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We don't go on holiday until May so unable to comment on anything else, but so far so good - hopefully it will be plain sailing. September, 2023 via Trustpilot Right from calling Iglu Cruises the engagement with Rep Chloe was so easy. She couldn't do enough to make our Caribbean cruise and stay in March so easy. By arranging upgrades on the trip to arranging an additional stay in Miami to transfers and new return flights. I have already recommended it to family, friends and work colleagues. September, 2023 via Trustpilot September, 2023 via Trustpilot John, my booking agent, was very knowledgeable about the Queen Victoria and cabin locations. He was respectful and we did laugh at what I was asking as I've never been before. He listened to all I requested and delivered exactly what I wanted to make this very special for me. September, 2023 via Trustpilot Very helpful agent and good price compared to the cruise line itself. Angela was very pleasant, patient and made sure that we got everything we wanted when booking. Information came through very quickly after booking confirming everything we had discussed. Excellent service. September, 2023 via Trustpilot I requested a quote based on the criteria and information passed to Iglu. Mark made contact very quickly providing a full package including flights, hotels, taxi trips and the cruise. It was all very clear and easy to follow. He called me at an agreed time the following day and booked all necessary elements. Excellent service. I have booked numerous cruises with Iglu and always found them to be quick, professional and efficient. September, 2023 via Trustpilot Hannah has been so helpful & patient with our booking. The whole process had been so easy & straightforward. At no time we felt pressured to make a decision & Hannah was always willing to get extra details to amend our trip. We would definitely recommend Iglu to others. September, 2023 via Trustpilot Jason, who took the booking, was very helpful when it came to the different combinations available, and directed us to the ideal package. September, 2023 via Feefo Wish we had booked with Iglu years ago when we first started cruising. Jack and Glen who dealt with our booking were extremely helpful, a wealth of knowledge both of them. September, 2023 via Feefo 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 Excellent customer service from Janet. Knowledgeable and very efficient. Could not be any easier to book a cruise. September, 2023 via Feefo The cruise agent was very helpful. The service was top class. September, 2023 via Feefo Excellent friendly service by Jack, made booking a breeze. September, 2023 via Feefo The advisor gave me an excellent service and was very patient with me. September, 2023 via Feefo Really helpful person on the end of the phone (Stuart). Knowledgeable and patient. September, 2023 via Feefo Rhys was very helpful and friendly. He got back to me as promised with the information I needed. I received confirmation of my booking promptly. September, 2023 via Feefo I had a very complicated issue which was sorted out superbly. Very friendly and helpful service. Iglu are always so approachable, quick to answer phone calls and great at problem solving. September, 2023 via Feefo Helen was a great help & advised on booking September, 2023 via Feefo I found Jack very helpful on the phone when having problems trying to book a cruise online. He helped me find the right cruise I was looking for helping me through the booking sequence. It gives me confidence to use Iglu Cruise again. A worthwhile company if you're new to cruising. August, 2023 via Trustpilot What an amazing experience I had today booking with Laura. So very helpful got us a better deal than the one I was phoning to book. Helpful, clear, informative, concise and very professional. Would definitely book with her again, thank you Laura. August, 2023 via Trustpilot Travel agents giving personalised support. Going the extra mile to make it work for our family. Speaking to an agent who had travelled with that company before, so understood what we needed. August, 2023 via Trustpilot Leanne was so polite and willing to listen to my enquiry. She did exactly what I asked and had a professional attitude by friendly at all times. She was willing to quote on different grades of cabins without rushing us. Excellent Representative. August, 2023 via Trustpilot Spoke to Naomi and within 5 mins had all the information I needed. She was professional, friendly and very knowledgeable. I did need to speak to my partner after going ahead with the cruise quote. Unfortunately when I rang back Naomi had finished her shift but I went ahead with the booking. Jamie finalised everything too and he was very helpful. August, 2023 via Trustpilot Maddie was very knowledgeable about the cruise we wanted to book and gave us lots of useful information about the ports and what to expect. She made the whole booking process an enjoyable one. We will definitely be keeping her extension number for when we want to book again. August, 2023 via Trustpilot Such a happy, knowledgeable and friendly lady - Andiswa who looked after us regarding an important detail of our booking. Can't thank Andiswa enough for her positive approach to a situation we needed to get resolved. Andiswa is truly a natural in this trade of travel/tourism with a high focus on hospitality that warms your heart! Thank you for showing care at every stage to get a good resolution! August, 2023 via Trustpilot This is the third time we have booked a cruise via Iglu and each time the booking has been made very easy. The staff are helpful, efficient and patient, especially Charlotte who has arranged our last two 'tailored' holidays. I also find Iglu's website easy to use. I am very happy to recommend this travel company. August, 2023 via Feefo Excellent service provided by Danielle meeting all our needs. August, 2023 via Feefo James, the agent who dealt with me, was very courteous and helpful. He guided me through the booking process effortlessly and made it very easy for me. A big thank you. August, 2023 via Feefo Great experience so far. Janet has been fantastic from my initial enquiry through to booking. Good value cruise compared to others, very good at answering our multiple questions. Am surprised to see so many reviews of 1 star. Can't fault them thus far. August, 2023 via Feefo Adam was professional, very helpful and went 'the extra mile' when we booked our cruise. I would definitely book future cruises with Iglu. August, 2023 via Feefo Chris gave me a quote in the morning and when I rang 15 mins before close, he was courteous and gave excellent customer service. Went the extra mile to get us rooms together. Very knowledgeable too. July, 2023 via Trustpilot Alex Gilmore was very helpful, giving lots of useful info. July, 2023 via Trustpilot We booked a cruise around Japan for next year and Danielle, the cruise consultant at Iglu was very helpful. The cruise ship had limited information and photos but she was able to find Youtube videos of the cabin that provided us with all the information we wanted. She took a lot of time in going through our requirements. Very impressive. July, 2023 via Trustpilot Friendly and professional consultants. July, 2023 via Trustpilot Monika was very helpful, knowledgeable and helpful. July, 2023 via Trustpilot The booking was taken by a lady called Marie who explained every detail and helped decide which were the best options to choose for our cruise. July, 2023 via Trustpilot Knowledgeable, professional, informative and helpful during the booking process. Able to answer all of our questions about various matters. July, 2023 via Feefo Excellent customer service, any issues they help immediately. You can rely on Iglu. July, 2023 via Google Reviews Beth answered my query - she contacted Celebrity Cruises and sorted out the problem. She 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 looked 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. Septemeber, 2023 via Feefo Very professional and answered all our questions efficiently. Septemeber, 2023 via Feefo Right price, right holiday Septemeber, 2023 via Feefo Easy online website. Yes I would recommend Iglu to my friends. Septemeber, 2023 via Feefo Good service. Would use it again. Septemeber, 2023 via Feefo Excellent, easy to navigate. Septemeber, 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