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FOR FAMILIES

OCTOBER 2014 £4.10

READERS' TRAVEL AWARDS 2014

THE WORLD'S BEST

ISLANDS ★ AIRLINES ★ CITIES ★ SPAS ★ VILLAS

WHERE
TO STAY
RIGHT NOW
MORE THAN 40
HOTEL REVIEWS
INSIDE

GREAT
WEEKENDS
ITALY
BURGUNDY
LONG ISLAND
BRUGES

EXCLUSIVE FIRST LOOK

THE MOST
BEAUTIFUL LODGE
IN AFRICA

ON HOLIDAY
WITH

EDDIE REDMAYNE
SOPHIE DAHL
STANLEY TUCCI





YOUR CHOICE OF

THE WORLD'S BEST

COUNTRIES ★ ISLANDS ★ CITIES ★ HOTELS ★ VILLAS
TOUR OPERATORS ★ AIRLINES ★ AIRPORTS ★ CRUISE LINES ★ SPAS

Earlier this year we asked you to vote for the things you love **about travel**, from holiday hotels to destination spas, airlines to cruise lines. From your answers **we have produced** this, our 17th annual **Readers' Travel Awards**, your choice of the best the travel world **has to offer**. Our final Top 100 pays tribute to the highest scorers, irrespective of category. **So this year's winners are...**

HOTELS

OVERSEAS HOLIDAY HOTELS



Hotel Saint-Barth
Isle de France

This year the **Mandarin Oriental Bangkok** was so ahead of the game in **ASIA & INDIA**, it was propelled to the number-one spot in our 'best of the best' Top 100. You raved about its food and service, and also singled it out for atmosphere, but when it comes to design, **The Oberoi Udaivilas** is more to your taste, and for location the **Taj Falaknuma Palace** in Hyderabad seems impossible to beat. Your favourite place to stay in **EUROPE, TURKEY & RUSSIA** is **Hotel du Cap-Eden-Roc**, and you marvel at its Mediterranean location and beautiful rooms, but if you are in Italy, you yearn for the **Belmond Hotel Splendido** in Portofino, and in particular for a meal on its terrace restaurant. As regards staff, you insist there is nowhere better than the glamorous **Four Seasons Hotel George V, Paris**, which scored so highly on that criterion it was declared **BEST HOTEL IN THE WORLD FOR SERVICE**. In **THE AMERICAS & CARIBBEAN**, the **Hotel Saint-Barth Isle de France**, now under LVMH Hotel Management and being gently revamped, stole your heart for just about everything, especially its rooms and atmosphere, and this year's runner-up, **Post Ranch Inn**, tallied up the highest scores for service and

its Big Sur location. But when it comes to looks, **Viceroy Anguilla** was a sure-fire winner, beating off global competition to come out on top as **BEST HOTEL IN THE WORLD FOR DESIGN**. Not for the first time,

your favourite hotel in **AUSTRALASIA & THE SOUTH PACIFIC** is **Huka Lodge** in New Zealand, which you found difficult to fault and decided should get top billing for design and service. Elsewhere, **Qualia**

resort in the Whitsundays was first for facilities, peaceful **Otahuna Lodge** in New Zealand for bedrooms and **Southern Ocean Lodge** on Kangaroo Island bounced ahead based on atmosphere.

THE AMERICAS & CARIBBEAN

- 1 **Hotel Saint-Barth Isle de France, St Barth's** 94.45
- 2 **Post Ranch Inn, Big Sur, California** 93.73
- 3 **Parrot Cay by COMO, Turks & Caicos Islands** 91.70
- 4 **Eden Rock, St Barth's** 91.45
- 5 **Banyan Tree Mayakoba, Mexico** 90.03
- 6 **Viceroy Anguilla** 88.79
- 7 **Hotel Bel-Air, Los Angeles** 88.21
- 8 **The Wickaninnish Inn, Tofino, Canada** 87.04
- 9 **The Beverly Hills Hotel & Bungalows, Los Angeles** 86.76
- 10 **One&Only Ocean Club, Bahamas** 86.23
- 11 **The St Regis New York** 84.38
- 12 **Beverly Wilshire, Beverly Hills (A Four Seasons Hotel), Los Angeles** 84.33
- 13 **Explora Patagonia Hotel Salto Chico, Chile** 83.20
- 14 **Crosby Street Hotel, New York** 81.06
- 15 **Montpelier Plantation & Beach, Nevis** 78.96
- 16 **The Carlyle, New York** 77.28
- 17 **Delano South Beach, Miami** 76.20
- 18 **Sandy Lane, Barbados** 75.97
- 19 **The Greenwich Hotel, New York** 75.39
- 20 **Jade Mountain St Lucia** 74.29

What are all these numbers? They are an index of satisfaction, scored out of a maximum of 100. In our Readers' Travel Awards 2014 questionnaire (with the April 2014 issue and at www.cntraveller.com), you were asked to choose the best that the travel world has to offer – from hotels and spas to airlines and airports. You were then asked to rate your choices according to various criteria, such as service, design and value for money. From your responses, we calculated the average mark on each criterion, and used this to provide the overall satisfaction percentage figure that you see on these pages and in The World's Top 100 on page 54.



EUROPE, TURKEY & RUSSIA

- 1 **Hotel du Cap-Eden-Roc, Cap d'Antibes** 93.37
- 2 **Hotel Splendido, Portofino, Italy** 93.34
- 3 **Hotel de Russie, Rome** 92.85
- 4 **Le Bristol Paris** 92.64
- 5 **Hotel Arts Barcelona** 92.63
- 6 **Four Seasons Hotel George V, Paris** 91.15
- 7 **Le Meurice, Paris** 90.82

- 8 **Four Seasons Hotel Istanbul at the Bosphorus** 90.05
- 9 **Grand Hotel a Villa Feltrinelli, Lake Garda, Italy** 87.74
- 10 **La Residencia, Mallorca** 85.85
- 11 **Grand-Hôtel du Cap-Ferrat, France** 84.53
- 12 **Le Sirenuse, Positano** 83.48
- 13 **La Chèvre D'Or, Eze, France** 83.20

- 14 **W Barcelona** 81.78
- 15 **Hotel d'Angleterre, Copenhagen** 81.06
- 16 **Conservatorium, Amsterdam** 79.18
- 17 **Villa d'Este, Lake Como, Italy** 78.30
- 18 **The Gritti Palace, Venice** 76.24
- 19 **Belmond Hotel Cipriani, Venice** 75.53
- 20 **JK Place Capri** 74.91

ASIA & INDIA

- 1 **Mandarin Oriental Bangkok, Thailand** 95.18
- 2 **The Oberoi Udaivilas, Udaipur, India** 94.71
- 3 **Four Seasons Resort Chiang Mai, Thailand** 93.73
- 4 **Amankila, Bali** 91.68
- 5 **Taj Falaknuma Palace, Hyderabad, India** 89.72
- 6 **Banyan Tree Phuket, Thailand** 88.43
- 7 **Amanpulo, The Philippines** 88.38
- 8 **Devi Garh by Lebua, Udaipur, India** 87.74
- 9 **Alila Villas Uluwatu, Bali** 87.41
- 10 **The Sarojin, Khao Lak, Thailand** 85.75

- 11 **Rambagh Palace, Jaipur, India** 84.11
- 12 **The Datai Langkawi, Malaysia** 83.98
- 13 **Uma by COMO, Paro, Bhutan** 82.01
- 14 **Aman at Summer Palace, Beijing** 81.66
- 15 **The Malabar House, Cochin, India** 79.39
- 16 **Pangkor Laut Resort, Malaysia** 79.32
- 17 **Park Hyatt Siem Reap, Cambodia** 77.75
- 18 **Shangri-La's Rasa Ria Resort, Kota Kinabalu, Borneo** 75.70
- 19 **The Fullerton Hotel, Singapore** 74.59
- 20 **The Mulia, Bali** 73.38



Four Seasons Hotel
Istanbul at the Bosphorus
in 1969, Singita
Grumeti, Mandarin
Oriental Bangkok



THE MIDDLE EAST, AFRICA & THE INDIAN OCEAN

- 1 **Singita Grumeti, Tanzania** 94.86
- 2 **North Island, Seychelles** 94.78
- 3 **Soneva Fushi, Maldives** 93.99
- 4 **Kasbah Tamadot, Morocco** 93.55
- 5 **One&Only The Palm Dubai** 92.31
- 6 **La Mamounia, Marrakech, Morocco** 90.89
- 7 **The Chedi Muscat, Oman** 89.36
- 8 **One&Only Reethi Rah, Maldives** 88.85
- 9 **Four Seasons Resort Sharm El Sheikh, Egypt** 88.75
- 10 **Singita Sabi Sand, South Africa** 87.86

- 11 **Frégate Island Private, Seychelles** 85.56
- 12 **Mount Nelson Hotel, Cape Town** 84.23
- 13 **Banyan Tree Seychelles** 83.46
- 14 **Four Seasons Resort Maldives at Landaa Giraavaru** 81.24
- 15 **Ellerman House, Cape Town** 79.44
- 16 **Four Seasons Resort Seychelles** 77.86
- 17 **The Oberoi Mauritius** 76.75
- 18 **One&Only Le Saint Géran, Mauritius** 76.63
- 19 **La Residence, Franschhoek, South Africa** 75.89
- 20 **AndBeyond Ngorongoro Crater Lodge, Tanzania** 75.72



AUSTRALASIA & THE SOUTH PACIFIC

1 **Huka Lodge, Taupo, New Zealand** 91.42

2 **Qualia, Hamilton Island, Australia** 90.76

3 **Southern Ocean Lodge, Kangaroo Island, Australia** 89.37

4 **Four Seasons Hotel Sydney** 88.83

5 **Otahuna Lodge, Christchurch, New Zealand** 87.36

6 **Lizard Island, Great Barrier Reef, Australia** 85.79

7 **Saffire Freycinet, Tasmania, Australia** 83.77

8 **The Langham, Sydney** 82.48

9 **Four Seasons Resort Bora Bora, French Polynesia** 81.31

10 **One&Only Hayman Island, Great Barrier Reef, Australia** 80.83

11 **The St Regis Bora Bora Resort, French Polynesia** 80.22

12 **Blanket Bay, Glenorchy, New Zealand** 78.66

13 **Lilianfels Resort & Spa, Blue Mountains, Australia** 77.77

14 **Bora Bora Pearl Beach Resort & Spa, French Polynesia** 77.65

15 **Longitude 131°, Uluru, Australia** 76.32

16 **The Henry Jones Art Hotel, Tasmania** 75.12

17 **Emirates Wolgan Valley Resort and Spa, Blue Mountains, Australia** 73.27

18 **Kauri Cliffs, Matakauri Bay, New Zealand** 73.04

19 **Peppers Cradle Mountain Lodge, Tasmania** 72.84

20 **Hilton Bora Bora Nui Resort & Spa, French Polynesia** 71.45

OVERSEAS BUSINESS HOTELS

Mumbai's **Taj Mahal Palace** sets the standard for all hotels chosen for business trips abroad. You are particularly taken with its service, but it does just as well for location. Also in India, **The Oberoi Gurgaon** was ranked highest for facilities, and **The Upper House** in Hong Kong caught your attention, at least in part for its sleek design.



The Taj Mahal Palace and, above, Huka Lodge. Opposite, from top: Claridge's; Chewton Glen's treehouse rooms

1 **The Taj Mahal Palace, Mumbai** 91.00

2 **Mandarin Oriental, New York** 89.32

3 **The Oberoi Gurgaon, New Delhi Capital Region, India** 88.54

4 **The Peninsula Hong Kong** 87.91

5 **Cirağan Palace Kempinski, Istanbul** 85.66

6 **Hotel Principe di Savoia, Milan** 83.62

7 **The Upper House, Hong Kong** 83.06

8 **Shangri-La Hotel Singapore** 82.17

9 **The Address Downtown Dubai** 81.52

10 **Hotel Adlon Kempinski, Berlin** 80.93

11 **Hotel Ritz by Belmond, Madrid** 79.92

12 **Four Seasons Hotel George V, Paris** 77.72

13 **The Leela Palace New Delhi** 77.62

14 **The Peninsula New York** 76.23

15 **Regina Hotel Baglioni, Rome** 75.57

16 **InterContinental São Paulo** 74.31

17 **The Landmark Mandarin Oriental, Hong Kong** 73.86

18 **Four Seasons Hotel Milano, Italy** 73.84

19 **Hotel Astoria, St Petersburg** 71.71

20 **The Ritz-Carlton Istanbul** 70.07

UK BUSINESS HOTELS



You prefer to get down to business at **Claridge's**, which cannot be beaten for its design, location or old-school atmosphere. Also in London, the **Mandarin Oriental Hyde Park** bowled you over for its food, **The Savoy** for its service and **The Ritz** for its classic bedrooms. But you have to leave the capital to get true value for money: **The Lowry** in Manchester scored highest on that criterion.

- 1 **Claridge's, London** 88.62
- 2 **Mandarin Oriental Hyde Park, London** 88.57
- 3 **The Savoy, London** 87.96
- 4 **The Connaught, London** 87.17
- 5 **The Ritz, London** 86.15
- 6 **The Dorchester, London** 85.28
- 7 **Corinthia Hotel London** 85.00
- 8 **Brown's Hotel, London** 84.74
- 9 **Four Seasons Hotel London at Park Lane** 83.76
- 10 **Bulgari Hotel London** 82.87
- 11 **InterContinental London Park Lane** 82.37
- 12 **Dukes London** 81.85
- 13 **The Berkeley, London** 81.33
- 14 **The Langham London** 80.63
- 15 **The Lowry Hotel, Manchester** 79.34

UK HOLIDAY HOTELS

Chewton Glen is back at number one for the first time since 2006, helped by the fact you reckon it's the best hotel in the UK for service, although runner-up **Le Manoir aux Quat'Saisons** is more appealing for its food and Hampshire neighbour **The Pig** provides the best value for money. **Babington House** is still considered top drawer for design, and **Hotel Tresanton's** Cornish setting sealed the deal for location.

- | | | |
|--|---|---|
| 1 Chewton Glen, Hampshire 89.75 | 8 Barnsley House, Gloucestershire 80.81 | 15 The Wheatsheaf Inn, Gloucestershire 72.71 |
| 2 Le Manoir aux Quat'Saisons, Oxfordshire 88.20 | 9 The Gleneagles Hotel, Perthshire 79.85 | 16 Gidleigh Park, Devon 71.39 |
| 3 Babington House, Somerset 87.57 | 10 The Soho Hotel, London 79.82 | 17 The Scarlet, Cornwall 70.73 |
| 4 Hotel Tresanton, Cornwall 86.44 | 11 Coworth Park, Berkshire 79.62 | 18 The Royal Crescent Hotel, Bath 70.49 |
| 5 The Pig, Hampshire 85.28 | 12 Calcot Manor, Gloucestershire 78.05 | 19 Covent Garden Hotel, London 69.95 |
| 6 The Goring, London 83.02 | 13 Lucknam Park Hotel & Spa, Wiltshire 76.33 | 20 The Idle Rocks, Cornwall 69.01 |
| 7 Lime Wood, Hampshire 82.36 | 14 The Balmoral Hotel, Edinburgh 74.71 | |



READERS' TRAVEL AWARDS

BEST HOTEL IN THE WORLD FOR DESIGN Viceroy Anguilla, the Caribbean

Smart interiors and the Caribbean don't always mix, but Kelly Wearstler's work at this outpost of Viceroy Hotels introduced a welcome note of Californian exuberance to an island better known for its quiet British restraint. Wearstler's trademark high-glamour quotient has evidently struck a chord: this year you decided the hotel deserved the highest score for design.

Photographed in the Sunset Lounge at the hotel



READERS' TRAVEL AWARDS

SPAS

OVERSEAS HOTEL SPAS

You praise the **One&Only Spa by ESPA** at Reethi Rah for its treatments and Parrot Cay's **COMO Shambhala Retreat** for its products; the **Four Seasons Resort Maldives at Landaa Giraavaru** has the best rooms.

- 1 **One&Only Spa by ESPA, One&Only Reethi Rah, Maldives** 91.97
- 2 **COMO Shambhala Retreat, Parrot Cay by COMO, Turks & Caicos** 91.68
- 3 **The Spa, Four Seasons Resort Seychelles** 90.43
- 4 **The Spa at The Nam Hai, Hoi An, Vietnam** 89.22
- 5 **The Spa and Ayurvedic Retreat, Four Seasons Resort Maldives at Landaa Giraavaru** 87.32
- 6 **LIME Spa, Huvaafen Fushi Maldives** 86.33
- 7 **Spa de Constance, Constance Le Prince Maurice, Mauritius** 86.30
- 8 **The Spa, The Datai Langkawi, Malaysia** 84.71
- 9 **Banyan Tree Spa, Banyan Tree Phuket, Thailand** 83.38
- 10 **Six Senses Spa, Six Senses Zighy Bay, Oman** 82.15
- 11 **Blue Spa, Carlisle Bay, Antigua** 82.08
- 12 **Spa Vinotherapie Caudalie, Hotel Marqués de Riscal, Elciego, Spain** 80.42
- 13 **Victoria-Jungfrau Spa, Victoria-Jungfrau Grand Hotel & Spa, Interlaken, Switzerland** 80.24
- 14 **V Botanical Spa, The Andaman, Langkawi, Malaysia** 78.19
- 15 **The Spa at Sandy Lane, Barbados** 75.88
- 16 **Sense, A Rosewood Spa, Rosewood Mayakoba, Mexico** 74.74
- 17 **CHI, The Spa, Shangri-La's Barr Al Jissah Resort & Spa, Oman** 73.12
- 18 **One&Only Spa, One&Only Le Saint Géran, Mauritius** 73.00
- 19 **Spa Le Bristol by La Prairie, Le Bristol Paris** 71.34
- 20 **Cowshed Spa, Soho Beach House, Miami** 71.18



DESTINATION SPAS

Bali's **COMO Shambhala Estate** is your favourite destination spa in the world, thanks to its exercise programme and pampering products. The **Brenner's Park-Hotel & Spa** in Germany comes out ahead for treatments, and old faithful **Chiva-Som International Health Resort** for its individual approach.

- | | | |
|---|---|--|
| 1 COMO Shambhala Estate, Bali 92.96 | 8 Grayshott, Surrey 84.92 | 14 The Original FX Mayr Health Center, Carinthia, Austria 78.55 |
| 2 Brenner's Park-Hotel & Spa, Baden-Baden, Germany 91.88 | 9 Canyon Ranch in Lenox, Massachusetts, USA 84.14 | 15 Terme di Saturnia Spa & Golf Resort, Italy 76.81 |
| 3 Parkhotel Igls, Austria 89.50 | 10 Ananda in the Himalayas, India 82.26 | 16 Hotel Therme Vals, Switzerland 76.29 |
| 4 Chiva-Som International Health Resort, Hua Hin, Thailand 89.31 | 11 Espace Henri Chenot, Palace Merano, Italy 80.33 | 17 L'Institut Guerlain, Paris 76.04 |
| 5 Banyan Tree Phuket, Thailand 88.49 | 12 Les Sources de Caudalie, Bordeaux, France 79.17 | 18 Clinique La Prairie, Switzerland 75.78 |
| 6 Lefay Resort & Spa Lago di Garda, Italy 87.05 | 13 SHA Wellness Clinic, Alicante, Spain 79.02 | 19 Monart, Co Wexford, Ireland 75.58 |
| 7 The BodyHoliday LeSport, St Lucia 85.65 | | 20 Cal-a-Vie Health Spa, California, USA 75.44 |



UK HOTEL SPAS

What is it you love most about **ESPA Life at Corinthia** in London? Certainly, consistency is key: you gave it high marks in every category, and a top score for individual approach. Elsewhere, the **Cowshed Spa** at Babington House impresses you with its beauty products and its bedrooms, and the **Herb House** at Lime Wood in the New Forest is greatly admired for its treatments.

- 1 **ESPA Life at Corinthia, Corinthia Hotel London** 90.27
- 2 **Cowshed Spa, Babington House, Somerset** 89.55
- 3 **The Spa by ESPA, The Gleneagles Hotel, Perthshire** 89.00
- 4 **Herb House, Lime Wood, Hampshire** 88.95
- 5 **The Spa, Chewton Glen, Hampshire** 88.54
- 6 **The Spa at Mandarin Oriental Hyde Park, London** 87.90
- 7 **Calcot Spa, Calcot Manor, Gloucestershire** 87.65
- 8 **The Spa at The Dorchester, London** 87.05
- 9 **The Spa at The Royal Crescent Hotel, Bath** 86.93
- 10 **Aman Spa, The Connaught, London** 86.01
- 11 **Sequoia, The Grove, Hertfordshire** 85.61
- 12 **The Spa at Lucknam Park Hotel & Spa, Wiltshire** 85.57
- 13 **The Spa at Coworth Park, Berkshire** 84.78
- 14 **Cowshed Spa, St Moritz Hotel, Cornwall** 84.45
- 15 **C-Side, Cowley Manor, Gloucestershire** 84.28

DESTINATIONS



COUNTRIES

You just can't get enough of **Italy**. For the fourth year in a row, it has captured your heart like no other country in the world, gaining top scores for both food and culture along the way. Elsewhere, you reckon the friendliest people (and the best places to stay) are found in the **USA**. But the wide-open spaces and dune-backed beaches of **Australia** guaranteed its place as your first choice for scenery.

- 1 **Italy** 93.69
- 2 **USA** 92.94
- 3 **Australia** 91.06
- 4 **Greece** 89.87
- 5 **Spain** 88.93
- 6 **France** 86.77
- 7 **New Zealand** 85.50
- 8 **Mexico** 84.53
- 9 **Turkey** 83.83
- 10 **India** 82.10
- 11 **Ireland** 82.05
- 12 **Argentina** 81.06
- 13 **Vietnam** 78.75
- 14 **South Africa** 77.40
- 15 **Portugal** 76.09
- 16 **UAE** 75.66
- 17 **Kenya** 75.41
- 18 **Norway** 74.88
- 19 **Japan** 73.28
- 20 **Canada** 72.86

Furore, on Italy's Amalfi coast. *Opposite, from top:* Four Seasons Resort Maldives at Kuda Huraa; Top of the Rock viewing platform in New York; London's Portobello Road

ON THE MOVE



AIRLINES

Flying off on a **SHORT-HAUL HOLIDAY**, you favour **British Airways** for its range of routes and **Aer Lingus** for service, but you rate **Swiss** the most punctual. On a **LONG-HAUL HOLIDAY**, you are also loyal to **British Airways**, although **Thai Airways** wins for food and **Virgin Atlantic's** lounges are ace. Best for **BUSINESS** is **Emirates**, winning for its food, entertainment and punctuality.

SHORT-HAUL HOLIDAY

- 1 **British Airways** 84.92
- 2 **Turkish Airlines** 84.68
- 3 **Lufthansa** 83.69
- 4 **Swiss International Air Lines** 82.65
- 5 **Aer Lingus** 81.85
- 6 **Air France** 80.08
- 7 **Jet2** 79.65
- 8 **Monarch Airlines** 79.12
- 9 **SAS** 77.68
- 10 **EasyJet** 75.48

LONG-HAUL HOLIDAY

- 1 **British Airways** 87.72
- 2 **Virgin Atlantic** 87.32
- 3 **Emirates** 86.80
- 4 **Singapore Airlines** 86.10
- 5 **Etihad Airways** 85.68
- 6 **Qatar Airways** 85.57
- 7 **Air New Zealand** 85.51
- 8 **Cathay Pacific** 85.23
- 9 **Thai Airways** 84.76
- 10 **Air France** 84.03

BUSINESS

- 1 **Emirates** 86.43
- 2 **British Airways** 85.58
- 3 **Singapore Airlines** 84.72
- 4 **Cathay Pacific** 84.44
- 5 **Qatar Airways** 84.01
- 6 **Ethiad Airways** 83.46
- 7 **Qantas** 83.41
- 8 **Swiss International Air Lines** 83.29
- 9 **Air France** 82.85
- 10 **KLM** 82.63

AIRPORT'S

You think **Changi** airport in Singapore has unbeatable shopping, **Heathrow Terminal 5** the top places to eat, and **London City Airport** the best location; **Hong Kong International** cuts a dash for design.

- 1 **Changi, Singapore** 85.10
- 2 **Heathrow Terminal 5, London** 84.22
- 3 **Dubai International** 83.49
- 4 **Hong Kong International** 83.30
- 5 **Schiphol, Amsterdam** 83.27

- 6 **Kuala Lumpur International** 82.85
- 7 **London City Airport** 82.15
- 8 **Copenhagen Airport** 80.59
- 9 **Zürich Airport** 78.86
- 10 **Frankfurt Airport** 78.15

- 11 **Sydney Airport** 77.17
- 12 **Barcelona Airport El Prat** 75.54
- 13 **Munich Airport** 74.15
- 14 **Madrid-Barajas Airport** 74.03
- 15 **Beijing Capital International** 73.19

CRUISE LINES

When it comes to **LARGE SHIPS** (more than 500 passengers), **Crystal Cruises** rules the waves, especially in its standard of service, but you really like the look of **Celebrity Cruises** (it received the highest mark for design), and for cabins and entertainment **Holland America** is unassailable. For **SMALL SHIPS**, **Silversea** sailed confidently to the top of the league (an achievement it has matched no less than eight times in the past 10 years), and you displayed a very healthy appetite for the food served on **Viking River Cruises**.

LARGE SHIPS

- 1 **Crystal Cruises** 88.16
- 2 **Celebrity Cruises** 87.88
- 3 **Holland America Line** 87.18
- 4 **MSC Cruises** 86.94
- 5 **Cunard Line** 85.52

SMALL SHIPS

- 1 **Silversea Cruises** 87.06
- 2 **Seabourn** 85.40
- 3 **Compagnie du Ponant** 84.41
- 4 **Oceania Cruises** 83.71
- 5 **Viking River Cruises** 82.73



ORGANISERS



I Cappuccini, an Abercrombie & Kent Villas property in Umbria. Below, riders in Sumba, one of Scott Dunn's destinations

VILLA RENTAL COMPANIES

When it comes to providing a great holiday crash pad, **Abercrombie & Kent Villas** is deemed first in class; **The Thinking Traveller** edges ahead for its presentation of villas, **Owners Direct** for range of destinations and **Villas of Distinction** for on-the-ground support.

- 1 **Abercrombie & Kent Villas** 89.64
- 2 **James Villa Holidays** 88.78
- 3 **The Thinking Traveller** 88.42
- 4 **CV Villas** 87.72
- 5 **Villas of Distinction** 87.31
- 6 **Simpson Travel** 86.38
- 7 **Vintage Travel** 85.96
- 8 **SJ Villas** 85.42
- 9 **Five Star Greece** 84.67
- 10 **Owners Direct** 84.39

TOUR OPERATORS

Carrier is your preferred tour operator thanks to its variety of destinations and places to stay, but you rate **Trailfinders** best for service and **The Turquoise Holiday Company** for good old-fashioned reliability. In the specialist category, **Scott Dunn** impressed you most for its expertise, but it seems no company has more first-hand knowledge of its subject than **Journey Latin America**, while **Bridge & Wickers** was voted best for service.

- 1 **Carrier** 86.86
- 2 **Trailfinders** 85.26
- 3 **The Turquoise Holiday Company** 84.61
- 4 **Abercrombie & Kent** 84.52
- 5 **Kuoni** 83.31
- 6 **Virgin Holidays** 82.33
- 7 **Cox & Kings** 80.71
- 8 **Elegant Resorts** 80.14
- 9 **Hayes & Jarvis** 78.89
- 10 **ITC Luxury Travel** 78.39
- 11 **Original Travel** 76.59
- 12 **Exsus** 75.87
- 13 **Red Savannah** 75.12
- 14 **The Ultimate Travel Company** 75.02
- 15 **Sunvil** 74.06

SPECIALIST TOUR OPERATORS

- 1 **Scott Dunn** 88.12
- 2 **Bridge & Wickers** 87.99
- 3 **Audley** 87.07
- 4 **Greaves India** 86.34
- 5 **Journey Latin America** 85.44
- 6 **Citalia** 84.25
- 7 **Cazenove+Lloyd** 84.01
- 8 **Africa Travel** 83.50
- 9 **Exodus** 82.16
- 10 **Natural World Safaris** 81.04



THE WORLD'S TOP 100



- 1 Mandarin Oriental Bangkok, Thailand 95.18
- 2 Singita Grumeti, Tanzania 94.86
- 3 North Island, Seychelles 94.78
- 4 The Oberoi Udaivilas, Udaipur, India 94.71
- 5 Soneva Fushi, Maldives 93.99
- 6 Maldives 93.84
- 7 Four Seasons Resort Chiang Mai, Thailand 93.73
- 8 Italy 93.69
- 9 Kasbah Tamadot, Morocco 93.55
- 10 Hotel du Cap-Eden-Roc, Cap d'Antibes, France 93.37
- 11 Hotel Splendido, Portofino, Italy 93.34
- 12 COMO Shambhala Estate, Bali 92.96

- 13 USA 92.94
- 14 Hotel de Russie, Rome 92.85
- 15 Le Bristol Paris 92.64
- 16 Hotel Arts Barcelona 92.63
- 17 One&Only The Palm Dubai 92.31
- 18 New York 92.23
- 19 Greek Islands 92.18
- 20 One&Only Spa by ESPA, One&Only Reethi Rah, Maldives 91.97
- 21 Brenner's Park-Hotel & Spa, Baden-Baden, Germany 91.88
- 22 Paris 91.72
- 23 Amankila, Bali 91.68
- 23 COMO Shambhala Retreat, Parrot Cay by COMO, Turks & Caicos Islands 91.68
- 25 Huka Lodge, Taupo, New Zealand 91.42
- 26 Venice 91.33
- 27 Four Seasons Hotel George V, Paris 91.15
- 28 Australia 91.06
- 29 The Taj Mahal Palace, Mumbai 91.00
- 30 La Mamounia, Marrakech 90.89
- 31 Le Meurice, Paris 90.82
- 32 Qualia, Hamilton Island, Australia 90.76
- 33 London 90.43
- 33 The Spa, Four Seasons Resort Seychelles 90.43
- 35 ESPA Life at Corinthia, Corinthia Hotel London 90.27

- 36 Sicily 90.23
- 37 Four Seasons Hotel Istanbul at the Bosphorus 90.05
- 38 Greece 89.87
- 39 Chewton Glen, Hampshire 89.75
- 40 Taj Falaknuma Palace, Hyderabad, India 89.72
- 41 Abercrombie & Kent Villas 89.64
- 42 Edinburgh 89.57
- 43 Cowshed Spa, Babington House, Somerset 89.55
- 44 Parkhotel Igls, Austria 89.50
- 45 St Barth's 89.37
- 45 Southern Ocean Lodge, Kangaroo Island, Australia 89.37
- 47 The Chedi Muscat, Oman 89.36
- 48 Mandarin Oriental, New York 89.32
- 49 Chiva-Som International Health Resort, Hua Hin, Thailand 89.31
- 50 The Spa at The Nam Hai, Hoi An, Vietnam 89.22
- 51 Sydney 89.06
- 52 The Spa by ESPA, The Gleneagles Hotel, Perthshire 89.00
- 53 Herb House, Lime Wood, Hampshire 88.95
- 54 Spain 88.93
- 55 Bath 88.88
- 56 One&Only Reethi Rah, Maldives 88.85

- 57 Four Seasons Hotel Sydney 88.83
- 58 James Villa Holidays 88.78
- 59 Istanbul 88.77
- 60 Four Seasons Resort Sharm El Sheikh, Egypt 88.75
- 61 Claridge's, London 88.62
- 62 Mandarin Oriental Hyde Park, London 88.57
- 63 The Spa, Chewton Glen, Hampshire 88.54
- 63 The Oberoi Gurgaon, New Delhi, India 88.54
- 65 Banyan Tree Spa, Banyan Tree Phuket, Thailand 88.49
- 66 Banyan Tree Phuket, Thailand 88.43
- 67 The Thinking Traveller 88.42
- 68 Amanpulo, The Philippines 88.38
- 69 York 88.30
- 70 Le Manoir aux Quat'Saisons, Oxfordshire 88.20
- 71 Crystal Cruises 88.16
- 72 Scott Dunn 88.12
- 73 Balearic Islands 88.07
- 74 Bridge & Wickers 87.99
- 75 The Savoy, London 87.96
- 76 The Peninsula Hong Kong 87.91
- 77 The Spa at Mandarin Oriental Hyde Park, London 87.90
- 78 Celebrity Cruises 87.88

- 79 Singita Sabi Sand, South Africa 87.86
- 80 Seychelles 87.84
- 81 Grand Hotel a Villa Feltrinelli, Lake Garda, Italy 87.74
- 81 Devi Garh by Lebuva, Udaipur, India 87.74
- 83 CV Villas 87.72
- 83 British Airways 87.72
- 85 Calcot Spa, Calcot Manor, Gloucestershire 87.65
- 86 Brighton 87.61
- 87 Babington House, Somerset 87.57
- 88 Alila Villas Uluwatu, Bali 87.41
- 89 Cambridge 87.38
- 90 Otahuna Lodge, Christchurch, New Zealand 87.36
- 91 The Spa and Ayurvedic Retreat, Four Seasons Resort Maldives at Landaa Giraavaru 87.32
- 91 Virgin Atlantic 87.32
- 93 Villas of Distinction 87.31
- 94 Holland America Line 87.18
- 95 The Connaught, London 87.17
- 96 Audley 87.07
- 97 Silversea Cruises 87.06
- 98 The Spa at The Dorchester, London 87.05
- 98 Lefay Resort & Spa Lago di Garda, Italy 87.05
- 100 Barcelona 86.97

Overseas Holiday Hotels UK Holiday Hotels Overseas Business Hotels UK Business Hotels Villa Rental Companies Islands Countries Overseas Cities
UK Cities Tour Operators Holiday Airlines Business Airlines Airports Cruise Lines UK Hotel Spas Overseas Hotel Spas Destination Spas

HOW OUR QUESTIONNAIRE PRODUCED YOUR 'BEST OF THE BEST' LIST

Questionnaires were inserted in copies of the April 2014 issue of *Condé Nast Traveller* in the UK, and simultaneously posted online at www.cntraveller.com. The results were collated and analysed by an independent market-research company called Market Management. The 23 categories for nominations are listed below, with the criteria by which they were judged. Figures for all criteria and the Top 100 are percentages representing overall average levels of satisfaction.

Countries Scenery • Culture • Value for money • Food • Places to stay • People **Islands** Scenery • Beaches • Value for money • Food • Places to stay • People **UK & overseas cities** Architecture • Culture • Nightlife • Restaurants and bars • Places to stay • People **UK holiday hotels** Design • Food • Service • Facilities • Value for money • Location • Rooms • Atmosphere **UK & overseas business hotels** Design • Food • Service • Facilities • Value for money • Location • Rooms • Atmosphere **Overseas holiday hotels: Europe, Turkey & Russia; the Americas & the Caribbean; the Middle East, Africa & the Indian Ocean; Asia & India; Australasia & the South Pacific** Design • Food • Service • Facilities • Value for money • Location • Rooms • Atmosphere **Tour operators** Reliability • Service • First-hand knowledge of destination • Variety of destinations • Ranges of places to stay **Villa rental companies** Range of villas • Value for money • On-the-ground support • Range of destinations • Presentation of villas **Spas in UK & overseas hotels** Treatments • Exercise programmes • Bedrooms (if applicable) • Individual approach • Beauty products **Destination spas** Treatments • Exercise programmes • Bedrooms (if applicable) • Individual approach • Beauty products **Cruise lines: small & large ships** Design • Food • Service • Itinerary • Facilities • Cabins • Entertainment **Airlines: short- & long-haul travel** Food • Service • Range of routes • Loyalty reward schemes • Airport lounge • Punctuality • In-flight entertainment **Airlines: business travel** Food • Service • Range of routes • Loyalty reward schemes • Airport lounge • Punctuality • In-flight entertainment **Airports** Design • Restaurants • Shops • Flight information • Location • Efficiency of security checks