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Fred. Olsen Cruise Lines receives silver award for putting Customers at the Heart of Everything at UK Customer Experience Awards 2022

Fred. Olsen Cruise Lines have been awarded Silver for 'Customers at the Heart of Everything' at the prestigious UK Customer Experience Awards 2022.

Hosted in Wembley Stadium, the UK Customer Experience Awards is Britain's biggest celebration of customer experience, with judges consisting of an expert panel of independent business professionals.

The award was won after members from Fred. Olsen Cruise Line's sales, marketing, training, call centre and on-board teams came together to bring to life some of their stories and the ways in which they are putting their customers at the heart of everything.

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

"We are incredibly proud to accept this award as a testament to everything that we do for our guests. One of our principles in The Olsen Way is that 'it's all about the people' and this award is real evidence of that.

"This award wouldn't be possible without the genuine care and positivity that comes from everyone within the company, from our ships to our call centres, our customers are truly at the heart of everything we do."

There is still time to experience Fred. Olsen Cruise Lines' award-winning customer service in 2022. Some highlights for cruises setting sail this year include:

***Balmoral's* 14-night L2231 'Morocco and Southern Spain' cruise. Departing from Southampton on the 18th November 2022.** Prices start from £1,399 per person.

Itinerary: Southampton, England – Cádiz, Spain – Tangier, Morocco – Tangier, Morocco – Casablanca, Morocco (overnight stay) – Agadir, Morocco – Lisbon, Portugal – Leixões (for Oporto), Portugal – Southampton, England

For more details: Visit [Balmoral's L2231 'Morocco and Southern Spain' cruise](#)

***Borealis'* 11-night S2230 'Discover Portugal with Madeira' cruise. Departing from Liverpool on the 24th November 2022.** Prices start from £749 per person.

Itinerary: Liverpool, England – Lisbon, Portugal – Funchal, Madeira, Portugal (overnight port) – Leixões (for Oporto), Portugal – La Coruña, Spain – Liverpool, England

For more details: Visit [Balmoral's S2230 'Discover Portugal with Madeira' cruise](#)

***Balmoral's* eight-night L2232 'European Christmas Markets' cruise. Departing from Portsmouth on 2nd December 2022.** Prices start from £899 per person.

Itinerary: Portsmouth, England – Zeebrugge, Belgium – Gothenburg, Sweden

- Copenhagen, Denmark – Kiel Canal Transit, Germany – Hamburg, Germany
- Portsmouth, England

For more details: Visit [Balmoral's L2232 'European Christmas Markets' cruise](#)

For further information on Fred. Olsen Cruise Lines' 2022 sailings, visit fredolsencruises.com/last-minute-cruise-deals. Book online, call our Reservations team on 0800 0355 242 (Monday to Saturday, 9am to 5pm), or contact your ABTA travel agent

Note to editors:

Pictured, from left, all from Fred. Olsen Cruise Lines: Tim Spicer, On Board Journey Planning Manager; Michelle Tingley, Brand Training Manager; Ellis Orchard, PR Manager; Sophie Barrett, Training & Development Coordinator

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

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