

Directions To Complete Survey: Fill in one (1) Circle per Question that best describes your answer.
 Fill Circles like this: ● Not like this: ✗ or this: ✓

Please rate the following:

A. Overall Satisfaction

- Overall satisfaction with the cruise
 Excellent Good Fair Poor
- Would you say this cruise
 Exceeded your expectations
 Met your expectations
 Was below your expectations
- How valued and respected did the ships personnel make you feel as a passenger?
 Excellent Good Fair Poor
- Would you recommend Princess to your friends?
 Yes Maybe No
- Do you plan to cruise with Princess again?
 Yes Maybe No

Please rate the following:

B. Stateroom/Public Areas

- Overall Stateroom Steward Service.....
- Appearance/Condition of Stateroom.....
- Condition & Cleanliness of Public Areas

C. Food Preparation and Presentation

- Overall Onboard Food.....
- Dining Room Food.....
- Buffet/24 Hour Dining.....
- Alternative Restaurant.....

D. Food & Beverage Service

- Overall Dining Room Service.....
- Dining Room B'fast/Lunch Service.....
- Dining Room Dinner Service.....
- Dining Room Wine/Beverage Service..
- Alternative Restaurant Service.....
- Buffet/24 Hour Dining Service.....
- Open Deck Beverage Service.....
- Bar/Lounge Beverage Service.....
- Food/Beverage Room Service.....
- For future cruising, would you prefer
 Traditional Fixed Seating Anytime Dining Either

Cabin:

Voyage:

E. Entertainment

- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Excellent | Good | Fair | Poor | N/A |
| 23. Overall Entertainment..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24. Cruise Director and Cruise Staff..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 25. Onboard Activities..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26. Theatre Production Shows..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27. Bands and Musicians..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28. Other Entertainers..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29. Princess Kids and Teen Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30. Guest Lecturers (if applicable)..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

F. Additional Onboard Services

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|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 31. Front Desk/Purser's Office..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32. Future Cruise Sales Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 33. Future Cruise Consultant Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 34. Princess Captain's Circle Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 35. Circle Host Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 36. Boutique Selection..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 37. Boutique Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 38. Photography Product Selection..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 39. Photography Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 40. Art Auction Selection..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 41. Art Auctioneer Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 42. Beauty Salon Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 43. Spa Staff/Sauna and Massage Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 44. Fitness Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 45. Quality of Internet Services..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 46. Staff Support of Internet Services..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 47. Casino Gaming Selection/Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 48. Casino Staff Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 49. Onboard Shore Excursion Staff..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 50. Overall Shore Excursions..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 51. Overall Itinerary..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

G. Pre-Cruise Services

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|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 52. Reservation Service..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 53. Pre-Cruise Information Paper Packet..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 54. Princess eTicket and Boarding Pass..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 55. Princess FlightChoice Program..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

G. Pre-Cruise Services (continued)

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|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 56. Meet and Greet Program at Airport..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 57. Airport to Pier Transfers..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 58. Cruise Check-in Services..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 59. Efficiency Of Embarkation Procedure..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

H. Cruise Plus Pre-cruise/Post-cruise Hotel Package

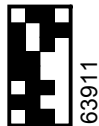
60. If you did not purchase a Princess Cruise Plus Pre or Post Cruise Hotel Package, please tell us why:
- I was not aware that these packages were available
- I did not have the time to take advantage of these packages
- The packages were too expensive
- I was not interested in this cruise vacation option

I. Past Vacation Experience

61. How many times have you travelled to another country on vacation in the past five years?
- 0 1-2 3-5 6-10 11+

62. Please indicate the total number of cruises you have taken with each cruise line.

Carnival	<input type="text"/>	Orient Lines	<input type="text"/>
Celebrity	<input type="text"/>	P&O Cruises	<input type="text"/>
Costa	<input type="text"/>	Princess Cruises	<input type="text"/>
Crystal	<input type="text"/>	Regent Seven Seas	<input type="text"/>
Cunard	<input type="text"/>	Royal Caribbean	<input type="text"/>
Disney	<input type="text"/>	Saga	<input type="text"/>
Fred Olsen	<input type="text"/>	Seabourn	<input type="text"/>
Holland America	<input type="text"/>	Silversea	<input type="text"/>
NCL	<input type="text"/>	Windstar	<input type="text"/>
Oceania	<input type="text"/>	Other (non Princess)	<input type="text"/>



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