

TRAVEL AND HOSPITALITY

Crystal plans multi-million dollar renovations of Symphony, Serenity liners

April 21, 2017



Still from Crystal Cruises' advertisement

By STAFF REPORTS

Hospitality service provider Crystal is remodeling two of its flagship ocean vessels, giving them an updated look as it extends its brand beyond sea cruises.

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During the process dubbed "Evolution of Crystal Luxury," Crystal Symphony and Crystal Serenity will undergo their most extensive makeovers to-date, which will include new penthouses, dining options and technology. This remodel comes during Crystal's expansion into air travel and its increased focus on river cruises ([see story](#)).

New look

During the renovations, which will take place a year apart in 2017 and 2018, both ships will see more penthouse and penthouse suite accommodations added, as staterooms are transformed into larger rooms. Crystal Symphony will now offer 40 more of the butler-serviced penthouses, while Crystal Serenity will add 38 total penthouses.

With these spacious rooms, the ships will have a reduced capacity, increasing the area per guest. These accommodations also come with perks such as in-room dining.



Rendering of Crystal Symphony Seabreeze Penthouse

Crystal is also making over the dining experience on-board, focusing on the ships' central dining rooms. Now renamed Waterside, the eatery will feature a design based on the dining room on board Crystal's Mozart river vessel.

With added small tables and open-concept seating, guests will now be able to dine more flexibly between 6 and 9:30 p.m., eliminating the previous need for reservations and reserved seating.

Bringing a technology-friendly experience to passengers, Crystal Symphony's 2017 renovations will include the addition of complimentary WiFi for all guests.

Beyond connecting travelers with land, Crystal will be rolling out a portal called Crystal Connect that will offer information about on-board dining and activities both aboard and at port. Crystal will also be installing flatscreen interactive televisions in all guest rooms, providing travelers with access to information such as its spa services and dining menus.

Consumers can also get entertainment on their personal devices, with international newspapers and movies available on the network.

These dry-dock renovations will be staggered. Crystal Symphony will be remodeled from Sept. 19 to Oct. 21 this year, while Crystal Serenity will undergo construction Oct. 14 to Nov. 10, 2018.

"Crystal Symphony and Crystal Serenity are the foundation of Crystal and continue to embody the cornerstones of the celebrated Crystal Experience," said Edie Rodriguez, CEO/president of Crystal, in a brand statement. "These ships have earned us not only acclaim from the world's most eminent entities and publications for more than two decades, but more importantly, the loyalty of the world's most discerning travelers and travel partners.

"We are committed to continuing their reign as the most luxurious ships at sea by investing in changes and updates that will far exceed our guests' wishes."