

15 February 2021
PRESS RELEASE

ELEGANT RESORTS RECEIVES FEEFO PLATINUM TRUSTED SERVICE AWARD 2021

Leading luxury tour operator Elegant Resorts has secured the Feefo Platinum Trusted Service award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by their customers.

Created by Feefo, Trusted Service is awarded only to businesses that use the site to collect genuine reviews and insights, basing it on the number of reviews received and their average rating. As all reviews are from clients and verified as genuine, the highly regarded accreditation is a true reflection of a business' commitment to outstanding service.

Throughout 2020, Elegant Resorts received superb feedback and ratings from their clients. Comments included: *"Unparalleled service in unprecedented times!"*, *"Went above and beyond to help get us away at a difficult time!"*, *"Thorough. Thoughtful. Efficient. On time. Personalised."*

Feefo gives Platinum Trusted Service awards to businesses that have achieved the Feefo Gold standard for three consecutive years or more. Prior to the pandemic, the Feefo Gold Trusted Service award recognised organisations that had collected at least 50 Feefo reviews in a year, achieving a service rating of at least 4.5. This year, to avoid penalising businesses suffering unduly from the effects of the coronavirus pandemic, the criteria has been adjusted. Organisations that won a Gold Trusted Service award last year but struggled to achieve the required number of reviews this year, have been assessed on an average rating over the 24-month period covering 2019 and 2020.

Lisa Fitzell, Managing Director at Elegant Resorts, commented: "We're very excited to receive this award from Feefo as it's based on the feedback of our customers, who are the most important judges of all. It recognises how hard we work to give all our customers the best possible experience, even in a year as tough as 2020. Everyone at Elegant Resorts is fully committed to the highest quality of service and go above and beyond for our clients so they have the most unforgettable holidays. The beauty of Feefo is that it enables us to consistently improve too, so we're looking forward to another successful year."

ELEGANT | RESORTS

MASTERS IN LUXURY TRAVEL SINCE 1988

Congratulating Elegant Resorts on winning this year's award, Steph Heasman, Director of Customer Success at Feefo, commented: "The Trusted Service award has always been about recognising companies that are outstanding in customer experience and generate great feedback from happy customers. This year, despite the incredible challenges of a global pandemic, so many companies using Feefo have continued to provide remarkably high levels of service and they deserve a huge amount of credit for what they have achieved. It's why we have changed our criteria to be fair to the organisations that have struggled in such difficult circumstances. At Feefo, we help our clients give their customers the best experiences possible".

-Ends-

About Feefo

Feefo is a global technology company that encourages brands to make smarter decisions and improve consumer experiences by leveraging the full potential of real customer reviews.

Feefo's cutting-edge review platform is trusted by more than 3,500 brands, including Next, Vauxhall, Iceland, Mazda, Expedia, Michael Page and JCB, who rely on it to supply smart insights that transform their ability to market, sell and build more rewarding relationships with customers.

A trusted partner of Google, Feefo's technology and consultancy team possesses unique expertise and business insight, enabling brands to employ cutting-edge innovation that optimises the delivery of digital marketing and advertising.

About Elegant Resorts

Elegant Resorts is a leading luxury tour operator with over 32 years of experience in creating personalised travel experiences. The team of knowledgeable Luxury Travel Specialists believes in making luxury holidays once-in-a-lifetime, every time. Utilising first-hand experience and exclusive industry connections, tailored itineraries exceed all expectations. Plus, with the meaningful guarantees of the Elegant Promise, clients can be assured that their holiday will be adaptable, flexible and protected for peace of mind.

For further information on Elegant Resorts, please contact Charlotte Wilmots at Charlotte's Web PR.

Telephone: 07867785091

Email: charlotte@charlotteswebpr.co.uk