

Travellers' feedback:

Here is a portion of past travellers comments about our service, out of respect for their privacy, and to protect them from spammers searches, the last two letters of their names has been replaced by 'X'.

- Reuben Helxx *The overall service was fantastic with very clear procedures for booking and payments, and great help when the first preference for accommodation was not available.*
- Trish Mauxx *I found the service by John and Silvana to be very prompt and efficient. They did what they said they would do and when they said things would happen they did. Their website was easy to use. I would certainly use them again. Vanuatu was beautiful and we only saw a small part of it so keen to return.*
- Jonathan Lxx *Extremely quick to reply to all requests and all bookings made with no problems whatsoever.*
- Gili Laxx *Thank you for everything. Excellent service!*
- Wendy Osborxx *The quick and efficient service I received from Silvana was great. We were very happy with the service we received and would happily recommend it.*
- Celine & Damien Chardigxxx *Très bon*
- Ian Finxx *Vanuatu Hotels web site, bookings and response to questions very satisfactory. If I was back in Vanuatu I would more than likely use them again.*
- Olivier Blanchxx *Excellent*
- Karen Bradshxx *We had no problems what so ever with any aspect of our booking through Vanuatu Hotels. Silvana was always prompt to answer any questions/concerns we had. We would not hesitate to use this service again and we have also recommended booking through Vanuatu hotels to our family and friends.*
- Jody Galxx *Very easy to deal with and came back quickly with questions I asked.*
- Didi & Steve *John & Silvana, Thanks so much for your assistance. You are providing absolutely first class service and you have made things so easy for us while we were in Vanuatu. We will recommend your service to anyone without hesitation.*
- Anne Balleraxx *They made a fine job !*
- Gary Smixx *Everything went smoothly and as planned, we had a good time. Vanuatu is a gem and we will return to experience more. We enjoyed Vanuatu because it hasn't been ruined by over-development like other destinations - yet !*
- Dirk Kiesekxx *Silvana was a wonderful point of call with local knowledge combined with a friendly personality and a no nonsense upfront approach that I really valued. Although I did not get the chance to talk to John I am sure he is an excellent guide and it was only through their combined efforts on my behalf that I was able to organise my 3 week holiday in Vanuatu.*
- Mailing Parxx *Very easy to make bookings. Great service!*
- Ian Smixx *Bookings arrangements were very smooth.*

Maud Exx	<i>Silvana is always available and of good advice. She is very reactive and helps a lot. Thanks!</i>
Caroline Overbexx	<i>Very quick to respond to all my queries, and there were many!!</i>
Paul & Joanne Jeckexx	<i>Silvana was terrific - went out of her way to answer all of our questions and made really handy suggestions. We have already recommended John & Silvana to other travellers we met during our journey cheers Paul</i>
Michael & Mrs. Simone Hogxx	<i>We were thrilled with the service from Vanuatu Hotels. Every minute detail was attended to which enabled us to have a stress-free, wonderful holiday as a family. The recommendations regarding accommodation and activities were excellent and definitely catered to our tastes and we would recommend them highly to others wanting to explore the beautiful destination of Vanuatu!!</i>
Nuni Markito-Russxx	<i>Vanuatu Hotels is a fantastic website providing all the information we needed to plan our perfect holidays in Vanuatu. John and Silvana were extremely helpful and very quick in responding to our queries. I can highly recommend the Vanuatu Hotels website to anyone planning on going to Vanuatu.</i>
John Hughxx	<i>The response to emails was quick, efficient and simple; well done John and Silvana</i>
Ophelia DRAPxx	<i>Sylvana ensured a great and speedy service and provided good advices. Thank to her!!</i>
Corinne Dehoxx	<i>John et Silvana ont été très disponibles et de très bon conseil. Merci à eux.</i>
Ingrid McCulloxx	<i>Very helpful on all my enquiries</i>
Karen Broxx	<i>Fast efficient helpful and friendly. What more could you ask for.</i>
Andre Boerexx	<i>The website was easy to use and we had no problems with any of the accommodation during our holiday.</i>
Gary Presneixx	<i>Despite us changing from 7 people initially down to 4 that eventually did the trip, John and Silvana looked after us really well. All the changes didn't phase them at all!</i>
Anne Wakefiexx	<i>Silvana was very helpful and answered all my questions promptly.</i>
Robert Huxx	<i>Very approachable, nothing was too much trouble. Very prompt with replies to queries.</i>
Amandine Bxx	<i>Good website</i>
Aline SERAFIxx	<i>A large choice of accommodations.</i>
Brenda Rudolxx	<i>Great service</i>
DANIEL GIxx	<i>Very helpful and prompt responses made booking our accommodation very easy</i>
Ken Spencxx	<i>We are very pleased with the service we received.</i>

Nuni Markxx

Hi Silvana,

Thanks for sending us the vouchers. You guys (and your website) are really great - extremely helpful and reliable, and you're always very quick when responding to queries. My husband and I are so looking forward to our holidays in Vanuatu and can't wait to get there. Luckily, we've got only two more days to go, yay!

A big THANK YOU again for all your help! I will definitely recommend you to all our friends

Robert Walkxx

The information was accurate and helpful, thank you

Chris Iroxx

Just revisiting your web site and noting recent improvements. Very good and user friendly. It gives you all the info. a visitor needs with a minimum of fuss. Congratulations! Your tourism weather advice seems particularly valuable if you have a rock handy. I used to use seaweed as a child in the Isle of Wight. Our booking experience was good. Your personal touch works for me and adds to your credibility as reliable people to deal with. Better than dealing with local travel agents in Oz who don't have your knowledge and expertise in the South Pacific. Good Work!

Just a note, be careful about Travel Agents, always do your own research to confirm what they say. Last time I used a Travel Agent we were going to New Zealand, they told us it snowed all year round and we could go anytime and ski. Very wrong. This time I thought I'd give them another go, different travel agent mind you, about 200km apart (-:

This group of travel agents I asked about booking a holiday to Vanuatu told me everything was sold out and I had no hope of getting there over Christmas.

So I went home and found many flights with Pacific Blue and Air Vanuatu still available, and as for accommodation, everything I looked at was available in both Port Vila and on the island of Espiritu Santo.

If you're looking to plan your own trip to Vanuatu, I highly recommend visiting vanuatu-hotels.vu to look through all the accommodation and to book, they were quite helpful when I had some questions and got me a better deal with the accommodation. All up it worked out better than last minute rates for the same hotel

Richard Pottxx

Hi John & Silvana, Your website was very easy to navigate, and the booking and payments were processed with no problems at all. Subsequent queries were also answered very promptly. Overall, very easy to use and very happy with your service. Potter Family - Melbourne.

Anna Beltemxx

Very impressed with the service... would definitely use them again when I next travel to Vanuatu!

Vicki Serisixx

Silvana and John were very helpful with our booking arrangements and were always very prompt to answer any questions inquiries and emails we sent to them. We are already making arrangements to book again as it was such an enjoyable experience. Thank you so much.

John McKinnxx

Quick, useful responses.

Peter Crossxx

The service was excellent

Hans Gublxx *Efficient and friendly.*

Jane Thompsxx *Excellent - email confirming my booking, another when they had taken the payment a week before my arrival - all very good*

Dennis Cutxx *This is the second time we have dealt with Vanuatu Hotels and the service was excellent again. Very efficient, friendly and well organised.No problems at all.Thank you again for a great holiday.*

Kristen Flammxx *Smooth sailing here, we paid for the room in advance and a pick up at the airport and all was as booked- good job.*

Brenda Rudolxx *Hi Silvana
WE are back home in freezing cold NZ now. Thank you for the bookings. Everything went very well. Both places were spotlessly clean and the staff were fantastic. We absolutely loved it.*

*Thank you for all of your help.
Kind regards*

Giancarlo Cxxxx *In generale, comunque sono molto contento dell'organizzazione del viaggio che hai fatto per noi.*

Translation: In general, we are very happy with your organization of our trip you did for us.

Simone Rexx *I found Silvana/Vanuatu-hotels great to deal with. Their email replys were always prompt and the tour/accommodation that was booked through them was great. I would definitely go through them again. They made our trip a great one! Cheers and here's to next time!!!*

Kana Suzuux *Thanks very much we had a great trip!*

Kylie Ednxx *Very prompt and courteous responses to our queries, excellent local knowledge. Thank you Silvana.*

Sarah Muxx *John and Silvana were very helpful both in regards to the booking of our hotel but also providing information in regards to booking of flights and most importantly, dealing with the local tourism office to get us information in regards to a race that my team was travelling over for that was mysteriously cancelled at the last minute. We really appreciated their help assisting us with getting information about what was happening which was definitely above and beyond their call of duty.*

Simon Gardnxx *Very informative, I found heaps to do and where I would like to visit before I left.*

Duncan Cxx *Excellent, very quick to respond and help with any questions.*

Andree Gavxx *I am satisfied with the service. Quick response and keep being informed. Thanks Vanuatu Hotels*

John Ridoxx *John & Silvana were very helpful and all accommodation & travel arrangements were more than satisfactory*

Louise Falepxx *Explanations and instructions informative and clearly given. Response to enquiry, confirmation of booking and all communications were quick and supplied everything needed e.g. voucher. Excellent service.*

Katharine Dudlxx *Response to my booking request was prompt and professional. The vanuatu-hotels web site was very easy to use and very informative.*

John Baixx *Very efficient reservation service, rapid responses. Reservation procedure worked well.*

Very simple and effective reservation procedure, everything according to plan

Anne Barnexx *No problems except I didn't read email carefully enough and had not printed off voucher - maybe need to make this a bit clearer as usually I am quite computer literate - but somehow I missed it!*

Richard Pottxx *Hi John & Silvana, Your website was very easy to navigate, and the booking and payments were processed with no problems at all. Subsequent queries were also answered very promptly. Overall, very easy to use and very happy with your service.*

Sidney Lixx *Thank you Silvana for your prompt response. It has been something of a surprise to get such quick replies when my previous dealings with the agencies who handled my Iririki and Breakas bookings took up to a week reply only to come back with news that all rooms have been booked.*
The fact that you guys have gotten back to me so quickly with confirmations has been such a great relief and I can now plan my vacation activities instead of rushing to secure a roof to stay under.
Thank you again for this. Your punctuality, professionalism, patience and service has been a pleasure and much appreciated.

Robert Dicksxx *We would do it all again with you. you helped us well when we had to adjust our itinerary. web page quite adequate.*

Kerry Lxx *Thank you for your prompt reply. I like your website very much....it has nearly all of the hotels I am interested in.*

Uli Preuxx *We had a GREAT TRIP to the Vanuatu - Islands Epi, Efate and Tanna.*
Also a GREAT Organisation...a BIG THANK YOU for you!

Angie Geddx *Thank you, We started going through a T/agent here in New Zealand but we weren't getting the service we wanted. We were so excited when you said you could get us a few nights at Hideaway because that was our first choice, and was so gutted when the travel agent told us we couldn't stay there and we had to go somewhere else. So thank you so much, we really appreciate your service.*

Kerr Currexx *I have found your website very interesting and informative, thank you. I Originally found your website by Googling Vanuatu accommodation. However, I was later told about it again (and again) on the discussion Tripadvisor forum. It was so helpfull to hear about people who had used your service and were happy with the results.*

Tracey MacRxx *Easy to deal with, and helpful when I needed to change dates*

Cathy Creutzxx *Accurate description and good information on the website. Great communication after the booking.*

Martin Hanzlxx *The company which made our transfers on EFATE was very very hepful and very kind - everything from your side was very smooth, no problems and especialy we like local people, Nothing to add. Very nice experience from Vanuatu, and thank you for your help and services, we had a great time.*

Peter Crossxx *Many thanks for you help with the bookings. I have made a number of online travel arrangements over the past five years 20 and you prompt replies and helpful information is the best I have encountered. Well Done!!*
We are looking forward to our holiday

Dan and Robyn	<p><i>We just wanted to say that we had the most amazing time at Mystery Island. Thanks so much for all your help organising the trip. You were extremely helpful, prompt and friendly. You helped make our honeymoon a really special time!!! Thanks again</i></p>
Irma Gilfoxx	<p><i>Your excellent service over the last 24 hrs has lead me to read more about your fantastic web site. I am so impressed by your philosophy and respect for your country and its native people. Values that are very much in line with mine.</i></p>
Claire Irwx	<p><i>Hi Silvana, Thank you for your prompt response and thourough explanation. Let me say again, as I did before our holiday, that your customer service is outstanding. It is rare to find these days and is much appreciated. we shall recommend you to anyone we hear travelling to Vanuatu as we have been most satisfied. I shall endeavour to complete the email survey too and reflect our satisfaction.</i></p>
Kerry Currexx	<p><i>I have dealt with you on my previous 2 visits to Vanuatu, using Vanuatu Standby Accommodation and Vanuatu Hotels and would like to thank you again for the wonderfull service that you provide. I am still telling anyone who will listen about the courteous, prompt and simply fantastic service that you provide.</i></p>
Angie Geddix	<p><i>Thank you so much for helping us book our accommodation at such late notice. we found your service really efficient and you helped us to stay where we really wanted. I feel you guys went the extral mile for us, checking out availability of our accommodation. You probably got sick of all the emails and asking silly little questions but you always answered them and very quickly, within a few hours. We would definetaly use your service again and recommend it to anyone else looking at travelling and wanting to know a good accommodation website. Thanks heaps for helping us out.</i></p>
Ian Grxx	<p><i>Hi John and Silvana, Thanks for that. It did not have any negative impact on our trip - Tanna was a great island and was well worth the trip. I think your site is brilliant and Vanuatu has benefited greatly from it. We have travelled to many other South Pacific Islands and would have welcomed a website for sorting out accommodation such as yours. Thanks again - we greatly appreciated the services you offered.</i></p>
Laura Williaxx	<p><i>Fantastic, easy to use and very good commununication. Very personable, professional and speedy with their replies to our queries and bookings. A pleasure to deal with. Extremely helpful in followup emails.</i></p>
Clive Holyoaxx	<p><i>Great follow up by email.</i></p>
David Allxx	<p><i>Prompt and great local knowledge.</i></p>
Margaret, New Zealand	<p><i>"Your booking and payment system are tops. Web site excellent and easy to use with excellent info, photos and costs. Reliability and promptness of service AAA. Communications as to when payments are coming out and exactly how much was much appreciated. Made choosing and booking through your site a breeze."</i></p>
Gareth Beltxx	<p><i>What great service I received from Vanuatu-hotels. They were very thorough and rapid in their response. I had no problems during my trip due! Thank you</i></p>
Aluxx Jean-Paul Barry Dixx	<p><i>Very good and efficient service. All was in order, no problems at all. Service from the booking agent was professional and seamless.</i></p>

Judy Fishxx	<i>Great 'turn around' time on the booking inquiry. Staff were very helpful with the booking process. thankyou.</i>
Michael Jonxx	<i>Good service, prompt responses</i>
Werner Hulsmxx	<i>Thanks, great help when asked and an excellent turn-around on e-mails, thank you</i>
Junko Kobayasxx	<i>The extra information was very helpful for us, i.e. transportation, cooking facilities... they know about the accommodation well as they've been there. It was good to book throuth local agent!</i>
Ayumi Isexx	<i>The staff was quick to respond to the request, very efficient and extremely flexible to make various arrangements</i>
Joan Gatehouxx	<i>It was all made very easy for us to chose the place to stay and the price we would have to pay. They even organised our airport transfers. The drivers for the pickup and return were excellent giving us lots of commentary on the way. Overall will use this website again on return visits to lovely Vanuatu</i>
Siobhan Wheelxx	<i>The service was first rate! Thank you so much Silvana for the answers to all of my questions. Having to opportunity to speak with someone local was wonderful. You even made sure I did not pay too much on the transfer. Everything went to plan and they had a wonderful time and cannot wait to go back. Again thank you so much Silvana for all of you assistance! Siobhan</i>
Marie Hxx,	<i>Very quick response regarding the availability of accommodation.</i>
Christopher Jacksxx	<i>There were prompt answers for all our enquires.</i>
Phil OLIVlxx	<i>VANUATU HOTEL est d'une grande patiente et d'une grande gentillesse pour aider au choix et au règlement , en cas de difficultés</i>
Terri Morrxx Sidney Lixx	<i>Quite satisfied. Much appreciate Silvana. After receiving terrible service with other travel sites while attempting to book accommodation for Vanuatu, you guys were a godsend when it came to confirming my reservations. I'm now considering making Vanuatu a place to visit annually as a result.</i>
Lucia Smixx	<i>John and Silvana were prompt in their email replies, professional, friendly and informative.</i>
Nancy Hamiltxx	<i>Excellent service</i>
Jing Lxx:	<i>'Very good service'.</i>
Amber de Bruxx:	<i>'Very prompt replies. Relevant & useful information provided. Friendly service.'</i>
Graeme Campbexx:	<i>'Every experience we had with John & Silvana was extremely positive from our initial enquiries before arriving; and then when organising things once we were in Vanuatu. They were very helpful and knowledgeable, very prompt in getting back to us on all our many questions, and nothing seemed to be too much trouble. We wanted a flexible, do it yourself experience in a short period of time, and they were just what we needed to draw things together, when we needed help.'</i>
Jon Hollandxx:	<i>'Quick, effective and spot on with the hotel descriptions!'</i>
Andrew Butlxx:	<i>'We received the usual very good service from Sylvana.'</i>
Marcus Innosexx:	<i>'Easy to use and helpful'</i>
Patrik Adersjxx:	<i>'No problems'</i>

Holger Woxx: *'Everything worked out just fine.'*

Claire Huntlxx: *'Prompt replies good service.'*

Cameron Romerxx: *'Fast, informative and flexible'*

Libby Grexx: *'Excellent service - thanks heaps!'*

Gavin Kalxx: *'John and Silvana were a great help while I was planning our vacation. I would have been lost without them and the Vanuatu Hotels website.'*

Marien de Wilxx: *'Very helpful service in booking, changing the booking, organising a pre-paid taxi, and answering questions. Fast and professional. Many thanks.'*

Greg Denxx: *'Contact was very good. We had a few questions at the time of booking and was answered very promptly. We did need to do a cancellation and the refund was given promptly as well.'*

Steven De Domenixx: *'Silvana was helpful and we found the service fabulous.'*

Michael Whixx: *'Very quick service, easy to use. The reservation was confirmed within 24 hours, Thank you'*

Adam Youxx: *'John and Silvana were very helpful - even when on the island, we were able to contact them by phone and they helped us. Thanks.'*

Sophie Mormexx: *'Very fast replies and turn around, highly appreciated when planning travel at the last minute!'*

Susan WEBxx: *'Excellent'.*

Gerhard Rechenbexx: *'Very prompt and problem free.'*

Dalia Connexx & Family: *'Had a very good experience with the agents & was happy with the service provided.'*

Maria Sabanxx: *'Very well organised. Very helpful and quick to reply. Thanks Silvana.'*