Jean; Mr. Serge Simard, Minister for Natural Resources and Wildlife and Member for Dubuc; and the MS Eurodam's Captain Darin William Bowland.

"We now have the final result of several years of work and a project which required an investment of \$33,750,000 by the provincial and federal governments, as well as by the city of Saguenay. Today we are proud to say "mission accomplished". With the pier and the welcome pavilion completed, we now have the necessary infrastructure to receive passengers from the four corners of the world and continue developing this new tourism market for the benefit of the entire region" declared the mayor.

As far as Minister Blackburn is concerned,




Cunard's Queen Mary 2 in front of Québec City

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Porte-Vélos in Baie-Comeau

Baie-Comeau

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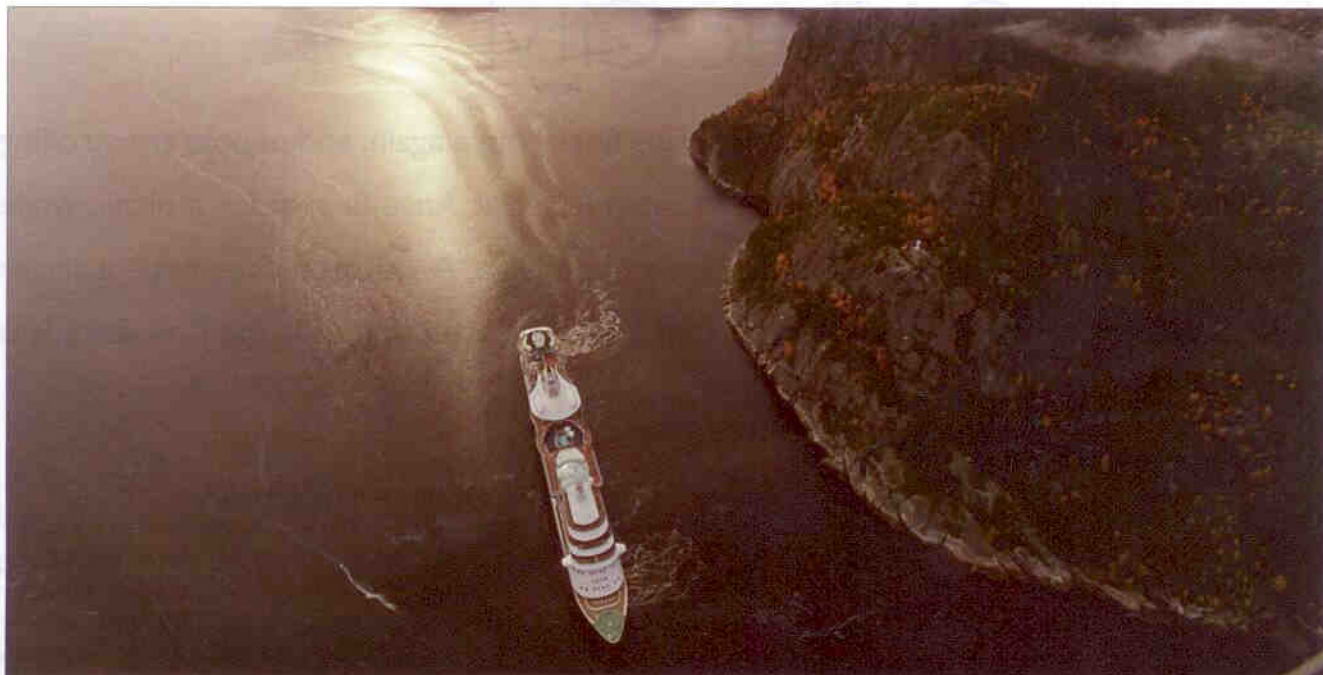
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Saguenay can now establish itself on the international scene: "I am convinced even now of the tremendous potential of this tourism product to attract visitors. We are already seeing convincing results. This year, 15 cruise ships and thousands of tourists from around the world will discover Saguenay. They will be able to enjoy our hospitality, our talents and our expertise. They will be enchanted by our beautiful region, and who knows, they might come back a second time!"

"In order to set in motion a sound process for sustainable economic development in Saguenay-Lac-Saint-Jean, the region has equipped itself with a modern port infrastructure that will allow it to receive cruise ships of large tonnage. In search of a diversification strategy to boost the regional economy, the local decision-makers have given priority to cruise tourism, which constitutes a strong industry for growth and jobs. Today, the inauguration of the international cruise welcome pavilion in Saguenay illustrates the amount of effort put forward by all the socio-economic players in

order for this project to be possible. From the start, it was important that the Canadian government invest in this project which takes into consideration the unique features of the region", announced the Minister of State, Denis Lebel.

A whole programme of activities was planned out for this special inauguration day. To begin with, in the morning all the project contributors were invited to the official ceremony, during which commemorative plaques were given to dignitaries and the captain of the MS Eurodam ship. The ceremony was followed by a cocktail party and afternoon meal featuring local food products. After waving off the MS Eurodam at promptly 5pm, the public were then invited to visit the welcome pavilion and enjoy an evening variety show starring the Mystica group, the Ecce Mundo dancers, Jeanick Fournier, Annie Villeneuve and Québecissime. A pyro musical fireworks show topped off the evening's events.

The welcome pavilion, which has a unique style of its own, is made of wood, aluminium and stone. Concerned with respecting the environment and purchasing supplies locally, the pavilion was built for the price of 5 million dollars by the company Technipro Inc., who was the general contractor for the project, architect Alain Voyer and Cegertec, who ensured all the engineering. Inside you'll find a complete tourist information office, a location for twenty or so artists, craftspeople and shopkeepers, as well as a rest area overlooking the fjord.

During the fall, the pavilion will be open from Friday to Sunday and on days when a ship calls. ●

Boat on the Saguenay Fjord
© Alain Dumas
Promotion Saguenay

Below: HAL vessel docked at the new Saguenay pier



Lovely Québec City!

The trees and bushes are sporting their spring finery once again, and people are strolling along Promenade de Champlain. Some of them linger at Anse Brown for a picnic while others continue all the way to Quartier Petit Champlain. A visitor at the port – a cruise vessel mooring at the cruise terminal – captures their attention. It is the first since late October and a sure sign of the return of spring.



Over the years Québec City has become the marquee destination for visitors on the Canada-New England cruise itinerary. In November 2008, *Condé Nast Traveler* published its top 100 list of the Best in the

World and ranked Québec City eighth among the best destinations in Canada and the United States and 19th worldwide. *Travel & Leisure* recently published its 2009 World's Best Awards and Québec City ranked third in the Top 10 best destinations in Canada and the United States, after New York City and San Francisco. In the wake of its 400th anniversary celebrations in 2008, Québec City is more vibrant than ever.

In order to maintain the tourism upswing, the City of Québec invested in various cultural events, including specific shows during the summer. A unique *Cirque du Soleil* street show in the Old Town called *Les Chemins Invisibles* and *The Image Mill* by Ex Machina, a megaproduction projected on to the 600-metre Bunge grain silos, are two major events not to be missed and only a few feet away from the port.

From our cruise terminal in the heart of the city, cruise passengers are within easy striking distance of a host of great sights. Our dedicated and friendly staff at the terminal is always pleased to help passengers make the most of their day, from the moment they leave the ship:

"It's simply an extension of our marketing efforts to ensure the total satisfaction of passengers and cruise lines," says Martine Bélanger, vice-president of operations at the Port of Québec. In addition to cruise operations, the cruise terminal is also rented out for corporate events.

Busy six-month cruise season

In 2009 Québec City's cruise season runs from May 21 to November 1, mostly in the Pointe-à-Carcy sector. The Port of Québec is expecting 93,000 cruise passengers, an increase of 13% over 2008. Québec will welcome its 500,000th passenger in September, since the inauguration of the cruise terminal in 2002. Six cruise ships will call for the first time in Québec City, of which four have a gross registered tonnage of 75,000 or more. Among these new vessels, the *Queen Victoria* from Cunard Line will stop in Québec City on October 4 and 5.

In terms of turn-arounds, Québec City will double the number of passengers at the destination compared with 2008, with nearly 35,000 people in 2009 compared with 17,000 in 2008. Four cruise ships from four different cruise lines will make a turn-around in Québec City. For its first year on the St Lawrence, Costa Cruises chose Québec City as the turn-around point for its transatlantic cruise and Canada-New England itinerary. Norwegian Cruise Line has been using Québec City as a port of call since 1998, but its cruise ship, *Norwegian Spirit*, will turn-around for the first time in 2009. As for Holland America Line and Princess Cruises, they will continue their operations in Québec City with the *Eurodam* and *Crown Princess*.

The Jean-Lesage International Airport is an important partner in turn-around operations in relation to our cruise activities, working closely with airlines in Québec City in order to increase connections and aircraft capacity on turn-around days. Québec City's cruise market also benefits from the development of other ports of call along the St Lawrence such as Gaspé, Sept-Îles, Baie-Comeau and Saguenay. This diversification allows cruise lines to offer new and exclusive tourist attractions to their customers.

From the founding of Québec City by Samuel de Champlain 400 years ago to the development of the cruise market in the past 10 years, the St Lawrence River has seen many vessels plying its waters. Like all our past visitors, Québec City will win your heart. ●



Montreal welcomes you onshore!

Only five minutes from the downtown core and a 20-minute drive to Pierre Elliot Trudeau International Airport, the Port of Montreal is a destination to (re)discover. The major cruise lines know it: the 2008 season was ranked one of the busiest since 1998. With 41 stopovers for the pleasure of 39,636 passengers, business was up 14% over 2007 – and 2009 looks like another record year.

The cruise industry recently recognized the Port of Montreal's dedication to excellence with the 2008 Best Turn-Around Port Operations Award from Dream World Cruise Destinations Magazine. "This award means a lot to us. We are constantly at work to maintain high-quality standards for cruise operations and we will continue to improve our services for the benefit of cruise lines and passengers," says Tony Boemi, vice-president, growth and development, at the Montreal Port Authority.

Ideally located a cobblesstone's throw away from Old Montreal, the non-tidal harbour offers cruise lines a two-sided 1,183-foot pier with full services dockside or by barge.

Passengers also get pampered. Disembarking directly into the highly efficient Iberville Passenger Terminal, they can saunter right into the heart of historic Old Montreal, or take advantage of the host of services available dockside: organized tours, special group visits, themed walks and bus tours. The city will meet whatever they choose to do with a generous welcome.

And what a city! Nowhere else in North America offers the enthusiasm, charm, dynamic cultural scene, diverse architecture

and array of cuisines that cruise passengers will find in Montreal.

Cosmopolitan, epicurean, festive and brimming with culture, Montreal's warm and accepting atmosphere is sure to enchant and fulfill expectations, with great shopping, beautiful sights, every style of music, professional theatre, international museums, more than 40 exciting festivals, incredible dining, and so much more. Every day is a celebration.

Famous for its European flair, the world's second-largest French-speaking city is a vibrant, sophisticated metropolis with 3.4 million residents from a wide variety of backgrounds, where French, English, Italian, Spanish, Portuguese, Indian and dozens of other languages are spoken.

A stroll through its unique neighbourhoods is a trip through exquisite surprises, such as a café au lait et croissant for a start in the trendy Plateau Mont-Royal district, followed by some window shopping on St Denis Street, a cappuccino e cannoli in colourful Little Italy or a few delicious Pastéis de nata in the Portuguese neighbourhood before exploring St Lawrence Boulevard, ducking into the 13-kilometre underground network of shopping centres or heading to the top of Mount Royal for a panoramic view of the city and a visit to the very spot where Jacques Cartier planted a wooden cross in 1535.

Nobody can leave Montreal without experiencing Old Montreal, where horse-drawn carriages, cobblestoned streets and outdoor cafés give a European feel minutes away from the magnificent waterfront.

With so much to see, do and savour, Montreal's old world cachet set in modern surroundings is a true delight to call on – again and again. ●



Escale Gaspésie - a natural delight

The Gaspé Peninsula, the gateway to the St Lawrence, has long been known and recognized for the picturesque charm of its magnificent landscapes and the warmth of its inhabitants. The Gaspésie region is a unique destination in Quebec tourism and is also gaining an attractive position on the international tourism scene. Between the region's extraordinary maritime coast, its Appalachian mountain range, its crystal-clear salmon rivers, its possession of the largest – and most accessible – colony of Northern Gannets in the world, and its unique maritime culture, Gaspésie never ceases to amaze and delight everyone who comes to discover all it has to offer.

Gaspésie is committed to sustainable tourism development and is determined to become an unmissable stop on the Canada-New England maritime route. To that end, in 2008 the region created a corporation – Escale Gaspésie – with the main mission of promoting, developing and operating a port of call for international cruise ships in the Land's End region of Gaspésie.

Bringing together the towns of Chandler, Percé and Gaspé, Escale Gaspésie created a strategic development plan that aims to secure the region a strong position within the industry by 2012. Maritime infrastructure, a visitor centre and a rail link are the main components of Escale Gaspésie's development project. With total investments of about \$45 million at its disposal, the region intends pulling out all the stops to attract cruise lines and gain their loyalty and, in so doing, enable economic players to reap the benefits of this industry that is growing at an enviable rate.

François Roussy, president of Escale Gaspésie and mayor of Gaspé, explains. "Our project aims first of all to equip the region with the infrastructure necessary to break into the international cruise tourism market," he says. "To do this, we need to make it a priority

to upgrade our marine, ground transportation and visitor services infrastructures to meet the needs of the industry. Secondly, the project aims to encourage the expansion of product and service offerings for tourists in accordance with international quality standards. By working to strengthen the diversity, quality and professionalism of the tourism industry we have, we are working to accentuate and maximize the benefits associated with tourism overall."

He adds: "Finally, development in cooperation with the community is also one of Escale Gaspésie's goals. Born of a partnership between three municipalities, the project stimulates dialogue between stakeholders and encourages cooperative decision making for the common good. This regional development model also reaches far beyond the borders of the municipalities involved and of the tourism industry."

In addition to local support, Escale Gaspésie relies on government business partnerships. As a target of the cruise development strategy, the project benefits from the financial support of Quebec's Ministry of Tourism and the Economic Development Agency of Canada for the Regions of Quebec. For each dollar invested by the corporation, an equal investment is made by both Canada and Quebec. This means that each partner will take on one-third of the \$45 million needed to carry out the project.

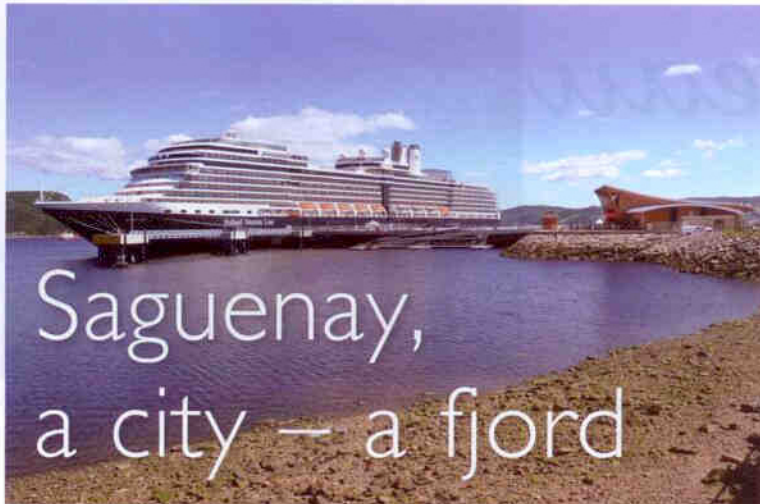
Stéphane Sainte-Croix, executive director, Escale Gaspésie, says: "It is important to highlight the significance of this partnership, without which it would be impossible for small rural municipalities to contemplate projects of this scale. By bringing together our areas of common interest and benefiting from substantial support from our governments, we can anticipate a bright future for the development of cruise tourism in our part of the country."

By establishing a solid foundation for cruise tourism in the region, Escale Gaspésie is setting the stage to fill its guest book for the next few years. It is through these efforts that 2009 will see more than a dozen international cruise ships drop anchor in majestic Gaspé Bay, the very place where Jacques Cartier took possession of Canada in 1534.

Escale Gaspésie's main clients include Holland America Line, Seabourn Cruise Line and Fred Olsen Cruise Lines. ●



Pictures © Escale Gaspésie



Settled in the heart of Québec, at the head of the majestic Saguenay Fjord, under the omnipresent gaze of the Monts-Valin Massif and rooted between three national parks: this is Saguenay. As the seventh most important city in the Province of Québec, it boasts a surface area twice the size of the island of Montreal and is located at the heart of the Canada-New England itinerary. Saguenay is a magnificent city offering an outstanding quality of life to its 146,000 citizens. It has the charm of a quaint little town where urban rhythms are nonetheless ever-present.

Imagine yourself in a land of adventure... with an endless horizon and unlimited space. You are in the heart of the Saguenay Fjord, a glacial valley unique in North America, extending for more than 126 kilometres with rock cliffs towering from higher than 350 metres and overlooking a bustling city. Experience a change of pace and breathe in the beauty and freedom, while contemplating the fjord's immense and majestic landscape.

With its new first-rate harbour infrastructure, the destination has what it takes to find its niche in the international cruise market. Saguenay's brand-new international cruise welcome pavilion was inaugurated during the official opening ceremony on September 4 by the mayor of the city of Saguenay, ministers and dignitaries from the different levels of government and Captain Darin William Bowland of the MS Eurodam. More than 15,000 Saguenay citizens joined the festivities to celebrate this historical event in the development of the tourist destination and share in this new source of pride for the region.

"Today marks the end of an enormous project, including the completion of the port of call with its welcome pavilion and a pier measuring 374 metres in length and dedicated solely to

international cruise ships. For over four years we have worked on this project, which required an investment in the range of \$33.75 million. Today we are happy to offer our cruise passengers a pavilion of exquisite style that is built from local and eco-friendly materials of exemplary quality. This is one of the greatest tourism investments in the region and we are very proud of it," said Priscilla Nemej, director of tourism development at Promotion Saguenay and president of Cruise the Saint Lawrence Association.

Inside the new pavilion, cruise ship passengers will find a complete tourist office, a souvenir boutique and a rest area with a view overlooking the fjord along with various amenities.

Saguenay has built its reputation on its services, its legendary welcome and the quality tours it offers. In 2007 Saguenay was awarded the National Gold Medal Winner for Tourism in Québec by the Grands Prix du Tourisme Québécois, based on the excellence of its services and its warm welcome of cruise ships into its ports.

In only four years more than 50,000 people have become enchanted with the region and its unique attractions. Among the favourites are: the great historical epic *La Fabuleuse*, *La Pulperie de Chicoutimi* and the Arthur Villeneuve House, *la Petite Maison Blanche* (the Little White House), Saguenay National Parks, Seaplane excursions above the Saguenay Fjord, the wild zoo in St-Félicien, Economuseums (angora goat farm and mohair workshop, glass-making, soap-making), art galleries, artist workshops, amazing gastronomy, terraces, cafés, lively bars, exclusive shops, and much more. In 2009, 15 cruise ships will call at Saguenay, with several large cruise lines among them: Holland America Line, Princess Cruises, Norwegian Cruise Line, Costa, Classic International Cruises and Deilmann.

In collaboration with the Cruise the Saint Lawrence Association, Promotion Saguenay is making great efforts and using various marketing strategies to establish its port of call a place on the international scene in the cruise industry. Accordingly, advertisements have been published in different specialized trade and travel magazines, tours are offered to cruise line representatives to familiarize them with the premises, meetings as well as presence at various exposition and trade shows have all helped Saguenay gain exposure. Furthermore, in June the city hosted the Canada-New England International Cruise Symposium, an event in which the outstanding solidarity of Saguenay, the enthusiasm of its citizens and their sense of organization came together to provide an exceptional event.

One needs to experience life in Saguenay to discover its best kept secret... a destination full of magic and fantasy. Come and feel our warm and legendary welcome. ●

Captain William Bowland, of the HAL MS Eurodam, and the Mayor of Saguenay inaugurate the new cruise terminal in early September



Baie-Comeau is...

Where the sunset kisses the St Lawrence River.

Where the forest leads right to the Unesco Manicouagan-Uapishka World

Biosphere Reserve.

And where our fascination with power took shape in the Manicouagan-Outardes Hydroelectric Complex.

Charming Baie-Comeau beckons you for an adventure that's larger than life.

The region's sheer size inspires adventure travellers; its unspoiled nature brings a smile to the faces of outdoor-oriented

activity fans and its sea spray calls, inviting us to get acquainted with the marine wildlife of the St Lawrence River.

Baie-Comeau is an outdoor playground where sport lovers, culture buffs, and families in search of fun will find plenty to do.

Ivo Di Piazza, Baie-Comeau mayor

Colonel Robert McCormick, a rich newspaper baron from Chicago, first opened a pulp mill in the area in 1936. The following year he founded the town of Baie-Comeau; a town that offered to its residents all the benefits of living in a major urban centre. Today Baie-Comeau has about 23,000 residents, is a modern and industrial city that produces aluminium and newsprint and offers to its visitors an abundance of activities.

Downtown Baie-Comeau – Place La Salle

Ideally situated in Baie-Comeau's heritage area, Place La Salle is a quaint commercial artery that witnessed the city's social and economic development in the early 1930s. Today Place La Salle is full of historical interests, such as the Sainte-Amélie church, the Anglican church, the Napoléon-Alexandre-Comeau heritage home, the renowned Hôtel Le Manoir, the Champlain beach and many others. Its commercial sector bustles with specialty boutiques, art galleries and restaurants. Downtown Baie-Comeau is also the place of birth of Brian Mulroney, former prime minister of Canada.

The glacier exploration centre

Take a trip back in time for a boreal adventure beneath the ice 20,000 years ago. Sound, image, light and multimedia technologies take visitors on a virtual visit built around glaciers and climate change.

Jardin des Glaciers Adventure Park

Twenty thousand years ago the Laurentian ice sheet left its spectacular mark on the area. Today you can admire the phenomena left behind by the glaciers. Learn how the Ice Age shaped the landscape through a host of outdoor and interpretive activities, as well as a network of trails and lookout points.

Manic 2 and Manic 5 hydroelectric plants

Manic 2 is a huge hollow-joint gravity dam linked to a generating station. To deliver the electricity from this powerplant, Hydro-Quebec inaugurated the world's first 735,000-volt power transmission line in 1965. This power transmission line has become the international standard for high-voltage electricity transmission. Manic 2 is the best place to discover how electricity is produced and delivered, from the water flowing through the turbines, to your home.

Manic 5 is one of the most spectacular dams in the world; it's the largest multiple arch and buttress dam in the world. With a height of 700 feet and a



width of 0.8 miles, the dam is high enough almost to fit the Eiffel Tower in its main vault. Manic 5 is an example of Québec's engineering genius.

Baie-Comeau deepwater seaport

The seaport is situated on the north shore of the St Lawrence Seaway (latitude 49° 13'N, longitude 68° 09'W), 600 kilometres (400 miles) northeast of Montreal. Located one mile from downtown, the port has three berths; length 125m to 155m, depth 9.5m to 10m, apron 17m to 24m. The services offered at the port are: fuel by truck, fresh water by truck, roll-on/roll-off ramp, car ferry ramp, tug and electrical outlets for tugs.

Baie-Comeau received its first cruise ship in 2006. Since then more cruise lines have shown much interest in our destination. This year Baie-Comeau received two cruise lines – Fred Olsen and Holland America. For a few years Carnival Cruises line has shown great interest in visiting our port and is planning on adding Baie-Comeau to its itinerary in 2011 and 2012. Other smaller cruise ship companies such as Canadian Sailing Expeditions have regularly visited our port since 2006. Just like Colonel Robert McCormick, the city of Baie-Comeau and its mayor are working closely to offer the visitors of his town all the benefits of a major urban centre. Over the past five years more than \$13.2 million has been invested to create the Ice Experience Center, internationally renowned among the climate change research centres. In 2009 about \$700,000 was invested in downtown Baie-Comeau to revitalize Place La Salle and its surroundings. In 2010 the city will invest more than \$10 million for the construction of a new cruise ship welcome centre located on the pier where cruise ships dock. More investment is to come in the next few years.

Every day is a feast for the senses in Baie-Comeau. Discover an economically prosperous community with rich cultural, sporting, and educational tradition and warm hospitality that guarantees an unforgettable visit.

See you soon!