

SUMMARY OF SUGGESTION FORMS

M/v
Reference month

Catnia
** April - May 2022*

	5	4	3	2	1
Overall rating of the voyage experience	66%	29%	4%	1%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	67%	24%	6%	3%	1%
Information provided to customers prior and during the voyage	69%	22%	5%	2%	2%
Perceived service quality at counter operations	58%	32%	5%	3%	2%
Embarking procedures and operation	75%	18%	5%	1%	1%
Regularity and punctuality of the service	78%	15%	5%	2%	0%
Perceived safety level in terms of the voyage experience	78%	19%	3%	0%	0%
Perceived personal safety and safety of personal property	74%	21%	3%	1%	1%
Perception of comfort during the voyage	65%	27%	4%	1%	2%
Cleanliness and hygiene in the common areas of the ship	64%	31%	4%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	70%	24%	5%	0%	1%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	84%	14%	1%	1%	0%
Quality of the restaurant service	55%	37%	6%	0%	2%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	53%	34%	7%	4%	2%
Embarking assistance and procedures for individuals with reduced mobility	67%	26%	6%	2%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	69%	27%	4%	0%	0%
Disembarking procedures and operations	63%	32%	4%	1%	0%
Modal integration level (transport services/connections)	62%	31%	5%	2%	2%
Perceived level of care for the environment	55%	39%	3%	2%	0%

(*) It includes also the period 23.03.2022 - 31.03.2022

SUMMARY OF SUGGESTION FORMS

M/v Reference month	Catania June - July 2022				
	5	4	3	2	1
Overall rating of the voyage experience	68%	22%	8%	2%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	67%	25%	5%	3%	0%
Information provided to customers prior and during the voyage	70%	21%	8%	1%	0%
Perceived service quality at counter operations	60%	32%	6%	2%	0%
Embarking procedures and operation	76%	17%	6%	1%	0%
Regularity and punctuality of the service	73%	16%	7%	4%	0%
Perceived safety level in terms of the voyage experience	80%	18%	2%	0%	0%
Perceived personal safety and safety of personal property	72%	23%	5%	0%	0%
Perception of comfort during the voyage	62%	30%	6%	2%	0%
Cleanliness and hygiene in the common areas of the ship	63%	31%	5%	0%	1%
Cleanliness, comfort and furniture in the cabin occupied	71%	23%	6%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	84%	13%	1%	1%	1%
Quality of the restaurant service	54%	40%	4%	1%	1%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	50%	35%	11%	3%	1%
Embarking assistance and procedures for individuals with reduced mobility	73%	24%	3%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	70%	25%	4%	1%	0%
Disembarking procedures and operations	65%	31%	2%	1%	1%
Modal integration level (transport services/connections)	60%	28%	10%	1%	1%
Perceived level of care for the environment	55%	42%	2%	1%	0%

(*) It includes also the period 23.03.2022 - 31.03.2022

SUMMARY OF SUGGESTION FORMS

M/v Catania

Reference period August - September 2022

	5	4	3	2	1
Overall rating of the voyage experience	65%	25%	8%	2%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	70%	23%	4%	3%	0%
Information provided to customers prior and during the voyage	68%	23%	6%	2%	1%
Perceived service quality at counter operations	63%	27%	5%	5%	0%
Embarking procedures and operation	78%	15%	4%	2%	1%
Regularity and punctuality of the service	82%	17%	1%	0%	0%
Perceived safety level in terms of the voyage experience	80%	15%	2%	2%	1%
Perceived personal safety and safety of personal property	74%	20%	4%	2%	0%
Perception of comfort during the voyage	65%	26%	5%	2%	2%
Cleanliness and hygiene in the common areas of the ship	62%	28%	6%	3%	1%
Cleanliness, comfort and furniture in the cabin occupied	70%	22%	5%	3%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	86%	9%	4%	1%	0%
Quality of the restaurant service	55%	40%	3%	1%	1%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	51%	31%	12%	5%	1%
Embarking assistance and procedures for individuals with reduced mobility	75%	22%	3%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	75%	21%	2%	2%	0%
Disembarking procedures and operations	66%	29%	2%	2%	1%
Modal integration level (transport services/connections)	65%	26%	8%	1%	0%
Perceived level of care for the environment	58%	40%	2%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/v Catania

Reference period October-November 2022

	5	4	3	2	1
Overall rating of the voyage experience	70%	23%	5%	2%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	68%	25%	4%	3%	0%
Information provided to customers prior and during the voyage	72%	23%	2%	3%	0%
Perceived service quality at counter operations	66%	30%	4%	0%	0%
Embarking procedures and operation	77%	22%	1%	0%	0%
Regularity and punctuality of the service	83%	16%	1%	0%	0%
Perceived safety level in terms of the voyage experience	81%	16%	2%	1%	0%
Perceived personal safety and safety of personal property	77%	21%	1%	1%	0%
Perception of comfort during the voyage	68%	27%	3%	1%	1%
Cleanliness and hygiene in the common areas of the ship	66%	25%	4%	3%	2%
Cleanliness, comfort and furniture in the cabin occupied	72%	20%	6%	2%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	88%	9%	3%	0%	0%
Quality of the restaurant service	60%	31%	4%	3%	2%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	55%	35%	7%	3%	0%
Embarking assistance and procedures for individuals with reduced mobility	79%	20%	1%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	78%	18%	2%	2%	0%
Disembarking procedures and operations	72%	25%	1%	2%	0%
Modal integration level (transport services/connections)	65%	28%	6%	1%	0%
Perceived level of care for the environment	62%	36%	1%	1%	0%

SUMMARY OF SUGGESTION FORMS

*M/v Catania**

Reference period December 2022 - January 2023

	5	4	3	2	1
Overall rating of the voyage experience	75%	18%	4%	3%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	70%	23%	5%	2%	0%
Information provided to customers prior and during the voyage	74%	23%	0%	3%	0%
Perceived service quality at counter operations	68%	28%	3%	1%	0%
Embarking procedures and operation	75%	24%	1%	0%	0%
Regularity and punctuality of the service	85%	15%	0%	0%	0%
Perceived safety level in terms of the voyage experience	80%	18%	2%	0%	0%
Perceived personal safety and safety of personal property	75%	23%	1%	1%	0%
Perception of comfort during the voyage	67%	26%	5%	2%	0%
Cleanliness and hygiene in the common areas of the ship	70%	22%	4%	3%	1%
Cleanliness, comfort and furniture in the cabin occupied	70%	22%	5%	3%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	87%	11%	2%	0%	0%
Quality of the restaurant service	65%	28%	4%	2%	1%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	57%	33%	6%	4%	0%
Embarking assistance and procedures for individuals with reduced mobility	80%	18%	2%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	76%	20%	3%	1%	0%
Disembarking procedures and operations	75%	22%	1%	2%	0%
Modal integration level (transport services/connections)	67%	30%	1%	2%	0%
Perceived level of care for the environment	66%	32%	1%	1%	0%

*M/n Europa Palace from 28/1/2023 to 31/1/2023

SUMMARY OF SUGGESTION FORMS

M/v CORFU*

Reference period February 2023 - March 2023**

	5	4	3	2	1
Overall rating of the voyage experience	80%	13%	4%	3%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	73%	20%	4%	3%	0%
Information provided to customers prior and during the voyage	77%	20%	0%	3%	0%
Perceived service quality at counter operations	72%	28%	0%	0%	0%
Embarking procedures and operation	78%	22%	0%	0%	0%
Regularity and punctuality of the service	80%	15%	5%	0%	0%
Perceived safety level in terms of the voyage experience	82%	16%	2%	0%	0%
Perceived personal safety and safety of personal property	77%	23%	0%	0%	0%
Perception of comfort during the voyage	70%	27%	3%	0%	0%
Cleanliness and hygiene in the common areas of the ship	74%	21%	4%	1%	0%
Cleanliness, comfort and furniture in the cabin occupied	71%	21%	5%	3%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	88%	10%	2%	0%	0%
Quality of the restaurant service	63%	32%	3%	2%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	55%	35%	5%	5%	0%
Embarking assistance and procedures for individuals with reduced mobility	82%	17%	1%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	75%	18%	5%	2%	0%
Disembarking procedures and operations	77%	19%	2%	2%	0%
Modal integration level (transport services/connections)	65%	32%	0%	3%	0%
Perceived level of care for the environment	70%	30%	0%	0%	0%

* Mn Europa Palace from 28/1/203 to 13/02/2023

** Surveys until 30 March 2023