

PRESS RELEASE

ELEGANT RESORTS AWARDED FEEFO GOLD TRUSTED SERVICE AWARD 2018

Elegant Resorts has won the Feefo Gold Service award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers.

Created by Feefo, Trusted Service is awarded only to those businesses that use Feefo to collect genuine ratings and reviews. Those that meet the high standard, based on the number of reviews they have collected, and their average rating, are awarded. A badge of honour, this accreditation remains unique, as it is based purely on the interactions with verified customers. As all reviews are verified as genuine, the accreditation is a true reflection of a business' commitment to outstanding service.

Elegant Resorts met the criteria of collecting at least 50 reviews between January 1st 2017 and December 31st 2017, with a Feefo service rating of between 4.5 and 5.0.

Redmond Walsh, CEO at Elegant Resorts commented: "It's a real honour to receive this award from Feefo. To be recognised for delivering exceptional experiences to our customers is a great achievement. We've been working hard to ensure our customers receive the best service possible, and being able to listen, understand and respond to their needs has enabled us to improve our offering in 2017. We're looking forward to another successful year ahead."

Speaking on this year's award, Andrew Mabbutt, CEO at Feefo, commented: 'The Trusted Service award has always been about recognising those companies that go the extra mile. Once again, we have seen many incredible businesses using Feefo to its full potential, to provide truly memorable experiences for their customers – and rightly being awarded with our most prestigious accreditation. I look forward to the continual success of the businesses that work in partnership with Feefo throughout 2018.'

Feefo is a ratings and reviews, and customer analytics platform that provides the tools to collect genuine, purchase-verified reviews on behalf of over 4,000 businesses. Feefo ensures that all feedback is authentic, by matching it to a legitimate transaction; this is in order to increase consumer confidence, and combat the rising issue of fake reviews.

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About Feefo

Feefo is a global reviews and customer analytics solution to boost business & build trust. Feefo collects reliable customer feedback to deliver up to date insights so businesses and consumers can make better decisions. Feefo does this on behalf of 4,000 companies, providing reviews and customer analytics for more than 5,000 websites. Clients include Expedia, AXA, Next, The White Company, Moss Bros, Notonthehighstreet.com & Tepilo. For more information please visit: www.feefo.com

About Elegant Resorts

This year, Elegant Resorts celebrates its 30th Anniversary and we have a host of events planned to mark this remarkable milestone. Founded in 1988 by travel

pioneers, Geoff Moss and Barbara Catchpole, our team of expert Travel Consultants and concierge team create tailor-made, luxury holidays to the finest hotels and destinations throughout the world,

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