



## 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 ☐ Good ☐ Just Okay ☐ Poor ☐ N/A ☐

In what area was your problem?

### FOOD AND BEVERAGE

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

### GENERAL

- ☐ Characters
- ☐ Crew
- ☐ Entertainment
- ☐ Guest Services desk
- ☐ Health Center - Medical Care
- ☐ Laundry

### TRANSPORTATION

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

- ☐ 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

### YOUTH AREAS

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

### CASTAWAY CAY

- ☐ Excursion
- ☐ Experience / Activities
- ☐ Transportation

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®

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

6188

area below reserved for cruise line use

|           | 0                                | 1                                | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                                | 9                     |    |
|-----------|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|----|
| 1st Digit | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | NC |
| 2nd       | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | 33 |
| 3rd       | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | FA |
| 4th       | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |    |
| 5th       | <input type="radio"/>            | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |    |

# Disney FANTASY

**Disney CRUISE LINE.**

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



## OVERALL CRUISE EXPERIENCE

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

Excellent  
Very Good  
Good  
Just Okay  
Poor  
N/A

How would you rate your overall cruise experience? ○○○○○○

How would you rate your DCL vacation based upon price paid for quality and value received? ○○○○○○

How would you rate the weather on your cruise? ○○○○○○

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

Overall experience in ports of call ○○○○○○

## CREW MEMBERS

Overall experience with Crew ○○○○○○  
Friendliness / Courtesy of...

Staff at Guest Services desk ○○○○○○

Stateroom host/ess ○○○○○○

Dining service team ○○○○○○

Cabanas staff ○○○○○○

Bar servers ○○○○○○

Palo server ○○○○○○

Remy server ○○○○○○

Youth Counselors ○○○○○○

Onboard Port Adventures staff ○○○○○○

Onboard Merchandise staff ○○○○○○

Spa & Salon staff ○○○○○○

Photography staff ○○○○○○

Helpfulness of onboard Guest Services staff ○○○○○○

## YOUR STATEROOM

Cleanliness of stateroom during your stay ○○○○○○

Everything in working order and good repair ○○○○○○

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

Excellent  
Very Good  
Good  
Just Okay  
Poor  
N/A

Overall appearance and upkeep of the ship ○○○○○○

Cleanliness of outdoor deck areas ○○○○○○

Overall experience with pool towel service ○○○○○○

Cleanliness of inside public areas ○○○○○○

Cleanliness of public restrooms onboard ○○○○○○

Public restrooms in working order ○○○○○○

Ease of finding your way around the ship ○○○○○○

Ability to know / find out what's going on ○○○○○○

Comfort level with the number of guests onboard ○○○○○○

Overall experience with the DCL Navigator mobile app ○○○○○○

Availability of information in my preferred language ○○○○○○

## ENTERTAINMENT AND ACTIVITIES

Overall entertainment experience ○○○○○○

Overall enjoyment of ...

A Fantasy Come True: Welcome Show ○○○○○○

Aladdin: A Musical Spectacular ○○○○○○

WISHES ○○○○○○

Disney's Believe ○○○○○○

Mickey's Pirates IN the Caribbean deck party ○○○○○○

Hunt Fer Captain Jack deck party ○○○○○○

Buccaneer Blast Fireworks ○○○○○○

Sailing Away deck party ○○○○○○

Overall character experience ○○○○○○

Enjoyment of variety acts (magician, ventriloquist, comedian, etc.) ○○○○○○

Enjoyment of live musicians ○○○○○○

Overall enjoyment of events and activities...  
for families ○○○○○○  
for adults ○○○○○○

Overall experience with "Cruise Staff" ○○○○○○

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

Pre-school aged ○○○○○○

Elementary school aged ○○○○○○

Middle / Junior High school aged ○○○○○○

High school aged ○○○○○○

## DINING AND SHOPPING

Excellent  
Very Good  
Good  
Just Okay  
Poor  
N/A

### OVERALL

Overall dining experience in the three main restaurants ○○○○○○

Animator's Palate food quality ○○○○○○

Royal Court food quality ○○○○○○

Enchanted Garden food quality ○○○○○○

### 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 ☐ Royal Court ☐ Enchanted Garden

Dining table number

For example: Table 52 would be 0 5 2

First digit ○○  
Second digit ○○○○○○  
Third digit ○○○○○○

FIRST DIGIT SECOND DIGIT THIRD DIGIT  
[ ] [ ] [ ]

First digit ○○

Second digit ○○○○○○

Third digit ○○○○○○

Did you dine in Palo? ☐ Yes ☐ No

Palo food quality ○○○○○○

Did you dine in Remy? ☐ Yes ☐ No

Remy food quality ○○○○○○

Cabanas food quality ○○○○○○

Quick-service food quality at Flo's Café (Luigi's Pizza, Tow Mater's Grill, Fillmore's Favorites) ○○○○○○

Promptness / Efficiency of service of quick-service food ○○○○○○

Promptness / Efficiency of room service ○○○○○○

Promptness / Efficiency of bar service team ○○○○○○

Overall experience with onboard merchandise staff ○○○○○○

Helpfulness of onboard merchandise staff ○○○○○○

Variety / Assortment of onboard merchandise ○○○○○○

Variety / Assortment of duty-free merchandise ○○○○○○

## CASTAWAY CAY

Overall Castaway Cay experience (if visited) ○○○○○○

Upkeep and cleanliness of Castaway Cay ○○○○○○

Food quality of Cookie's BBQ ○○○○○○

Promptness / Efficiency of service at Cookie's BBQ ○○○○○○

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