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The Hermitage receives TripAdvisor's Certificate of Excellence

June 20, 2013 – The Hermitage, Home of President Andrew Jackson has received a TripAdvisor Certificate of Excellence award for the second straight year. The accolade, which honors hospitality excellence, is given only to establishments that consistently achieve outstanding traveler reviews on TripAdvisor, and is extended to qualifying businesses worldwide. Only the top-performing 10 percent of businesses listed on TripAdvisor receive this prestigious award.

To qualify for a Certificate of Excellence, businesses must maintain an overall rating of four or higher, out of a possible five, as reviewed by travelers on TripAdvisor, and must have been listed on TripAdvisor for at least 12 months. Additional criteria include the volume of reviews received within the last 12 months.

“The Hermitage is thrilled and honored to receive a TripAdvisor Certificate of Excellence again this year,” said Howard J. Kittell, president and C.E.O. of The Hermitage. “We strive to provide memorable experiences for visitors of all ages through our tours and programs, and we are happy that our visitors are moved to give The Hermitage positive reviews on TripAdvisor.”

“TripAdvisor is delighted to celebrate the success of businesses around the globe, from Sydney to Chicago, Sao Paulo to Rome, which are consistently offering TripAdvisor travelers a great customer experience,” said Alison Copus, Vice President of Marketing for TripAdvisor for Business. “The Certificate of Excellence award provides top performing establishments around the world the recognition they deserve, based on feedback from those who matter most – their customers.”

About TripAdvisor

TripAdvisor is the world's largest travel site, enabling travelers to plan and have the perfect trip. TripAdvisor offers trusted advice from real travelers and a wide variety of travel choices and planning features with seamless links to booking tools. TripAdvisor branded sites make up the largest travel community in the world, with more than 200 million unique monthly visitors, and over 100 million reviews and opinions. The sites operate in 30 countries worldwide, including China under daodao.com. TripAdvisor also includes TripAdvisor for Business, a dedicated division that provides the tourism industry access to millions of monthly TripAdvisor visitors.

About The Hermitage

The Hermitage, Home of President Andrew Jackson, is one of the largest and most visited presidential homes in the United States. In 1856, the State of Tennessee purchased the property from the Jackson family, entrusting it to the Ladies' Hermitage Association in 1889 to operate as one of America's first

historic site museums. Today, The Hermitage is a 1,120-acre National Historic Landmark with more than 30 historic buildings, including restored slave cabins. Thanks to efforts of this nonprofit organization, the mansion is the most accurately preserved early presidential home in the country. The Hermitage is a national model for authenticity, conservation, and historic preservation. In recent years, new interpretive initiatives and educational programs such as archaeology and the history of slavery have enhanced the experience of some 180,000 annual visitors, including 30,000 school children, from all 50 states and many foreign countries; in fact, we interpret The Hermitage mansion in five foreign languages. The property also receives 30,000 annual visits from the local community, including more than 1,000 children who play Little League baseball at The Hermitage's Rotary Park. The Hermitage is a "Partner Place" with the National Trust for Historic Preservation; and a site along the National Park Service's Trail of Tears National Historic Trail. For more information, visit www.thehermitage.com.