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## Traveller review awards 2025

Booking.com has unveiled the winners of its 13th annual Traveller Review Awards, recognizing outstanding hospitality based on over 360 million verified customer reviews. This year marks a record-breaking 1.71 million awardees worldwide, a 16% increase from 2024, spanning accommodations, car rentals, and taxi providers. In Singapore, 190 properties have been honored, collectively earning over 254,782 reviews with an average score of 8.5. Among the standout hotels receiving a Traveller Review Award 2025 are: The Fullerton Bay Hotel Singapore (9.3) Marina Bay Sands (9.2) Ann Siang House, The Unlimited Collection (9.0) Hotel Indigo Singapore Katong, an IHG Hotel (9.0) The Ritz-Carlton, Millenia Singapore (9.0) PARKROYAL COLLECTION Pickering, Singapore (9.0) The Clan Hotel Singapore by Far East Hospitality (9.0) Mondrian Singapore Duxton (8.8) Shangri-La Singapore (8.8) Jyu Capsule Hotel (8.8) Globally, apartments remain the most-awarded accommodation type for the eighth consecutive year (847,627 awards), followed by holiday homes (259,105) and hotels (190,670). Notably, capsule hotels saw a 35% increase in awards, the fastest-growing category, with villas (25%) and cabins (21%) also seeing a surge. In Singapore, hotels (114) led the rankings, followed by aparthotels (47), hostels (8), capsule hotels (7), and resorts (5), reflecting the city's preference for classic hospitality experiences. Booking.com also acknowledged 1,329 car rental partners across 100 countries, a 196% increase from 2024. The United States led the rankings with 181 recognized rental companies, followed by Spain (113), the UK (106), Germany (92), and France (88). For taxi services, 124 providers worldwide earned awards for seamless customer experiences. Singapore claimed two awards, recognizing one outstanding car rental partner and one top taxi provider. This year's Most Welcoming Cities on Earth showcase a diverse mix of destinations, from medieval towns to tropical hideaways: Sigiriya, Sri Lanka Cazorla, Spain Urubici, Brazil Taupo, New Zealand St. Augustine, USA Orvieto, Italy Manizales, Colombia Quedlinburg, Germany Ko Lanta, Thailand Chester, UK Meanwhile, 2025's Most Welcoming Regions include: Osijek-Baranja, Croatia Kakheti, Georgia Madeira, Portugal Misiones, Argentina Graubünden, Switzerland South Australia, Australia Bretagne, France Baja California Sur, Mexico Kien Giang, Vietnam Drenthe, Netherlands For more details on this year's winners and travel inspiration, visit Booking.com and start planning your next adventure! Cynet Bay Adventure: A First-hand Experience with Air Kimberley Booking.com has just unveiled its highly anticipated winners of its 2025 Traveller Review Awards, recognising the exceptional hospitality that makes travel experiences unforgettable.Among the highlights, South Australia has claimed a spot in the Top Ten Most Welcoming Regions, a testament to the warm, inviting atmosphere that draws visitors to its diverse landscapes.Meanwhile, closer to home, the Sunshine Coast's charming towns of Montville and Maleny have been named the top two most welcoming cities in Australia.Know the news with the 7NEWS app: Download today With over 360 million reviews contributing to this year's rankings, a record-breaking 27,432 partners across Australia have earned a Traveller Review Award for their outstanding service.From coastal retreats to rural escapes, these cities and regions offer a warm embrace to travellers seeking memorable stays across the country.Here at Best Picks, we've compiled a list of the best places you can stay in Australia's friendliest places in 2025.Montville, Queensland. Credit: Booking.comMontville is located in the Sunshine Coast Hinterland in Queensland and is the perfect getaway for a mountain escape.Stay at the Montville Mountain Inn and enjoy gorgeous hikes in nature, fresh scones and fudge in town while also exploring the waterfalls at Kondalilla National Park.If you prefer indoor activities, why not check out art gallery in Montville or explore Montville's famous Clock Shop?Maleny, Queensland. Credit: Booking.comMaleny is also a tranquil little town in the Sunshine Coast Hinterland in Queensland.I love Maleny, I've experienced a few farm stays in Maleny and it feels like a beautiful country retreat.You can have damper by a fire in winter or go for beautiful long walks in the warmer months.The Maleny Tropical Retreat is the perfect place to stay to get away from Brisbane City's hustle and bustle.Margaret River Town, Western Australia. Credit: Booking.comWhile I am yet to visit Margaret River Town in Western Australia, every person I know who has ventured there has nothing but magical things to say about it.Margaret River Town features over 150 vineyards, 80 wineries plus 70 cafes and restaurants all within a 15 minute drive of Riverglen Chalets.If you're after beautiful food, delicious wine and a stunning location, Margaret River Town should be your next holiday destination.The Paragon Hotel, Mudgee. Credit: Booking.comMudgee is located in country New South Wales and has everything from Heritage walking tours to the Mudgee Museum.It's also known for camping and kayaking so if you love an outdoor getaway, Mudgee should definitely go on your list.Mudgee also has an observatory where you can go and view its clear night skies and see the stars.The Paragon Hotel is also a great option for those looking to stay in Mudgee overnight or for the weekend.Ocean Grove, Victoria. Credit: Booking.comOcean Grove is a beach town in Victoria and is located on the southern coast of the Bellarine Peninsula.Ocean Grove is known for its fantastic surfing spots, lakes and walking beaches.Stay at The Terrace Loft Apartments which are 600m from Ocean Grove's main beach.Ocean Grove also makes a great family holiday destination with the beach and shops close by and everything in town being within walking distance of each other.Bicheno, Tasmania. Credit: Booking.comBicheno is a picturesque town on the spectacular east coast of Tasmania, cradled between Douglas-Apsley National Park and Freycinet National Park.Bicheno is just 2.5 hours drive from Hobart and just under 2 hours drive from Launceston.It's known for its beach, good wine and quality food, if you're looking to go for a slower-paced beach holiday then Bicheno is definitely worth checking out.You can stay at this beach-style house, Barefoot Bungalow which has an 8.7-star rating on Booking.comPort Lincoln, South Australia. Credit: Booking.comPort Lincoln in South Australia is know to be Australia's seafood capital.It's the best destination for a coastal adventure, there's everything from fishing, cage diving with sharks and swimming with sea lions.Stay at the gorgeous Marina Hotel overlooking the water and soak up the stunning views and atmosphere of Port Lincoln.Halls Gap, Victoria. Credit: Booking.comHalls Gap is a mountainous village located in Victoria that is known for its incredible hiking opportunities.Halls Gap also has a zoo as well as waterfalls, outlooks and wine tours and many affordable accommodation options.You can stay at The Grampians Motel which is situated on 12-acres of parkland and only a 10 minute drive from the zoo.Orange, New South Wales. Credit: Booking.comOrange is a beautiful, bustling country town situated in country New South Wales.It's renowned for its wine, fresh produce and Farmers Markets.They also have the Orange Botanic Gardens which are stunning for walks and exploring.There are also plenty of accommodation options including Turners Vineyard Motel which is on a vineyard for the full Orange experience.The Albert Hotel, Daylesford. Credit: Booking.comDaylesford is a town in Victoria known for its beauty and natural mineral springs.It's also Victoria's spa capital and makes an ideal holiday destination for those wanting to do a girls' weekend away.The region is also known for its exquisite food and wine options as well as its proximity to stunning waterfalls.The Albert Hotel in Daylesford is a gorgeous Victorian-style hotel with guests describing it as having "a heritage feel". The awards also marked a big win for the Waikato with four local places being named among the Most Welcoming Cities in Aotearoa. Taupō took out the top spot.Taupō Mayor David Trewas told the Waikato Herald it was exciting for Taupō to be recognised "on a global scale" as the town held "some really big events" from the Ironman to Supercars.Supercars descended on Taupō last year. Photo / Supercars"It's very significant for us to be ranked so highly amongst some very special places. Events and tourism are important to us so making this list means even more people get to know about us," Trewas said.He said the council has been "proactive" in making the district a place to visit."From our new lakefront Atea space to the new airport terminal and the recent Te Kapua playground in Tūrangi, we've invested in making sure we can provide a top-notch visitor experience."It's all about the people and we have a great community here, one that readily volunteers to help out at events and help share our piece of paradise with others."Taupō Mayor David Trewas. Photo / SuppliedDestination Great Lake Taupō general manager Patrick Dault said the local tourism organisation was honoured to receive the accolade."Especially because it comes as the result of authentic endorsements from visitors who've been here, stayed and enjoyed our special brand of Taupō hospitality."But we don't sit on our laurels here so we'll go on dishing out those warm welcomes right throughout 2025 and years to come."The other Waikato destinations being named as one of the Most Welcoming Cities in Aotearoa are Whitianga on place 3, Waipi on place 6 and Cambridge on place 7.Thames-Coromandel District Councillor Rekha Giri-Percival said seeing Whitianga in the top 3 was "a great recognition" for the community who "loves sharing our little slice of paradise with others".The Coromandel was impacted by Covid-19 and extreme weather events that saw the closure of SH25A which the local community "worked hard to recover" from.Giri-Percival said there were also more people moving to Whitianga, and residents took pride in looking after their natural icons like Cathedral Cove, and Häher's Hot Water Beach.Meanwhile, Waipā Mayor Susan O'Regan said she was "absolutely thrilled" about Cambridge placing seventh.She said the Waipi District was known for caring for people and providing "world-class hospitality", kindness, and generosity."And what's not to love about Cambridge – it's charmingly beautiful with our gorgeous trees, parks and reserves and heritage buildings, it's perfectly located with a great climate, and there's always plenty going on."O'Regan said Cambridge was known as the "equine capital of the country", and is home to high-performance rowing and canoe racing at Lake Karapiro.Whitianga is named one of the Most Welcoming Cities in Aotearoa."It's not hard to understand why we have an increasing number of visitors to the numerous events and activities in the region, and more people moving to live in the town," she said."Our residents take huge pride in the town and in the wider district, and look out for each other."There's a strong sense of community in Cambridge and people wanting to support local."Booking.com's area manager for New Zealand Melissa Ellison, said their partners go above and beyond to help create memorable travel moments."The annual Traveller Review Awards are just one way that we can spotlight these dedicated hospitality heroes, saying thank you."Full list of 2025 winnersMost Welcoming Cities on Earth1. Sigiriya, Sri Lanka2. Cazorla, Spain3. Urubici, Brazil4. Taupō, New Zealand5. St Augustine, United States6. Orvieto, Italy7. Manizales, Colombia8. Quedlinburg, Germany9. Ko Lanta, Thailand10. Chester, United KingdomMost Welcoming Cities in Aotearoa New Zealand1. Taupō, Waikato2. Havelock North, Hawke's Bay3. Whitianga, Waikato4. Cromwell, Otago5. Lake Tekapo, Canterbury6. Waipi Beach, Bay of Plenty7. Cambridge, Waikato8. Twizel, Canterbury9. Russell, Northland10. Wānaka, OtagoMalisha Kumar is a multimedia journalist based in Hamilton. She joined the Waikato Herald in 2023 after working for Radio 1XX in Whakatāne. SINGAPORE, 6 February 2025: Booking.com announced Wednesday recipients of its 13th annual Traveller Review Awards, based on over 360 million customer reviews. In 2025, a record-breaking 1.71 million partners are being recognised, an 16% increase compared to 2024. This includes 1,711,539 accommodations, 1,329 rental car companies and 124 taxi providers. Photo credit: Booking.com. Fullerton Bay Hotel, Singapore. Awarded properties in Singapore In Singapore, 190 accommodation partners are being recognised with a Traveller Review Award 2025. They received over 254,782 reviews and an average review score of 8.5. Some of the Singapore properties receiving a Traveller Review Award 2025:The Fullerton Bay Hotel Singapore (Score: 9.3)Marina Bay Sands (Score: 9.2)Ann Siang House, The Unlimited Collection managed by The Ascott Limited (Score: 9)Hotel Indigo Singapore Katong, an IHG Hotel (Score: 9)The Ritz-Carlton, Millenia Singapore (Score: 9)Parkroyal Collection Pickering, Singapore (Score: 9)The Clan Hotel Singapore by Far East Hospitality (Score: 9)Mondrian Singapore Duxton (Score: 8.8)Shangri-La Singapore (Score: 8.8) Jyu Capsule Hotel (Score: 8.8) Apartments and holiday homes Apartments continue leading as the most-awarded accommodation type for the eighth consecutive year (847,627 awards). Holiday homes (259,105) maintain second place, outperforming hotels (190,670) in the third year. Notably, capsule hotels saw a 35% increase in awards year over year, the highest growth among accommodation types, followed by villas (25%) and cabins (21%). Overall, awards for vacation rentals and other unique properties increased by 17%, reflecting travellers' continued enthusiasm for a variety of stays that offer distinctive hospitality and memorable experiences. Meanwhile, Singapore's most-awarded accommodation types differed from those of its global counterparts, with hotels (114) taking the top spot for the fourth time, followed by aparthotels (47), hostels (8), capsule hotels (7), and resorts (5). In-trip transport providers Booking.com's rental car and taxi offering is integral to providing travellers with a seamless and frictionless travel experience, supporting its mission to make it easier for everyone to experience the world. This year, 1,329 car rental partners from 100 countries are receiving a Traveller Review Award, a 196% increase compared to the 2024 awards. The US takes the top spot for the first time, with most car rental companies being recognised (181), followed by Spain (113), the UK (106), Germany (92), and France (88). In addition, a total of 124 taxi suppliers around the world are being recognised for their seamless pick-ups. "Whether it's a taxi driver giving tips on where to find the best local food, or an apartment owner surprising a couple with champagne and roses to help them celebrate their anniversary, our partners go above and beyond every day to create incredible experiences for travelers," said James Waters, Chief Business Officer at Booking.com."Our annual Traveller Review Awards are one way we shine a spotlight on these hospitality heroes and say thank you to them not only from all of us at Booking.com, but on behalf of hundreds of millions of travelers from all over the world." Determined by the share of accommodation partners receiving a Traveller Review Award in a certain city, this year's Most Welcoming Places on Earth list highlights a diverse array of destinations from around the globe. Whether it's coffee farms and pristine beaches or medieval hideaways and jungle towns, these destinations showcase the world's diverse charm and hospitality, inspiring unforgettable adventures in the year ahead. 2025: Most Welcoming Cities on Earth Sigiriya, Sri Lanka Cazorla, Spain Urubici, Brazil Taupo, New Zealand St. Augustine, United States Orvieto, Italy Manizales, Colombia Quedlinburg, Germany Ko Lanta, Thailand Chester, United Kingdom 2025: Most Welcoming Regions on Earth Osijek-Baranja, Croatia Kakheti, Georgia Madeira, Portugal Misiones, Argentina Graubünden, Switzerland South Australia, Australia Bretagne, France Baja California Sur, Mexico Kien Giang, Vietnam Drenthe, Netherlands AMSTERDAM 27 JANUARY, 2025 - Booking.com, a global leader in connecting travelers to an unmatched selection of incredible accommodations, activities, and transportation options, including flights, car rentals, and taxis, is proud to announce the recipients of its 13th annual Traveller Review Awards. Based on over 360 million verified customer reviews, the awards honor travel partners who consistently deliver outstanding hospitality and service. In 2025, a record-breaking 1.71 million partners are being recognized, an 16% increase compared to the year prior. This includes 1,711,539 accommodations, 1,329 rental car companies and 124 taxi providers. For the eighth year in a row, Italy is home to the largest number of award recipients (207,730), followed by France (155,203), Spain (147,700), Germany (102,031), and the United Kingdom (88,209). Rounding out the top ten list is the United States (70,259) at number six, followed by Poland (69,709), Brazil (67,876), and Croatia (56,648). Apartments continue leading as the most-awarded accommodation type for the eighth consecutive year (847,627 awards). Holiday homes (259,105) maintain their second place, outperforming hotels (190,670) for a third year running. Notably, capsule hotels saw a 35% increase in awards year over year, the highest growth among accommodation types, followed by villas (25%) and cabins (21%). Overall, awards for vacation rentals and other unique properties increased by 17%, reflecting travelers' continued enthusiasm for a variety of stays that offer distinctive hospitality and memorable experiences.Since 2010, Booking.com has facilitated over 4.5 billion guest arrivals, of which over 1 billion have been in alternative accommodations, or non-hotel properties. Today, travelers can browse more than 30 types of accommodations, including everything from cozy country homes, funky city apartments, and elegant villas to charming B&Bs, spacious farm accommodations and beachfront bungalows. For the adventurous traveler, there are even boats, igloos and treehouses. Booking.com's rental car and taxi offering is integral to providing travelers with a seamless and frictionless travel experience, supporting the mission to make it easier for everyone to experience the world. This year, 1,329 car rental partners from 100 countries are receiving a Traveller Review Award, a 196% increase compared to the 2024 edition of the Awards. The United States takes the top spot for the first time with most car rental companies being recognized (181), followed by Spain, (113), the United Kingdom (106), Germany (92), and France (88). In addition, a total of 124 taxi suppliers around the world are being recognized for their seamless pick-ups. "Whether it's a taxi driver giving tips on where to find the best local food, or an apartment owner surprising a couple with champagne and roses to help them celebrate their anniversary, our partners go above and beyond every day to create incredible experiences for travelers," said James Waters, Chief Business Officer at Booking.com."Our annual Traveller Review Awards are one way we shine a spotlight on these hospitality heroes and say thank you to them not only from all of us at Booking.com, but on behalf of hundreds of millions of travelers from all over the world." Determined by the share of accommodation partners receiving a Traveller Review Award in a certain city, this year's Most Welcoming Places on Earth list highlights a diverse array of destinations from around the globe. Whether it's coffee farms and pristine beaches or medieval hideaways and jungle towns, these destinations showcase the world's diverse charm and hospitality, inspiring unforgettable adventures in the year ahead. Sigiriya, Sri LankaCazorla, SpainUrubici, Brazil Taupo, New Zealand St. Augustine, United States Orvieto, Italy Manizales, Colombia Quedlinburg, Germany Ko Lanta, Thailand Chester, United Kingdom Learn more about what these memorable locations have to offer in this destination guide. 2025's Most Welcoming Regions on Earth Osijek-Baranja, Croatia Kakheti, Georgia Madeira, Portugal Misiones, Argentina Graubünden, Switzerland South Australia, Australia Bretagne, France Baja California Sur, MexicoKien Giang, Vietnam Drenthe, Netherlands To be recognized with an award, accommodation partners had to have an average review score of 8.0 (out of 10) or higher based on at least 3 reviews, as of 11:59pm (CET) on November 30, 2024. Car rental partners had to have an average review score of 8.0 (out of 10) or higher based on at least 10 reviews, as of 11:59pm (CET) on October 31, 2024. To be recognized with an award, taxi providers had to have an average review score of 4.6 (out of 5) or higher and completed 2,000 rides as of 11:59pm (CET) on November 30, 2024. Only guests who have booked stays through our platform, rented a car or rode in a taxi can leave a review of their experience on Booking.com. As these reviews are never edited or adjusted in any way, travelers can reference them for an authentic account of what the real traveler experience is like at every place to stay or with every ground transport provider on Booking.com. \*Destinations were sorted by the total share of Traveller Review Award 2025 recipients when compared to the total amount of eligible properties in that city or region (accommodation only). Destinations also had to have an above-average amount of winners to be included on this list (200 award recipients or higher for cities and regions) and were curated for geographic spread. Based on more than 360 million verified customer reviews, these awards recognize travel partners that consistently deliver exceptional hospitality and service In 2025, a record-breaking 1.71 million partners are being recognized, an 16% increase compared to the year prior. This includes 1,711,539 accommodations, 1,329 rental car companies and 124 taxi providers. Key takeaways For the eighth year in a row, Italy is home to the largest number of award recipients (207,652), followed by France (155,141), Spain (147,603), Germany (101,951), and the United Kingdom (88,114);Apartments continue leading as the most-awarded accommodation type for the eighth consecutive year (847,627 awards). Holiday homes (259,105) maintain their second place, outperforming hotels (190,670) for a third year running. Get the full report at Booking.com