

# City Lodge Hotel Group earns 14 TripAdvisor Certificates of Excellence

Issued by [City Lodge Hotel](#)

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Fourteen hotels within the JSE-listed City Lodge Hotel Group have received 2016 Certificate of Excellence awards from TripAdvisor, the global online travel website.



Now in their sixth year, the awards celebrate hospitality businesses that have earned great traveller reviews on TripAdvisor over the past year. Certificate of Excellence recipients include accommodation venues, eateries and attractions located all over the world that have continually delivered a quality customer experience.

The hotels in the City Lodge Hotel Group that have received Certificates of Excellence include: City Lodge Hotel Umhlanga Ridge, City Lodge Hotel Port Elizabeth, City Lodge Hotel Pinelands, City Lodge Hotel OR Tambo Airport, City Lodge Hotel Lynnwood, City Lodge Hotel Hatfield, Fairview Hotel (in Nairobi, Kenya), Courtyard Hotel Sandton, Courtyard Hotel Port Elizabeth, Courtyard Hotel Arcadia, Town Lodge Upper Hill (Nairobi), Town Lodge Gaborone, Town Lodge George and Town Lodge Port Elizabeth.

"With the Certificate of Excellence, TripAdvisor honours hospitality businesses that have consistently received strong praise and ratings from travellers," said Heather Leisman, Vice President of Industry Marketing, TripAdvisor. "This recognition helps travellers identify and book properties that regularly deliver great service. TripAdvisor is proud to play this integral role in helping travellers feel more confident in their booking decisions."

The Certificate of Excellence accounts for the quality, quantity and recency of reviews submitted by travellers on TripAdvisor over a 12-month period. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews and must have been listed on TripAdvisor for at least 12 months.

"It is very pleasing to see how many of our hotels have been recognised as top-class service providers by our guests. It is also gratifying to see that we have received awards for hotels in our four-star (Courtyard Hotel and Fairview), three-star (City Lodge Hotel) and two-star (Town Lodge) brands, showing that we are meeting the needs of our guests across a wide range of travel budgets," said Clifford Ross, chief executive of the City Lodge Hotel Group.



*A receptionist checking in a guest at the three-star City Lodge Hotel Lynnwood, one of the hotels that has received at TripAdvisor Certificate of Excellence for 2016.*

The group has 54 hotels in South Africa, two in Kenya and one in Botswana. It is in the process of building two new hotels in Nairobi and Dar es Salaam and will soon start to develop a new hotel in Windhoek.

- ° **City Lodge Hotels' Clifford Ross inducted into FEDHASA Hall of Fame** 15 May 2024
- ° **Planet vs. Plastics: City Lodge Hotels' eco-initiatives make sustainability easy** 23 Apr 2024
- ° **Sleep Easy with City Lodge Hotels! Bedtime Stories for Business People launched** 20 Mar 2024
- ° **Calling all last resorters: City Lodge Hotels' quarterly break saves the day!** 14 Mar 2024
- ° **Cheers to St Patrick's Day! Guinness specials and more at City Lodge Hotels!** 11 Mar 2024

## City Lodge Hotel

CITY LODGE HOTEL GROUP

City Lodge Hotel Group has a variety of hotels dedicated to providing you with comfort at a level that suits you. With 5 Courtyard Hotels (480 rooms), 19 City Lodge Hotels (3281 rooms), 12 Town Lodges (1507 rooms) and 23 Road Lodges (2 272 rooms), the Group has a total of 7540 rooms and ranks among the 250 largest hotel chains in the world. We are dedicated to providing quality accommodation for business, leisure and 'bleisure' travellers in South Africa, Namibia, Botswana and Mozambique. From basic, functional rooms to magnificent luxury studios, we have the range and experience to give you unbelievable service and exceptional accommodation at a price you can afford and in a location near to where you want to be. Go to [www.clhg.com](http://www.clhg.com) for more information.

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