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## **Fred. Olsen Cruise Lines receives Feefo's 'Gold Trusted Service Award', for the fifth year running!**

Fred. Olsen Cruise Lines has been awarded the coveted 'Gold Trusted Service Award' by independent review site Feefo, for the fifth year running! To date, Fred. Olsen has received over 27,258 customer reviews, with a service rating of 4.5 stars.

This important Feefo accreditation highlights those companies that have delivered consistently excellent customer service, based on independent feedback received directly from genuine customers.

Justin Stanton, Sales and Marketing Director for Fred. Olsen Cruise Lines, said:

“We would like to thank the many thousands of guests who have shared their feedback on their Fred. Olsen Cruise experience through independent review website Feefo and have rated us so highly year after year.

“It is always gratifying to be recognised in this important, impartial way. We put so much effort into carefully creating each cruise itinerary and providing a very personal, friendly and authentic kind of cruise holiday, whether by ocean or along the waterways of Europe.

“Our hard-working and dedicated teams, both office-based and across our ocean and river cruise fleets, are proud to continue to offer guests the high standards and excellent customer service that they have come to expect.”

At the end of their cruise holiday, Fred. Olsen guests are invited to leave a rating and review of the destinations they have visited and the service that they have received during their time on board; it is this rating that is used to identify the level of accreditation. To gain Feefo’s top ‘Gold Trusted Service’ status, a service rating of at least 4.5 must be achieved.

Some of the recent Feefo feedback from Fred. Olsen guests includes:

*“This was our first cruise and it ended up being a holiday we will never forget. The whole experience was amazing!”*

*“We have cruised with several companies but Fred. Olsen staff have taken service to a higher level. They genuinely seem to enjoy what they do. Their ships should be renamed, ‘Fun Ships’ there is so much laughter on board. You just know that if there is a problem or query, they will go the extra mile to put a smile on your face. Many of them remember us after more than a year away, (how do they do that?) They are solid gold and the main reason we just keep coming back.”*

*“Food wonderful, service exemplary. What more could one ask?”*

*“We simply had the most amazing experience for our first ever cruise.”*

Fred. Olsen operates a fleet of four classic, smaller-sized ocean ships - *Balmoral*, *Braemar*, *Boudicca* and *Black Watch* – and a river cruise vessel, *Brabant*. The cruise line is renowned for ‘bringing the world *closer*’, offering over 200 ocean cruise destinations from five convenient, regional UK departure ports in 2018/19: Southampton, Dover, Liverpool, Newcastle and Edinburgh (Rosyth).

**For further information on Fred. Olsen Cruise Lines, visit the website at [www.fredolsencruises.com](http://www.fredolsencruises.com). To find out more about Feefo’s ‘Trusted Service Accreditation’ scheme, go to <http://trustedservice.feefo.com>**

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

## Contacts



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