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PRESS RELEASE

Elegant Resorts Receives Feefo Platinum Trusted Service Award 2024

For the fifth consecutive year, Elegant Resorts has won the Feefo Platinum Trusted Service Award, an independent seal of excellence, which recognises businesses that consistently deliver a world-class customer experience.

Feefo established the Trusted Service Awards in 2014 to recognise brands that use the platform to collect verified reviews and receive exceptional feedback from their customers. The awards are unique because they truly reflect a business's dedication to providing outstanding customer service by analysing feedback from real customers.

Working with over 6,500 brands, Feefo is the world's largest provider of verified reviews, helping brands understand customers by analysing verified reviews and providing insight into trends, needs and habits.

Consumer confidence is now at its [highest level since 2021](#) as living standards show signs of improvement, but consumers remain cautious with their spending. The businesses that stand out will be those that put excellence in their service and weave in a customer advocacy strategy. This award celebrates brands that are delivering standards that go above and beyond.

Feefo has presented Platinum Trusted Service Awards to businesses that have achieved Gold standard for three consecutive years. To receive a Gold Trusted Service Award, businesses must have collected at least 50 reviews with a Feefo service rating of between 4.5 and 4.9 between 1st January 2023 and 31st December 2023.

Lisa Fitzell, Managing Director of Elegant Resorts commented: "We're thrilled to receive a Platinum Trusted Service Award from Feefo for the fifth consecutive year. Receiving such positive comments from our clients means a great deal to us as we strive to provide first-class service and

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unforgettable experiences. This award represents how hard our staff have worked despite the current challenging economic climate. As we enter the new year, we continue to enhance our understanding of our client's needs, so that we can get everything right for them, and we look forward to another successful year ahead."

Congratulating Elegant Resorts on winning this year's award, Tony Wheble, CEO at Feefo, said: "With customers continuing to build resilience in 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 that go way beyond the norm in customer service and in turn receive great feedback from delighted customers.

A particular congratulations to Elegant Resorts for winning a Platinum Trusted Service Award by providing great customer service consistently over a number of years. I look forward to seeing them continue to achieve next year and beyond."

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

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