

Jet2 Named Europe's Best Airline in 2019 TripAdvisor Awards **TripAdvisor recognises flyers' favourite airlines in the world based on reviews**

LONDON, UK, 2 April, 2019 – UK airline Jet2.com is today named the best-rated airline in Europe, according to the Travellers' Choice Awards for airlines, announced by the world's largest travel site, TripAdvisor.

As well as the Europe's Best Airline award, this year Jet2.com also takes the title of UK's Best Airline and ninth best-rated airline in the world – the only UK airline to be named among the world top ten.

Now in their third year, the Travellers' Choice awards for Airlines identify travellers' favourite carriers that provide exceptional value and service around the globe. In addition to the world list, the awards also recognise the winning airlines in four distinct service classes: First Class, Business Class, Premium Economy and Economy. Other categories include Best Low Cost Airline, Best Major Airline, Best Mid-Size Airline, Best Regional Airline and Best Regional Business Class.

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 on TripAdvisor Flights. The hallmarks of Travellers' Choice award winners are outstanding service, quality and value.

Steve Heapy, CEO of **Jet2.com** and **Jet2holidays** said: "To win five prestigious awards from TripAdvisor is an achievement we are truly proud of, as it shows that *Jet2.com* is a world leader when it comes to delivering first-class customer service. The awards are living proof that our investment in customer service is working, because they are based on the experiences of paying customers. Winning five awards shows that our family friendly formula, low fares, brand new aircraft and generous 22kg baggage allowance are a big hit with customers, and all of these great benefits are complemented by our fantastic *Jet2.com* team who work tirelessly every day to look after each and every customer."

In further success for British airlines this year, Jet2.com also takes the title of Best Low Cost Airline in Europe, while Virgin Atlantic is named Europe's Best Major Airline. In the Class of Service categories, Jet2.com is awarded Best Economy in Europe and while Virgin Atlantic claims the Best Premium Economy in Europe award.

Looking beyond the UK's winning airlines, the title of top airline in the world goes to Asian carrier, Singapore Airlines. In fact, the global top 10 is dominated by Asian airlines, with four on the list; Singapore Airlines, EVA Air, Japan Airlines and ANA, which take first, third, fifth and tenth place respectively.

"Congratulations to the fifty plus airlines around the globe that won this prestigious award, including Singapore Airlines for the second year in a row and Jet2.com and Virgin Atlantic in the UK," said Bryan Saltzburg, president of TripAdvisor Flights, Cruise & Car. "The airline industry continues to focus on improving the overall flying experience, and these award-winning carriers are at the forefront. Airlines worldwide recognise this Travellers' Choice award as a huge testament to consumer recognition."

Top 10 Airlines in the World:

Recognising airlines that provide excellent service to global travellers

1. Singapore Airlines
2. Qatar Airways
3. EVA Air
4. Emirates
5. Japan Airlines (JAL)
6. Southwest Airlines
7. Azul
8. Air New Zealand
9. Jet2.com
10. ANA (All Nippon Airways)

Class of Service Global Winners:

Recognising airlines that provide excellent service in each cabin

Best First Class: Emirates

Best Business Class: Qatar Airways

Best Premium Economy: Air New Zealand

Best Economy: Singapore Airlines

Award-winning Airlines in Europe:

- **Best Overall**
 - **Best Airline overall UK: Jet2.com**
 - **Best Airline overall Europe: Jet2.com**
 - **Best Major Airline: Virgin Atlantic**
 - **Best Low Cost Airline: Jet2.com**
 - **Best Regional Airline: Aegean Airlines best; Luxair, Binter, Air Corsica, Air Dolomiti, Rossiya Russian Airlines other winners**
- **Class of Service**
 - **Best Economy: Jet2.com**
 - **Best Premium Economy: Virgin Atlantic**
 - **Best Regional Business Class: Aegean Airlines**
 - **Best Business Class: KLM Royal Dutch Airlines**
 - **Best First Class: Swiss International Air Lines**

For the complete list of Travellers' Choice award-winning airlines for 2019, visit: <https://www.tripadvisor.co.uk/TravellersChoice-Airlines>.

To find great airfares and traveller reviews covering hundreds of airlines worldwide, visit TripAdvisor's global Flight Search at <https://www.tripadvisor.co.uk/CheapFlightsHome>.

Methodology

Travellers' Choice award winners were determined based on the quality and quantity of flyer reviews and bubble ratings for airlines on TripAdvisor, gathered over a 12-month period of January – December 2018.

About TripAdvisor

TripAdvisor, the world's largest travel site*, enables travellers to unleash the full potential of every trip. With over 730 million reviews and opinions covering the world's largest selection of travel listings worldwide – covering approximately 8.1 million accommodations, airlines, experiences, and restaurants – TripAdvisor provides travelers with the wisdom of the crowds to help them decide where to stay, how to fly, what to do and where to eat. TripAdvisor also compares prices from more than 200 hotel booking sites so travellers can find the lowest price on the hotel that's right for them. TripAdvisor-branded sites are available in 49 markets, and are home to the world's largest travel community of 490 million average monthly unique visitors**, all looking to get the most out of every trip. TripAdvisor: Know better. Book better. Go better.

The subsidiaries and affiliates of TripAdvisor, Inc. (NASDAQ:TRIP) own and operate a portfolio of websites and businesses, including the following travel media brands:

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*Source: Jumpshot for TripAdvisor Sites, worldwide, December 2018

**Source: TripAdvisor internal log files, average monthly unique visitors during seasonal peak in Q3 2018

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<https://tripadvisor.mediaroom.com/press-releases?item=126236>