

J. Special Occasions

66. Did you sail to celebrate one of the following special occasions?

- Birthday Graduation Anniversary Wedding

If a wedding or anniversary, please tell us the day, month and year of your marriage

Day	Month	Year

If a birthday, please tell us the day, month and year of your birth date

Day	Month	Year

K. Past Holiday Experience

67. How many times have you travelled to another country on holiday in the past five years?

- 0 1-2 3-5 6-10 11+

68. Please enter the total number of voyages you have taken with each cruise line in the boxes below.

If this is your first voyage, please shade this circle: First Voyage

Carnival		P&O Cruises	
Celebrity		Princess Cruises	
Costa		Regent Seven Seas	
Crystal		Royal Caribbean	
Cunard		Saga	
Fred Olsen		Seabourn	
Holland America		Silversea	
NCL		Windstar	
Oceania		Other (non Cunard)	
Orient Lines			

69. How long was your last cruise?

- Never cruised before 12-15 days
 1-5 days 16-20 days
 6-8 days 21+ days
 9-11 days

70. How long has it been since your last cruise?

- 1 to 6 months 1 1/2 to 2 years 4 to 5 years
 6 months to 1 year 2 to 3 years More than 5 years
 1 to 1 1/2 years 3 to 4 years

71. Which of the following types of holidays do you tend to take?

- All-inclusive Resorts Packaged Tours Spa
 Casino Resorts Theme Parks
 City Break Sightseeing Other

72. Please tell us (indicate all that apply):

	Where have you travelled to?	Where have you cruised to?	Where would you like to cruise to next?	Where would you like to cruise to in the future?
Africa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alaska	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Australia/South Pacific	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bermuda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canada/New England	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Caribbean/Bahamas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hawaii	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
India	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mediterranean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mexican Riviera	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Northern Europe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orient/Asia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Panama Canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
South America	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tahiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transatlantic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
World Cruise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

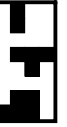
73. Please identify your country of residence

- United Kingdom United States of America
 Canada Australia
 Germany Other country
 Other European country

Please tell us anything you liked or think could be improved about your Cunard voyage (PLEASE PRINT CLEARLY):



CUNARD



Dear Guest

On behalf of all at Cunard Line, we thank you for sailing with us. It has been a pleasure to have you onboard and we hope that you have experienced an enjoyable voyage. Cunard's legacy of over 165 years in service is attributed to our long-standing tradition of excellence. As our guest, your feedback is essential to help us maintain our high standards.

With that in mind, we would very much appreciate it if you could take a few moments to complete this questionnaire and provide us with any other comments you may have. Completed forms can be left at the specially marked box at the Purser's Desk and other marked locations onboard.

Thank you for completing this questionnaire. We look forward to welcoming you back onboard in the near future.

Carol Marlow

Carol Marlow
President and CEO

To complete this questionnaire, please select the one circle per question that best describes your answer and mark as shown:
 Fill Circles like this: ● Not like this: ✓ or this: ✗ Thank you.

Please rate the following:

A. Overall Satisfaction

1. Overall satisfaction with the voyage
 Excellent Good Fair Poor
2. Would you say this voyage
 Exceeded your expectations
 Met your expectations
 Was below your expectations
3. How valued and respected did the ships personnel make you feel as a guest?
 Excellent Good Fair Poor
4. Would you recommend Cunard to your friends?
 Yes Maybe No
5. Do you plan to sail with Cunard again?
 Yes Maybe No

Please rate the following:



B. Stateroom/Public Areas

6. Overall Stateroom Steward Service.....
7. Appearance/Condition of Stateroom.....
8. Condition & Cleanliness of Public Areas

C. Food Quality and Presentation

9. Overall Onboard Food.....
10. Your Restaurant Food.....
11. Lido Buffet.....
12. Lido Dinner.....

D. Service

13. Overall Dining Room Service.....
14. Dining Room B'fast/Lunch Service.....
15. Dining Room Dinner Service.....
16. Dining Room Wine/Drinks Service.....
17. Lido Buffet Service.....
18. Lido Dinner Service.....
19. Afternoon Tea Service.....
20. Open Deck Drinks Service.....
21. Bar/Lounge Drinks Service.....
22. Food/Drinks Room Service.....

Stateroom:

Voyage:

23. Please indicate your restaurant:

- Queens Grill Princess Grill Britannia Grill
 Caronia Mauretania

24. Please indicate your seating:

- Main Late



E. Entertainment

25. Overall Entertainment.....
26. Entertainment Director and Social Staff
27. Onboard Activities.....
28. Theatre Production Shows.....
29. Bands and Musicians.....
30. Other Entertainers.....
31. Children's Programme.....
32. Guest Lecturers

F. Additional Onboard Services

33. Front Desk/Pursers' Office.....
34. Cruise Sales Specialist Service
35. Cunard World Club Programme.....
36. Boutique/Shops - Selection.....
37. Boutique/Shops - Service.....
38. Library and Book Shop.....
39. Photography Product Selection.....
40. Photography Service.....
41. Art Auctions Selection.....
42. Art Auctioneer Service.....
43. Beauty Salon Service.....
44. Spa Staff/Sauna and Massage Service.....
45. Fitness Centre & Classes.....
46. Quality of Internet Services.....
47. Staff Support of Internet Services.....
48. Casino Gaming Selection/Programme.....
49. Casino Staff Service.....
50. Medical/Hospital Service.....
51. Tour Staff.....



F. Additional Onboard Services (continued)

52. Overall Shore Excursions.....
53. Ships Itinerary.....
54. Port & Tour Lectures.....
55. Ship to Shore Launch Service.....

G. Pre-Voyage Services

56. Reservation Service.....
57. Pre-Voyage Information Packet.....
58. Cunard Air Programme.....
59. Meet and Greet Programme at Airport.....
60. White Star Luggage Service.....
61. Airport to Pier Transfers.....
62. Voyage Check-in Services.....
63. Efficiency Of Embarkation Procedure.....

H. Cunard Hotel Collection

64. If you did not purchase a Cunard Hotel Collection 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 option

I. Travel Insurance

65. If you did not purchase Cunard Travel Insurance, please tell us why:
- I was not aware that these packages were available
 - I had already purchased a competing product
 - The insurance was too expensive
 - I was not interested in the insurance

