



Feb 23, 2016 13:51 GMT

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

Fred. Olsen Cruise Lines has been awarded the coveted 'Gold Trusted Merchant Accreditation' by independent review site Feefo, for the third year in a row. To date, Fred. Olsen has received over 14,300 customer reviews, with 95% of these being in the 'Good' or 'Excellent' categories.

Now in its third year, this important Feefo accreditation highlights those

merchants that have delivered consistently excellent customer service, and is based on genuine independent feedback received directly from customers.

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

“We are very proud to have been awarded Feefo's 'Gold Trusted Merchant Accreditation' again. This is a very important indication of the quality and services that Fred. Olsen Cruise Lines provides to its guests, and is a great testament to our hard-working and dedicated team.

“These independent awards are based on scores given by genuine cruise customers and not by industry judges, and are a true and trusted guide to the Fred. Olsen experience.

“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 continue to offer the same high levels of friendliness, customer service and cruise experience across our fleet.”

✘At the end of their cruise holiday, Fred. Olsen guests are invited to leave a rating and review for 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 Merchant' status, an average service rating of between 95% and 100% must be achieved.

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

“It amazes me how pleased the waiters, officials and crew are to welcome new guests. Their attitude helped me to feel at home by the end of the first evening.”

“As usual the service on this ship was excellent in the bars, the restaurants and the cabin. The food is excellent and the dinner in the evening was always special.”

“I highly recommend this for people who like to travel and have a relaxing holiday all in one. This company is very friendly; I have already booked another cruise with them.”

“Excellent cruise in every aspect. Two ladies travelling alone and we were a little apprehensive, but highly recommend the Braemar – very friendly staff, that took care of our every need. We hope to travel with Fred Olsen in the future!”

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, Falmouth, 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>

ENDS

Fred. Olsen Cruise Line operates in the UK with four intimately sized ships for

a more personal cruising experience.

Contacts



Georgina May

Press Contact

PR Manager

georgina.may@fredolsen.co.uk



Georgie Long

Press Contact

PR Executive

georgie.long@fredolsen.co.uk