

TripAdvisor Announces Travellers' Choice Hotels with Exceptional Service Top Service Hotels Worldwide Identified Based on Reviews and Opinions of Millions of TripAdvisor Travellers

Sydney, Australia, May 13, 2014 – [TripAdvisor®](#), the world's largest travel site*, today announced the Travellers' Choice™ Hotels with Exceptional Service, honouring 1,762 properties in 98 regions and countries across the globe. The awards recognise top accommodations for service in the world and individual lists for Australia, New Zealand, the South Pacific, Africa, Asia, Canada, Caribbean, China, Europe, Japan, Mexico, Middle East, South America, the U.K., and the U.S.

Travellers' Choice Exceptional Service award-winners were determined based on the millions of reviews and opinions of TripAdvisor travellers worldwide, taking into account the quality of reviews and ratings for service.

"TripAdvisor is pleased to shine the spotlight on properties around the world that are recognised by their guests for providing superior service," said Barbara Messing chief marketing officer for TripAdvisor. "Travellers have millions of hotels to choose from, and service is one way to stand out in the crowd. It's clear in reading our hotel reviews that when you have a happy customer, they spread the word."

Top 25 Hotels for Service in the World:	Top 25 Hotels for Service in South Pacific:
<ul style="list-style-type: none"> • Riad Kheirredine, Marrakech, Morocco 	<ul style="list-style-type: none"> • The Dairy Private Luxury Hotel, Queenstown, New Zealand
<ul style="list-style-type: none"> • Hamanasi Adventure and Dive Resort, Hopkins, Belize 	<ul style="list-style-type: none"> • Chalets Motel, Hanmer Springs, New Zealand
<ul style="list-style-type: none"> • Akademie Street Boutique Hotel and Guesthouse, Franschhoek, South Africa 	<ul style="list-style-type: none"> • Gateway Motel Picton Accommodation, Picton, New Zealand
<ul style="list-style-type: none"> • Riad Noir d'Ivoire, Marrakech, Morocco 	<ul style="list-style-type: none"> • Eratap Beach Resort, Port Vila, Vanuatu
<ul style="list-style-type: none"> • Hotel Residence Agnes, Prague, Czech Republic 	<ul style="list-style-type: none"> • Harbour View Motel Picton, Picton, New Zealand
<ul style="list-style-type: none"> • Castlewood House, Dingle, Ireland 	<ul style="list-style-type: none"> • Argent Motor Lodge, Hamilton, New Zealand
<ul style="list-style-type: none"> • The Dairy Private Luxury Hotel, Queenstown, New Zealand 	<ul style="list-style-type: none"> • Morwell Motel, Gippsland, Australia
<ul style="list-style-type: none"> • Desert Riviera Hotel, Palm Springs, U.S. 	<ul style="list-style-type: none"> • Hamurana Lodge, Rotorua, New Zealand
<ul style="list-style-type: none"> • La Maison Arabe, Marrakech, Morocco 	<ul style="list-style-type: none"> • Four Seasons Resort Bora Bora, French Polynesia

<ul style="list-style-type: none"> • Hotel Villa Steno, Monterosso al Mare, Italy 	<ul style="list-style-type: none"> • CentrePoint on Colombo Motel, Christchurch, New Zealand
<ul style="list-style-type: none"> • 2Inn1 Kensington, Cape Town, South Africa 	<ul style="list-style-type: none"> • Coconut Grove Beachfront Cottages, Taveuni Island, Fiji
<ul style="list-style-type: none"> • Hanoi Serene Hotel, Hanoi, Vietnam 	<ul style="list-style-type: none"> • Southern Ocean Lodge, Kangaroo Island, Australia
<ul style="list-style-type: none"> • Hotel California, Palm Springs, U.S. 	<ul style="list-style-type: none"> • Etu Moana, Aitutaki, Cook Islands
<ul style="list-style-type: none"> • Riad Kniza, Marrakech, Morocco 	<ul style="list-style-type: none"> • Barrier Beach House, Luganville, Vanuatu
<ul style="list-style-type: none"> • La Minerva, Capri, Italy 	<ul style="list-style-type: none"> • Toberua Island Resort, Toberua Island, Fiji
<ul style="list-style-type: none"> • Anastasis Apartments, Imerovigli, Greece 	<ul style="list-style-type: none"> • Portobello Motel, Dunedin, New Zealand
<ul style="list-style-type: none"> • The Place Luxury Boutique Villas, Ko Tao, Thailand 	<ul style="list-style-type: none"> • Pacific Resort Aitutaki, Cook Islands
<ul style="list-style-type: none"> • Holiday Diamond Hotel, Hue, Vietnam 	<ul style="list-style-type: none"> • Orbost Motel, Orbost, Australia
<ul style="list-style-type: none"> • Egerton House Hotel, London, U.K. 	<ul style="list-style-type: none"> • Regent of Rotorua, New Zealand
<ul style="list-style-type: none"> • Lauriston Court Hotel, Llandudno, U.K. 	<ul style="list-style-type: none"> • Gaia Retreat & Spa, Brooklet, Australia
<ul style="list-style-type: none"> • Essence Hanoi Hotel, Vietnam 	<ul style="list-style-type: none"> • Pebble Beach Motor Inn, Napier, New Zealand
<ul style="list-style-type: none"> • Deko Rome, Rome, Italy 	<ul style="list-style-type: none"> • La Costa Motel, Bilinga, Australia
<ul style="list-style-type: none"> • SeaCoast Inn, Hyannis, U.S. 	<ul style="list-style-type: none"> • Century Park Motor Lodge, Nelson, New Zealand
<ul style="list-style-type: none"> • Beachside Village Resort, Lauderdale by the Sea, U.S. 	<ul style="list-style-type: none"> • Grange Lodge Motel, Manukau, New Zealand
<ul style="list-style-type: none"> • Hotel 16, Prague, Czech Republic 	<ul style="list-style-type: none"> • Waipoua Lodge, Waipoua Forest, New Zealand

Top 25 Hotels for Service in Australia

- [Morwell Motel](#), Gippsland, VIC
- [Southern Ocean Lodge](#), Kangaroo Island, SA
- [Orbost Motel](#), Orbost, VIC
- [Gaia Retreat & Spa](#), Brooklet, NSW
- [La Costa Motel](#), Gold Coast, QLD
- [Splinters Guest House](#), Pokolbin, NSW
- [ADGE Apartment Hotel](#), Sydney, NSW
- [Mai Tai Resort](#), Port Douglas, QLD
- [The Bunyip Scenic Rim Resort](#), Boonah, QLD
- [Best Western Lazy Lizard Motor Inn](#), Port Douglas, QLD
- [Saffire Freycinet](#), Coles Bay, TAS
- [Islington Hotel](#), Hobart, TAS
- [Spicers Balfour Hotel](#), Brisbane, QLD
- [Ballarat Premier Apartments](#), Ballarat, VIC
- [Clydesdale Manor](#), Hobart, TAS
- [Cairns Coconut Holiday Resort](#), Cairns, QLD
- [Capella Lodge](#), Lord Howe Island, NSW
- [Red Earth Motel](#), Broken Hill, NSW

<ul style="list-style-type: none"> • Strath Motel, Strathalbyn, SA
<ul style="list-style-type: none"> • Spicers Vineyards Estate, Pokolbin, NSW
<ul style="list-style-type: none"> • Xanadu Holiday Resort, Gold Coast, QLD
<ul style="list-style-type: none"> • Henderson Park Farm Retreat, Rockhampton, QLD
<ul style="list-style-type: none"> • The Villa At Hannam Vale, Hannam Vale, NSW
<ul style="list-style-type: none"> • King Island Rocky Glen Retreat by the Beach, King Island, TAS
<ul style="list-style-type: none"> • Samadhi Spa & Wellness Retreat, Daylesford, VIC

Morwell Motel makes number one once more

Already holding the top spot for best bargain hotel in Australia in TripAdvisor's 2014 Traveller's Choice Awards for Hotels, Morwell Motel owners, Grant Maddern and Anthony Mayer, say they are delighted to have their high level of service recognised.

"We are thrilled to be recognised by our guests and TripAdvisor for this fantastic accolade. Our team is our greatest asset and takes great pride in all areas of the business. We look after our guests as if they are family, making sure all the little 'one-percent-ers' add up to a big 110% experience – nothing is too much trouble."

TripAdvisor Reviews from Happy Travellers

Here's what TripAdvisor reviewers are saying about some of the top Travellers' Choice Exceptional Service award-winners:

Riad Kheirredine, Marrakech, Morocco (#1 in the World) – *"The real added value is the staff! Those people are amazing; they will treat and pamper you like you are their best friend coming to Marrakech."*

The Dairy Private Luxury Hotel, Queenstown, New Zealand (#1 in the South Pacific) – "It is the best service I have received in any hotel anywhere - full stop. Whether it was making restaurant reservations for us or tailoring our breakfasts to our personal whims each day, there was nothing that seemed to be a too much of a problem for the owners."

Morwell Motel, Gippsland, VIC (#1 in Australia, #7 in the South Pacific) – *"Morwell Motel offers great service on arrival, and all the extras such as Wi-Fi and Nespresso coffee were free. Very friendly service, we would definitely stay again."*

According to a TripAdvisor survey of over 3,300 respondents from Australia, over 80% of Australian travellers report good service as very important for a hotel with nearly 90% state that they book hotels primarily based on their ratings for service, or from user reviews noting the quality of the service¹.

The average nightly rate of Travellers' Choice Exceptional Service award-winners for the World is AUD 328² and AUD 414 for Australia. All 1,762 unique winners of the 2014 Travellers' Choice Exceptional Service awards can be found at: www.tripadvisor.com.au/TravellersChoice-Service.

¹The survey was conducted with 3,365 travellers from Australia from 7 May to 12 May 2014.

² Prices were converted into Australian dollars on 13 May 2014 on x-rates.com.

<https://tripadvisor.mediaroom.com/2014-05-13-TripAdvisor-Announces-Travellers-Choice-Hotels-with-Exceptional-Service>