

OVERALL CRUISE EXPERIENCE

Thinking only about this ship and your experience on this cruise:

How would you rate your overall cruise experience? Excellent Very Good Good Just Okay Poor N/A

How would you rate your DCL vacation based upon price paid for quality and value received? Excellent Very Good Good Just Okay Poor N/A

How would you rate the weather on your cruise? Excellent Very Good Good Just Okay Poor N/A

Did the motion of the ship negatively impact the experience for anyone in your party? Yes No

Overall experience in ports of call Excellent Very Good Good Just Okay Poor N/A

CREW MEMBERS

Overall experience with Crew Excellent Very Good Good Just Okay Poor N/A

Friendliness / Courtesy of...

Staff at Guest Services desk Excellent Very Good Good Just Okay Poor N/A

Stateroom host/ess Excellent Very Good Good Just Okay Poor N/A

Dining service team Excellent Very Good Good Just Okay Poor N/A

Cabanas staff Excellent Very Good Good Just Okay Poor N/A

Bar servers Excellent Very Good Good Just Okay Poor N/A

Palo server Excellent Very Good Good Just Okay Poor N/A

Youth Counselors Excellent Very Good Good Just Okay Poor N/A

Onboard Port Adventures staff Excellent Very Good Good Just Okay Poor N/A

Onboard Merchandise staff Excellent Very Good Good Just Okay Poor N/A

Spa & Salon staff Excellent Very Good Good Just Okay Poor N/A

Photography staff Excellent Very Good Good Just Okay Poor N/A

Helpfulness of onboard Guest Services staff Excellent Very Good Good Just Okay Poor N/A

YOUR STATEROOM

Cleanliness of stateroom during your stay Excellent Very Good Good Just Okay Poor N/A

Everything in working order and good repair Excellent Very Good Good Just Okay Poor N/A

Please indicate which, if any, aspects of your stateroom were not in working order or good repair (darken all that apply)

Door keys Air conditioner Bed / Mattress

Closet Electrical appliances Toilet

Safe Electrical outlets Shower / Tub

Stateroom noise Lighting Digital clock

Stateroom odor Telephone Hair dryer

TV Wave phone Other

TV remote control Verandah door

ABOUT THE SHIP

Overall appearance and upkeep of the ship Excellent Very Good Good Just Okay Poor N/A

Cleanliness of outdoor deck areas Excellent Very Good Good Just Okay Poor N/A

Overall experience with pool towel service Excellent Very Good Good Just Okay Poor N/A

Cleanliness of inside public areas Excellent Very Good Good Just Okay Poor N/A

Cleanliness of public restrooms onboard Excellent Very Good Good Just Okay Poor N/A

Public restrooms in working order Excellent Very Good Good Just Okay Poor N/A

Ease of finding your way around the ship Excellent Very Good Good Just Okay Poor N/A

Ability to know / find out what's going on Excellent Very Good Good Just Okay Poor N/A

Comfort level with the number of guests onboard Excellent Very Good Good Just Okay Poor N/A

Overall experience with the DCL Navigator mobile app Excellent Very Good Good Just Okay Poor N/A

Availability of information in my preferred language Excellent Very Good Good Just Okay Poor N/A

ENTERTAINMENT AND ACTIVITIES

Overall entertainment experience Excellent Very Good Good Just Okay Poor N/A

Overall enjoyment of ...

The Golden Mickeys (select sailings) Excellent Very Good Good Just Okay Poor N/A

Frozen, A Musical Spectacular Excellent Very Good Good Just Okay Poor N/A

Disney Dreams - An Enchanted Classic Excellent Very Good Good Just Okay Poor N/A

Pirates IN the Caribbean deck party Excellent Very Good Good Just Okay Poor N/A

Adventures Away deck party Excellent Very Good Good Just Okay Poor N/A

Overall character experience Excellent Very Good Good Just Okay Poor N/A

Enjoyment of variety acts (magician, ventriloquist, comedian, etc.) Excellent Very Good Good Just Okay Poor N/A

Enjoyment of live musicians Excellent Very Good Good Just Okay Poor N/A

Overall enjoyment of events and activities...

for families Excellent Very Good Good Just Okay Poor N/A

for adults Excellent Very Good Good Just Okay Poor N/A

Overall experience with "Cruise Staff" Excellent Very Good Good Just Okay Poor N/A

How would the children in your party rate the fun and enjoyment of their cruise?

Pre-school aged Excellent Very Good Good Just Okay Poor N/A

Elementary school aged Excellent Very Good Good Just Okay Poor N/A

Middle / Junior High school aged Excellent Very Good Good Just Okay Poor N/A

High school aged Excellent Very Good Good Just Okay Poor N/A

DINING AND SHOPPING

OVERALL

Overall dining experience in the three main restaurants Excellent Very Good Good Just Okay Poor N/A

Animator's Palate food quality Excellent Very Good Good Just Okay Poor N/A

Triton's food quality Excellent Very Good Good Just Okay Poor N/A

Tiana's Place food quality Excellent Very Good Good Just Okay Poor N/A

EVENING DINING ROTATION

Which dinner seating did you have? First Second
To which restaurant were you assigned on the first night of your cruise?

Animator's Palate Triton's Tiana's Place

Dining table number

For example: Table 5 would be First digit 0 1 2 3 4 5 6 7 8 9
Second digit 0 1 2 3 4 5 6 7 8 9

FIRST DIGIT

SECOND DIGIT

First digit 0 1 2 3 4 5 6 7 8 9

Second digit 0 1 2 3 4 5 6 7 8 9

Did you dine in Palo? Yes No

Palo food quality Excellent Very Good Good Just Okay Poor N/A

Cabanas food quality Excellent Very Good Good Just Okay Poor N/A

Quick-service food quality (Pete's Boiler Bites, Daisy's de Lites, Pinocchio's Pizzeria) Excellent Very Good Good Just Okay Poor N/A

Promptness / Efficiency of service of quick-service food Excellent Very Good Good Just Okay Poor N/A

Promptness / Efficiency of room service Excellent Very Good Good Just Okay Poor N/A

Promptness / Efficiency of bar service team Excellent Very Good Good Just Okay Poor N/A

Overall experience with onboard merchandise staff Excellent Very Good Good Just Okay Poor N/A

Overall experience with onboard merchandise staff Excellent Very Good Good Just Okay Poor N/A

Overall experience with onboard merchandise staff Excellent Very Good Good Just Okay Poor N/A

Overall experience with onboard merchandise staff Excellent Very Good Good Just Okay Poor N/A

Overall experience with onboard merchandise staff Excellent Very Good Good Just Okay Poor N/A

Variety / Assortment of onboard merchandise Excellent Very Good Good Just Okay Poor N/A

Variety / Assortment of duty-free merchandise Excellent Very Good Good Just Okay Poor N/A

Variety / Assortment of duty-free merchandise Excellent Very Good Good Just Okay Poor N/A

Variety / Assortment of duty-free merchandise Excellent Very Good Good Just Okay Poor N/A

CASTAWAY CAY

Overall Castaway Cay experience (if visited) Excellent Very Good Good Just Okay Poor N/A

Upkeep and cleanliness of Castaway Cay Excellent Very Good Good Just Okay Poor N/A

Food quality of Cookie's BBQ Excellent Very Good Good Just Okay Poor N/A

Promptness / Efficiency of service at Cookie's BBQ Excellent Very Good Good Just Okay Poor N/A

Promptness / Efficiency of service at Cookie's BBQ Excellent Very Good Good Just Okay Poor N/A

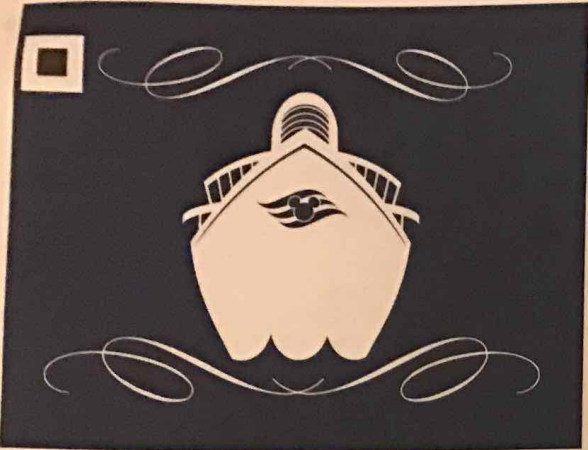
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PROBLEM RESOLUTION

Did you have any problems or difficulties during your DCL vacation? Yes No

If yes, did you tell anyone about the problem? Yes No

If you reported the problem, how would you rate the manner in which it was handled?

Excellent Very Good Just Okay Poor V/N

In what area was your problem?

FOOD AND BEVERAGE

- Service
- Food quality
- Dining time
- Table assignment
- Beverage service

TRANSPORTATION

- Airport to hotel
- Hotel to cruise terminal
- Airport to cruise terminal

YOUTH AREAS

- "it's a small world" nursery
- Oceaneer Club / Lab
- Edge
- Vibe

CASTAWAY CAY

- Excursion
- Experience / Activities
- Transportation

GENERAL

- Characters
- Crew
- Entertainment
- Guest Services desk
- Health Center - Medical Care
- Laundry
- Luggage - damaged
- Luggage - delivery
- Onboard account
- Onboard Airline Check-In
- Onboard merchandise
- Photography
- Pool area
- Reservations (stateroom assignment)
- Port Adventures reservation process
- Port Adventures experience
- Stateroom
- Spa & Salon

Please give a brief description of your problem.

GUEST INFORMATION

Where do you live?

If inside the United States

- AK CO HI KS ME MT NJ OK SD VT
- AL CT IA KY MI NC NM OR TN WA
- AR DE ID LA MN ND NV PA TX WI
- AZ FL IL MA MO NE NY RI UT WV
- CA GA IN MD MS NH OH SC VA WY
- DC PR

If outside the United States

- Argentina Colombia United Kingdom
- Australia Japan Venezuela
- Brazil Mexico Other International
- Canada Spain

Did your immediate sailing party include any children under 18? Yes No

Did your immediate sailing party occupy more than one stateroom? Yes No

Have you ever taken a multi-day cruise with another cruise line (other than DCL)? Yes No

Including this cruise, how many DCL cruises have you taken?
 This is my first DCL cruise 2 3 4 5+

On which Disney ships have you previously sailed, if any?

- Disney Magic® Disney Wonder®
- Disney Dream® Disney Fantasy®

Definitely Will Not Probably Will Not Undecided Probably Will Definitely Will

Will you recommend a DCL vacation to a friend or relative?

How likely are you to take another Disney Cruise Line vacation in the next 5 years?

Are you a Disney Cast Member? Yes No

Are you a member of Disney Vacation Club? Yes No

Are there any Crew Members who made your cruise experience particularly magical?

Did you feel pressured to provide only "Excellent" ratings? Yes No

area below reserved for cruise line use

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Disney WONDER



Dear Disney Cruise Line Guest,

We are delighted to have had you as our Guest onboard and hope your cruise experience was both magical and memorable.

Our goal is to provide you with an amazing and unique cruise experience that only Disney can create. To that end, your feedback is of vital importance to us.

Please take a moment and let us know how we are doing. Kindly complete this questionnaire and deposit it in any of the collection boxes located at breakfast or the gangway.

Thank you for taking the time to help us.

Best Regards,

Officers, Staff, and Crew of
Disney Cruise Line

DIRECTIONS

Please darken the appropriate space completely with blue or black pen.

Example:

Errors? please correct as shown:

PLEASE OPEN TO BEGIN