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Iglu, July, 2023 via Google Reviews Beth answered my query - she contacted Celebrity Cruises and sorted out the problem. I was brilliant - friendly and competent. July, 2023 via Feefo Excellent explanation of the cruise and what was included etc. very kind on the phone and helped me make a tough choice. Barbara was very friendly and made sure that I was happy to proceed without any pushing. July, 2023 via Feefo Definitely buy from them again. Great Knowledge. July, 2023 via Feefo Excellent. Both Rhianna and Claire were extremely helpful. July, 2023 via Feefo Spoke to Hannah, she was great and helped me. Then my daughter rang for her booking and again Hannah was great. July, 2023 via Feefo Really good customer service by Simone. Went through the booking etc. Documents received quickly. Excellent communication since booking. The whole thing went very smoothly. Best cruise agent I have dealt with. July, 2023 via Feefo Anthony was brilliant to deal with. This is our first cruise and he looked after me really well. I would definitely book with Iglu again. July, 2023 via Feefo Charlotte was very knowledgeable, friendly and polite. She did not try to hustle me into a quick decision and answered my questions well. July, 2023 via Feefo Great service from Richard in Scotland who was extremely helpful in booking our Caribbean cruise. Thank you. July, 2023 via Feefo Booked a stay and cruise through iglu, 3 nights lake Garda, 2 nights Venice - 10 night Greek Island cruise. Arranged through a rep called Mark. Everything he organised went really well, flights, transfers, hotel stays, cruise cabin. Very impressed and look forward to using them again. July, 2023 via Google Reviews Mark was amazing, helpful and courteous. He got us a great deal and was responsive to our needs. July, 2023 via Feefo Derek is a true professional. Brilliant telephone manner with a wealth of experience and knowledge. Made our second booking this year with him quick, easy and hassle free. Very good customer service - well done. June, 2023 via Trustpilot Very easy to book took us through it stage by stage as we haven't been on a cruise before Stuart was very knowledgeable and informative and patient! Would certainly book through him again. June, 2023 via Trustpilot I have never used this travel agent before, the young lady who dealt with me was friendly and helpful, she secured me a holiday which was perfect for our needs and we were given a good discount. I would highly recommend this firm, my experience was first class. June, 2023 via Trustpilot Kelly was very knowledgeable and professional but friendly and approachable. Nothing seemed to be too much trouble. We've been kept fully informed all the way and Iglu Cruises offered the best prices among all the cruises we booked at. Thank you! June, 2023 via Trustpilot Brilliant service. Liam was most helpful and booked and advised on exactly what we wanted and how best to achieve our perfect cruise. June, 2023 via Trustpilot Got to speak to somebody quickly and he was very knowledgeable. Cruise that I have purchased is competitively priced and the tailored part allows us to stay for a few nights before and after the cruise. Impressed so far. June, 2023 via Trustpilot We have used Iglu a lot of times booking cruises always helpful getting the best cruise for us. If you call with a problem they stay on the line with you until its sorted. When booking cruises we always go through them. June, 2023 via Trustpilot We booked another great cruise through Iglu today. Excellent customer service Steve. Steve explained everything we wanted to know and was able to offer us everything we asked for! We got a great deal as always. Thank you Iglu. June, 2023 via Trustpilot As always first class service from Iglu. I have used them on over thirty occasions and never encountered a problem. Will continue to use. June, 2023 via Trustpilot We haven't travelled yet, but speaking with Seb on the phone was a lovely experience. Most helpful, honest, full of useful info, polite and fun agent. Hop on Seb, I reckon you'd be the highlight of our cruise! April, 2023 via Trustpilot I spoke with a gentleman, Brandon, and I can't speak highly enough about the patience and understanding he showed me when my description of the problem was little short of a gibbering wreck. He sorted out the issues in a calm manner for which I am very grateful. April, 2023 via Trustpilot Booked with Kerry, who made the whole thing very easy and clear. Excellent service from her. I would definitely contact her again in the future to book further cruises. April, 2023 via Trustpilot Have been using Iglu for years & am happy to recommend them, as they are trustworthy & helpful, even after booking. Always giving competitive prices. Latest cruise was booked with Kallum who was very friendly & helpful. April, 2023 via Trustpilot Very pleasant experience when booking through Iglu. Lisa, the agent who dealt with my enquiries and booking was very helpful. Communication was good throughout. April, 2023 via Trustpilot The cruise consultant (Maddy) was excellent. She emailed me initial quotes and then followed up with me to discuss options and cabin availability. We have used Iglu before and will definitely book through you again. Thank you. April, 2023 via Trustpilot Stu is an excellent advisor, who gave great advice and had excellent cruise knowledge. We will certainly advise our friends to ask for Stu and can't wait to go on our cruise. 5 stars. April, 2023 via Trustpilot Our cruise consultant Charlotte was very helpful in booking our cruise. The quote was sent promptly and booking was easily done with cabin and flight options discussed. Would recommend it. April, 2023 via Trustpilot Very easy conversation with Adam got my cruise booked very quickly. Adam spoke very clearly and explained everything in easy to understand detail. Everything was very straightforward. April, 2023 via Trustpilot I was really impressed with the ease of use of the Iglu website allowing us to pick the perfect cruise really easily. I was also delighted with the service I received from Seb, who was helpful and articulate across several different telephone conversations and very thorough in confirming all the details of our booking. April, 2023 via Trustpilot Dennis, who sold us the cruise, did not rush us, giving us time to view the deck plan here at home. He was calm and professional when I asked him questions. Hopefully we have booked an amazing cruise. Thank you Iglu. April, 2023 via Trustpilot Easy and Reliable Booking Excellent as always. Easy to book and a discount from the cruise line price. Easy to navigate website, with a good filter feature to narrow the search by cruise line, date, departure port, etc. October, 2024 via Feefo The booking process was easy, and the woman I spoke to helped answer all my questions. I didn't feel rushed or pressured during the process and would definitely recommend Iglu; there was also plenty of additional information about car parking at the port and other details. August, 2024 via Trustpilot My second holiday with Iglu must say something. Part one easy holiday first class. May, 2024 via Feefo Good choice of cruises, easy online booking, saved my cruise booking for 24 hours for thinking time and as explained in email the team phoned and emailed me to remind/help with booking, excellent service, second cruise booked through Iglu . May, 2024 via Trustpilot This is the second time booking with Iglu. We had a cruise and stay Italian Lakes and the arrangement of cruise, hotel, train tickets etc was first class. This current booking is a cruise ex Southampton to canaries, the booking system was simple. May, 2024 via Trustpilot I was fully advised and had all the details and information for my cruise. April 2024 via Feefo Perfect. Easy to book online, no problems. Used their site many times. April 2024 via Feefo Comprehensive and seamless booking experience. April 2024 via Feefo It was all surprisingly simple. The agent was very good and well informed. January 2024 via Feefo Daughter-in-law did it on our behalf. The person she spoke to was very helpful as she was having problems with the phone signal. Managed to book our cruise and also had a discount on the holiday. Would recommend booking with Iglu again as my daughter-in-law has used them before and recommended them to us. Would recommend them to friends and relatives in future. January 2024 via Feefo I've just bought this, our first cruise, so can't comment on anything but the service I received when booking which was superb. The agent Jacob was friendly, helpful and informative. I couldn't have asked for anything more. If the rest of the service is of this quality we will have a wonderful time and will be incorporating cruises into our future holidays as a norm. December, 2023 via Feefo Easy website to navigate. November, 2023 via Feefo Booked another cruise with Iglu and they came up trumps again, on price and on attentiveness. Thank you! November, 2023 via TrustPilot It is easy to book my holiday on their website. I also receive a regular newsletter which is very useful and allows me to plan my holiday ahead of time. November, 2023 via TrustPilot Very prompt initial response to our query. Agent was polite and efficient when we phoned to book and confirm payment and the final booking arrived very quickly. November, 2023 via TrustPilot Our booking experience once again with IGLU was worth doing. The cruise price saved us quite a bit compared to the P&O full price. Although P&O say they will PRICE MATCH, their process is long winded and does not encourage people to bother. Adam the IGLU agent was very helpful and knowledgeable and pleasant to deal with. October, 2023 via Trustpilot Fantastic booking process, Derek was a lovely guy, knowledgeable, friendly, keen to answer questions and couldn't recommend enough. Thanks Iglu. October, 2023 via Trustpilot Left request with them - all sorted with no fuss. October, 2023 via Feefo Easy to book, good offers. October, 2023 via Feefo Explained the details and handled the booking very well. I did in fact recommend using Iglu to book the same cruise to our friends which they did the next day. October, 2023 via Feefo Always excellent service. October, 2023 via Feefo The service was top class. September, 2023 via Feefo Very professional and answered all our questions efficiently. September, 2023 via Feefo Right price, right holiday September, 2023 via Feefo Easy online website. Yes I would recommend Iglu to my friends. September, 2023 via Feefo Good service. Would use it again. September, 2023 via Feefo Excellent, easy to navigate. September, 2023 via Feefo A very professional & smooth booking operation to book our 2024 cruise to the USA. July, 2023 via Trustpilot Quick and easy. July, 2023 via Feefo Very helpful, had all the answers. July, 2023 via Feefo July, 2023 via Feefo Great service July, 2023 via Feefo Prompt service July, 2023 via Feefo Always find a good holiday. July, 2023 via Google Reviews Reliable, easy to book, have used them multiple times. I would highly recommend and use them again. July, 2023 via Google Reviews Simple and user friendly booking system. My cruise was booked and paid for in less than 10 minutes. Highly recommend Iglu. July, 2023 via Feefo Always very easy to book with Iglu. This time I used their online format and it was very straightforward. I took advantage of a Cunard offer & saved even more via Iglu. July, 2023 via Feefo Website was very easy to use, made the whole experience stress free. July, 2023 via Feefo I left an enquiry and was called back within minutes. The information I received was clear and helpful and the caller was efficient and knowledgeable. I booked it in minutes. We've booked through Iglu previously and will definitely use them again. Very highly professional and I highly recommend them. June, 2023 via Trustpilot Today we booked our first cruise since covid lockdown. We had lots of questions about how we would find cruising now. They were all answered and worries were alleviated. Now I'm looking forward to getting back into cruising. April, 2023 via Trustpilot We never felt pressured into making a quick decision. We were given options and they were happy to discuss alternatives and returned our calls as promised. Confident that they have found the best deal they can. April, 2023 via Trustpilot Very good indeed. April, 2023 via Feefo Cruise Rebooking Easy to understand and use website with after sales service that's second to none. I have used Iglu many times and will continue to do so. November 2023 via Feefo Always book with Iglu for cruises, they give the best deals and are always professional. We always have particular requirements as we travel in a family group so they take the time to look for the appropriate cabins for our needs. Wouldn't book with anyone else. November 2023 via TrustPilot Booked with Iglu a few times now. Always very good from start to finish. Had the pleasure of booking with Gary, very good with all our questions. Went the extra mile to try and help me with places to find out about visas. Thanks Gary, very much appreciated. September 2023 via TrustPilot Great, easy to speak to someone, booked everything I wanted to, second time I have booked with Iglu. Will book with them again. September 2023 via Feefo Booked again. Another easy booking made. September 2023 via Feefo Always have booked with Iglu, so helpful and obliging. September 2023 via Feefo