



Gold Trusted Service Award

2024

feefo 

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Fred. Olsen Cruise Lines receives Feefo Gold Trusted Service Award 2024

Fred. Olsen Cruise Lines has won the Feefo Gold Trusted Service Award in recognition of its exceptional standard of customer experience.

The Trusted Service Awards, an independent seal of excellence, were set up by Feefo to recognise brands that use the platform to collect verified reviews and receive phenomenal feedback from their customers.

Over the past year, Fred. Olsen Cruise Lines has received more than 5,000 guest reviews, with 93% of these being either four or five star ratings.

Clare Ward, Director of Product and Customer Services at Fred. Olsen Cruise

Lines, said:

“We’re absolutely thrilled to have received the Gold Trusted Service Award from Feefo.

“Keeping our guests happy and providing them with the best possible experience by putting our 175 years of experience into making every single day count is our number one priority.

“The fact that this accolade is based on feedback from guests gives us confidence that our teams both on board and ashore are delivering an exceptional level of service.

“It is testament to how hard our teams work to ensure our guests are at the heart of everything we do at Fred. Olsen Cruise Lines.”

The awards, which celebrate brands that deliver standards that go above and beyond, are presented to businesses that have collected at least 50 reviews throughout 2023, with a Feefo service rating of between four-and-a-half and five.

Tony Wheble, CEO at Feefo, said:

“With customers continuing to build resilience at a time of economic uncertainty, we’re delighted to showcase thousands of our clients who are continuing to go above and beyond for each and every customer.

“The Trusted Service Awards have always been about recognising companies, like Fred. Olsen Cruise Lines, that go above and beyond the norm to deliver a great service and receive great feedback from delighted customers in return.

“I look forward to seeing what Fred. Olsen Cruise Lines and our other customers achieve next year.”

For further information on Fred. Olsen Cruise Lines, visit www.fredolsencruises.com, call Reservations on 0800 0355 242 (Monday to Friday 8.30am to 6pm, Saturday 9am to 5pm, Sunday 10am to 4pm), or contact your ABTA travel agent.

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