

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 *CORFU*
Reference period *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%
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Modal integration level (transport services/connections)	80%	20%	0%	0%	0%
Perceived level of care for the environment	82%	18%	0%	0%	0%

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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%
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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%

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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%
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<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%
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Perceived personal safety and safety of personal property	82%	18%	0%	0%	0%
Perception of comfort during the voyage	81%	19%	0%	0%	0%
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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%
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<i>M/N</i> <i>Reference period</i>	<i>CORFU</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%
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Regularity and punctuality of the service	85%	15%	0%	0%	0%
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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%
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Perceived level of care for the environment	81%	17%	2%	0%	0%