



Fred.Olsen Cruise Lines

IF A FRED. OLSEN CRUISE ISN'T FOR YOU

**FRED'S
ENJOYMENT
PROMISE***

WE'LL REFUND YOUR CRUISE FARE*



*New guests only. Ask for details. Terms & Conditions apply.

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Fred. Olsen Cruise Lines is fulfilling its 'Enjoyment Promise', according to guests!

After over six months of its ground-breaking 'Enjoyment Promise' being in place, Fred. Olsen Cruise Lines is delighted to announce that not a single guest has taken it up on its offer to fly them home and refund their cruise fare because they were not enjoying their cruise holiday! Fred. Olsen launched its unique 'Enjoyment Promise' in December 2013 – the biggest initiative of its kind ever to take place in the UK to encourage people to try cruising – and it now forms a key part of the cruise line's brand (applicable on all freedom fare bookings made at least 14 weeks in advance, of between seven and 35 nights' duration*).

If guests find that a Fred. Olsen cruise is not for them within 48 hours, they just need to let Guest Relations know on board and Fred. Olsen promises to arrange and pay for their flight back to the UK and repay the cost of their cruise*.

Nathan Philpot, Sales and Marketing Director for Fred. Olsen Cruise Lines, said:

“When we launched our innovative ‘Fred.’s Enjoyment Promise’ late last year, we felt that our guests would fall in love with the destinations that we get closer to, the great value and friendliness that we offer on board – and it seems that this has, indeed, been the case!

“We have welcomed over 24,000 guests onto our ships since we introduced the ‘Enjoyment Promise’, and they have all enjoyed their time with us...in fact, many will be returning to holiday with us again in the future!

“Fred.’s Enjoyment Promise’ demonstrates the confidence that we have in our product, and we hope that this faith in our high-quality cruise experience will encourage the millions of holiday-makers in the UK to give cruising a try with Fred. Olsen for the first time.”

Fred. Olsen is proud to be the only UK travel company to receive a coveted ‘Gold Award’ from leading consumer review website Feefo, having achieved a 95% service rating of ‘Excellent’ or ‘Good’ in over 8,000 genuine, independent guest reviews in 2013.

Fred. Olsen was pleased to be voted ‘Best Affordable Cruise Line’ and runner-up ‘Best Cruise Line’ in the ‘*Cruise International Awards 2013*’, and ‘Best Value for Money’ in the Cruise Critic ‘Editors’ Picks UK Awards 2013’.

Fred. Olsen Cruise Line operates in the UK with four intimately sized ships for a more personal cruising experience.

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