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Fred. Olsen River Cruises receives Feefo 'Trusted Service Award 2019' following inaugural 'Brabant' season

Fred. Olsen River Cruises has received the 'Trusted Service Award 2019' from independent review site Feefo, following river cruise ship *Brabant's* inaugural season in 2018, serving some of Europe's finest waterways. In its first year of operation, 156-guest *Brabant* received over 300 reviews, giving it an overall rating of four stars for 'Customer Experience'.

To receive this important 'Trusted Service Award 2019', Fred. Olsen had to receive at least 50 reviews on Feefo between 1st January 2018 and 31st December 2018, with a service rating of between 4.0 and 4.4. In fact, Fred. Olsen has received more than 100 reviews of at least four stars since launching *Brabant* in April 2018.

Keith Norman, River Sales Manager at Fred. Olsen Cruise Lines, said:

"We are thrilled to receive the coveted 'Trusted Service Award 2019' from Feefo after just one season with our river cruise ship, *Brabant*. Launching a new product is always exciting, and we thank all our guests for working with us to help to develop and 'fine-tune' our *Brabant* offer.

"Our hard-working and dedicated teams, both on board *Brabant* and ashore, are committed to providing the excellent customer service for which Fred. Olsen is renowned, and this important Feefo recognition shows that we have been able to deliver a new river cruise product that our guests love and trust.

"We have enjoyed taking both new and returning Fred. Olsen guests along some of Europe's most beautiful rivers, including the Moselle, Main, Rhine and Danube, and we look forward to continuing this exceptional customer

service when *Brabant's* second season commences in April.”

At the end of their river cruise holiday, Fred. Olsen guests are invited to leave a rating and review of the destinations that they have visited and the service that they have received during their time on board; this rating is then used to identify the level of Feefo accreditation.

Some of the Feefo feedback from Fred. Olsen River Cruise’s inaugural year with *Brabant* includes:

“Excellent cruise, very nice cabins, interesting ports of call and excellent food.”

“Great cruise with lots of time to visit the lovely towns where we docked. Ship, cabin, food, staff were all wonderful.”

“It was fantastic! I would do it all again tomorrow and can't wait for my next river cruise!”

“It’s a simple formula: homely, friendly, affordable river cruising. I reckon Fred Olsen has cracked it.”

*“Coasting through some of Europe’s most engaging attractions in total comfort could be habit forming. If that’s the case, the *Brabant* can take the credit.”*

Matt West, CEO at Feefo, said:

“The ‘Trusted Service Award’ has always been about recognising those companies that excel beyond the norm. This year, we’ve seen many remarkable businesses leveraging the full potential of Feefo to provide outstanding levels of experience for their customers – and rightly being awarded our most prestigious accreditation.”

Guests booking their Fred. Olsen river cruise holidays aboard stylish *Brabant* can also benefit from its ‘Book with Confidence’ guarantee. This means that, once a booking is confirmed, Fred. Olsen guarantees that no surcharges or supplements will be added to the cruise price.

Bookings are underpinned by the security of ABTA and ATOL protection,

while all cruises, shore tours and purchases made on board Fred. Olsen's ships are priced in Pounds Sterling – so that guests can explore the world without having to worry about exchange rates.

Fred. Olsen's industry-leading 'Enjoyment Promise' also helps to give guests real peace of mind. Simply book more than 12 weeks ahead on cruises of five nights or more and, if guests find that the cruise is not for them within 24 hours on board *Brabant*, just let Guest Services know on board the ship and Fred. Olsen promises to arrange and pay for flights back to the UK from the next port and repay the cost of the holiday.

For further information on Fred. Olsen River Cruises, visit the website at www.fredolsencruises.com/river-cruises

To find out more about Feefo's 'Trusted Service Accreditation' scheme, go to <http://trustedservice.feefo.com>

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

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