

Sample Press Release

Celebrating Excellence in Travel

“Sunborn Gibraltar receives 2025 British Airways Holidays Customer Excellence Award”

[Insert date] - Sunborn Gibraltar is delighted to announce that it has received a British Airways Holidays Customer Excellence Award for 2025, recognising outstanding service, facilities and customer experience. This accolade places Sunborn Gibraltar among the top-rated hotels worldwide, based on **verified customer feedback** collected by British Airways Holidays in partnership with Feefo, the world’s largest verified buyers review platform. Guests rated their stays on key factors including location, service, cleanliness, and sleep quality, as well as providing an overall score out of five. Sunborn Gibraltar achieved an impressive overall score of **4.6/5**.

2025 marked not only the 70th anniversary of British Airways Holidays, one of the UK’s leading tour operators, but also the 10th year of its Customer Excellence Awards which honour hotels that consistently deliver outstanding holiday experiences. This year, British Airways Holidays analysed **104,444 independent reviews** and awarded **949 hotels globally**.

Mark Hall, Head of Product and Sourcing at British Airways Holidays, said:

“Congratulations to Sunborn Gibraltar on this outstanding achievement. Delivering such consistent excellence truly reflects the dedication and care your team puts into every stay and every customer. At British Airways Holidays, we value partners who share our commitment to putting customer experience at the heart of everything we do, reflected in our Customer Excellence Awards. Sunborn Gibraltar is a shining example of that. We’re proud to work with you and celebrate this success.”

>>Insert quote from General Manager here>>

About British Airways Holidays

From our selection of more than 10,000 carefully chosen hotels to our dedicated 24-hour support line, we take every element of our customers’ holidays seriously. Our range of hotels cover 600 locations in 100 countries packaged with British Airways and other airline partner flights. Car hire, in partnership with Avis & Budget, airport transfers and sightseeing experiences can also be booked as part of a package on [ba.com](https://www.ba.com), or by calling our destination experts.

For all contact enquiries email bahpr@holidays.com or find out more at [ba.com/reviews](https://www.ba.com/reviews)

Links:

<https://www.britishairways.com/content/holidays>

<https://www.britishairways.com/en-gb/destinations/hotel-information/Gibraltar/Sunborn-Gibraltar/GI-GIB-0016933>