

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

SUMMARY OF SUGGESTION FORMS

M/v CORFU

Reference period April-May 2023

| | 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) | 76% | 24% | 0% | 0% | 0% |
| Information provided to customers prior and during the voyage | 78% | 17% | 5% | 0% | 0% |
| Perceived service quality at counter operations | 76% | 22% | 2% | 0% | 0% |
| Embarking procedures and operation | 80% | 15% | 3% | 2% | 0% |
| Regularity and punctuality of the service | 82% | 14% | 4% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 80% | 18% | 2% | 0% | 0% |
| Perceived personal safety and safety of personal property | 78% | 21% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 75% | 25% | 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% | 17% | 2% | 0% | 0% |
| Recognizability and courtesy of personnel responsible for reception on board and at the dock | 88% | 11% | 1% | 0% | 0% |
| Quality of the restaurant service | 70% | 25% | 5% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 64% | 35% | 1% | 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 | 77% | 22% | 1% | 0% | 0% |
| Disembarking procedures and operations | 78% | 20% | 2% | 0% | 0% |
| Modal integration level (transport services/connections) | 68% | 30% | 1% | 1% | 0% |
| Perceived level of care for the environment | 73% | 23% | 3% | 1% | 0% |

SUMMARY OF SUGGESTION FORMS

M/v CORFU

Reference period June-July 2023

| | 5 | 4 | 3 | 2 | 1 |
|--|----------|----------|----------|----------|----------|
| Overall rating of the voyage experience | 83% | 13% | 4% | 0% | 0% |
| Adequacy and accessibility of sales channels (website, ticket offices, call center, travel agencies) | 78% | 22% | 0% | 0% | 0% |
| Information provided to customers prior and during the voyage | 80% | 17% | 3% | 0% | 0% |
| Perceived service quality at counter operations | 78% | 22% | 0% | 0% | 0% |
| Embarking procedures and operation | 81% | 18% | 1% | 0% | 0% |
| Regularity and punctuality of the service | 85% | 14% | 1% | 0% | 0% |
| Perceived safety level in terms of the voyage experience | 80% | 17% | 2% | 1% | 0% |
| Perceived personal safety and safety of personal property | 80% | 19% | 1% | 0% | 0% |
| Perception of comfort during the voyage | 77% | 23% | 0% | 0% | 0% |
| Cleanliness and hygiene in the common areas of the ship | 82% | 18% | 0% | 0% | 0% |
| Cleanliness, comfort and furniture in the cabin occupied | 85% | 15% | 0% | 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 | 75% | 23% | 2% | 0% | 0% |
| Quality of additional on board services (swimming pool, wellness, shop, casino, playroom, kennel) | 69% | 31% | 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 | 78% | 20% | 2% | 0% | 0% |
| Disembarking procedures and operations | 80% | 20% | 0% | 0% | 0% |
| Modal integration level (transport services/connections) | 70% | 30% | 0% | 0% | 0% |
| Perceived level of care for the environment | 75% | 20% | 5% | 0% | 0% |

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% |