

## Trusted Service Award for Hotelbeds Group's tours & activities website

Submitted by patricia on Tue, 20/03/2018 - 14:03

- Group's isango! websites receive prestigious Trusted Service Award from Feefo.
- Status only given to brands that achieve average service rating in 4.0-4.5 range out of 5.
- Recognition reflects the significant growth and popularity of the isango! Websites.

**Palma, 20 of March 2018. Hotelbeds Group**, the leading bedbank worldwide and a provider of business-to-business services to the travel industry globally, has announced today that the Group's tours & activities arm **isango!** – the web-based specialist retailer of tickets for tours, experiences and attractions in both the B2C and white label solutions channels – has been given Trusted Service Award status by Feefo.

The Trusted Service Award status is given by Feefo, an independent company that collects ratings and reviews from verified customers for over 4,000 brands, each spring to companies that have an average service rating of between 4.0 and 4.5 out of 5 during the previous calendar year.

**Javier Arévalo**, Director of Hotelbeds Group Ancillary Bank, the unit that isango! forms a part of at Hotelbeds Group, states that *"By spotting the fast expanding niche in the travel distribution landscape for people organizing more complex trips that require experiences, activities and tours, isango! is fulfilling a consumer need and this Trusted Service Award from Feefo only confirms that they are going about it in the right way."*

**Vinay Gupta**, Managing Director of isango!, confirms that *"It gives us great honour to be able to display the badge of the Trusted Service Award from Feefo on our websites – and we would like to thank all of our customers who proved us with valuable feedback. We are now another step forward on our journey to becoming a "gateway", as our name means in the Zulu language, for travellers everywhere; on this journey we remain committed to finding all the best activities in the world's most amazing cities, delivering memorable travel experiences."*

**Dharmesh Garala**, Head of Digital at isango!, comments, *"This recognition reflects our overall growth story, in particular the exponential growth we have had in gaining bookings from travelers who are already in-destination and use their mobile to make the booking; having the Feefo status will also help us with expanding our non-English language websites in German and Spanish – of which we have already opened five – that are strongly growing as a proportion of the overall isango! bookings."*

isango! operates a range of websites such as [isango.com](http://isango.com), [Local Paris Tours](#), [Hop on Hop Off Bus](#), [Love Orlando Tickets](#) plus offers white label solutions to B2B clients such as airlines and online travel agencies.

The website's success is driven by a significant increase over the last few years in the offering available on the isango! platform, which now sells 7,500 tours and activities in more than 300 destinations worldwide, including attractions such as the [Eiffel Tower](#) in Paris, [Sagrada Familia](#) in Barcelona and [Statue of Liberty](#) in New York.

Today's news follows figures published late last year that isango! had achieved 87% growth in trading over the previous four years, year-on-year representing a compounded annual growth rate of 36%.

## About isango!

isango! is a specialist retailer of tours, experiences and attraction tickets. We work across 300+ destinations with more than 7,500 experiences to choose from. Working alongside the best local operators from around the world, we curate travel content, products and services, ensuring our customers are well informed and easily able to choose the right experience for them. We deliver only the best to our customers, with all isango! products handpicked by our expert travel team. Our team are forever on the hunt for quality, once-in-a-lifetime travel experiences to suit the varying budgets and interests of our customers. This thorough selection process for tours, trips, and activities has resulted in a growing customer base of more than 150 countries around the world. We pride ourselves on our high customer satisfaction score conducted by independent rating agency [Feefo](#), which in 2018 award isango! with Trusted Service Award status.

isango! is part of Hotelbeds Group, the B2B provider of services to the global travel industry. We sell our tours and activities via a portfolio of web sites – [isango.com](#), [Hop on Hop Off Bus](#), [Local Paris Tours](#), [Love Orlando Tickets](#), [Just London Theatre Breaks](#), [Paris Magic Moments](#), among others – as well as offering white label solutions to travel industry companies such as online travel agents, airlines and tour operators.

## About Hotelbeds Group

Hotelbeds Group is the leading bedbank worldwide and a provider of business-to-business services to the travel industry globally.

The Group's proprietary technology helps providers of travel services distribute their offering to travel sellers globally via an easy-to-use, advanced technology platform that increases reach, revenue and yield for both the provider and the seller.

Operating mainly under the Hotelbeds, Bedsonline, Tourico Holidays and GTA brands, the company connects over 60,000 travel intermediaries across more than 185 source markets globally with travel providers in over 200 countries representing more than 170,000 hotels, 22,000 transfer routes and 16,000 activities.

Additionally the Group also operates a Destination Services division offering in-bound destination services, such as tours or transfers, in around 40 countries. The Group also owns several other B2B travel brands such as Pacific World (focusing on the MICE area), Intercruises (shore side cruise solutions) and more.

In September 2016 the company became independent under the ownership of Cinven and the Canadian Pension Plan Investment Board (CPPIB). In June 2017 Tourico Holidays became part of Hotelbeds Group, followed by GTA also joining the Group in October; both companies remain independent brands whilst they are being integrated into the Group.

The Group is headquartered in Palma de Mallorca, Spain and has 8,300 employees globally (including Tourico Holidays and GTA).

Follow us on LinkedIn: <https://www.linkedin.com/company/hotelbeds-group>

And Twitter: @hotelbedsgroup

Follow APItude on Twitter: @Hotelbeds\_API

Follow us on Facebook: @HotelbedsGroup

## Media Relations & Corporate Affairs

Roman Townsend

rtownsend@hotelbeds.com

Tel. +34 619 988 580

Thumb image

