

Jet2.Com Named Europe's Best-Rated Low-Cost Airline In TripAdvisor Travellers' Choice Awards For Airlines

UK home to four of Europe's top 10 winning low-cost carriers

LONDON, UK – 10 April 2017 – The UK airline Jet2.com is today named Europe's Best Regional & Low Cost Airline, according to the inaugural Travellers' Choice Awards for airlines, announced by travel planning and booking site, TripAdvisor.

In addition to Jet2.com, the UK is home to three other airlines named in Europe's top ten Regional & Low Cost Airlines; Monarch, Flybe and Thomson take fourth, eighth and ninth place respectively.

Steve Heapy, CEO of *Jet2.com* and *Jet2holidays* said: "We are thrilled and proud to be named by TripAdvisor as both the Best UK Airline and the Best Low-Cost Airline across all of Europe. What makes the accolades so special is the fact that they are based on customer experience and feedback, making the recognition even more rewarding.

"The fact that we continue to win awards is no coincidence. Everybody at *Jet2.com* strives to give our customers the very best experience possible and I would like to pay tribute to the brilliant *Jet2.com* team for doing that day in day out."

The first annual Travellers' Choice awards for airlines recognises travellers' favourite carriers around the globe. Award winners were determined using an algorithm that took into account the quantity and quality of airline reviews and ratings submitted by travellers worldwide, over a 12-month period.

TripAdvisor airline reviews launched in July 2016, giving travellers a platform to share their candid feedback – both good and bad – about all major airlines around the globe.

"The fact that four UK airlines have been named in Europe's top ten regional and low cost speaks volumes for the competitiveness of the airline industry here. With more and more passengers sharing feedback about their flight experiences on TripAdvisor, there is every reason to think standards can continue to improve," said Katherine Clark, Regional Business Development Director, EMEA, TripAdvisor Flights.

In the Major Airlines category, Virgin Atlantic comes in at sixth place in Europe.

The biggest and most decorated winner in the inaugural awards is Emirates, claiming the title of top airline in the world. In addition, the United Arab Emirates carrier boasts awards for Best First Class in the world and Best Economy Class world within the Class of Service category.

Among the top ten best-rated airlines in the world, Singapore Airlines and Azul – a Brazilian airline - come in at second and third place respectively. Asia holds the highest number of individual winners in the world top ten, with a total of six winning carriers (Emirates, Singapore Airlines, Korean Air, Japan Airlines, Thai Smile and Garuda Indonesia).

Breakdown of winning airlines:

Best Airline – UK

- [Jet2.com](#)

Top Regional & Low Cost Airlines in Europe:

1. **[Jet2.com](#), United Kingdom**
2. [Aegean Airlines](#), Greece
3. [S7 Airlines](#), Russia
4. **[Monarch](#), United Kingdom**
5. [Air Malta](#), Malta

6. [Norwegian](#), Norway
7. [Volotea](#), Spain
8. **[Flybe](#), United Kingdom**
9. **[Thomson](#), United Kingdom**
10. [TUI Fly](#), Belgium

Top Major Airlines in Europe:

1. [Aeroflot](#), Russia
2. [Turkish Airlines](#), Turkey
3. [KLM](#) Royal Dutch Airlines, Netherlands
4. [Lufthansa](#), Germany
5. [Swiss](#) International Air Lines, Switzerland
6. **[Virgin Atlantic Airways](#), United Kingdom**
7. [Finnair](#), Finland
8. [Austrian](#) Airlines, Austria
9. [Aer Lingus](#), Ireland
10. [Icelandair](#), Iceland

Top 10 Airlines in the World:

1. [Emirates](#), United Arab Emirates
2. [Singapore Airlines](#), Singapore
3. [Azul](#), Brazil
4. [JetBlue](#), United States
5. [Air New Zealand](#), New Zealand
6. [Korean Air](#), South Korea
7. [Japan Airlines](#), Japan
8. [Thai Smile](#), Thailand
9. [Alaska Airlines](#), United States
10. [Garuda Indonesia](#), Indonesia

Class of Service World Winners:

- Best First Class: [Emirates](#), United Arab Emirates
- Best Business Class: [Aeroflot](#), Russia
- Best Premium Economy Class in the World: [Air New Zealand](#), New Zealand
- Best Economy Class in the World: [Emirates](#), United Arab Emirates

For the complete list of winners from the 2017 Travellers' Choice awards for airlines, visit www.tripadvisor.co.uk/TravellersChoice-Airlines. Travelers can also follow the conversation on Twitter at #TravellersChoice.

TripAdvisor is the world's largest travel site**. Travelers can read millions of reviews and opinions and book their next trip at: www.tripadvisor.com.

Methodology:

Winners were based on airline reviews submitted on TripAdvisor Flights from February 2016 to February 2017.

Full Jet2.com quote:

Steve Heapy, CEO of Jet2.com and Jet2holidays said: “We are thrilled and proud to be named by TripAdvisor as both the Best UK Airline and the Best Low-Cost Airline across all of Europe. What makes the accolades so special is the fact that they are based on customer experience and feedback, making the recognition even more rewarding.

“The fact that we continue to win awards is no coincidence. Everybody at Jet2.com strives to give our customers the very best experience possible and I would like to pay tribute to the brilliant Jet2.com team for doing that day in day out. Our family friendly formula is clearly working, and that, supported by fantastic customer benefits such as a generous 22kg baggage allowance, friendly flight times, 0% credit and debit card fees, and comfortable seating really is clearly putting us ahead of the competition in the eyes of our customers.”

About TripAdvisor

TripAdvisor® is the world's largest travel site*, enabling travellers to unleash the potential of every trip. TripAdvisor offers advice from millions of travellers, with 465 million reviews and opinions covering 7 million accommodations, restaurants and attractions, and a wide variety of travel choices and planning features — checking more than 200 websites to help travellers find and book today's lowest hotel prices. TripAdvisor branded sites make up the largest travel community in the world, reaching 390 million average unique monthly visitors** in 49 markets worldwide. TripAdvisor: Know better. Book better. Go better.

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www.airfarewatchdog.com, www.bookingbuddy.com, www.citymaps.com, www.cruisecritic.com, www.familyvacationcritic.com, www.flipkey.com, www.thefork.com (including www.lafourchette.com, www.eltenedor.com, www.iens.nl and www.dimmi.com.au), www.gateguru.com, www.holidaylettings.co.uk, www.holidaywatchdog.com, www.housetrip.com, www.independenttraveler.com, www.jetsetter.com, www.niumba.com, www.onetime.com, www.oyster.com, www.seatguru.com, www.smartertravel.com, www.tingo.com, www.travelpod.com, www.tripbod.com, www.vacationhomerentals.com and www.viator.com.

*Source: comScore Media Metrix for TripAdvisor Sites, worldwide, November 2016

**Source: TripAdvisor log files, Q3 2016

For further information: Hayley Coleman, hcoleman@tripadvisor.com

<https://tripadvisor.mediaroom.com/JET2-COM-NAMED-EUROPES-BEST-RATED-LOW-COST-AIRLINE-IN-TRIPADVISOR-TRAVELLERS-CHOICE-AWARDS-FOR-AIRLINES>