

Average Guest Sentiment

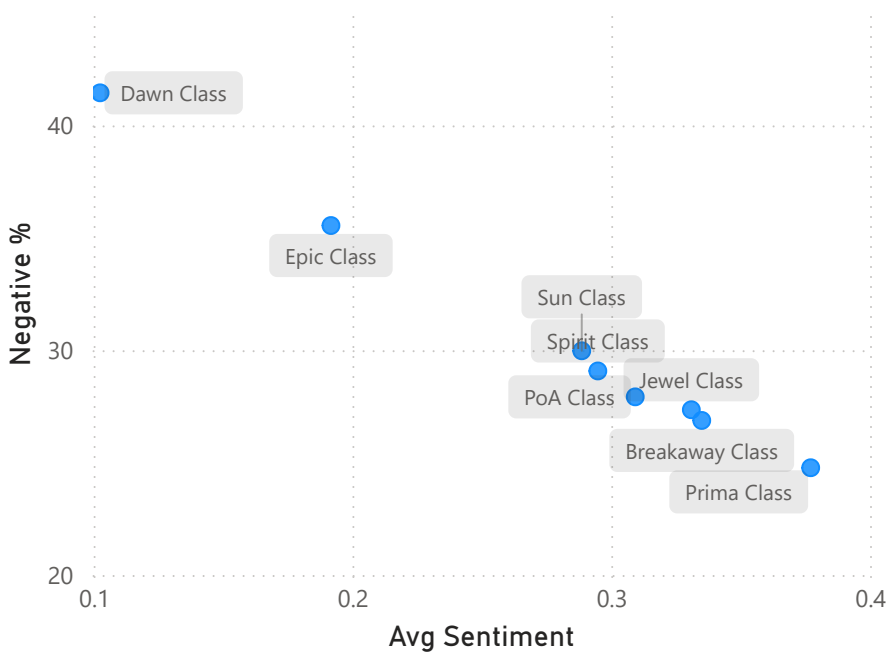
0.28

Avg Sentiment

Ship Class

- class
- ☐ Breakaway Class
- ☐ Dawn Class
- ☐ Epic Class
- ☐ Jewel Class
- ☐ PoA Class
- ☐ Prima Class
- ☐ Spirit Class
- ☐ Sun Class

Avg Sentiment and Negative % by class

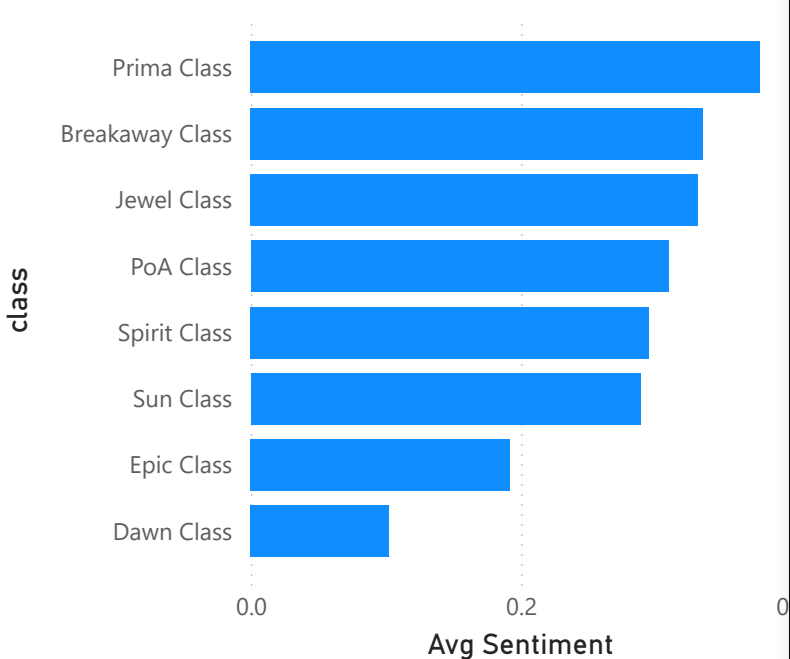


% of Negative Guest Feedback

30.37

Negative %

Avg Sentiment and Negative % by class

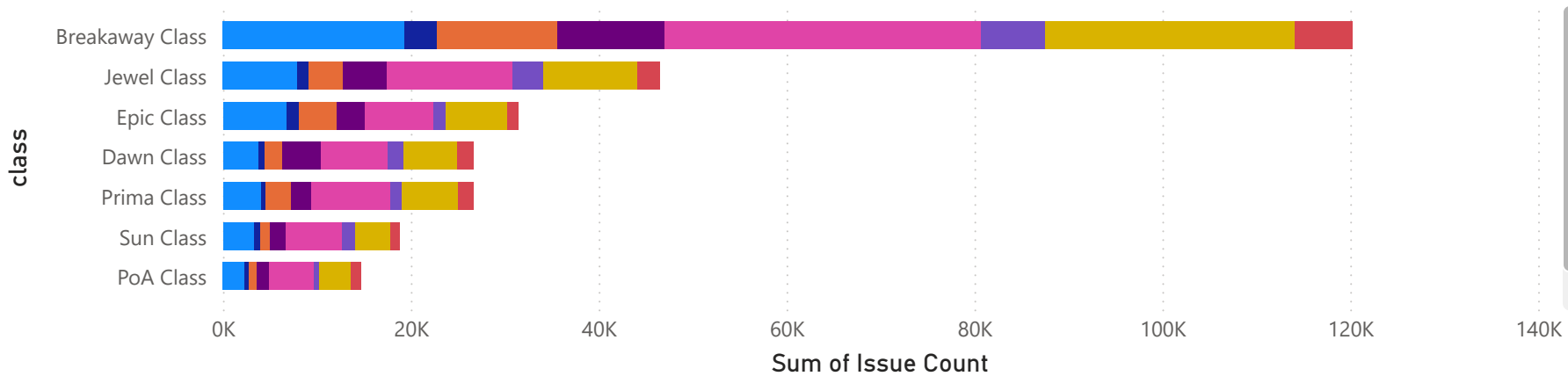


Prima Class had the highest Avg Sentiment (0.38) and Dawn Class had the highest Negative % (41.45).

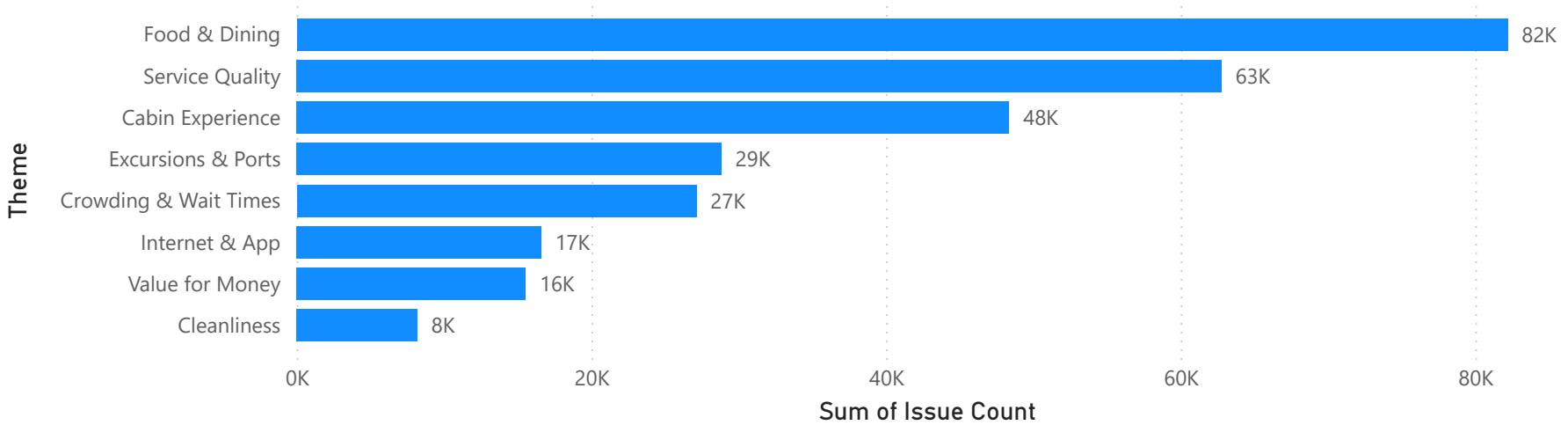
Across all 8 class, Avg Sentiment ranged from 0.10 to 0.38.

Distribution of Guest Experience Drivers by Ship Class

Theme Cabin Experience Cleanliness Crowding & Wait Times Excursions & Ports Food & Dining Internet & App Service Quality Value for Money



Primary Drivers of Negative Guest Experience



Theme Intensity Heatmap by Ship Class

class	Cabin Experience	Cleanliness	Crowding & Wait Times	Excursions & Ports	Food & Dining	Internet & App	Service Quality	Value for Money
Breakaway Class	19374	3478	12749	11373	33745	6757	26650	5000
Dawn Class	3821	614	1853	4108	7184	1704	5642	1000
Epic Class	6817	1238	4011	3080	7279	1349	6489	500
Total	48371	8188	27144	28830	82199	16591	62771	6500