

SUMMARY OF SUGGESTION FORMS

M/v *CORFU*
Reference period August-September 2023

| | 5 | 4 | 3 | 2 | 1 |
|--|-----|-----|----|----|----|
| Overall rating of the voyage experience | 80% | 17% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 18% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 20% | 0% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 15% | 5% | 0% | 0% |
| Embarking procedures and operation | 79% | 20% | 1% | 0% | 0% |
| Regularity and punctuality of the service | 88% | 12% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 81% | 17% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 82% | 17% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 78% | 17% | 5% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 82% | 15% | 2% | 1% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 90% | 10% | 0% | 0% | 0% |
| Quality of the restaurant service | 78% | 18% | 4% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 72% | 22% | 5% | 1% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 88% | 10% | 2% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 18% | 2% | 0% | 0% |
| Disembarking procedures and operations | 80% | 20% | 0% | 0% | 0% |
| Modal integration level (transport services/connections) | 75% | 22% | 3% | 0% | 0% |
| Perceived level of care for the environment | 77% | 19% | 4% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

M/v
Reference period

CORFU
October-November 2023

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| Overall rating of the voyage experience | 80% | 15% | 5% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 82% | 17% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 78% | 22% | 0% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 20% | 0% | 0% | 0% |
| Embarking procedures and operation | 81% | 17% | 3% | 0% | 0% |
| Regularity and punctuality of the service | 88% | 10% | 2% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 80% | 18% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 81% | 19% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 20% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 77% | 19% | 4% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 82% | 16% | 2% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 88% | 12% | 0% | 0% | 0% |
| Quality of the restaurant service | 77% | 17% | 5% | 1% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 73% | 24% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 88% | 12% | 0% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 17% | 3% | 0% | 0% |
| Disembarking procedures and operations | 79% | 20% | 1% | 0% | 0% |
| Modal integration level (transport services/connections) | 75% | 25% | 0% | 0% | 0% |
| Perceived level of care for the environment | 78% | 17% | 5% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

M/v **CORFU**
Reference period **December 2023-January 2024**

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| Overall rating of the voyage experience | 79% | 14% | 5% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 19% | 0% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 20% | 0% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 20% | 0% | 0% | 0% |
| Embarking procedures and operation | 82% | 16% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 88% | 11% | 1% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 80% | 20% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 82% | 18% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 20% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 77% | 20% | 3% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 82% | 17% | 1% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 88% | 12% | 0% | 0% | 0% |
| Quality of the restaurant service | 78% | 18% | 4% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 73% | 25% | 2% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 88% | 11% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 18% | 2% | 0% | 0% |
| Disembarking procedures and operations | 80% | 19% | 1% | 0% | 0% |
| Modal integration level (transport services/connections) | 77% | 21% | 2% | 0% | 0% |
| Perceived level of care for the environment | 78% | 19% | 3% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

M/N
Reference period

CORFU
February-March 2024

| | 5 | 4 | 3 | 2 | 1 |
|--|-----|-----|----|----|----|
| Overall rating of the voyage experience | 80% | 17% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 18% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 20% | 0% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 20% | 0% | 0% | 0% |
| Embarking procedures and operation | 80% | 18% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 18% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 82% | 18% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 20% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 76% | 19% | 5% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 82% | 17% | 1% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 88% | 12% | 0% | 0% | 0% |
| Quality of the restaurant service | 77% | 20% | 3% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 75% | 25% | 0% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 85% | 15% | 0% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 17% | 3% | 0% | 0% |
| Disembarking procedures and operations | 80% | 20% | 0% | 0% | 0% |
| Modal integration level (transport services/connections) | 77% | 21% | 2% | 0% | 0% |
| Perceived level of care for the environment | 80% | 19% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> <i>Reference period</i> | <i>CORFU</i> <i>April-May 2024</i> | | | | |
|--|---------------------------------------|-----|----|----|----|
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 81% | 16% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 83% | 16% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 81% | 17% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 20% | 0% | 0% | 0% |
| Regularity and punctuality of the service | 86% | 14% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 16% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 20% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 78% | 20% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 15% | 4% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 84% | 16% | 0% | 0% | 0% |
| Quality of the restaurant service | 78% | 20% | 2% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 77% | 20% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 16% | 0% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 82% | 18% | 0% | 0% | 0% |
| Disembarking procedures and operations | 80% | 18% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 78% | 20% | 2% | 0% | 0% |
| Perceived level of care for the environment | 81% | 18% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

M/N
Reference period

CORFU
June-July 2024

| | 5 | 4 | 3 | 2 | 1 |
|--|-----|-----|----|----|----|
| Overall rating of the voyage experience | 81% | 16% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 83% | 16% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 81% | 17% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 20% | 0% | 0% | 0% |
| Regularity and punctuality of the service | 86% | 14% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 16% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 20% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 78% | 20% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 15% | 4% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 84% | 16% | 0% | 0% | 0% |
| Quality of the restaurant service | 78% | 20% | 2% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 77% | 20% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 16% | 0% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 82% | 18% | 0% | 0% | 0% |
| Disembarking procedures and operations | 80% | 18% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 78% | 20% | 2% | 0% | 0% |
| Perceived level of care for the environment | 81% | 18% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> | <i>CORFU</i> | | | | |
|--|------------------------------|----------|----------|----------|----------|
| <i>Reference period</i> | <i>August-September 2024</i> | | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 80% | 15% | 5% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 16% | 3% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 77% | 20% | 3% | 0% | 0% |
| Embarking procedures and operation | 80% | 18% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 81% | 15% | 4% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 19% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 82% | 15% | 3% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 79% | 21% | 0% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 80% | 15% | 5% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 83% | 17% | 0% | 0% | 0% |
| Quality of the restaurant service | 77% | 20% | 3% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 78% | 17% | 5% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 14% | 2% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 20% | 0% | 0% | 0% |
| Disembarking procedures and operations | 81% | 14% | 5% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 20% | 0% | 0% | 0% |
| Perceived level of care for the environment | 82% | 18% | 0% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> | <i>CORFU</i> | | | | |
|--|------------------------------|----------|----------|----------|----------|
| <i>Reference period</i> | <i>October-November 2024</i> | | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 79% | 13% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 17% | 2% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 20% | 0% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 18% | 2% | 0% | 0% |
| Embarking procedures and operation | 81% | 16% | 3% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 17% | 1% | 0% | 0% |
| Perceived personal safety and safety of personal property | 81% | 19% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 82% | 18% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 82% | 16% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 16% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 84% | 15% | 1% | 0% | 0% |
| Quality of the restaurant service | 78% | 20% | 2% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 78% | 17% | 5% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 16% | 0% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 81% | 19% | 0% | 0% | 0% |
| Disembarking procedures and operations | 82% | 15% | 3% | 0% | 0% |
| Modal integration level (transport services/connections) | 81% | 18% | 1% | 0% | 0% |
| Perceived level of care for the environment | 80% | 20% | 0% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

M/N **CORFU**
Reference period **December 2024 - January 2025**

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| Overall rating of the voyage experience | 80% | 15% | 5% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 16% | 3% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 82% | 16% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 16% | 4% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 18% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 19% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 82% | 17% | 1% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 17% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 83% | 16% | 1% | 0% | 0% |
| Quality of the restaurant service | 78% | 19% | 3% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 77% | 18% | 5% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 15% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 18% | 2% | 0% | 0% |
| Disembarking procedures and operations | 82% | 15% | 3% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 18% | 2% | 0% | 0% |
| Perceived level of care for the environment | 82% | 17% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> | <i>CORFU</i> | | | | |
|--|------------------------------|----------|----------|----------|----------|
| <i>Reference period</i> | <i>February - March 2025</i> | | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 81% | 16% | 3% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 18% | 1% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 82% | 15% | 3% | 0% | 0% |
| Embarking procedures and operation | 80% | 16% | 4% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 13% | 2% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 84% | 15% | 1% | 0% | 0% |
| Perceived personal safety and safety of personal property | 82% | 18% | 0% | 0% | 0% |
| Perception of comfort during the voyage | 81% | 19% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 83% | 15% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 17% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 83% | 17% | 0% | 0% | 0% |
| Quality of the restaurant service | 80% | 15% | 5% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 78% | 19% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 15% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 82% | 17% | 1% | 0% | 0% |
| Disembarking procedures and operations | 82% | 16% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 18% | 2% | 0% | 0% |
| Perceived level of care for the environment | 82% | 18% | 0% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| | <i>M/N</i> | <i>CORFU</i> | | | |
|--|--------------------------------|--------------------------------|----------|----------|----------|
| | <i>Reference period</i> | <i>April - May 2025</i> | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 80% | 18% | 2% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 82% | 15% | 3% | 0% | 0% |
| Information provided to customers prior and during the voyage | 79% | 20% | 1% | 0% | 0% |
| Perceived service quality at counter operations | 81% | 19% | 0% | 0% | 0% |
| Embarking procedures and operation | 82% | 16% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 83% | 15% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 81% | 18% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 84% | 14% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 80% | 16% | 4% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 82% | 16% | 2% | 0% | 0% |
| Quality of the restaurant service | 80% | 16% | 4% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 79% | 17% | 4% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 83% | 16% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 81% | 17% | 2% | 0% | 0% |
| Disembarking procedures and operations | 83% | 16% | 1% | 0% | 0% |
| Modal integration level (transport services/connections) | 81% | 19% | 0% | 0% | 0% |
| Perceived level of care for the environment | 81% | 17% | 2% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> <i>Reference period</i> | <i>CORFU</i> <i>June - July 2025</i> | | | | |
|--|---|----------|----------|----------|----------|
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 81% | 18% | 1% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 83% | 17% | 0% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 19% | 1% | 0% | 0% |
| Perceived service quality at counter operations | 82% | 17% | 1% | 0% | 0% |
| Embarking procedures and operation | 83% | 15% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 14% | 1% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 84% | 15% | 1% | 0% | 0% |
| Perceived personal safety and safety of personal property | 82% | 16% | 2% | 0% | 0% |
| Perception of comfort during the voyage | 81% | 19% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 85% | 14% | 1% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 82% | 16% | 2% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 81% | 15% | 4% | 0% | 0% |
| Quality of the restaurant service | 80% | 16% | 4% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 81% | 17% | 2% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 15% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 81% | 16% | 3% | 0% | 0% |
| Disembarking procedures and operations | 83% | 15% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 82% | 18% | 0% | 0% | 0% |
| Perceived level of care for the environment | 82% | 17% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> | <i>CORFU</i> | | | | |
|--|--------------------------------|----------|----------|----------|----------|
| <i>Reference period</i> | <i>August - September 2025</i> | | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 80% | 20% | 0% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 82% | 18% | 0% | 0% | 0% |
| Information provided to customers prior and during the voyage | 81% | 18% | 1% | 0% | 0% |
| Perceived service quality at counter operations | 80% | 18% | 2% | 0% | 0% |
| Embarking procedures and operation | 83% | 16% | 1% | 0% | 0% |
| Regularity and punctuality of the service | 86% | 12% | 2% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 85% | 15% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 18% | 2% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 20% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 85% | 13% | 2% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 80% | 17% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 82% | 16% | 2% | 0% | 0% |
| Quality of the restaurant service | 81% | 15% | 4% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 80% | 17% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 82% | 16% | 2% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 82% | 18% | 0% | 0% | 0% |
| Disembarking procedures and operations | 82% | 16% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 18% | 2% | 0% | 0% |
| Perceived level of care for the environment | 83% | 17% | 0% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

| <i>M/N</i> | <i>CORFU</i> | | | | |
|--|--------------------------------|----------|----------|----------|----------|
| <i>Reference period</i> | <i>October - November 2025</i> | | | | |
| | 5 | 4 | 3 | 2 | 1 |
| Overall rating of the voyage experience | 80% | 16% | 4% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 81% | 16% | 3% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 82% | 16% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 17% | 3% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 18% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 19% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 82% | 17% | 1% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 17% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 83% | 16% | 1% | 0% | 0% |
| Quality of the restaurant service | 78% | 19% | 3% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 79% | 18% | 3% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 15% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 18% | 2% | 0% | 0% |
| Disembarking procedures and operations | 82% | 15% | 3% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 18% | 2% | 0% | 0% |
| Perceived level of care for the environment | 82% | 17% | 1% | 0% | 0% |

SUMMARY OF SUGGESTION FORMS

Di seguito una tabella riportante gli esiti della rilevazione periodica operata da Grimaldi circa il livello di Customer Satisfaction. I dati sono espressi in misura percentuale su una scala da 1 a 5

M/N **CORFU**
Reference period **December 2025 - January 2026**

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| Overall rating of the voyage experience | 81% | 15% | 4% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 80% | 17% | 3% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 18% | 2% | 0% | 0% |
| Perceived service quality at counter operations | 82% | 16% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 18% | 2% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 15% | 0% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 82% | 18% | 0% | 0% | 0% |
| Perceived personal safety and safety of personal property | 80% | 19% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 80% | 18% | 2% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 82% | 17% | 1% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 81% | 16% | 3% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 84% | 15% | 1% | 0% | 0% |
| Quality of the restaurant service | 79% | 19% | 2% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 77% | 18% | 5% | 0% | 0% |
| Embarking assistance and procedures for individuals with reduced mobility | 84% | 15% | 1% | 0% | 0% |
| On board accessibility and usability of services dedicated to individuals with reduced mobility | 80% | 20% | 0% | 0% | 0% |
| Disembarking procedures and operations | 82% | 16% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 80% | 18% | 2% | 0% | 0% |
| Perceived level of care for the environment | 81% | 18% | 1% | 0% | 0% |