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## **Fred. Olsen Cruise Lines receives Feefo's 'Gold Trusted Service Award', for the fourth year running**

Fred. Olsen Cruise Lines has been awarded the coveted 'Gold Trusted Service Award' by independent review site Feefo, for the fourth year running. To date, Fred. Olsen has received over 19,000 customer reviews, with 95% of these being in the 'Good' or 'Excellent' categories✕.

This important Feefo accreditation highlights those companies that have delivered consistently excellent customer service, based on independent feedback received directly from genuine customers.

Justin Stanton, Sales and Marketing Director for Fred. Olsen Cruise Lines, said:

"It means such a lot to all of us to have been awarded Feefo's 'Gold Trusted Service Accreditation' once again. It is a true and reliable guide to the Fred. Olsen experience, and we would like to thank the many thousands of guests who have shared their honest feedback in this way.

"We are very proud of our hard-working and dedicated teams, both office-based and across our four ships. This independent recognition reflects the high standards and excellent customer service that Fred. Olsen Cruise Lines' guests have come to expect.

✕At the end of their cruise holiday, Fred. Olsen guests are invited to leave a rating and review of the destinations they have visited and 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 Service' status, an average service rating of between 95% and 100% must be

achieved.

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

*“First time cruising, did not know what to expect. Cannot fault Fred Olsen Cruise Lines, good choice of entertainment, food choice at every meal excellent, fellow cruisers very helpful and friendly, lots to do on the ship. Loved it so much we have booked our second cruise with Fred Olsen.”*

*“It was my first cruise and it was brilliant – accommodation good, food great, staff brilliant.”*

*“We have sailed with Fred Olsen before and, while the boats may be smaller, the welcome and service given by the Captain, officers and crew are hard to beat. The cruise was first class, the food was excellent and the service was of a very high standard.”*

*“Excellent cruise, wonderful crew and staff. A great pleasure as always, including some memorable tours and a fantastic dining experience.”*

*“Always been very satisfied with Fred Olsen cruises. Ships are all super and members of the crew are always very pleasant and keen to be of service. Looking forward to our next cruise.”*

Fred. Olsen operates a fleet of four smaller-sized ships – *Balmoral*, *Braemar*, *Boudicca* and *Black Watch* – and is renowned for ‘bringing the world closer’, offering an extensive range of worldwide cruise destinations from ten convenient, regional UK departure ports in 2017/18: Southampton, Dover, Harwich, London Tilbury, Falmouth, Liverpool, Newcastle, Glasgow (Greenock), Edinburgh (Rosyth) and Belfast.

**For further information on Fred. Olsen Cruise Lines, visit the website at [www.fredolsencruises.com](http://www.fredolsencruises.com) Book online, call Reservations on 0800 0355 242 (Monday to Friday, 8am to 8pm; Saturday, 9am to 5pm; Sunday, 10am to 4pm), or visit an ABTA travel agent. To find out more about Feefo’s ‘Trusted Service Accreditation’ scheme, go to <http://trustedservice.feefo.com>**

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

## Contacts



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