

## **FEEDBACK LA BELLA VITA BARGE - 2012**

*We have nothing but good things to say about our trip. The crew was amazing. We would recommend them to anyone anytime. Attached is my response. Thank you and the rest of European Waterways for all your help in making this a great success. Sincerely, Stephen Friedheim II*

**Questionnaire completed by: Stephen Friedheim Barge travelled on: La Bella Vita Departure date: September 30, 2102**

### **PRE TOUR SERVICES**

Satisfied with speed of brochure: Excellent

Rate attitude and efficiency of reservations staff: Excellent

Rate knowledge of reservations staff: Excellent

Name of reservations staff (if known): Amanda, Gail, Isabelle, Julie, Kaudia

Pre-tour documentation received in timely manner: Excellent

Rate satisfaction with booking process: Excellent

Comments:

### **TRANSFERS**

Transfer to and from meeting point to hotel handled smoothly: Excellent

How was the timing and promptness: Excellent

### **VEHICLES AND DRIVERS**

Vehicle cleanliness: Excellent

Driver competence: Excellent

Driver courtesy: Excellent

Comments:

### **TOURS AND TOUR GUIDES**

Tour guide's name: Andrea and Isabella

How would you rate them: Excellent

Rate daily sightseeing excursions: Excellent

Comments:

### **ON BOARD**

Please rate your cabin: Above average

Please rate the bathroom: Above average

Please rate the public areas: Excellent

Please rate the facilities on board: Excellent

Please rate the food: Excellent

Please rate the drinks and wines: Excellent

Name of your chef: Sylvia

Comments: Sylvia and her staff were excellent. They took us on a tour of Italy and provided not only a great menu but also terrific food. Everything was superb. Not only is Sylvia a magnificent chef, but she is also an amazing fortune teller. She gave me a daily fortune that was extremely accurate. Amazing!! Grazie mille and Hvala lijepa!!

What did you enjoy most? My wife and I have been on approximately 30 cruises over the years. Large vessels, small vessels, oceans, rivers and canals. The crew of the La Bella Vita were without a doubt the best crew we have experienced on any vessel. Everyone from the Captain to youngest member of the crew was willing to anything necessary to make the cruise a wonderful experience. They succeeded and deserve the highest praise. Grazie mille and Hvala lijepa!!

What did you enjoy least? It ended much too soon

How would you sum up your experience of barging?

It is impossible to get a more relaxing and personal experience than on a barge. The La Bella Vita Captain and crew were the best we have every experienced. They made the destinations and the journey the most pleasant and memorable cruise we have ever experienced.

May we use your quote in our newsletter or website? Yes

**Questionnaire completed by: Judith Voiers - Barge travelled on: La Bella Vita Departure date: September 30, 2012**

Attached is our completed survey. This was the best cruise we have ever taken and the reason was the OUTSTANDING crew.

**PRE TOUR SERVICES**

Satisfied with speed of brochure: Excellent  
Rate attitude and efficiency of reservations staff: Excellent  
Rate knowledge of reservations staff: Excellent  
Name of reservations staff (if known):  
Pre-tour documentation received in timely manner: Excellent  
Rate satisfaction with booking process: Excellent  
Comments:

**TRANSFERS**

Transfer to and from meeting point to hotel handled smoothly: Excellent  
How was the timing and promptness: Excellent

**VEHICLES AND DRIVERS**

Vehicle cleanliness: Excellent  
Driver competence: Excellent  
Driver courtesy: Excellent  
Comments:

**TOURS AND TOUR GUIDES**

Tour guide's name: Isabella and Andrea  
How would you rate them: Excellent  
Rate daily sightseeing excursions: Excellent  
Comments: Isabella and Andrea were extremely helpful, friendly, accommodating, and professional. We looked forward to every tour under their guidance and supervision.

**ON BOARD**

Please rate your cabin: Excellent  
Please rate the bathroom: Excellent  
Please rate the public areas: Excellent  
Please rate the facilities on board: Excellent  
Please rate the food: Excellent  
Please rate the drinks and wines: Excellent  
Name of your chef: Silvia.Pinton  
Comments: The meals we absolutely incredible! The quality and variety were outstanding! Silvia is fabulous.

What did you enjoy most? The ENTIRE crew made our trip the best experience we have ever had on a cruise and we have cruised on Holland America, Viking, Uniworld, and Royal Caribbean . Aurelio Grguric, our food and beverage person, provided the most outstanding service we have ever had. He remembered EVERY request anyone made and anticipated everyone's needs. He has great potential to be a trainer for all your food service personnel.

What did you enjoy least? We enjoyed absolutely EVERYTHING and hated that the time went so quickly

How would you sum up your experience of barging? Absolutely the best we have ever taken!!!!

May we use your quote in our newsletter or website? YES

**Questionnaire completed by: Mary Barker Departure date: 30<sup>th</sup> September 2012**

**PRE TOUR SERVICES**

Satisfied with speed of brochure: Above average  
Rate attitude and efficiency of reservations staff: Above average  
Rate knowledge of reservations staff: Above average  
Name of reservations staff (if known): Amanda Green, Klaudia  
Pre-tour documentation received in timely manner: YES  
Rate satisfaction with booking process: Excellent  
Comments: Everything fine.

**TRANSFERS**

Transfer to and from meeting point to hotel handled smoothly: Excellent  
How was the timing and promptness: Excellent

**VEHICLES AND DRIVERS**

Vehicle cleanliness: Excellent  
Driver competence: Excellent  
Driver courtesy: Excellent  
Comments:

**TOURS AND TOUR GUIDES**

Tour guide's name: Andrea and Isabelle – both extremely helpful. They went out of their way to do everything they could to make the trip enjoyable.  
How would you rate them: Excellent  
Rate daily sightseeing excursions: Above average  
Comments: Excellent & well informed city guides

**ON BOARD**

Please rate your cabin: Excellent  
Please rate the bathroom: Excellent  
Please rate the public areas: Excellent  
Please rate the facilities on board: Excellent  
Please rate the food: Excellent  
Please rate the drinks and wines: Excellent  
Name of your chef: Sylvia  
Comments: Food was v. good. Aurelio was a first class & wonderful waiter. He anticipated one's every need. A most genuine person.

What did you enjoy most? The staff – excellent people (in contrast to my experience on La Belle Epoque) Bella Vita staff couldn't have been better.

What did you enjoy least? You included info on the Laguna Palace Hotel. I stayed there for 3 nights as this was the meeting point. My experience was disappointing – the staff were not helpful – particularly the late night person – there was no help with luggage. I was in a separate building & had to walk to another building for breakfast. My building had no restaurant or room service. I understand you have to arrange pick up outside Venice but I don't believe Laguna Palace deserves the advertising. They made no mention on their websites of separate buildings with different facilities. They mucked up my booking & it was in all ways an unsatisfactory hotel.

How would you sum up your experience of barging? I really enjoyed it – I've been on 3 cruises with European Waterways – 2 of which have been excellent. I like the small number of guests & the opportunity to interact with new people. The staff make the experience very special.

\*Also thank you for accommodating me in a suite – much appreciated & and also for the gift of the Murano vase. I will and do recommend you to my friends.

P.S. It might be good to be less definitive of the projected route of the barge. People read up on places mentioned and it seems it's necessary to change the route at times.

May we use your quote in our newsletter or website? YES

**PRE TOUR SERVICES**

Satisfied with speed of brochure: Excellent  
Rate attitude and efficiency of reservations staff: Excellent  
Rate knowledge of reservations staff: Excellent  
Name of reservations staff (if known): Excellent  
Pre-tour documentation received in timely manner: Excellent  
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Comments:

**TRANSFERS**

Transfer to and from meeting point to hotel handled smoothly: Excellent  
How was the timing and promptness: Excellent

**VEHICLES AND DRIVERS**

Vehicle cleanliness: Excellent  
Driver competence: Excellent  
Driver courtesy: Excellent  
Comments:

**TOURS AND TOUR GUIDES**

Tour guide's name: Isabella Favaretto  
How would you rate them: Excellent  
Rate daily sightseeing excursions: Excellent  
Comments: Isabella was fun, helpful, and knowledgeable. She went out of her way to help each of us have the best experience possible.

**ON BOARD**

Please rate your cabin: Excellent  
Please rate the bathroom: Excellent  
Please rate the public areas: Excellent  
Please rate the facilities on board: Excellent  
Please rate the food: Excellent  
Please rate the drinks and wines: Excellent  
Name of your chef: Silvia Plinton  
Comments: Silvia shared some of her recipes with us – the lasagne was especially popular. Since we returned home I have been able to duplicate and share this dish with friends.  
Aurelio was a wonderful host and the beverages and wines he served complemented the meals perfectly.

What did you enjoy most? The food and wines were spectacular. The personal excursions where we connected with people where they live – the parish priest in Revere and the family at the agriturismo. (?)

What did you enjoy least? Nothing comes to mind.

How would you sum up your experience of barging? Barging is everything I love about travelling everything is arranged so all I have to do is relax and enjoy the ride. The meals are always an experience in fine dining. The small group allows time and opportunity for stimulating conversation. The excursions provide sightseeing with knowledgeable guides and interactions with the people. Am able to share the cultural differences of Italy with my fellow travellers and enjoy each day.

May we use your quote in our newsletter or website? Yes