

## **TripAdvisor Ranks the “Most Excellent” Hotel Chains in the World Asia’s The Indian Hotels Company (Taj and Vivanta), Shangri-La Group, The Oberoi Group, Aman Group, Pan Pacific Hotels Group and Rosewood Hotels & Resorts recognised globally as “Most Excellent” Hotel Chains**

TripAdvisor®, the world’s largest travel site\*, today announced the “Most Excellent” hotel chains that have the highest percentage of TripAdvisor Certificate of Excellence recipients globally. Now in its eighth year, the Certificate of Excellence is given to accommodations, as well as other travel businesses, that deliver great service and consistently achieve high traveller reviews on TripAdvisor.

A number of hotel chains based in Asia Pacific were also recognised as the “Most Excellent” hotel chains globally. The Indian Hotels Company (Taj and Vivanta) and Shangri-La Group came in #3 and #5 respectively under the medium chains category whereas The Oberoi Group, Aman Group, Pan Pacific Hotels Group and Rosewood Hotels & Resorts made up the top 10 in the small chains category.

“The Certificate of Excellence is widely recognised by travellers as an indicator for consistent, high quality service and experience, a recognition you will find proudly displayed in hotels all around the world,” said Grant Colquhoun, TripAdvisor’s spokesperson for Asia Pacific. “For the first time ever, TripAdvisor is shining a light on the chains that have received the most Certificate of Excellence this year. Congratulations to all these excellent brands for this tremendous achievement!”

TripAdvisor determined<sup>1</sup> which hotel chains had the highest percentage of Certificate of Excellence recipients across small, medium and large chain categories:

<b>Global “Most Excellent” Large Hotel Chains (&gt;500 properties)</b>
1. Preferred Hotels & Resorts
2. Hyatt Hotels Corporation
3. Hilton Worldwide Holdings
4. Premier Inn
5. Marriott International
6. Best Western International
7. Radisson Hotel Group
8. La Quinta Holdings
9. InterContinental Hotels Group (IHG)
10. Travelodge Hotels Limited (UK)

<b>Global “Most Excellent” Medium Hotel Chains (50-500 properties)</b>
1. Four Seasons Hotels and Resorts
2. Drury Hotels Company
3. The Indian Hotels Company (Taj and Vivanta)
4. The Leading Hotels of the World

5. Shangri-La Group
6. Paradores
7. Relais & Châteaux
8. Kempinski Hotels
9. H10 Hotels
10. Omni Hotels & Resorts

<b>Global “Most Excellent” Small Hotel Chains (20-50 properties)</b>
1. Belmond
2. The Oberoi Group
3. Loews Hotels & Co
4. Mandarin Oriental Hotel Group
5. Jurys Inn
6. Jumeirah Group
7. Casa Andina Hoteles
8. Aman Group
9. Pan Pacific Hotels Group
10. Rosewood Hotels & Resorts

**Certificate of Excellence Methodology**

Certificate of Excellence recipients were selected using a proprietary algorithm that takes into account the quality, quantity, and recency of user reviews, as well as the business’ tenure on the site. Recipients must maintain an overall TripAdvisor rating of at least four out of five, have a minimum number of reviews and have been listed on TripAdvisor for at least twelve months. A business must be listed for the full 12-month qualifying period between April 1, 2017 to March 31, 2018 to be considered. Recipients are announced only once a year.

**“Most Excellent” Methodology**

“Most Excellent” hotel chains were calculated as a percentage of Certificate of Excellence recipients relative to their total number of properties, with small chains 20-50 properties, medium chains 50-500 properties and large chains >500 properties. To qualify at least one third of each chain’s properties must have been Certificate of Excellence recipients during the most recent Certificate of Excellence period.