

For Immediate Release

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**COCO PALM AWARDED 2ND CONSECUTIVE  
BA HOLIDAYS CUSTOMER EXCELLENCE AWARD**

Rodney Bay, SAINT LUCIA (07 MARCH 2019) – Coco Palm is delighted to announce that it has received a British Airways Customer Excellence Award for 2018. This award comes from unbiased customer reviews and is designed to showcase the hotels that make their guests the happiest. Coco Palm received an overall score of 9.4/10.

British Airways Holidays is one of the UK's leading tour operators. As part of its commitment to providing high-quality holidays, British Airways uses customer feedback to find its top-rated hotels. British Airways Holidays works with Reevo, an independent and impartial third-party company, to collect reviews from their customers. Reviews are only collected from genuine British Airways Holidays customers, who are asked to score hotels based on location, service, cleanliness, and sleep quality. Participants also give the hotel an overall score out of ten. Find out more about Reevo at [ba.com/reevo](http://ba.com/reevo).

British Airways Holidays has gathered over 80,000 independent hotel reviews this year. In 2018, British Airways awarded close to 450 Customer Excellence Awards across the globe to recognise their top-rated hotels.

“Coco Palm has been recognised by British Airways Holidays customers for providing a high-quality customer experience. We are delighted to inform you that you are one of our highest-rated hotels for 2018” said Claire Bentley, Managing Director of British Airways Holidays.

Mr Jean St Rose, General Manager who has been managing Coco Resort from inception 14 years ago, gave credit to all departments saying, “Receiving such an accolade from our biggest UK operator is very encouraging knowing our guests have enjoyed Coco Palm. This is testament across all departments who have been recognised for their excellent service. Given our upgrades on property with a new lobby, new executive lounge and all our Palm rooms by mid-2019, we are confident we will exceed our guests' expectations.”

-Ends-



**About Coco Palm**

Coco Palm, the 103-room Saint Lucian family owned boutique hotel in Rodney Bay, is in the heart of Rodney Bay Village, Saint Lucia's entertainment capital. Ti Bananne Caribbean Bar and Bistro underwent a \$3 million-dollar renovation in 2016 and the hotel lobby was fully renovated in December 2017 with local artwork at front desk and a more contemporary style. A new business centre was launched in October 2018 and the two lead in room categories, Garden View and Pool View have been upgraded to a new contemporary style. All 83 Palm rooms will be completed by August 2019 which enhances the guest experience. Visit [www.coco-resorts.com](http://www.coco-resorts.com) or call +1 758-456-2800 for more.