Feb 16, 2015 14:48 GMT

Fred. Olsen Cruise Lines is proud to be recognised as a Feefo 'Gold Trusted Merchant' for the second year in a row

Fred. Olsen Cruise Lines has been awarded the coveted '**Gold Trusted Merchant Accreditation'** by independent review site Feefo for the second year in a row. This is the second year that Feefo has run this accreditation to highlight those merchants that have consistently delivered great customer service, and is based on genuine feedback received directly from customers. To date, Fred. Olsen has received over 10,500 reviews, with 95% of these being in the 'Good' or 'Excellent' categories.

Fred. Olsen guests are invited to leave a rating and review for the service that they receive at the end of their cruise holiday; it is this rating that is used to identify the level of accreditation. To gain Feefo's top 'Gold Trusted Merchant'

status, an average service rating of 95%-100% must be achieved.

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

"The itineraries on Fred. Olsen cruises are amazing, and the service on board is absolutely first class. Nothing is too much trouble for the staff and, being on smaller ships means they look after you in a really personal way."

"Smaller, friendlier ships, like minded people. Fantastic cruise and New Year!! Staff went out of their way to make sure everyone had a good time."

"Staff were all very helpful. The food was always excellent with a lot of choice and provision was made for my husband's gluten free diet with no fuss. The entertainments crew did a splendid job. Boarding and leaving was very efficient. The trips were well organised and interesting. I have never been to the Canaries before so it was a good choice for me."

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

"This Feefo accreditation is a very important indication of the quality and service that Fred. Olsen Cruise Lines provides. These independent awards are based on scores given by genuine cruise customers and not by industry judges, and are a true and trusted guide on the Fred. Olsen experience. It is also a great testament to the hard work and dedication of our team, and highlights the way that we value and invest in our customers.

"We would like to thank the many thousands of guests who have contributed to this award by taking the time to leave their valuable feedback; rest assured that we will do all that we can to continue to deliver the quality service and value for money that you have come to expect from us."

Fred. Olsen was also delighted to be named one of the Top 3 UK cruise lines and awarded a prestigious 'Recommended Provider' accolade, in *Which?*'s first-ever dedicated cruise survey in April 2014, receiving a customer satisfaction score of 85% out of 100%.

Fred. Olsen operates a fleet of four smaller-sized ships – *Balmoral*, *Braemar*, *Boudicca* and *Black Watch* – and is renowned for 'Bringing the world *closer to*

you', offering an extensive range of worldwide cruise destinations from ten convenient, regional UK departure ports – Southampton, Dover, Harwich, Tilbury, Avonmouth (Bristol), Liverpool, Newcastle, Greenock (Glasgow), Rosyth (Edinburgh), and Belfast.

For further information on Fred. Olsen Cruise Lines, visit the website at www.fredolsencruises.com To find out more about Feefo's 'Trusted Merchant Accreditation' scheme, go to http://www.feefo.com/web/en/feefo-trusted-merchant-programme

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

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