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‘We are still here for you’ – Fred. Olsen Cruise Lines share working from home pictures in show of support for guests and trade

Last week, following the Government’s instructions that everyone should remain in their homes, Fred. Olsen Cruise Lines enabled home working for all of its office-based workers, including the 60 team members who make up the Guest Services and Reservations call centres.

In a show of support these teams, along with the Trade Support department, have shared pictures of themselves working from home to spread the

message 'we are still here for you'.

Peter Deer, Managing Director at Fred. Olsen Cruise Lines, said:

“Each guest journey begins with our Reservations and Guest Services teams. They are on the front-line of our office based operations.

“People like dealing with people, and we know that our guests like to have that point of contact with our team here, perhaps now more than ever. We have found ourselves in an unprecedented time, and I know that many of you will have questions about your upcoming cruises with us.

“This is equally as important for our travel agent partners, and our Trade Support team remains on hand to help you as together we work through this challenging period.

“These pictures go some way to show that we are real and we are caring. Behind every call you make to us is the friendly face of one of our team members, who will be more than happy to talk through any questions you may have.”

To contact Reservations, please call 0800 0355 052 and for Guest Services 0800 0355 145.

Both teams will be contactable between the hours of 9am and 6pm Monday to Friday, and 9am to 5pm on Saturdays.

Travel agents and trade partners can reach the Trade Support team by calling 01473 746164 Monday to Friday, or visiting the Travel Agent Centre at fredolsencruises.com/agent

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

Contacts



Georgina May

Press Contact

Acting PR Manager

Public Relations

georgina.may@fredolsen.co.uk