

SUMMARY OF SUGGESTION FORMS

M/V

CORFU

Reference period December 2022 - January 2023

	5	4	3	2	1
Overall rating of the voyage experience	70%	25%	5%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	75%	19%	4%	2%	0%
Information provided to customers prior and during the voyage	71%	22%	3%	3%	1%
Perceived service quality at counter operations	68%	27%	4%	1%	0%
Embarking procedures and operation	73%	25%	2%	0%	0%
Regularity and punctuality of the service	80%	15%	2%	3%	0%
Perceived safety level in terms of the voyage experience	78%	22%	0%	0%	0%
Perceived personal safety and safety of personal property	78%	19%	1%	2%	0%
Perception of comfort during the voyage	69%	29%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	73%	22%	2%	3%	0%
Cleanliness, comfort and furniture in the cabin occupied	75%	18%	4%	2%	1%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	82%	17%	0%	1%	0%
Quality of the restaurant service	65%	25%	6%	3%	1%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	55%	35%	8%	2%	0%
Embarking assistance and procedures for individuals with reduced mobility	78%	21%	1%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	75%	23%	2%	0%	0%
Disembarking procedures and operations	70%	27%	2%	0%	1%
Modal integration level (transport services/connections)	65%	25%	9%	1%	0%
Perceived level of care for the environment	70%	30%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V ***EUROPA PALACE**
Reference period February - March 2023

	5	4	3	2	1
Overall rating of the voyage experience	75%	25%	0%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	77%	21%	2%	0%	0%
Information provided to customers prior and during the voyage	75%	24%	0%	0%	1%
Perceived service quality at counter operations	74%	25%	0%	1%	0%
Embarking procedures and operation	75%	21%	4%	0%	0%
Regularity and punctuality of the service	85%	15%	0%	0%	0%
Perceived safety level in terms of the voyage experience	80%	20%	0%	0%	0%
Perceived personal safety and safety of personal property	73%	25%	1%	1%	0%
Perception of comfort during the voyage	72%	24%	4%	0%	0%
Cleanliness and hygiene in the common areas of the ship	73%	22%	2%	3%	0%
Cleanliness, comfort and furniture in the cabin occupied	76%	15%	6%	2%	1%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	78%	12%	0%	0%	0%
Quality of the restaurant service	62%	30%	4%	3%	1%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	58%	35%	5%	2%	0%
Embarking assistance and procedures for individuals with reduced mobility	80%	20%	0%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	74%	26%	0%	0%	0%
Disembarking procedures and operations	73%	25%	2%	0%	0%
Modal integration level (transport services/connections)	68%	25%	6%	1%	0%
Perceived level of care for the environment	72%	28%	0%	0%	0%

*** M/n Corfu to 12/2/2023**

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period April - May 2023

	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)	81%	19%	0%	0%	0%
Information provided to customers prior and during the voyage	77%	23%	0%	0%	0%
Perceived service quality at counter operations	82%	23%	0%	0%	0%
Embarking procedures and operation	81%	18%	1%	0%	0%
Regularity and punctuality of the service	87%	11%	2%	0%	0%
Perceived safety level in terms of the voyage experience	81%	18%	1%	0%	0%
Perceived personal safety and safety of personal property	77%	21%	1%	1%	0%
Perception of comfort during the voyage	75%	22%	3%	0%	0%
Cleanliness and hygiene in the common areas of the ship	77%	18%	2%	3%	0%
Cleanliness, comfort and furniture in the cabin occupied	79%	17%	4%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	82%	15%	2%	1%	0%
Quality of the restaurant service	70%	25%	3%	2%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	67%	28%	5%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	83%	14%	2%	1%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	78%	22%	0%	0%	0%
Disembarking procedures and operations	77%	22%	1%	0%	0%
Modal integration level (transport services/connections)	75%	20%	2%	3%	0%
Perceived level of care for the environment	78%	22%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period June - July 2023

	5	4	3	2	1
Overall rating of the voyage experience	82%	18%	0%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	83%	15%	2%	0%	0%
Information provided to customers prior and during the voyage	80%	20%	0%	0%	0%
Perceived service quality at counter operations	82%	17%	1%	0%	0%
Embarking procedures and operation	80%	18%	2%	0%	0%
Regularity and punctuality of the service	88%	10%	2%	0%	0%
Perceived safety level in terms of the voyage experience	82%	17%	1%	0%	0%
Perceived personal safety and safety of personal property	78%	21%	1%	0%	0%
Perception of comfort during the voyage	80%	18%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	18%	2%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	79%	17%	4%	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	75%	25%	0%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	76%	22%	2%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	83%	14%	2%	1%	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)	79%	20%	1%	0%	0%
Perceived level of care for the environment	80%	20%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period August - September 2023

	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)	81%	18%	1%	0%	0%
Information provided to customers prior and during the voyage	81%	19%	0%	0%	0%
Perceived service quality at counter operations	82%	16%	2%	0%	0%
Embarking procedures and operation	77%	18%	5%	0%	0%
Regularity and punctuality of the service	85%	10%	5%	0%	0%
Perceived safety level in terms of the voyage experience	80%	15%	5%	0%	0%
Perceived personal safety and safety of personal property	78%	18%	4%	0%	0%
Perception of comfort during the voyage	77%	21%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	14%	6%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	78%	18%	4%	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	75%	21%	4%	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%	13%	2%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	83%	13%	4%	0%	0%
Disembarking procedures and operations	78%	20%	2%	0%	0%
Modal integration level (transport services/connections)	77%	22%	1%	0%	0%
Perceived level of care for the environment	82%	18%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period October-November 2023

	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)	80%	20%	0%	0%	0%
Information provided to customers prior and during the voyage	80%	18%	2%	0%	0%
Perceived service quality at counter operations	82%	18%	0%	0%	0%
Embarking procedures and operation	78%	19%	3%	0%	0%
Regularity and punctuality of the service	83%	16%	1%	0%	0%
Perceived safety level in terms of the voyage experience	79%	17%	4%	0%	0%
Perceived personal safety and safety of personal property	80%	15%	5%	0%	0%
Perception of comfort during the voyage	78%	20%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	16%	4%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	78%	19%	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	76%	22%	2%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	75%	22%	3%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	83%	15%	2%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	84%	15%	1%	0%	0%
Disembarking procedures and operations	78%	18%	4%	0%	0%
Modal integration level (transport services/connections)	78%	22%	0%	0%	0%
Perceived level of care for the environment	80%	17%	3%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period December 2023-January 2024

	5	4	3	2	1
Overall rating of the voyage experience	81%	17%	2%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	80%	20%	0%	0%	0%
Information provided to customers prior and during the voyage	81%	19%	0%	0%	0%
Perceived service quality at counter operations	82%	17%	1%	0%	0%
Embarking procedures and operation	79%	18%	3%	0%	0%
Regularity and punctuality of the service	83%	17%	0%	0%	0%
Perceived safety level in terms of the voyage experience	80%	19%	1%	0%	0%
Perceived personal safety and safety of personal property	80%	16%	4%	0%	0%
Perception of comfort during the voyage	79%	18%	3%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	17%	3%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	78%	20%	2%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	83%	15%	2%	0%	0%
Quality of the restaurant service	77%	22%	1%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	76%	22%	2%	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	84%	14%	2%	0%	0%
Disembarking procedures and operations	78%	17%	3%	0%	0%
Modal integration level (transport services/connections)	79%	21%	0%	0%	0%
Perceived level of care for the environment	80%	18%	2%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period February-March 2024

	5	4	3	2	1
Overall rating of the voyage experience	83%	17%	0%	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	82%	17%	1%	0%	0%
Embarking procedures and operation	80%	18%	2%	0%	0%
Regularity and punctuality of the service	83%	15%	2%	0%	0%
Perceived safety level in terms of the voyage experience	80%	20%	0%	0%	0%
Perceived personal safety and safety of personal property	80%	18%	2%	0%	0%
Perception of comfort during the voyage	80%	19%	1%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	16%	4%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	79%	20%	1%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	85%	13%	2%	0%	0%
Quality of the restaurant service	78%	22%	0%	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	83%	15%	2%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	84%	15%	1%	0%	0%
Disembarking procedures and operations	80%	19%	1%	0%	0%
Modal integration level (transport services/connections)	80%	20%	0%	0%	0%
Perceived level of care for the environment	82%	16%	2%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period April-May 2024

	5	4	3	2	1
Overall rating of the voyage experience	84%	15%	1%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	80%	20%	0%	0%	0%
Information provided to customers prior and during the voyage	80%	19%	1%	0%	0%
Perceived service quality at counter operations	80%	17%	3%	0%	0%
Embarking procedures and operation	82%	18%	0%	0%	0%
Regularity and punctuality of the service	85%	15%	0%	0%	0%
Perceived safety level in terms of the voyage experience	81%	18%	1%	0%	0%
Perceived personal safety and safety of personal property	81%	18%	1%	0%	0%
Perception of comfort during the voyage	82%	18%	0%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	18%	2%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	81%	14%	5%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	85%	11%	4%	0%	0%
Quality of the restaurant service	77%	18%	5%	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	84%	15%	1%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	85%	13%	2%	0%	0%
Disembarking procedures and operations	81%	15%	4%	0%	0%
Modal integration level (transport services/connections)	82%	18%	0%	0%	0%
Perceived level of care for the environment	83%	14%	3%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period June-July 2024

	5	4	3	2	1
Overall rating of the voyage experience	84%	13%	3%	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	81%	18%	1%	0%	0%
Embarking procedures and operation	82%	16%	2%	0%	0%
Regularity and punctuality of the service	84%	16%	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	82%	17%	1%	0%	0%
Perception of comfort during the voyage	82%	18%	0%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	19%	1%	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	85%	13%	2%	0%	0%
Quality of the restaurant service	79%	17%	4%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	76%	21%	3%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	83%	14%	3%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	86%	11%	3%	0%	0%
Disembarking procedures and operations	82%	17%	1%	0%	0%
Modal integration level (transport services/connections)	82%	16%	2%	0%	0%
Perceived level of care for the environment	84%	15%	1%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period August-September 2024

	5	4	3	2	1
Overall rating of the voyage experience	84%	15%	1%	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	81%	18%	1%	0%	0%
Perceived service quality at counter operations	80%	16%	4%	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	81%	16%	3%	0%	0%
Perceived personal safety and safety of personal property	82%	18%	0%	0%	0%
Perception of comfort during the voyage	81%	17%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	16%	4%	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	84%	15%	1%	0%	0%
Quality of the restaurant service	79%	16%	5%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	77%	21%	2%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	80%	16%	4%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	86%	13%	1%	0%	0%
Disembarking procedures and operations	82%	15%	3%	0%	0%
Modal integration level (transport services/connections)	82%	17%	1%	0%	0%
Perceived level of care for the environment	84%	14%	2%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period October-November 2024

	5	4	3	2	1
Overall rating of the voyage experience	81%	17%	2%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	80%	18%	2%	0%	0%
Information provided to customers prior and during the voyage	81%	17%	2%	0%	0%
Perceived service quality at counter operations	80%	18%	2%	0%	0%
Embarking procedures and operation	82%	17%	1%	0%	0%
Regularity and punctuality of the service	82%	15%	3%	0%	0%
Perceived safety level in terms of the voyage experience	81%	16%	3%	0%	0%
Perceived personal safety and safety of personal property	83%	16%	1%	0%	0%
Perception of comfort during the voyage	81%	17%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	16%	4%	0%	0%
Cleanliness, comfort and furniture in the cabin occupied	78%	17%	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%	18%	5%	0%	0%
Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel)	76%	20%	4%	0%	0%
Embarking assistance and procedures for individuals with reduced mobility	80%	17%	3%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	86%	14%	0%	0%	0%
Disembarking procedures and operations	82%	16%	2%	0%	0%
Modal integration level (transport services/connections)	82%	17%	1%	0%	0%
Perceived level of care for the environment	85%	15%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period December 2024-January 2025

	5	4	3	2	1
Overall rating of the voyage experience	82%	16%	2%	0%	0%
Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies)	80%	19%	1%	0%	0%
Information provided to customers prior and during the voyage	80%	17%	3%	0%	0%
Perceived service quality at counter operations	81%	18%	1%	0%	0%
Embarking procedures and operation	82%	15%	3%	0%	0%
Regularity and punctuality of the service	80%	17%	3%	0%	0%
Perceived safety level in terms of the voyage experience	82%	17%	1%	0%	0%
Perceived personal safety and safety of personal property	83%	15%	2%	0%	0%
Perception of comfort during the voyage	81%	17%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	80%	18%	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	83%	16%	1%	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)	77%	21%	2%	0%	0%
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On board accessibility and usability of services dedicated to individuals with reduced mobility	85%	15%	0%	0%	0%
Disembarking procedures and operations	82%	18%	0%	0%	0%
Modal integration level (transport services/connections)	82%	16%	2%	0%	0%
Perceived level of care for the environment	86%	14%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period February - March 2025

	5	4	3	2	1
Overall rating of the voyage experience	82%	18%	0%	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	81%	15%	4%	0%	0%
Perceived service quality at counter operations	82%	18%	0%	0%	0%
Embarking procedures and operation	82%	15%	3%	0%	0%
Regularity and punctuality of the service	83%	15%	2%	0%	0%
Perceived safety level in terms of the voyage experience	82%	18%	0%	0%	0%
Perceived personal safety and safety of personal property	83%	16%	1%	0%	0%
Perception of comfort during the voyage	81%	17%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	81%	19%	0%	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	84%	16%	0%	0%	0%
Quality of the restaurant service	80%	18%	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	80%	19%	1%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	85%	15%	0%	0%	0%
Disembarking procedures and operations	83%	17%	0%	0%	0%
Modal integration level (transport services/connections)	82%	17%	1%	0%	0%
Perceived level of care for the environment	86%	14%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period April - May 2025

	5	4	3	2	1
Overall rating of the voyage experience	83%	17%	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%	16%	3%	0%	0%
Perceived service quality at counter operations	82%	17%	1%	0%	0%
Embarking procedures and operation	81%	17%	2%	0%	0%
Regularity and punctuality of the service	84%	15%	1%	0%	0%
Perceived safety level in terms of the voyage experience	82%	16%	2%	0%	0%
Perceived personal safety and safety of personal property	84%	15%	1%	0%	0%
Perception of comfort during the voyage	82%	16%	2%	0%	0%
Cleanliness and hygiene in the common areas of the ship	81%	17%	2%	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	85%	15%	0%	0%	0%
Quality of the restaurant service	81%	18%	1%	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	80%	20%	0%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	84%	15%	1%	0%	0%
Disembarking procedures and operations	83%	16%	1%	0%	0%
Modal integration level (transport services/connections)	84%	15%	1%	0%	0%
Perceived level of care for the environment	85%	15%	0%	0%	0%

SUMMARY OF SUGGESTION FORMS

M/V EUROPA PALACE

Reference period June - July 2025

	5	4	3	2	1
Overall rating of the voyage experience	85%	14%	1%	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	82%	15%	3%	0%	0%
Perceived service quality at counter operations	80%	20%	0%	0%	0%
Embarking procedures and operation	83%	17%	0%	0%	0%
Regularity and punctuality of the service	85%	15%	0%	0%	0%
Perceived safety level in terms of the voyage experience	83%	16%	1%	0%	0%
Perceived personal safety and safety of personal property	84%	16%	0%	0%	0%
Perception of comfort during the voyage	83%	15%	2%	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	83%	16%	1%	0%	0%
Recognizability and courtesy of personnel responsible for reception on board and at the dock	86%	13%	1%	0%	0%
Quality of the restaurant service	80%	18%	2%	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	81%	19%	0%	0%	0%
On board accessibility and usability of services dedicated to individuals with reduced mobility	85%	13%	2%	0%	0%
Disembarking procedures and operations	83%	17%	0%	0%	0%
Modal integration level (transport services/connections)	85%	15%	0%	0%	0%
Perceived level of care for the environment	84%	15%	1%	0%	0%