

15TH ANNIVERSARY SPECIAL ISSUE

Condé Nast Traveller

OCTOBER 2012 £3.99

READERS'
TRAVEL
AWARDS
THE WORLD'S
TOP 100

Panama
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spot of the moment

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The World's Top 100

Number One in the World: **Italy** 94.77



- 2 Singita Grumeti Reserves, Tanzania 94.75
- 3 Sicily 94.42
- 4 Eden Rock, St Barth's 94.09
- 5 Singapore Airlines 94.05
- 6 Mandarin Oriental Hyde Park, London 93.57
- 7 London 93.41
- 8 James Villa Holidays 93.01
- 9 Babington House, Somerset 92.93
- 10 Taj Falaknuma Palace, Hyderabad, India 92.86
- 11 North Island, Seychelles 92.81
- 12 France 92.79
- 13 British Airways 92.75
- 14 Claridge's, London 92.61
- 15 Four Seasons Resort Maldives at Kuda Huraa 92.48
- 16 Maia Luxury Resort & Spa, Seychelles 92.42
- 17 Bali 92.31
- 18 Parrot Cay, Turks & Caicos Islands 92.14
- 19 Maldives 91.69
- 20 The Oberoi Udaivilas, Udaipur, India 91.64
- 21 Kasbah Tamadot, Morocco 91.38
- 22 Banyan Tree Mayakoba, Mexico 91.27
- 23 Chewton Glen, Hampshire 91.20
- 24 Viceroy Anguilla, Caribbean 91.10
- 25 Edinburgh 90.85
- 26 The Dorchester, London 90.66
- 27 Think Sicily 90.64
- 28 Greek Islands 90.61
- 29 The Oberoi Mauritius 90.58
- 30 Shompole Lodge, Kenya 90.57
- 31 Seychelles 90.38
- 32 USA 90.32
- 33 Banyan Tree Phuket, Thailand 90.05
- 34 Post Ranch Inn, Big Sur, California 90.04
- 35 The Balearic Islands 89.60
- 36 Bushmans Kloof, South Africa 89.26
- 37 The Beverly Hills Hotel and Bungalows, Los Angeles 89.18
- 38 Hotel Tresanton, Cornwall 89.04
- 39 Emirates 88.76
- 40 Koh Samui 88.69
- 41 The Wickaninnish Inn, Tofino, Canada 88.62
- 42 Cambridge 88.61
- 43 Singita Sabi Sand, South Africa 88.51
- 44 The Spa, The Nam Hai, Hoi An, Vietnam 88.44
- 45 One&Only Spa by ESPA, One&Only Reethi Rah, Maldives 88.37
- 46 The Connaught, London 88.32
- 46 Hotel Splendido, Portofino, Italy 88.32
- 48 Hotel Adlon Kempinski Berlin 88.28
- 49 COMO Shambhala Estate, Bali 88.24
- 50 The Upper House, Hong Kong 88.16
- 51 Montpelier Plantation & Beach, St Kitts & Nevis 88.10
- 52 Four Seasons Resort Chiang Mai, Thailand 88.09
- 53 Barbados 88.07
- 54 Governors' Camp, Kenya 88.01
- 55 Four Seasons Resort Bora Bora, French Polynesia 87.93
- 56 Crystal Cruises 87.91
- 57 Holland America Line 87.88
- 58 York 87.85
- 59 Saffire Freycinet, Tasmania, Australia 87.75
- 60 Sydney 87.65
- 61 Simpson Travel 87.58
- 62 The Taj Mahal Palace, Mumbai, India 87.54
- 63 Chiva-Som International Health Resort, Hua Hin, Thailand 87.50
- 64 Hôtel du Cap-Eden-Roc, Cap d'Antibes, France 87.46
- 65 Hôtel de la Paix, Siem Reap, Cambodia 87.43
- 66 Le Quartier Français, Franschhoek, South Africa 87.40
- 67 Spain 87.38
- 68 The Peninsula Hong Kong 87.18
- 69 Blanket Bay, Glenorchy, New Zealand 86.93
- 70 Sandy Lane, Barbados 86.91
- 71 British Airways 86.88
- 72 Mandarin Oriental, New York City 86.67
- 73 Silversea Cruises 86.64
- 74 mrandmrsmith.com 86.56
- 75 MSC Cruises 86.44
- 76 New York 86.36
- 77 Devi Garh, Udaipur, India 86.28
- 77 St Lucia 86.28
- 79 The Landmark Mandarin Oriental, Hong Kong 86.24
- 80 ITC Classics 86.23
- 81 Four Seasons Hotel London at Park Lane 86.20
- 82 Le Manoir aux Quat'Saisons, Oxfordshire 86.17
- 83 Ananda in the Himalayas, India 86.16
- 84 Carrier 86.12
- 85 La Chèvre d'Or, Eze, France 86.11
- 86 Bath 86.02
- 87 Venice Simplon-Orient-Express 85.98
- 88 Four Seasons Hotel George V, Paris 85.92
- 89 Huka Lodge, Taupo, New Zealand 85.83
- 90 COMO Shambhala, Parrot Cay, Turks & Caicos Islands 85.81
- 91 Emirates 85.78
- 92 India 85.63
- 93 Greaves Travel 85.55
- 94 The Body Holiday, Le Sport, St Lucia 85.52
- 94 ESPA Life at Corinthia, Corinthia Hotel London 85.52
- 96 Lufthansa 85.49
- 97 Changi, Singapore 85.43
- 98 i-escape.com 85.37
- 99 Cunard Line 85.26
- 100 One&Only Reethi Rah, Maldives 85.23

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

Questionnaires were inserted in copies of the April 2012 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 27 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 with the facilities or services.

Countries Climate • Culture • Environmental friendliness • Food/restaurants • People/hospitality • Range of accommodation • Safety • Scenery • Value for money • Variety of attractions

Islands Beaches • Climate • Environmental friendliness • Food/restaurants • People/hospitality • Range of accommodation • Safety • Scenery • Value for money • Variety of attractions

UK & overseas cities Aesthetics/architecture • Cleanliness • Culture • Environmental friendliness • Food/restaurants • Nightlife/entertainment • People/hospitality • Range of accommodation • Safety • User-friendliness • Value for money

Overseas leisure hotels: Europe, Asia Minor & the Russian Federation; The Americas & the Caribbean; Middle East, Africa & the Indian Ocean; Asia & the Indian Subcontinent; Australasia & the South Pacific

Ambience/decor • Environmental friendliness • Family-friendliness • Food/restaurants • Leisure facilities • Location • Service/staff • Shopping facilities • Standard/comfort of accommodation • Value for money

UK leisure hotels Ambience/decor • Environmental friendliness • Family-friendliness • Food/restaurants • Leisure facilities • Location • Service/staff • Shopping facilities • Standard/comfort of accommodation • Value for money

UK & overseas business hotels Ambience/decor • Business services/systems available • Conference facilities • Environmental friendliness • Food/restaurants • Leisure facilities • Location • Service/staff • Shopping facilities • Standard/comfort of accommodation • Value for money

Tour operators First-hand knowledge of destination • Flexibility of arrangements • Range of accommodation • Reliability • Service/staff • Value for money • Variety of destinations offered

Specialist tour operators First-hand knowledge of destination • Flexibility of arrangements • Level of expertise • Range of accommodation • Reliability • Service/staff • Value for money

Travel websites Choice of accommodation/holidays • Ease of use • Image content • Level of innovation • News content/topicality • Social media (Twitter, Facebook) • Use of video images

Villa rental companies Facilities/equipment • On-the-ground support • Presentation of villas • Range of villas • Service/staff • Value • Welcome and information pack

Spas in UK & overseas hotels Accommodation • Ambience/decor • Amenities/products • Body treatments • Cuisine • Exercise programmes • Facial treatments • Facilities • Individual approach • Service/staff

Destination spas: encompassing destination retreats, day spas, medical/thermal/natural spas Accommodation (where applicable) • Ambience/decor • Amenities/products • Body treatments • Cuisine • Environmental friendliness • Exercise programmes • Facial treatments • Facilities (medical where applicable) • Individual approach • Service/staff

Cruise lines: small & large ships Ambience/decor • Child-friendliness • Environmental friendliness • Facilities/activities • Food/restaurants • Itinerary/variety of destinations • Nightlife/entertainment • Service/staff • Standard/comfort of cabins • Value for money

Specialist train operators Ambience/decor • Child-friendliness • Convenience of scheduling • Environmental friendliness • Food/restaurants • Luggage handling • Pre-/post-train

facilities • Punctuality/efficiency • Range of routes • Service/staff • Standard/comfort of cabins • Value for money

Airlines: short- & long-haul leisure travel Catering • Child-friendliness • Convenience of scheduling • In-flight entertainment • Lounge/pre- and post-flight facilities • Loyalty reward schemes • Luggage handling • Punctuality/efficiency • Range of routes • Service/staff • Value for money

Airlines: business travel Catering • Convenience of scheduling • In-flight entertainment • Lounge/pre- and post-flight facilities • Loyalty reward schemes • Luggage handling • Punctuality/efficiency • Range of routes • Service/staff • Value for money

Airlines: low-cost Child-friendliness • Convenience of booking • Convenience of scheduling • Luggage handling • Punctuality/efficiency • Range of routes • Service/staff • Value for money

Airports Cleanliness • Design/layout • Efficiency of check-in/transfers • Flight information/clarity of signs • Food/restaurants • Location/accessibility • Lounge/pre- and post-flight facilities • Luggage handling • Parking facilities/cost • Safety/security • Shopping/duty-free facilities

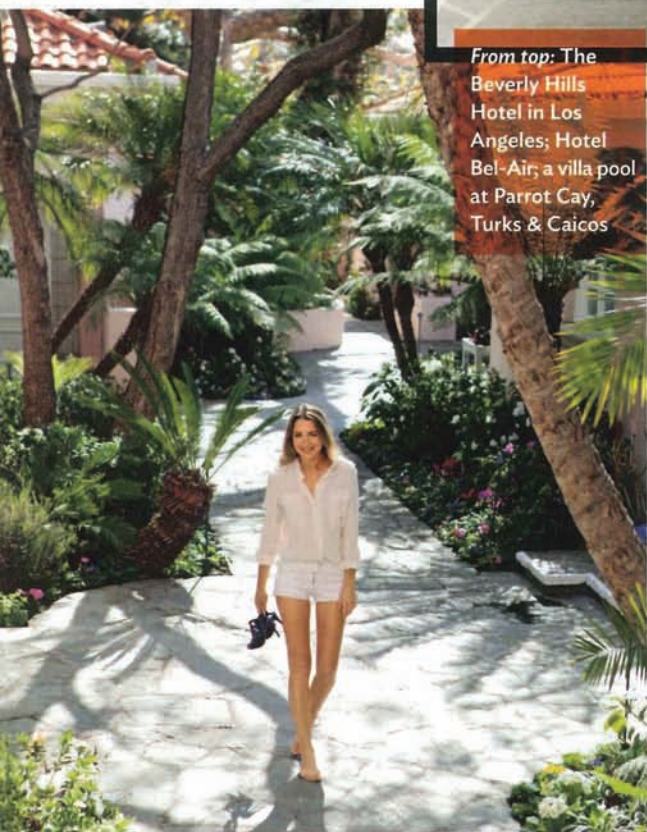


Accommodation

Overseas leisure hotels



Ah, Italy! Perhaps it's not surprising that your favourite country in the world, and this year's World Number One, also spawned your favourite leisure hotel in Europe, Asia Minor and the Russian Federation. You raved about everything at



From top: The Beverly Hills Hotel in Los Angeles; Hotel Bel-Air, a villa pool at Parrot Cay, Turks & Caicos



which is hardly a criticism considering it rates so highly for location, restaurants and service. Also in the Caribbean, you showered praise on the standard of accommodation at the **Viceroy Anguilla**, and decided peaceful **Parrot Cay** in the Turks & Caicos Islands has the most pleasing ambience (families also love **The Wickaninnish Inn** in Canada).

Your favourite place to stay in the Middle East, Africa and the Indian Ocean is **Singita Grumeti Reserves** in Tanzania, which you awarded sufficiently high scores on all criteria (even shopping facilities – in the African bush!) for it to rank as the best hotel and to come second in our Top 100 (see page 58).

Elsewhere, you were very impressed by the environmental-friendliness of the glamorous eco-sanctuary **North Island**, Seychelles, and were drawn to the spectacular Kalahari location of **Jack's Camp** in Botswana. South Africa fared well, with six

hotels and lodges in the Top 20, and **Ellerman House** in Cape Town was singled out for its exceptional staff.

In Asia and the Indian Subcontinent, your favourite holiday hotel for the second year running is the **Taj Falaknuma Palace** in Hyderabad, which scored firsts for ambience and service. The breathtaking Himalayan location of **Uma Paro**, Bhutan, blew you away, and you felt the restaurants at **Mandarin Oriental**, Bangkok, could not be bettered.

But it was Cambodia's **Hôtel de la Paix** (recently rebranded a Park Hyatt hotel) that got top marks for value for money.

You found it really difficult to fault the **Four Seasons Resort Bora Bora**, giving it impressive scores all round and top marks for its French Polynesian location, making it your favourite leisure hotel in Australasia and the South Pacific. Elsewhere, you showed a healthy appetite for the food at **Huka Lodge** in New Zealand and great admiration for the leisure facilities at **Qualia** on Hamilton Island in Australia. New to this year's list is the diminutive but stylish **Mollies Hotel** in Auckland, which you loved for its ambience.

THE AMERICAS & THE CARIBBEAN

- 1 **Eden Rock, St Barth's** 94.09
- 2 **Parrot Cay, Turks & Caicos Islands** 92.14
- 3 **Banyan Tree Mayakoba, Mexico** 91.27
- 4 **Viceroy Anguilla** 91.10
- 5 **Post Ranch Inn, Big Sur, California** 90.04
- 6 **The Beverly Hills Hotel and Bungalows, Los Angeles** 89.18
- 7 **The Wickaninnish Inn, Tofino, Canada** 88.62
- 8 **Montpelier Plantation & Beach, St Kitts & Nevis** 88.10
- 9 **Sandy Lane, Barbados** 86.91
- 10 **Carlisle Bay, Antigua** 85.09
- 11 **Anse Chastenet Resort, St Lucia** 82.95
- 12 **Jumby Bay, A Rosewood Resort, Antigua** 82.00
- 13 **Hotel Bel-Air, Los Angeles** 80.68
- 14 **Cotton House, Mustique** 78.50
- 15 **The Fairmont Château Lake Louise, Canada** 77.84
- 16 **One&Only Ocean Club, Bahamas** 77.21
- 17 **Machu Picchu Sanctuary Lodge, Peru** 75.96
- 18 **Auberge du Soleil, Napa Valley, USA** 74.28
- 19 **Explora Patagonia Hotel Salto Chico, Chile** 73.15
- 20 **Crosby Street Hotel, New York** 72.67

the aptly named **Hotel Splendido**, but singled out its celestial location in Portofino for your highest praise. The most child-friendly hotel in Europe is **The Romanos** in the Peloponnese, and the restored **Hôtel du Cap-Eden-Roc** on the French Riviera hit the high

notes for ambience, as did bijou **JK Place** in Florence and **Soho House Berlin**, both of which nudged into the Top 20 for the first time this year. In the Americas and the Caribbean, you chose to mark down **Eden Rock, St Barth's**, only for its lack of shopping facilities,

