

CRUISE VISITOR SATISFACTION REPORT



2010

GRAND BAHAMA ISLAND
THE BAHAMAS MINISTRY OF TOURISM

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EXECUTIVE SUMMARY

Of the cruise passengers who had gotten off the ships:

- ✚ 94% of the cruise visitors had gotten off the ship once.
- ✚ 21% of them said that The Bahamas was better than other destinations visited.
- ✚ 98% (89.7% definitely will and 8.5% probably will) of them said that they would recommend the Bahamas to friends and relatives.

Enough Time in Port

- ✚ 76% of the cruise visitors said they had had enough time in Port.
- ✚ Of the persons who said that yes they had had enough time in port the *#1 reason people said yes was because they had done everything that they had wanted to do while in port.*

Likes and Dislikes of Cruise Visitors to Grand Bahama

Likes

- ✚ Cruise Visitors to Grand Bahama liked the friendly people (89%) and helpful people (57%).
- ✚ They liked the relaxation on the island (54% of them)
- ✚ They liked that they felt safe on the island (53%)
- ✚ They liked the cleanliness (52%)
- ✚ They liked the ocean (50%)
- ✚ They liked the beaches (49%)
- ✚ They liked the weather (49%)
- ✚ They liked the landscape (45%)

Dislikes

- ✚ 79% of the Cruise Visitors did not dislike anything in particular
- ✚ Some of them disliked the weather (6%)
- ✚ Some of them disliked that there was a limited variety of shops (4%)
- ✚ Some of them disliked that they felt hassled (4%)
- ✚ Some of them disliked that the salespeople were pushy (4%)
- ✚ Some of them disliked that it was expensive (2%)

Shopping Experience

- ✚ 79% of the cruise visitors said that they had gone shopping.
- ✚ 31% of them thought that the shopping experience was **Excellent**. *The top reasons they gave for this rating were that the shop clerks were helpful, nice and friendly, the shopping was nice/wonderful, the prices were good and there was a nice variety of goods.*
- ✚ *Of the comments received on shopping from those persons who had had an Excellent Shopping Experience, People (16%), General Positive (10%), Prices (7%), Shops and Stores (5%) were listed as the top 4 reasons.*

Straw Market Experience

- ✚ 74% of the cruise ship passengers to the Lucayan Harbour, Grand Bahama indicated that they had visited the Straw Market.
- ✚ 20% of the cruise visitors who had visited the Straw Market thought that the Straw Market experience was **Excellent** and the *top reasons they gave for this rating was that the people were friendly, helpful, nice, great, pleasant, courteous and polite. In addition, the straw market was good.*
- ✚ 1% of the cruise visitors thought that the Straw Market was **Not so good or awful** because they thought that the vendors were pushy/aggressive, and not willing to bargain. In addition some of them said that the straw market was very commercial.

Hair Braiding Experience

- ✚ 8% of the cruise visitors indicated that they had met some hair braiders.
- ✚ 39% of the cruise visitors who had met some hair braiders said that their hair braiding experience was **Excellent**. *The top reasons they gave for this rating was that the hair braiders had done a good job, they loved the hair styles (hair braiding looked nice) and the hair braiders were friendly and wonderful.*

People Offering Trips

- ✚ 3% of the cruise visitors indicated that yes they had met some people who were offering trips/visits.

Cruise Dock/Security Staff

- ✚ 20% of the cruise visitors thought that the cruise dock and security staff was **Excellent** and *the top reason was that they had had no problems.*
- ✚ 65% of them indicated that the cruise dock/security staff was **Good**.

Security Facilities and Processes

- ✚ 20% of the cruise visitors thought that the security facilities and processes were **Excellent** and *the top reasons they gave for this rating was that the service at the Port was fine, and they felt safe.*
- ✚ 70% of the cruise visitors indicated that the security facilities and processes were **Good**.

Beach Vendors Experience

- ✚ 22% of the cruise visitors indicated they had met some beach vendors.
- ✚ 26% of the cruise visitors who had met beach vendors indicated that their experience was **Excellent** and *the top reasons they gave for this rating was that the beach vendors were friendly, nice, wonderful and not pushy.*

Walk/Stroll Experience

- ✚ 69% of the cruise visitors indicated that they had gone for a walk/stroll.
- ✚ 26% of them thought that the Walk/Stroll experience was **Excellent** and *the top reasons they gave for this rating were general positive (14%) e.g. the stroll was wonderful/beautiful, scenery/sightseeing (13%), beaches (5%), Cleanliness (4%) and relaxing (3%). They also said that the people were friendly, and helpful.*

Restaurant and Café Experience

- ✚ 44% of the cruise visitors indicated that they had eaten or gotten something to drink in restaurants and cafes off the ship.
- ✚ 28% of the cruise visitors thought that the experience was **Excellent** and *the top reasons they gave was that the food was very good, awesome, and great, the restaurant was great/excellent, the service was good and the people were friendly.*

Taxi Experience

- ✚ 34% of the cruise visitors indicated that they had used a taxi.
- ✚ 45% of the cruise visitors who had used or met some taxi drivers indicated that their taxi experience was **Excellent** and *the top reasons they gave for this rating was that the taxi drivers were nice/very good, friendly, helpful, polite and informative.*
- ✚ 48% of them thought that the taxi experience was **Good**.
- ✚ 1% of the cruise visitors thought the experience was **Not so Good or Awful** primarily because the taxi was overcrowded or they just had a bad experience.

Port Lucaya and International Bazaar Experience

- ✚ 68% of the cruise visitors indicated that they had gone to Port Lucaya on this trip.
- ✚ 20% of the cruise visitors who had gone to Port Lucaya indicated that their experience was *Excellent*. The cruise visitors who thought that the experience was excellent did so for the following reasons: They thought it was different, wonderful, amazing beautiful the people were friendly/nice, informative, it was clean it was a good place to shop and the prices were good.
- ✚ 3% of the cruise visitors indicated that they had gone to the International Bazaar on this trip.

Bus/Jitney/Tour Bus/Casino/Single Thing

- ✚ 50% of the cruise visitors indicated that they had used a **bus/jitney/tour bus**.
- ✚ 6% of the cruise visitors indicated that they had gone to a **casino**.
- ✚ The #1 thing that cruise visitors said *would have made their trip better* was if they had had more time in port.

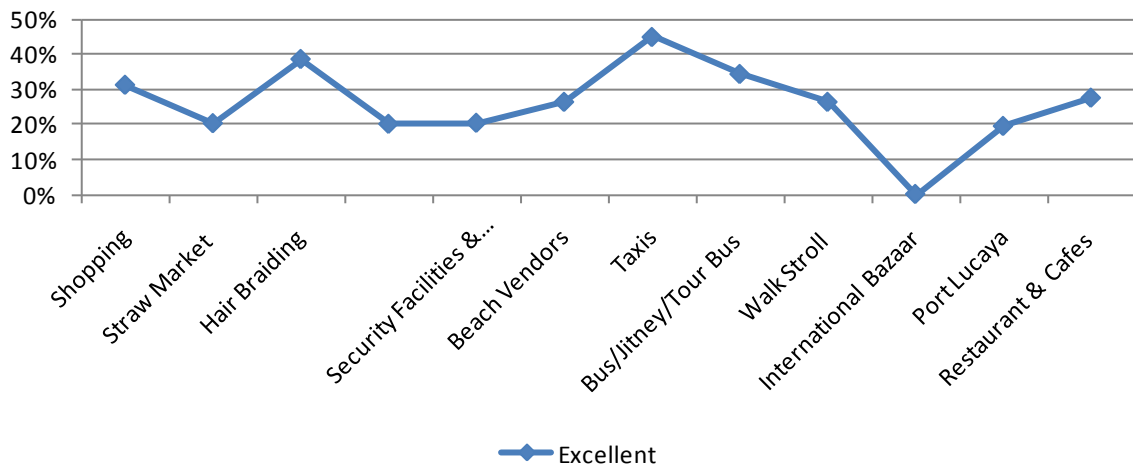
Demographics

- ✚ 63% of the cruise visitors were between 25 to 54 years of age.
- ✚ 25% of them had household incomes over \$100,000.
- ✚ 53% of them were traveling as a party of two persons.
- ✚ 23% of them were traveling as a party of five or more.
- ✚ 38% came on the cruise with children between the ages of 6 to 11 years of age and 37% were between the ages of 12-17 years of age.
- ✚ 96% of the cruise visitors were from the United States.
- ✚ 2% of them were from Canada
- ✚ 1% of them were from Europe.
- ✚ 1% of them were from Other Countries
- ✚ The top cruising states to Grand Bahama were Louisiana, Texas, Florida, North Carolina, Maryland, South Carolina and Virginia.

PRODUCT EXPERIENCE RATINGS SUMMARY
GRAND BAHAMA ISLAND
2010

EXPERIENCE	RATING				
	Excellent	Good	Ok	Not so Good	Awful
Shopping	31%	57%	9%	1%	0%
Straw Market	20%	64%	11%	1%	0%
Hair Braiding	39%	55%	3%	0%	0%
Cruise Dock/Security Staff	20%	65%	12%	2%	0%
Security Facilities & Processes	20%	70%	8%	1%	0%
Beach Vendors	26%	48%	17%	2%	0%
Taxis	45%	48%	4%	0%	1%
Bus/Jitney/Tour Bus	34%	60%	4%	1%	1%
Walk Stroll	26%	68%	3%	0%	0%
International Bazaar	n/a	n/a	n/a	n/a	n/a
Port Lucaya	20%	64%	5%	2%	0%
Restaurant & Cafes	28%	67%	2%	2%	0%

Excellent



INTRODUCTION

The Research and Statistics Department of the Ministry of Tourism has conducted a survey of cruise visitors to [The Islands of The Bahamas](#) for a number of years. In the past the survey was conducted in conjunction with the Cruise Lines on board their ships. The Ministry of Tourism re-launched the cruise survey in Grand Bahama and the focus was to not only give insight into the tourism product but help The Bahamas to fix any concerns that cruise visitors had about the destination. In 2010, [The Lucayan Harbour on Grand Bahama Island](#) received a total of 574,500 cruise visitors by first port of entry and 787,356 in total (1st 2nd and 3rd ports).

RESEARCH OBJECTIVES

1. Measure intention to recommend the Bahamas to friends and relatives
2. To discover if the cruise ships have passengers who disembark frequently.
3. To discover the likes and dislikes of the cruise visitors
4. To discover the number of persons who disembarked off the cruise ships and went shopping
5. To discover what cruise visitors thought of their shopping experience.
6. To discover what cruise visitors thought of the Straw Market
7. To discover if cruise visitors were dining off the ship and if they were what they thought of the experience.
8. To discover what parts of the Tourism product need work
9. To discover if cruise visitors were using taxis, ferries, bus/jitney, surreys, scooters, rental cars, etc. and what they thought of the experience.
10. To discover what cruise visitors thought of the Cruise Dock/Security Staff.
11. To discover what cruise visitors thought of the Security Facilities or Processes
12. To better understand the cruise passenger demographics

A copy of the cruise questionnaire is provided in the Appendix.

METHODOLOGY

In the past the survey was conducted in conjunction with the Cruise Lines and the methodology used was very different from the one that is used now. In the past the cruise surveys were placed on board the cruise ships in the rooms by the Chief Pursers and the cruise visitors were asked to fill them out. Over the years the sample size began to dwindle and as a result a new survey methodology was started to collect the information given by cruise visitors.

The cruise surveys are now conducted on island by way of interviews. Interviews are conducted on a year round basis on various days of the month. The method used in the selection of the sample for The Cruise Study can be described as a two-staged Systematic Probability Sampling. With this method every kth element (mainly every 5th person) in the sampling frame is selected.

During 2010, 8 ships which called at the port in Grand Bahama formed a part of the sample. A total of 388 interviews were completed during this period from these ships. The Discovery Sun and the Bahamas Celebration are not included in this sample because they are included in another survey.

As with any survey dependent upon random sampling, the percentages and averages in this report are subject to sampling error. The sample is used to estimate the population and differences exist between the result of the sample and the true underlying population value that is unknown. This difference is called sampling error and it is measurable. Sampling tolerances (error) for the percentages in this report are shown below.

**SAMPLING TOLERANCES
FOR PERCENTAGES AT OR NEAR THESE LEVELS*
2010**

Place of Survey	Base	5% or 95%	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Grand Bahama	388	± 2.2%	± 3.0%	± 4.0%	± 4.6%	± 4.9%	± 5.0%

* 95% Confidence level

For example, if 50% of the stopover visitors to Grand Bahama Island gave a particular response, 95 times out of 100 times, the answer would be no higher than 55.0% and no lower than 45.0% (a margin of plus or minus 5.0%).

CRUISELINES AND CRUISESHIPS IN SAMPLE

					Grand Bahama
Cruiseline Name	Carnival Cruise Lines	Ship Name	Carnival Conquest	Count	41
				Col %	10.6%
			Carnival Glory	Count	17
				Col %	4.4%
			Carnival Pride	Count	53
				Col %	13.7%
			Carnival Triumph	Count	80
				Col %	20.6%
			Fantasy	Count	34
				Col %	8.8%
			Fascination	Count	25
				Col %	6.4%
			Sensation	Count	77
				Col %	19.8%
	Norwegian Cruises	Ship Name	Norwegian Sky	Count	61
				Col %	15.7%
Total	Count				388
	Col %				100.0%

MAIN FINDINGS

All information is based on the cruise passengers who got off the cruise ships.

NUMBER OF TIMES PASSENGERS GOT OFF SHIP

NUMBER OF TIMES GOT OFF SHIP			Grand Bahama
Number of Times Off Ship	One	Count	366
		Col %	94.3%
	Two	Count	20
		Col %	5.2%
	Three	Count	1
		Col %	.3%
	Four	Count	1
		Col %	.3%
Total	Count		388
	Col %		100.0%

- + 94% of the Cruise visitors indicated that they had gotten off the ship once.
- + 5% indicated that they had gotten off the ship twice.

DID PASSENGERS HAVE ENOUGH TIME IN THE BAHAMAS

DID YOU HAVE ENOUGH TIME HERE ON THIS VISIT?

			Grand Bahama
Do you feel you've had enough time here on this visit?	Yes had enough time	Count	293
		Col %	75.7%
	No, would have preferred longer	Count	88
		Col %	22.7%
	Don't Know/No answer	Count	6
		Col %	1.6%
Total	Count	387	
	Col %	100.0%	

- ✚ 76% of the cruise visitors indicated that yes, they had had enough time in the port here on this visit.
- ✚ 23% of the cruise visitors indicated that no, they would have preferred to stay longer.

Cruise visitors Who Had Enough Time in Port

Cruise visitors who had had enough time in the Port in Grand Bahama Island indicated the following reasons for their answer:

ENOUGH TIME COMMENTS (2010)

COMMENTS RECEIVED				Grand Bahama	
				Count	Col %
Do you feel you've had enough time here on this visit?	Yes had enough time	Enough time on Visit	Activities	4	3%
			Beaches	2	1%
			Environment	1	1%
			General	70	48%
			Length of Stay	9	6%
			People	3	2%
			Relaxation	3	2%
			Scenery/Sightseeing	1	1%
			Sea/Water	1	1%
			Shops and Stores	15	10%
			Sports	2	1%
			Tour/Excursions	9	6%
			Weather/Climate	1	1%
			Activities (neg.)	2	1%
			General Comm. (neg.)	11	8%
			Information (neg.)	1	1%
			Length of Stay (neg.)	3	2%
			Scenery/Sightseeing (neg.)	1	1%
			Shops & Stores (neg.)	2	1%
			Tours/Excursions (neg.)	2	1%
Want to Go Somewhere Else	1	1%			
Weather/Climate (neg.)	2	1%			
TOTAL				146	100%

- ✚ 83% of the comments received from cruise visitors about why they had *had enough time* in port were positive and 17% of them were negative.

Positive Comments: Yes Had Enough Time in Port

- ✚ 48% of the comments received from cruise visitors who had *had enough time in the port* of Grand Bahama Island were General (positive), for example:
 - They had done everything that they had wanted to do
 - They had done a lot
 - They had a nice time/had enjoyed themselves
 - They were able to see a lot of the island
 - They had been here before

- ✚ 10% of the comments received from cruise visitors who had ***had enough time*** were positive about the shops and stores i.e. they were happy that they had the opportunity to shop
 - They had enough time to go shopping.
 - Had done a tour and shopping
 - Had seen everything and shopped
 - Had eaten and shopped

- ✚ 6% of the comments received from visitors who had ***had enough time in port*** were about their length of stay (positive from the visitor's perspective), for example:
 - That the ship didn't leave until later (in other words, they had plenty of time left in port, if needed e.g. Ship is here until 4:00).
 - Had plenty of time to do things
 - Had enough time to see what they wanted to see
 - Had enough time to do what they wanted to do

- ✚ 6% of the comments received from visitors who had ***had enough time in port*** were about their tours/excursions, for example:
 - Got to do at least one tour
 - Got to do a tour and see the island

Negative Comments: Yes Had Enough Time in Port

- ✚ 8% of the comments received from cruise visitors who had ***had enough time*** in port were ***negative general comments***, for example:
 - They had had enough time because they were tired.
 - Saw other Caribbean islands and they are all the same
 - They were ready to go back to the ship
 - A lot of walking
 - They had spent all their money/run out of money

Cruise Visitors Who Did Not Have Enough Time in Port

Cruise visitors who did not have enough time in the Port of Grand Bahama Island indicated the following reasons for their answer:

ENOUGH TIME COMMENTS (2010)				Grand Bahama	
				Count	Col %
Do you feel you've had enough time here on this visit?	No, would have preferred longer	Enough time on Visit	Beaches	1	1%
			General	11	12%
			Length of Stay	43	46%
			Scenery/Sightseeing	1	1%
			Shops and Stores	3	3%
			Sports	2	2%
			Tour/Excursions	4	4%
			Activities (neg.)	1	1%
			General Comm. (neg.)	4	4%
			Length of Stay (neg.)	16	17%
			Scenery/Sightseeing (neg.)	1	1%
			Tours/Excursions (neg.)	5	5%
			Tours/Excursions (sugg)	1	1%
			TOTAL		

- ✚ 70% of the comments received from cruise visitors about why they had *not had enough time* in port were positive (the bulk of which was based on length of stay) and 30% of them were negative.

Positive Comments: No Did Not Have Enough Time in Port

- ✚ 46% of the cruise visitors interviewed who had *not had enough time* in the Port on Grand Bahama Island indicated the following reasons:
 - That they simply needed **more time** in port, i.e. **Length of Stay** was too short. (*Length of stay in this instance is positive from the perspective of the destination because these persons can possibly be converted into land based visitors in the future*).
 - Some needed more time to explore the island.
 - Some said that they did not have enough time in port because their ship had gotten in late and was leaving too early. “Seems like they had to leave the minute that they arrived”
 - Some needed more time to do more things
 - Some needed more time on certain tours e.g. fishing tour, on beach

- ✚ 12% of the comments received from cruise visitors who had *not had enough time in the port* of Grand Bahama Island were General positive
 - Some said that they wanted to see more of the island
 - Some wanted to see and do more things on the island
 - Some said that they would like to live on the island

Negative Comments: No Did Not Have Enough Time in Port

- ✚ 17% of the comments received from cruise visitors who did *not have enough time* in port were *negative length of stay comments* like:
 - Felt rushed, time too short
 - Needed more time after tour to shop
 - Not enough time to do a tour and tour the island
- ✚ 5% of the comments received from cruise visitors who did *not have enough time* in port were *negative tour/excursion comments* like:
 - Tour did not show up for them
 - Tour/Excursion was cancelled
 - Tour was not long enough

Suggestion Comments: No Did Not Have Enough Time in Port

- ✚ More tours are needed as they are all booked up too fast

CRUISE VISITORS LIKED THE FOLLOWING ABOUT THE BAHAMAS

WHAT DID YOU LIKE ABOUT THE BAHAMAS? (2010)

		Grand Bahama	
		Count	Col %
Likes About the Bahamas	Friendly People	345	88.9%
	Helpful People	221	57.0%
	Relaxing	211	54.4%
	Felt Safe	206	53.1%
	Clean	200	51.5%
	Ocean	192	49.5%
	Beaches	191	49.2%
	Weather	188	48.5%
	Landscape	175	45.1%
	Variety of Shops	125	32.2%
	Architecture	90	23.2%
	Plenty to do	89	22.9%
	Value for Money	78	20.1%
	Cheap to shop/good deals	72	18.6%
	It was as hoped	43	11.1%
	Unusual-Not like anywhere else	38	9.8%
	Didn't like anything in particular	4	1.0%
Other	1	.3%	

- ✚ 89% of the cruise visitors interviewed who visited Grand Bahama liked the **friendly people** in the Bahamas.
- ✚ 57% liked the **helpful people** that they met in the Bahamas.
- ✚ 54% of them liked the Bahamas for **relaxing**.
- ✚ 53% of them liked that they **felt safe** in the Bahamas.
- ✚ 50% of them liked the **ocean**.
- ✚ 49% of them liked the **beaches**.
- ✚ 49% of them liked the **weather**.
- ✚ 45% of them liked the **landscape**
- ✚ 32% of them liked the variety of shops.
- ✚ 23% of them liked the **Architecture** in the Bahamas.

CRUISE VISITORS DISLIKED THE FOLLOWING

WHAT DID YOU DISLIKE ABOUT THE BAHAMAS? (2010)

		Grand Bahama	
		Count	Col %
Dislikes About the Bahamas	Didn't dislike anything in particular	305	78.6%
	Weather	23	5.9%
	Limited Variety of Shops	15	3.9%
	Felt Hassled	15	3.9%
	Salespeople were pushy	14	3.6%
	Expensive/Pricey	8	2.1%
	Other	8	2.1%
	Felt Ripped Off	4	1.0%
	Wasn't anything special/different	4	1.0%
	Not Clean	3	.8%
	Landscape	2	.5%
	Beaches	2	.5%
	Unhelpful/rude people	2	.5%
	Boring	2	.5%
	Architecture	1	.3%
	Ocean	1	.3%
	Didn't feel safe	1	.3%
	Shops closed early	1	.3%
	Slow Service	1	.3%
No Response	1	.3%	

- ✚ 79% of the cruise visitors interviewed who visited Grand Bahama indicated that there was nothing in particular that they disliked about the Bahamas.
- ✚ 6% of them disliked the weather (too cold, or too hot)
- ✚ 4% of them disliked the limited variety of shops
- ✚ 4% of them disliked the pushy salespeople that they had met.

SHOPPING EXPERIENCE

DID YOU DO ANY SHOPPING TODAY? (2010)

			Grand Bahama
Did you do any shopping today?	Yes	Count	305
		Col %	78.6%
	No	Count	81
		Col %	20.9%
	Non Response	Count	2
		Col %	.5%
Total	Count	388	
	Col %	100.0%	

- ✚ 79% of the cruise visitors to the Port in Grand Bahama Island indicated that they had done some form of shopping.
- ✚ 21% of them indicated that they had not done any shopping.
- ✚ Many of the cruise passengers who shopped did so at the pier straw market and shops and in Port Lucaya.

Shopping Experience Rating

Cruise visitors were asked about their shopping experiences and asked to rate it. This is what they thought:

RATING OF SHOPPING EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Not so Good	Count	2
		Col %	.7%
	Ok	Count	28
		Col %	9.1%
	Good	Count	174
		Col %	56.7%
	Excellent	Count	96
		Col %	31.3%
	Non Response	Count	7
		Col %	2.3%
	Total	Count	307
		Col %	100.0%

- ✦ 31% of the cruise visitors interviewed at the Port Grand Bahama Island indicated that their shopping experience was **Excellent**.
- ✦ 57% of the cruise visitors indicated that their shopping experience was **Good**.
- ✦ 9% indicated that their shopping experience was **Ok**.
- ✦ 1% of them indicated that their shopping experience was **Not so good or awful**.

Cruise visitors who thought that the shopping experience was Excellent, Good or OK indicated the following reasons:

Excellent Shopping Experience

Of the comments received on shopping from those persons who had had an Excellent Shopping Experience, People (16%), General Positive (10%), Prices (7%), and Shops and Stores (5%) were listed as the top 4 reasons.

- ✦ *People:* Shop clerks were helpful
- ✦ *People:* Salesclerks were nice/pleasant
- ✦ *People:* Salesclerks/merchants were friendly
- ✦ *General:* Everything was great/good
- ✦ *General:* Enjoyed it
- ✦ *Prices:* Prices were good/great
- ✦ *Prices:* Prices were right
- ✦ *Prices:* Prices were nice
- ✦ *Shops and Stores:* Shopping was very nice
- ✦ *Shops and Stores:* Good deals
- ✦ *Shops and Stores:* Nice variety of goods

Some of the cruise visitors who thought that the shopping experience was Excellent did express these negative opinions:

Negative

- ✦ *Shops and Stores:* Stores need more of a selection/variety/too much of the same thing
- ✦ *Prices:* Expensive/high prices
- ✦ *People:* Vendors were pushy
- ✦ *Length of Stay:* Not enough time to shop
- ✦ *General:* Air conditioning needed in the stalls

Of the comments received on shopping from those persons who had had a Good Shopping Experience, General Positive (15%), People (9%) and Shops and Stores (4%) were listed as the top 3 reasons.

Good Shopping Experience

Positive

- + General: Shopping was good/great
- + General: Shopping was nice
- + General: Shopping was fun
- + People: People were helpful
- + People: People were nice
- + People: People were friendly
- + People: People were thankful
- + People: People were very polite
- + Shops and Stores: They found everything they wanted
- + Shops and Stores: Good variety of things in stores
- + Shops and Stores: Shopped at the pier

*Some of the cruise visitors who thought that the shopping experience was **Good** did express these negative opinions: Of the comments received from them on shopping Shops and Stores (10%) and Prices (7%) were the top negative comments.*

Negative

- + Shops and Stores: Stores need more of a selection/variety
- + Shops and Stores: A lot of stores were closed
- + Shops and Stores: More shops/stores needed
- + Shops and Stores: Not enough things/crafts made in the Bahamas
- + Shops and Stores: Air conditioning needed in stores
- + Prices: Expensive/high prices/need cheaper prices
- + People: Salesclerks/vendors were too pushy
- + General: Did not know their way around

Ok Shopping Experience

Positive

- + People: Everyone was friendly
- + Shops and Stores: Some shops were better than others

*Some of the cruise visitors who thought that the shopping experience was **Ok** did express these negative opinions:*

Negative

- ✚ *Shops and Stores:* More variety needed (a major complaint)
- ✚ *Shops and Stores:* More shops needed
- ✚ *Shops and Stores:* Need a larger shopping area
- ✚ *Shops and Stores:* Shops need more native items
- ✚ *Prices:* Shopping too expensive/pricey
- ✚ *People:* Vendors too pushy

Not So Good or Awful Shopping Experience

- ✚ *Shops and Stores:* Need more variety of goods
- ✚ *Shops and Stores:* Not enough shops/need more shops

Suggestions

Good Shopping Experience

- ✚ Need places for people to sit awhile
- ✚ Need shuttles to Port Lucaya

STRAWMARKET AND STRAW VENDORS

DID YOU VISIT THE STRAWMARKET? (2010)

			Grand Bahama
Did you get a chance to visit the Straw Market?	Yes	Count	288
		Col %	74.2%
	No	Count	98
		Col %	25.3%
	Non Response	Count	2
		Col %	.5%
Total	Count	388	
	Col %	100.0%	

✚ 74% of the cruise ship passengers to the Port in Grand Bahama Island indicated that they had visited the Straw Market.

✚ 25% of them said that they had not visited the Straw Market.

Straw Market Experience Rating

HOW WOULD YOU RATE YOUR STRAWMARKET EXPERIENCE? (2010)

			Grand Bahama
How would you rate that experience?	Not so Good	Count	4
		Col %	1.4%
	Ok	Count	31
		Col %	10.7%
	Good	Count	186
		Col %	64.1%
	Excellent	Count	59
		Col %	20.3%
	Non Response	Count	10
		Col %	3.4%
	Total	Count	290
		Col %	100.0%

✚ 20% of the cruise visitors who had visited the Straw Market indicated that their Straw Market experience was *Excellent*.

- ✚ 64% of the cruise visitors indicated that their Straw Market experience was **Good**.
- ✚ 11% indicated that their Straw Market experience was **Ok**.
- ✚ 1% of them said that their Straw Market experience was **Not so good or awful**.

STRAW VENDORS

Of the comments received on the straw market experience from those persons who had had an Excellent Experience, the People (23%) were listed as the number one reason.

Cruise visitors who thought that the Straw Market experience was Excellent, Good or OK indicated the following reasons:

Excellent Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were helpful
- ✚ *People:* Vendors were nice/pleasant
- ✚ *People:* Vendors were great
- ✚ *People:* Vendors were courteous
- ✚ *People:* Vendors were polite

Some of the visitors who thought that the straw market experience was Excellent did express these negative opinions:

- ✚ *People:* Some vendors were pushy

Good Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were helpful
- ✚ *People:* Vendors were nice
- ✚ *People:* Vendors were polite
- ✚ *People:* Vendors were welcoming

*Some of the visitors who thought that the straw market experience was **good** did express these negative opinions:*

- ✚ *People:* Vendors were pushy
- ✚ *People:* Some of the vendors were rude
- ✚ *People:* Vendors were aggressive
- ✚ *People:* Vendors were very competitive
- ✚ *Prices:* Vendors could give better prices

Ok Straw Market Experience

- ✚ *People:* Vendors were friendly
- ✚ *People:* Vendors were nice
- ✚ *People:* Vendors were eager

*Some of the visitors who thought that the straw market experience was **OK** did express these negative opinions:*

- ✚ *People:* Vendors were too pushy
- ✚ *Prices:* Prices were too steep/expensive

Not so Good or Awful Straw Market Experience

- ✚ *People:* Vendors were too aggressive
- ✚ *People:* Vendors were not willing to bargain

STRAW MARKET

The visitor experience in the straw market is affected by what the cruise visitors think of the straw vendors as well as what they think of the straw market itself.

Excellent Straw Market Experience

- ✚ *Straw Market:* Straw Market at the Pier great
- ✚ *Straw Market:* Straw Market at the Pier very nice
- ✚ *Straw Market:* Straw Market at Pier was good

Good Straw Market Experience

- ✚ *Straw Market:* Straw Market was clean
- ✚ *Straw Market:* Straw Market was close to the pier
- ✚ *Straw Market:* Straw Market very nice
- ✚ *Straw Market:* Straw Market was fun

OK Straw Market Experience

- ✚ *Straw Market:* Straw Market was nice
- ✚ *Straw Market:* Drinks in Straw Market cheaper than the ship/boat

*Some of the visitors who thought that the straw market experience was **Ok** did express these negative opinions:*

- ✚ *Straw Market:* Straw Market was very commercial

HAIR BRAIDING

DID YOU MEET ANY HAIR BRAIDERS? (2010)

			Grand Bahama
Did you meet any hair braiders?	Yes	Count	31
		Col %	8.0%
	No	Count	357
		Col %	92.0%
Total	Count	388	
	Col %	100.0%	

- ✚ 8% of the cruise visitors indicated that yes they had met some hair braiders.
- ✚ 92% of them indicated that they had not met any hair braiders.

Hair Braiding Experience Rating

RATING OF HAIR BRAIDING EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Ok	Count	1
		Col %	3.2%
	Good	Count	17
		Col %	54.8%
	Excellent	Count	12
		Col %	38.7%
	Non Response	Count	1
		Col %	3.2%
	Total	Count	31
		Col %	100.0%

- ✚ 39% of the cruise visitors who had met some hair braiders indicated that their hair braiding experience was *Excellent*.
- ✚ 55% of the cruise visitors indicated that their hair braiding experience was *Good*.
- ✚ 3% indicated that their hair braiding experience was **Ok**.

Cruise visitors who thought that the Hair Braiding experience was Excellent, Good or Ok indicated the following reasons:

Excellent Hair Braiding Experience

- ✚ Hair Braiding: Good job
- ✚ Hair Braiding: Very nice work
- ✚ Hair Braiding: Hair braiding looked nice
- ✚ People: Hair Braiders were friendly
- ✚ People: Hair Braiders were wonderful

Good Hair Braiding Experience

- ✚ Hair Braiding: Hair braiding was very nice
- ✚ People: Hair Braiders were sweet people
- ✚ People: Hair Braiders were friendly

PEOPLE OFFERING TRIPS OR VISITS

DID YOU MEET ANY PEOPLE OFFERING TRIPS/VISITS? (2010)

			Grand Bahama
Did you meet any people offering trips/visits?	Yes	Count	13
		Col %	3.4%
	No	Count	372
		Col %	95.9%
	Non Response	Count	3
		Col %	.8%
Total		Count	388
		Col %	100.0%

- ✚ 3% of the cruise visitors indicated that yes they had met some people who were offering trips/visits.
- ✚ 96% of them indicated that they had not met some people who were offering trips/visits.

CRUISE DOCK/SECURITY STAFF

Cruise Dock/Security Staff Rating

RATING OF CRUISE DOCK EXPERIENCE (2010)

			Grand Bahama
What did you think of the Cruise Dock/Security Staff	Not so Good	Count	6
		Col %	1.5%
	Ok	Count	45
		Col %	11.6%
	Good	Count	252
		Col %	64.9%
	Excellent	Count	78
		Col %	20.1%
	Non Response	Count	7
		Col %	1.8%
Total		Count	388
		Col %	100.0%

- ✚ 20% of the cruise visitors thought that the cruise dock and security staff was ***Excellent***.
- ✚ 65% of the cruise visitors indicated that the cruise dock/security staff was ***Good***.
- ✚ 12% indicated that the cruise dock/security staff was ***Ok***.
- ✚ 2% of them indicated that their cruise dock/security staff experience was ***Not so good or awful***.

Excellent Experience Comments on Cruise Dock/Security Staff

- ✚ ***General:*** Cruise Dock/Security Staff no problem

Good Experience Comments on Cruise Dock/Security Staff

- ✚ ***People:*** Cruise Dock/Security Staff didn't see any
- ✚ ***People:*** Cruise Dock/Security Staff were very friendly
- ✚ ***People:*** Cruise Dock/Security Staff were helpful
- ✚ ***People:*** Cruise Dock/Security Staff were nice
- ✚ ***People:*** Cruise Dock/Security Staff were good/wonderful

OK Experience Comments on Cruise Dock/Security Staff

- ✚ People: Cruise Dock/Security Staff none was visible
- ✚ People: Cruise Dock/Security Staff were fine
- ✚ People: Cruise Dock/Security Staff were friendly

SECURITY FACILITIES AND PROCESSES

Security Facilities and Processes Rating

RATING OF SECURITY FACILITIES AND PROCESSES (2010)

			Grand Bahama
What did you think of the Security facilities or Processes?	Not so Good	Count	4
		Col %	1.0%
	Ok	Count	32
		Col %	8.2%
	Good	Count	271
		Col %	69.8%
	Excellent	Count	79
		Col %	20.4%
	Non Response	Count	2
		Col %	.5%
	Total	Count	388
		Col %	100.0%

- ✚ 20% of the cruise visitors thought that the security facilities and processes were **Excellent**.
- ✚ 70% of the cruise visitors indicated that the security facilities and processes were **Good**.
- ✚ 8% indicated that the security facilities and processes were **Ok**.
- ✚ 1% of them indicated that their security facilities and processes experience was **Not so good or awful**.

Cruise visitors who thought that the Security facilities and Processes were Excellent indicated the following reasons:

Excellent Experience with Security Facilities and Processes

- ✚ *General:* Security facilities/processes fine
- ✚ *General:* Security facilities/processes well done
- ✚ *Safety:* Felt protected/safe

Good Experience with Cruise Dock/Security Staff

- ✚ *Safety:* Felt protected/safe
- ✚ *Frontier Formalities:* Easy to get through/Easy
- ✚ *Frontier Formalities:* Easy access
- ✚ *General:* Works well/good/fine

Ok Experience with Security Facilities/Processes

- ✚ *General:* Everything ok

BEACH VENDORS/BEACH EXPERIENCE

DID YOU MEET ANY BEACH VENDORS? (2010)

			Grand Bahama
Did you meet any beach vendors?	Yes	Count	85
		Col %	21.9%
	No	Count	301
		Col %	77.6%
	Non Response	Count	2
		Col %	.5%
Total	Count	388	
	Col %	100.0%	

- ✚ 22% of the cruise visitors indicated that yes they had met some beach vendors.
- ✚ 78% of them indicated that they had not met any beach vendors.

Beach Vendor/Beach Experience Rating

RATING OF BEACH VENDOR EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Not so Good	Count	2
		Col %	2.3%
	Ok	Count	15
		Col %	17.2%
	Good	Count	42
		Col %	48.3%
	Excellent	Count	23
		Col %	26.4%
	Non Response	Count	5
		Col %	5.7%
	Total	Count	87
		Col %	100.0%

- ✚ 26% of the cruise visitors who had met beach vendors or gone to the beach indicated that their experience was *Excellent*.

- ✚ 48% of the cruise visitors indicated that their beach vendors/beach experience was **Good**.
- ✚ 17% indicated that their beach vendors/beach experience was **Ok**.
- ✚ 2% of them indicated that their beach vendor/beach experience was **Not so good** or **awful**.

Excellent Experience with the Beach Vendors

- ✚ *People*: Beach Vendors were wonderful
- ✚ *People*: Beach Vendors were nice
- ✚ *People*: Beach Vendors were friendly
- ✚ *People*: Beach Vendors were not pushy

Good Experience with the Beach Vendors

- ✚ *General*: Everything was fine
- ✚ *General*: Everything was wonderful
- ✚ *People*: Beach Vendors were not pushy

*Some of the visitors who thought that the beach vendor experience was **Good** did express these negative opinions:*

- ✚ *People*: Beach Vendors were pushy

Ok Experience with the Beach Vendors

- ✚ *People*: Beach Vendors were not pushy

*Some of the visitors who thought that the beach vendor experience was **OK** did express these negative opinions:*

- ✚ *People*: Too many beach vendors

Not So Good or Awful Experience with the Beach Vendors


- ✚ *People*: Beach Vendors did not have anything to drink or eat

TAXI EXPERIENCE

DID YOU USE A TAXI? (2010)

			Grand Bahama
Did you use a taxi?	Yes	Count	130
		Col %	33.5%
	No	Count	257
		Col %	66.2%
	Non Response	Count	1
		Col %	.3%
Total		Count	388
		Col %	100.0%

 34% of the cruise visitors indicated that they had used a taxi.

 66% of them indicated that they had not used a taxi.

This information on taxi usage above does not necessarily include the taxis that were used in City tours, etc.

Taxi Experience Rating

RATING OF TAXI EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Awful	Count	1
		Col %	.8%
	Ok	Count	5
		Col %	3.8%
	Good	Count	63
		Col %	48.1%
	Excellent	Count	59
		Col %	45.0%
	Non Response	Count	3
		Col %	2.3%
Total		Count	131
		Col %	100.0%

- ✚ 45% of the cruise visitors who had met some taxi drivers indicated that their taxi experience was ***Excellent***.
- ✚ 48% of the cruise visitors indicated that their taxi experience was ***Good***.
- ✚ 4% indicated that their taxi experience was ***Ok***.
- ✚ 1% of them indicated that their taxi experience was ***Not so good or awful***.

Excellent Experience with the Taxis

- ✚ *People:* Taxi Driver was nice/kind
- ✚ *People:* Taxi Driver was very good/wonderful
- ✚ *People:* Taxi Driver was very funny/sense of humour
- ✚ *People:* Taxi driver was very friendly
- ✚ *People:* Taxi Driver was a good driver
- ✚ *People:* Taxi Driver helpful
- ✚ *People:* Taxi Driver very informative

Good Experience with the Taxis

- ✚ *People:* Taxi driver was very nice
- ✚ *People:* Taxi Driver was very knowledgeable/informative
- ✚ *People:* Taxi Driver was great
- ✚ *People:* Taxi Driver was very polite
- ✚ *People:* Taxi Driver was very helpful
- ✚ *People:* Taxi Driver was very friendly
- ✚ *People:* Taxi Driver was a wonderful driver
- ✚ *People:* Taxi Driver was very funny/fun
- ✚ *People:* Taxi Driver gave good service

But some of the persons who thought that the Taxi Experience was Good also felt that:

- ✚ *Local transportation:* Going was good but coming back was not good
- ✚ *Local transportation:* Taxi went to fast/sped
- ✚ *Local transportation:* Crowded the bus with too many people
- ✚ *Local transportation:* Taxi needed AC/Air Condition
- ✚ *People:* Taxi driver did not have change so lost money

Ok Experience with the Taxis

- ✚ People: Taxi Driver was good
- ✚ People: Taxi driver was ok
- ✚ People: Taxi Driver was good going and coming back

But some of the persons who thought that the Taxi Experience was OK also felt that:

- ✚ Local transportation: Taxis had no AC/Air Condition
- ✚ Local transportation: Taxi not in good condition

Not So Good or Awful Experience with the Taxis

- ✚ Local transportation: Bad taxi experience
- ✚ Local transportation: Crowded the bus with too many people

WATER TAXI

DID YOU USE A WATER TAXI/FERRY? (2010)

			Grand Bahama
Did you use a ferry/water taxi?	Yes	Count	7
		Col %	1.8%
	No	Count	377
		Col %	97.2%
	Non Response	Count	4
		Col %	1.0%
Total		Count	388
		Col %	100.0%

- ✚ 2% of the cruise visitors indicated that they had used a ferry.
- ✚ 97% of them indicated that they had not used a ferry.

BUS/JITNEY/TOUR BUS EXPERIENCE

The Port in Grand Bahama is uniquely different from the Port in Nassau/Paradise Island when it comes to its location in relation to the city. The Lucayan Harbour is a few miles away from the city. When cruise visitors to Grand Bahama indicated that they had used a bus, in many instances they were referring to the tour bus that took them on a tour. For this reason, half (50%) of the cruise passengers used a bus. The tour buses in some instances were also taxi buses driven by taxi drivers.

DID YOU USE A BUS/JITNEY? (2010)

			Grand Bahama
Did you use a bus/jitney?	Yes	Count	194
		Col %	50.0%
	No	Count	193
		Col %	49.7%
	Non Response	Count	1
		Col %	.3%
Total		Count	388
		Col %	100.0%

- ✚ 50% of the cruise visitors indicated that they had used a bus/jitney.
- ✚ 50% of them indicated that they had not used a bus/jitney.

Bus/Jitney Experience Rating

RATING OF BUS/JITNEY EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Awful	Count	1
		Col %	.5%
	Not so Good	Count	1
		Col %	.5%
	Ok	Count	7
		Col %	3.6%
	Good	Count	116
		Col %	59.5%
	Excellent	Count	67
		Col %	34.4%
	Non Response	Count	3
		Col %	1.5%
	Total	Count	195
		Col %	100.0%

- ✚ 34% of the cruise visitors who had used a bus/jitney indicated that their experience was ***Excellent***.
- ✚ 60% of the cruise visitors indicated that their bus/jitney experience was ***Good***.
- ✚ 4% indicated that their bus/jitney experience was ***Ok***.
- ✚ 1% indicated that their bus/jitney experience was ***Not so Good or Awful***.

Excellent Experience with the Bus/Jitney/Tour Bus

- ✚ *People:* Bus Driver was great/wonderful/super
- ✚ *People:* Driver was courteous
- ✚ *People:* Driver was friendly
- ✚ *People:* Driver was funny
- ✚ *People:* Driver was very informative/knowledgeable
- ✚ *People:* Driver was very interesting
- ✚ *People:* Driver did a good job
- ✚ *Local Transportation:* Ride was comfortable
- ✚ *Local Transportation:* Good/fine driving/good driver
- ✚ *Local Transportation:* Ride was good/Enjoyed ride/Wonderful bus ride

*But some of the persons who thought that the Taxi Experience was **Excellent** also felt that:*

- ✚ *Local Transportation:* Bus needed air conditioning

Good Experience with the Bus/Jitney

- ✚ *People:* Bus driver was friendly
- ✚ *People:* Bus driver was great
- ✚ *People:* Bus driver was nice
- ✚ *People:* Driver was very professional
- ✚ *People:* Driver was very informative/knowledgeable
- ✚ *Local Transportation:* Good/fine driving/good driver
- ✚ *Local Transportation:* Bus experience was good
- ✚ *Local Transportation:* Bus ride great/enjoyable

*But some of the persons who thought that the Taxi Experience was **Good** also felt that:*

- ✚ *Local Transportation:* Bus was hot

Ok Experience with the Bus/Jitney

*Some of the persons who thought that the Taxi Experience was **OK** felt that:*

- ✚ *Local Transportation:* Bus needed AC/air conditioning
- ✚ *Local Transportation:* Bus in poor repair e.g. Windows needed fixing

Not so Good or Awful Experience with the Bus

- ✚ *Local Transportation:* Not enough buses at the port
- ✚ *Local Transportation:* Bus caught on fire

MOTOR SCOOTER EXPERIENCE

- ✚ Most of the cruise visitors (99.7%) indicated that they did not use a motor scooter.

RENTAL CAR EXPERIENCE

- ✚ 0.5% of the cruise visitors said that they had rented a car.
- ✚ Most of the cruise visitors (99.5%) indicated that they did not rent a car.

WALK/STROLL EXPERIENCE

DID YOU GO FOR A WALK/STROLL? (2010)

			Grand Bahama
Did you go for a walk/stroll?	Yes	Count	267
		Col %	68.8%
	No	Count	119
		Col %	30.7%
	Non Response	Count	2
		Col %	.5%
Total		Count	388
		Col %	100.0%

✚ 69% of the cruise visitors indicated that they had gone for a walk/stroll.

✚ 31% of them indicated that they had not gone for a walk/stroll.

(Walk/stroll in this instance does not refer to the normal walking that is needed to get a person from the ship to the pier or downtown, etc. It refers to a deliberate intent of the person to go for a non essential walk/stroll)

Walk/Stroll Experience Rating

RATING OF WALK/STROLL EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Not so Good	Count	1
		Col %	.4%
	Ok	Count	9
		Col %	3.3%
	Good	Count	184
		Col %	68.4%
	Excellent	Count	71
		Col %	26.4%
	Non Response	Count	4
		Col %	1.5%
Total		Count	269
		Col %	100.0%

✚ 26% of the cruise visitors who had gone for a walk/stroll indicated that their experience was **Excellent**.

✚ 68% of the cruise visitors indicated that their walk/stroll experience was **Good**.

✚ 3% indicated that their walk/stroll experience was **Ok**.

Cruise visitors who thought that the Walk/Stroll experience was Excellent indicated the following reasons:

Excellent Walk/Stroll Experience

- + General: Walk/Stroll was wonderful
- + General: Walk/Stroll was good/real good
- + General: Walk/Stroll was beautiful
- + General: Walk/Stroll was not crowded
- + General: Walk/Stroll was very nice
- + Scenery/Sightseeing: Beautiful island/beautiful scenery
- + Scenery/Sightseeing: Lots to see
- + Scenery/Sightseeing: Gardens pretty/beautiful
- + Beaches: Beaches were beautiful
- + Beaches: Loved the beach
- + Litter/Cleanliness: Very clean
- + Litter/Cleanliness: Restrooms were very clean
- + Relaxation: Walk/stroll was very relaxing/Enjoyed relaxing
- + People: People were friendly
- + People: People are helpful
- + Weather/Climate: Weather was great/Weather was beautiful
- + Length of Stay: Wanted more time on Walk/stroll
- + Entertainment: Liked the music
- + Safety: Felt secure on walk/stroll

But some of the persons who thought that the Walk/Stroll Experience was Excellent also felt that:

- + Length of Stay: Not enough time at the Garden of the Groves

Good Walk/Stroll Experience

- + General: Walk/Stroll was enjoyable/pleasurable
- + General: Walk/Stroll was awesome/wonderful
- + General: Walk/Stroll was comfortable
- + General: Walk/Stroll was interesting
- + General: Walk/Stroll was good
- + General: Walk/Stroll was nice
- + General: Beautiful experience
- + Entertainment: Liked music on the dock
- + Environment: Beautiful environment

- ✚ *Activity*: Garden of the Groves very nice
- ✚ *Litter/Cleanliness*: Clean
- ✚ *Litter/Cleanliness*: Roads were very clean
- ✚ *Scenery/Sightseeing*: Beautiful island
- ✚ *Scenery/Sightseeing*: Gardens pretty/beautiful
- ✚ *Relaxation*: Walk/stroll was very relaxing/Enjoyed relaxing
- ✚ *Weather/Climate*: Great weather
- ✚ *Weather/Climate*: Nice weather

But some of the persons who thought that the Walk/Stroll Experience was Good also felt that:

- ✚ *Weather/Climate*: It was too hot/warm
- ✚ *Weather/Climate*: It was windy/breezy

Ok Walk Stroll Experience

Some of the persons who thought that the Walk/Stroll Experience was Ok also felt that:

- ✚ *Weather/Climate*: It was too windy

Not So Good or Awful Walk/Stroll Experience

- ✚ *Weather/Climate*: It was very windy

RESTAURANTS AND CAFES EXPERIENCE

**DID YOU EAT OR DRINK IN ANY RESTAURANTS, CAFES, OR BARS
WHILE YOUR WERE HERE? (2010)**

			Grand Bahama
Did you eat or drink in any restaurants, cafes or bars while you were here?	Yes	Count	170
		Col %	43.8%
	No	Count	217
		Col %	55.9%
	Non Response	Count	1
		Col %	.3%
Total	Count	388	
	Col %	100.0%	

- ✚ 44% of the cruise visitors indicated that they had eaten or gotten something to drink in restaurants and cafes off the ship.
- ✚ 56% of them indicated that they had not eaten in restaurants and cafes off the ship.

Restaurants & Cafes Experience Rating

RATING OF RESTAURANT, CAFE, BAR EXPERIENCE (2010)

			Grand Bahama
How would you rate that experience?	Not so Good	Count	3
		Col %	1.8%
	Ok	Count	4
		Col %	2.4%
	Good	Count	113
		Col %	66.5%
	Excellent	Count	47
		Col %	27.6%
	Non Response	Count	3
		Col %	1.8%
	Total	Count	170
		Col %	100.0%

- ✚ 28% of the cruise visitors who had eaten in a restaurant or cafe indicated that their experience was *Excellent*.

- ✚ 67% of the cruise visitors indicated that their restaurant or cafe experience was **Good**.
- ✚ 2% indicated that their restaurant or cafe experience was **Ok**.
- ✚ 2% of them indicated that their restaurant or cafe experience was **Not so good or Awful**.

Excellent Restaurant Experience

- ✚ *Food*: Bahamian food was awesome/great/very good e.g. Prop Club
- ✚ *Food*: Drinks were good
- ✚ *Restaurant*: Restaurant was good
- ✚ *Restaurant*: Restaurant was excellent e.g. Rum Runner's Bar, Agave
- ✚ *Service*: Service was good
- ✚ *People*: Staff at restaurant were friendly e.g. After Deck, Prop Club

Good Restaurant Experience

- ✚ *Food*: Food/Drink was good/great
- ✚ *Restaurant*: Restaurant was good e.g. Seaman's Rest, Mangrove Garden, After Deck, Quiznos, Rum Runners, Beach Bar, Zorbas, Daddy Brown's Shack
- ✚ *Restaurant*: Restaurant was very relaxing
- ✚ *People*: People in restaurant were friendly
- ✚ *People*: People in restaurant were nice
- ✚ *Service*: Restaurant service was good
- ✚ *Prices*: Prices were good



But some of the persons who thought that the Restaurant Experience was Good also felt that:

- ✚ *Prices*: Restaurant was expensive
- ✚ *Service*: Service was slow



Ok Restaurant Experience

- ✚ *Restaurant*: Restaurant was OK

But some of the persons who thought that the Restaurant Experience was OK also felt that:

-  *Service:* Service was slow
-  *Restaurants:* Expected more

Not So Good or Awful Restaurant Experience

-  *Prices:* Drinks were expensive
-  *Service:* Service was slow

CASINO EXPERIENCE

DID YOU VISIT A CASINO ON THIS TRIP? (2010)

			Grand Bahama
Did you visit a casino on this visit?	Yes	Count	25
		Col %	6.4%
	No	Count	360
		Col %	92.8%
	Non Response	Count	3
		Col %	.8%
Total		Count	388
		Col %	100.0%

- ✚ 6% of the cruise visitors indicated that they had gone to a casino on island this trip.
- ✚ 93% of them indicated that they had not gone to a casino on island this trip.

Cruise Visitors had the following to say about the Casinos in Grand Bahama

Positive

- ✚ *General:* Casino was great/excellent/very nice
- ✚ *General:* Won money in casino
- ✚ *General:* Just walked through
- ✚ *General:* Casino was fun
- ✚ *People:* Casino staff were friendly
- ✚ *People:* Casino staff were polite
- ✚ *Litter/cleanliness:* Casino bathroom was clean

Negative

- ✚ *Casino:* Casino was very small
- ✚ *Casino:* Lost money
- ✚ *Casino:* Did not win enough money

PORT LUCAYA EXPERIENCE

DID YOU GET A CHANCE TO VISIT PORT LUCAYA (2010)

			Grand Bahama
Did you get a chance to visit Port Lucaya?	Yes	Count	264
		Col %	68.0%
	No	Count	121
		Col %	31.2%
	Non Response	Count	3
		Col %	.8%
Total	Count	388	
	Col %	100.0%	

- ✚ 68% of the cruise visitors indicated that they had gone to Port Lucaya on this trip.
- ✚ 31% of them indicated that they had not gone to Port Lucaya this trip.

RATING OF PORT LUCAYA EXPERIENCE (2010)

			Grand Bahama
How would you rate the experience of Port Lucaya?	Not so Good	Count	4
		Col %	1.5%
	Ok	Count	13
		Col %	4.9%
	Good	Count	170
		Col %	63.7%
	Excellent	Count	52
		Col %	19.5%
	No Response	Count	28
		Col %	10.5%
	Total	Count	267
		Col %	100.0%

- ✚ 20% of the cruise visitors who had gone to Port Lucaya indicated that their experience was ***Excellent***.
- ✚ 64% of the cruise visitors indicated that their Port Lucaya experience was ***Good***.

- ✚ 5% indicated that their Port Lucaya experience was **Ok**.
- ✚ 2% of them indicated that their Port Lucaya experience was **Not so good or Awful**.

Excellent Port Lucaya Experience

- ✚ *General*: Port Lucaya was different
- ✚ *General*: Port Lucaya was wonderful/amazing
- ✚ *General*: Port Lucaya was nice
- ✚ *General*: Port Lucaya was quiet
- ✚ *Scenery/Sightseeing*: Port Lucaya was beautiful/pretty/lovely
- ✚ *People*: People were nice
- ✚ *People*: People were friendly
- ✚ *People*: People were informative
- ✚ *Litter/Cleanliness*: Port Lucaya was clean
- ✚ *Shops and Stores*: Port Lucaya nice place for shopping
- ✚ *Prices*: Prices were good

But some of the persons who thought that the Port Lucaya Experience was Excellent also felt that:

- ✚ *General*: Port Lucaya was crowded

Good Port Lucaya Experience

- ✚ *General*: Port Lucaya was different
- ✚ *General*: Port Lucaya was interesting
- ✚ *General*: Port Lucaya was nice
- ✚ *General*: Port Lucaya was quiet
- ✚ *Litter/Cleanliness*: Port Lucaya was clean
- ✚ *Litter/Cleanliness*: Restrooms were available and clean
- ✚ *People*: People were nice
- ✚ *People*: People were friendly
- ✚ *Scenery/Sightseeing*: Port Lucaya was beautiful/pretty

But some of the persons who thought that the Port Lucaya Experience was Good also felt that:

- ✚ *Shops and Stores*: A lot of shops/stores were closed
- ✚ *People*: Vendors were too pushy

✚ *General:* Port Lucaya was crowded

Ok Port Lucaya Experience

Some of the persons who thought that the Port Lucaya Experience was OK felt that:

✚ *Shops and Stores:* Stores did not have variety/Too much of the same thing

✚ *People:* Vendors were too pushy

Not so Good /Awful Port Lucaya Experience

✚ Vendors were too aggressive/pushy

INTERNATIONAL BAZAAR EXPERIENCE

DID YOU GET A CHANCE TO VISIT THE INTERNATIONAL BAZAAR (2010)

			Grand Bahama
Did you get a chance to visit the Int'l Bazaar?	Yes	Count	11
		Col %	2.8%
	No	Count	372
		Col %	95.9%
	Non Response	Count	5
		Col %	1.3%
Total	Count	388	
	Col %	100.0%	

- ✚ 3% of the cruise visitors indicated that they had gone to the International Bazaar on this trip.
- ✚ 96% of them indicated that they had not gone to the International Bazaar this trip.

SHOWS

DID YOU VISIT ANY SHOWS ON THIS TRIP? (2010)

			Grand Bahama
Did you visit any shows on this trip?	No	Count	386
		Col %	99.5%
	Non Response	Count	2
		Col %	.5%
Total	Count	388	
	Col %	100.0%	

- ✚ 99.5% of the cruise visitors said that they did not visit a show during their visit to the Bahamas.

NIGHTCLUBS

DID YOU VISIT A NIGHTCLUB? (2010)

			Grand Bahama
Did you visit any nightclubs on this trip?	No	Count	384
		Col %	99.0%
	Non Response	Count	4
		Col %	1.0%
Total	Count	388	
	Col %	100.0%	

- ✚ Virtually all of the cruise visitors said that they did not visit a nightclub during their visit to the Bahamas. This is not surprising as there are currently no ships that overnight in the Port on Grand Bahama Island.

WHAT WOULD HAVE MADE TRIP MORE ENJOYABLE

- ✚ 20% of the cruise visitors interviewed said that their length of stay i.e., more time in port would have made their trip to the Bahamas, more enjoyable.
- ✚ 41% of the cruise visitors interviewed said generally positive things about their trip when asked if there was anything that would have made their trip more enjoyable, for example, 17% of them said “Nothing”, everything was great as it is.
- ✚ 13% of them said that if there had been better weather (not so hot, cooler weather, not cold, more sun, less rain not windy, etc.) on their trip it would have made the trip more enjoyable.

TOP 6 THINGS THAT WOULD HAVE MADE TRIP BETTER

GRAND BAHAMA ISLAND

2010

			Description
1	Length of Stay (pos.)	20%	More time
2	Better Weather	13%	Too hot, too cold, too windy, more sunshine, less rain, etc.
3	General (Neg.)	5%	Things closer to dock, seen more of island, had more money, etc.
4	Length of Stay (neg)	3%	Not being rushed
5	Tours/Excursions (neg)	3%	Tour cancelled, Tour did not show up, etc.
6	Prices	3%	Cheaper prices
7	Shops & Stores (neg)	2%	More stores, more variety in stores

Cruise visitors also said that their trip would have been more enjoyable if:

- ✚ *Length of Stay:* If they had more time to do other things on the island
- ✚ *Length of Stay:* If they had more time to relax
- ✚ *Length of Stay:* If they had more time so that they didn't feel rushed
- ✚ *Length of Stay:* If they had more time on the beach
- ✚ *Length of Stay:* More time to visit Pirates of the Caribbean site
- ✚ *Weather/Climate:* If the weather were better i.e. not so cold, not so hot, cooler, less wind, less rain, more sunshine
- ✚ *General:* If Harbour was not so far from shopping
- ✚ *General:* If they had stayed at the port
- ✚ *General:* If there were more benches
- ✚ *General:* If there was more of a variety
- ✚ *General:* If the air conditioning was working
- ✚ *General:* If they could have seen more of the island
- ✚ *General:* More things closer to the dock
- ✚ *General:* If not tired
- ✚ *General:* If it was more welcoming on the island
- ✚ *General:* If they had more money
- ✚ *Tours/Excursions:* If the tour/excursion had not been cancelled
- ✚ *Tours/Excursions:* If the purchased tour had shown up
- ✚ *Tours/Excursions:* If they did not feel ripped off
- ✚ *Prices:* If prices were better/Cheaper prices
- ✚ *Shops & Stores:* If there were more shops
- ✚ *Shops & Stores:* If there were more variety in shops
- ✚ *Activities:* More things to do/More activities
- ✚ *Activities:* More things to do at the Harbour
- ✚ *Beaches:* If they had gone to the beach
- ✚ *Casino:* If they had won money in the casino
- ✚ *Local Transportation:* If they had a moped/scooter to ride
- ✚ *Local Transportation:* If the bus ride was better
- ✚ *Local Transportation:* If taxi driver were more organized
- ✚ *Local Transportation:* If the taxi drivers did not load so many people at a time into taxi
- ✚ *Local Transportation:* If there was less waiting on the bus
- ✚ *Local Transportation:* If the tour bus had air conditioning
- ✚ *Service:* If the bus picked them up on time
- ✚ *Sports:* If there were better golfing tours

Suggestions given by cruise visitors to make trip more enjoyable if:

- ✚ *Signs:* More signage so that visitors can know where to go
- ✚ *Food:* Free drinks
- ✚ *Beaches:* More umbrellas needed on beach for shade
- ✚ *Development:* More air conditioning in areas
- ✚ *Entertainment:* Music in the streets where ever they go
- ✚ *Entertainment:* More local music
- ✚ *General:* If there were ceiling fans in the waiting area of the port
- ✚ *Information:* If there were more readily available information on the island that visitors could get easily on board the ships, etc.
- ✚ *Length of Stay:* If the ship could stay longer e.g. 2 days
- ✚ *Restaurants:* More bars and lounges at the Harbour
- ✚ *Shops & Stores:* More things made in the Bahamas in stores

LIKELIHOOD TO RECOMMEND THE BAHAMAS

HOW LIKELY ARE YOU TO RECOMMEND DESTINATION TO FRIENDS AND FAMILY (2010)

			Grand Bahama
How likely are you to recommend the Bah. to friends and relatives?	Definitely will recommend it	Count	348
		Col %	89.7%
	Probably will recommend it	Count	33
		Col %	8.5%
	Probably won't recommend it	Count	5
		Col %	1.3%
	Definitely won't recommend it	Count	2
		Col %	.5%
Total	Count	388	
	Col %	100.0%	

- ✚ 89.7% of the cruise visitors to Grand Bahama Island indicated that they would definitely recommend the Bahamas to their friends and relatives.
- ✚ 8.5% of them indicated that they probably would recommend the Bahamas to their friends and relatives.
- ✚ 1.8% of them said that they probably would not or definitely would not recommend the Bah.

**GRAND BAHAMA ISLAND VERSUS OTHER CRUISE
DESTINATIONS VISITED**

**HOW DOES YOUR VISIT HERE COMPARE WITH OTHER CRUISE DESTINATIONS
VISITED? (2010)**

			Grand Bahama
How does your visit compare to other cruise destinations visited?	Better than other destinations	Count	80
		Col %	20.6%
	About the same	Count	166
		Col %	42.8%
	Not as good as other destinations	Count	11
		Col %	2.8%
	Don't Know/No Answer	Count	131
		Col %	33.8%
Total	Count	388	
	Col %	100.0%	

- ✚ 21% of the cruise visitors indicated that the Bahamas was better than other destinations.
- ✚ 43% of them thought it was about the same as other destinations.
- ✚ 3% of them thought it was not as good as other destinations.
- ✚ 34% of them did not know or did not give an answer.

**DEMOGRAPHICS
GRAND BAHAMA ISLAND
CRUISE VISITORS
2010**

LIKELY RECOMMEND	98.2%
AGE	
18-24	5.2%
25-34	18.6%
35-44	21.4%
45-54	22.9%
55-64	21.1%
65 yrs. & over	9.8%
AGE OF CHILD TRAVELLING	
Under 12 months	3.2%
Age 1 to 5	14.0%
Age 6 to 11	37.6%
Age 12 to 17	36.6%
Over 17 yrs.	8.6%
SEX	
Male	33.2%
Female	65.7%
TRAVELLING PARTY SIZE	
One	0.3%
Two	53.4%
Three	7.7%
Four	14.7%
Five or More	23.2%
HOW VISITORS WERE TRAVELLING	
Alone	0.3%
As a couple	46.1%
As a family	37.4%
As a group	15.5%

Cruise visitors who said that they were travelling as a couple differed from the travel party size of 2 because there were people who were travelling as a party of 2 who considered themselves a family/group not a couple e.g. 2 friends

**DEMOGRAPHICS
GRAND BAHAMA ISLAND
CRUISE VISITORS
2010**

HOUSEHOLD INCOME	
Under \$25,000	3.1%
\$25,001-\$50,000	14.9%
\$50,001-\$75,000	20.4%
\$75,001-\$100,000	19.1%
\$100,001 and over	25.0%
TOP STATES: WHERE YOU LIVE	
Louisiana	14.2%
Texas	10.5%
Florida	10.3%
North Carolina	7.1%
Maryland	5.0%
South Carolina	4.7%
Virginia	4.5%
COUNTRY OF RESIDENCE	
USA	95.6%
Canada	1.8%
Europe	1.0%
Other	1.0%

*Non Response for household income not included in the above table.

Grand Bahama Island does not receive the quantity of ships that Nassau/Paradise Island does. For this reason there are differences between these islands on some of the key demographics like household income and top states, etc.

Age**AGE OF RESPONDENT (2010)**

			Grand Bahama
Age of Respondent	18-24	Count	20
		Col %	5.2%
	25-34	Count	72
		Col %	18.6%
	35-44	Count	83
		Col %	21.4%
	45-54	Count	89
		Col %	22.9%
	55-64	Count	82
		Col %	21.1%
	65-74	Count	34
		Col %	8.8%
	75+	Count	4
		Col %	1.0%
	No Response	Count	4
		Col %	1.0%
Total		Count	388
		Col %	100.0%

- ✚ 63% of the cruise visitors were between the ages of 25 to 54.
- ✚ 31% of them were over 55 and over.

Age of Children Traveling With Parents

AGE OF CHILDREN COMING ON THE CRUISE SHIPS (2010)

		Grand Bahama	
		Count	Col %
Age of Child Travelling	Under 12 months	3	3.2%
	Age 1 to 5	13	14.0%
	Age 6 to 11	35	37.6%
	Age 12 to 17	34	36.6%
	Over 17	8	8.6%

- ✚ 3% of the children traveling with parents were under 12 months.
- ✚ 14% of them were between the ages of 1 to 5.
- ✚ 38% of them were between the ages of 6 to 11.
- ✚ 37% of them were between the ages of 12 to 17.
- ✚ 9% of the children traveling with parents were over 17.

(These children were not small children but adults who came on a cruise with their parents).

Sex

SEX OF RESPONDENT (2010)

			Grand Bahama
Sex of Respondent	Male	Count	129
		Col %	33.2%
	Female	Count	255
		Col %	65.7%
	No Response	Count	4
		Col %	1.0%
Total		Count	388
		Col %	100.0%

- ✚ 66% of the cruise visitors were female.

Travelling Party Size

TRAVELING PARTY SIZE (2010)

			Grand Bahama
Travel Party Size	One	Count	1
		Col %	.3%
	Two	Count	207
		Col %	53.4%
	Three	Count	30
		Col %	7.7%
	Four	Count	57
		Col %	14.7%
	Five	Count	17
		Col %	4.4%
	Six or more	Count	73
		Col %	18.8%
	Non Response	Count	3
		Col %	.8%
Total		Count	388
		Col %	100.0%

- ✚ 53% of the cruise visitors were traveling as a party of two persons.
- ✚ 8% of them were traveling as a party of three.
- ✚ 15% of them were traveling as a party of four.
- ✚ 4% of them were traveling as a party of five.
- ✚ 19% of them were traveling as a party of six or more
- ✚ The average party size was 5.

Income**INCOME OF RESPONDENT (2010)**

			Grand Bahama
Income of Respondent	Under \$25,000	Count	12
		Col %	3.1%
	\$25,001 to \$50,000	Count	58
		Col %	14.9%
	\$50,001 to \$75,000	Count	79
		Col %	20.4%
	\$75,001 to \$100,000	Count	74
		Col %	19.1%
	\$100,001 to \$125,000	Count	38
		Col %	9.8%
	\$125,001 to \$150,000	Count	25
		Col %	6.4%
	\$150,001 to \$200,000	Count	26
		Col %	6.7%
	\$200,001 to \$250,000	Count	4
		Col %	1.0%
	\$250,001 to \$325,000	Count	2
		Col %	.5%
	\$325,001 to \$400,000	Count	1
		Col %	.3%
	Over \$500,000	Count	1
		Col %	.3%
	No Response	Count	68
		Col %	17.5%
Total		Count	388
		Col %	100.0%

- ✚ 3% of the cruise visitors had household incomes under \$25,000.
- ✚ 54% of them had household incomes of \$25,001 to \$100,000.
- ✚ One quarter (25%) of them had household incomes over 100,000.

Country of Residence

COUNTRY OF RESIDENCE (2010)

			Grand Bahama
Country of Residence	USA	Count	371
		Col %	95.6%
	Canada	Count	7
		Col %	1.8%
	UK	Count	2
		Col %	.5%
	Switzerland	Count	1
		Col %	.3%
	Norway	Count	1
		Col %	.3%
	Spain	Count	1
		Col %	.3%
	Australia	Count	1
		Col %	.3%
	Mexico	Count	1
		Col %	.3%
	Peru	Count	1
		Col %	.3%
	No Response	Count	2
		Col %	.5%
Total		Count	388
		Col %	100.0%

- ✚ 96% of the cruise visitors to the Port in Grand Bahama Island were from the United States.
- ✚ 2% of them were from Canada
- ✚ 1% of them were from Europe
- ✚ 1% of them were from Other Countries

STATE/PROVINCE OF RESIDENCE (2010)

		Grand Bahama	
		Count	Col %
State or Province where you live	Alabama	8	2.1%
	Arkansas	1	0.3%
	California	6	1.6%
	Colorado	1	0.3%
	Connecticut	1	0.3%
	Delaware	3	0.8%
	District of Columbia	1	0.3%
	Florida	39	10.3%
	Georgia	8	2.1%
	Illinois	3	0.8%
	Indiana	3	0.8%
	Iowa	2	0.5%
	Kansas	4	1.1%
	Kentucky	7	1.8%
	Louisiana	54	14.2%
	Maryland	19	5.0%
	Massachusetts	3	0.8%
	Michigan	13	3.4%
	Mississippi	14	3.7%
	Missouri	4	1.1%
	Nebraska	1	0.3%
	Nevada	2	0.5%
	New Hampshire	1	0.3%
	New Jersey	8	2.1%
	New York	12	3.2%
	North Carolina	27	7.1%
	Ohio	8	2.1%
	Oklahoma	6	1.6%
	Oregon	1	0.3%
	Pennsylvania	16	4.2%
	South Carolina	18	4.7%
	Tennessee	3	0.8%
	Texas	40	10.5%
	Utah	3	0.8%
Vermont	1	0.3%	
Virginia	17	4.5%	
Washington State	1	0.3%	
West Virginia	4	1.1%	
Wisconsin	4	1.1%	
U.S. Resident	4	1.1%	
Alberta	1	0.3%	
Ontario	5	1.3%	
Saskatchewan	1	0.3%	
Non Response	2	0.5%	

CRUISE PASSENGER COMMENTS

Enough Time Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Enough time	Activities	<p>Did a tour and liked everything we saw and did Got his activity done. Got to do activity and shop</p>
		Beaches	<p>Beaches were beautiful, water was soft. Would have liked to have stayed on the beach longer</p>
		Environment	<p>Because I enjoyed the atmosphere</p>
		General	<p>Enjoyed the day, saw a little. Would like to have seen more of the island Would of like to have seen more of the island, what I saw so far was great Great time. Just walked on the port It was wonderful Did a three hour tour and still got to shop. Would of like to see where the native lived Went everywhere they could and enjoyed it Did what we wanted to do Enjoyed it. Saw a lot of things.</p>

Island Grand Bahama	maincomtype Enough time	Commentcategory General	Did what we wanted to do. Positive Comments
			<p>Here on the island for a few hours.</p> <p>Saw what they needed to see.</p> <p>Was able to do everything wanted to do.</p> <p>Did all I wanted to do.</p> <p>Got a chance to see what we wanted.</p> <p>Did everything that they wanted, enjoyed every minute of it.</p> <p>Wanted to see and do more things.</p> <p>Saw a little of the island.</p> <p>Had a good time.</p> <p>Did what they planned to do today</p> <p>Just shopped at the pier. Enjoyed the day at the pier</p> <p>Would love to stay on the island</p> <p>Saw what they wanted to see</p> <p>Did everything we wanted</p> <p>Saw a little of the island</p> <p>Did everything that I wanted to do</p> <p>Did everything I wanted to do.</p> <p>Did what I wanted to do an excursion and shop.</p> <p>Saw a little</p> <p>Did everything we wanted to do</p> <p>Did a little of everything.</p> <p>Had a good day didn't feel rushed.</p> <p>Did what I wanted to do, and went where I wanted to go.</p> <p>Had time to do tour and other things.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Enough time	General	<p>Would like to stay on the island</p> <p>Did everything we wanted to do</p> <p>Wanted to see more</p> <p>Had all day to tour the island and shop</p> <p>Did all we planned to do</p> <p>Did everything they wanted to do</p> <p>Saw enough for one day stay.</p> <p>Got to see and do a lot.</p> <p>Got a lot done.</p> <p>Had enough time to do what I wanted.</p> <p>Went to the gardens and went shopping.</p> <p>Saw a lot.</p> <p>Needed to see more things on the island</p> <p>Saw what they wanted to see</p> <p>Saw a little of the island.</p> <p>Need to see more of the island</p> <p>Did a little shopping and toured a bit of the island</p> <p>Did everything I wanted to do</p> <p>We're coming back.</p> <p>Got to see beach and shops, had lunch</p> <p>Had a golf plan ahead of time. Everything was right on time</p> <p>Nothing</p> <p>Got to do what we wanted to do</p> <p>We're out</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Enough time	General	<p>Had a nice time</p> <p>Did everything</p> <p>Was on the island two months ago</p> <p>Had a good time</p> <p>Would of like to of seen more of the island.</p> <p>Did everything that I wanted to do.</p> <p>Saw a little of the island.</p> <p>Did everything they wanted to do.</p> <p>Did everything they wanted to do, better than Nassau, more fun also.</p> <p>Saw what we wanted to see.</p> <p>Did what we wanted to do, lots of time.</p> <p>Did what I wanted to do.</p> <p>Did everything I wanted to do.</p> <p>Did everything</p> <p>Saw a little of the island.</p> <p>Would like to live here.</p>
		Length of Stay	<p>Needed more time to see the island.</p> <p>More time</p> <p>Would like more time</p> <p>More time.</p> <p>More time or longer stay</p> <p>More time in Port Lucaya</p> <p>Need more time to do more things</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Enough time	Length of Stay	<p>Give you a lot of time to see the island.</p> <p>More time</p> <p>Enough time for one tour</p> <p>Like to be here for more hours to do more stuff, prefer here than Nassau.</p> <p>Plenty of time to do things.</p> <p>Seems like they had to leave the minute they arrived. Needed more time.</p> <p>Needed more time to see other things on the island</p> <p>Plenty of time to shop and tour the island.</p> <p>You could come and go for about seven hours.</p> <p>More time on the island.</p> <p>Needed a longer time</p> <p>Would have liked to stay fishing longer</p> <p>Would of like to stay on the fishing tour longer.</p> <p>The hours are too short on the island.</p> <p>Could be longer.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Need more time to see the island.</p> <p>Would like to stay longer</p> <p>Short, but it was a good time, better than Nassau, Everything was right at the pier.</p> <p>A little more time</p> <p>Wanted to see more of the island.</p> <p>Not enough time</p>

Island Grand Bahama	maincomtype Enough time	Commentcategory	Positive Comments
		Length of Stay	<p>Much more time to see the island</p> <p>Could have been longer</p> <p>More time</p> <p>(Time was) just too short</p> <p>Good timing from the ship.</p> <p>More time</p> <p>Couple of hours is all I needed.</p> <p>Little more time would have been nice.</p> <p>More time</p> <p>More time</p> <p>Need more time to explore the island.</p> <p>Want more time.</p> <p>Needed more time to see the island.</p> <p>Had time to do a tour and shop</p> <p>Could enjoy a couple of hours more</p> <p>Ship is here until four</p> <p>More time</p> <p>Wanted more time on the beach.</p> <p>Needed more time to do and see more of the island.</p> <p>Need more time to see and do more on the island.</p> <p>Could use some more time</p> <p>More time</p>
		People	People are friendly.

Island Grand Bahama	maincomtype Enough time	Commentcategory	Positive Comments
		People	Got to do a little shopping, vendors were very helpful Rusty made sure they had a good time
		Relaxation	Very relaxing
		Scenery/Sightseeing	Saw a lot of the natural beauty Would have like to have seen more.
		Shops and Stores	Just wanted to shop Shop and ate, that was all she wanted to do. Went to the beach and shopped. Want to do more shopping The excursion was sold out so they only shopped Just wanted to shop and relax Enjoyed shopping, lunch Had time to do one tour and shop Did a little of shopping
		Sports	Just wanted to golf while on the island
		Tours/Excursions	Did one tour, had enough of that. I also did some shopping. Tour a little of the island, nice tour of the island. Had a two hour tour had enough for the day We went and had a tour at the Garden of the Groves, which was very relaxing.

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Enough time	Tours/Excursions	Only got to do one tour and a little of shopping. Did one tour, had time to see a little of the island.
		Weather/Climate	Weather is nice.

Enough Time Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Enough time	Activities	Because there is a concert here tonight and they wanted to stay for that Nothing to do on the island. (There) wasn't a lot to do
		General	Very tired, spent all of my money Just got to do one tour Tired Lots of walking. Would of like to have done more. Tired, want to go back to the ship Very tired Would of liked to have done more than a jeep tour. Do not want to go in the town area, ... shop and stayed around the pier area. Bad enjoyment I don't know what else to do So much to see, did not see too much of the island Saw a little, ready to get back on the ship Seen all the Caribbean Islands and they are the same. Did one tour. Had enough for one day
		Information	Not enough information about the island.

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Enough time	Length of Stay	<p>Only here for a little while and they were in Nassau all day, they were in Freeport from 7am to 2pm</p> <p>Very short, would of like to have seen more.</p> <p>9 1/2 hours was enough for us.</p> <p>Only here from 7am-1:30pm</p> <p>Not enough time to do other things.</p> <p>Needed more time after tour to shop.</p> <p>Only here for 5hrs.</p> <p>Felt rushed, time is just too short.</p> <p>Would have like to have seen more. Not enough time to tour</p> <p>Not enough time to do a tour and tour the island.</p> <p>One day is enough.</p> <p>Time is short on the island.</p> <p>Taxi only gave us one and a half hours on the beach.</p>
		Scenery/Sightseeing	<p>Not too much to see</p> <p>Not enough to see at the harbor</p>
		Shops and Stores	<p>Saw the same things</p> <p>The stores are the same thing</p>
		Tours/Excursions	<p>Would of like to have done more than two tours.</p> <p>Excursion was cancelled</p> <p>The excursions were sold out</p> <p>Tour did not show</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Enough time	Want to go some place else	More islands to go to.
		Weather/Climate	Not as warm as they wanted. Too cold

Enough Time Suggestion Comments Report 2010

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	Enough time	Tours/Excursions	More tours, they are all booked up too fast.

Shopping Experience Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Shopping	General	<p>Everything was fine</p> <p>Enjoyed it.</p> <p>Everything was great.</p> <p>Everything was good.</p> <p>Enjoyed the shopping and vendors</p> <p>They love it.</p> <p>It was very nice.</p> <p>Very enjoyable, everything was good</p> <p>Everything was good</p> <p>Everything was fine.</p> <p>Everything was great.</p> <p>Everything was wonderful.</p> <p>Everything was great</p> <p>Fine.</p> <p>Very good</p> <p>...by the local staff here made in the Bahamas</p> <p>Enjoyed it</p> <p>Love it</p> <p>Was great</p> <p>Everything was awesome</p> <p>It was fine</p>

Island Grand Bahama	maincomtype Shopping	Commentcategory General	Positive Comments
		Length of Stay	<p>Had fun</p> <p>Everything was good</p> <p>Wonderful.</p> <p>Everything was great.</p> <p>Everything was fine</p> <p>Very good</p> <p>More money (lol)</p> <p>Ok.</p> <p>Good.</p> <p>Everything was great</p> <p>Fine.</p> <p>Nothing</p> <p>Awesome.</p> <p>Very nice.</p> <p>Nice experience.</p> <p>Good</p> <p>Enjoyed the day.</p> <p>Nice</p> <p>More time to shop.</p> <p>More time to shop.</p> <p>More time, more time to see the island.</p> <p>More time in the market place.</p> <p>More time.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Shopping	People	<p>Everyone was friendly.</p> <p>Everyone was very polite</p> <p>People are very nice</p> <p>People are great.</p> <p>People are excellent</p> <p>Vendors at the Grove were more organized than Port Lucaya</p> <p>People are friendly.</p> <p>Everyone was very nice and pleasant.</p> <p>Great help, friendly, great people, very helpful</p> <p>People are very friendly.</p> <p>Sales people were very friendly</p> <p>Pleasant people</p> <p>Store vendors were extremely friendly and helpful</p> <p>Everyone was nice</p> <p>Helpful</p> <p>Friendly people</p> <p>Very friendly</p> <p>Very friendly, not pushy at all</p> <p>Vendors were very nice</p> <p>They were very friendly</p> <p>Very friendly</p> <p>Nice attitude</p> <p>People were very friendly.</p> <p>People are very friendly.</p>

Island Grand Bahama	maincomtype Shopping	Commentcategory	Positive Comments
		People	<p>People were very nice and helpful. Friendly and was not hassled as much Friendly and thankful. Very nice vendors Vendors were nice and was not pushy. Everyone was nice Everyone was nice. Everyone was helpful, very nice Friendly People were friendly and nice. Friendly people, vendors were great. Not too much pushy vendors. Everyone was friendly Very helpful and a good experience. Vendors were helpful Vendors were very nice Friendly people, accommodating.</p>
		Prices	<p>Prices were reasonable Great prices Prices were great. Good prices Nice things at good prices. Good prices and selections Prices are good</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Shopping	Prices	<p>Prices were good</p> <p>Great prices.</p> <p>Good prices</p> <p>Good prices.</p> <p>Prices were great</p> <p>Prices are right.</p> <p>Prices are right.</p> <p>Price is right.</p> <p>Prices were good. Vendors were great</p> <p>Very good prices.</p> <p>Prices were reasonable,</p>
		Relaxation	<p>Just relaxing and enjoying the island</p> <p>Really relaxing</p>
		Service	<p>Customer service was great</p>
		Shops and Stores	<p>Lots of variety</p> <p>Good deals. More time in the marketplace.</p> <p>Found a hat that I liked</p> <p>(Excellent) Port Lucaya Shopping</p> <p>Like the variety.</p> <p>Got carried away</p> <p>Good selection</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Shopping	Shops and Stores	<p>Nice variety of goods</p> <p>Lots of variety</p> <p>Very good variety.</p> <p>Shopped at the pier. People are very nice.</p> <p>Some places the shopping was better than some.</p> <p>Variety of things in the stores</p> <p>Nice</p> <p>Got what I wanted</p>
		Straw Market	Shopped at the Harbour strawmarket
		Weather/Climate	<p>Weather</p> <p>It was a beautiful day.</p>

Shopping Experience Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Shopping	General	<p>Plenty of walking</p> <p>More money to spend</p> <p>Didn't know their way around</p> <p>A/c in the stalls</p> <p>The only bad</p> <p>There was no change to get water.</p>
		Length of Stay	<p>Because there was not enough time.</p>
		People	<p>Too pushy.</p> <p>If they didn't harass them</p> <p>Vendors were pushy, less pushy vendors</p> <p>Pushy vendors, less pushy vendors.</p> <p>Too crowded.</p>
		Prices	<p>People should work with you, more reasonable shops (jewelry) too expensive</p> <p>Better prices</p> <p>Better prices</p> <p>Little less expensive</p> <p>Expensive.</p> <p>Some things expensive</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Shopping	Prices	<p>Better prices.</p> <p>Fun if the prices were cheaper.</p> <p>Cheaper things, everyone had similar stuff.</p> <p>The prices were high</p> <p>Prices are too high. Better prices</p> <p>Prices are too high, cheaper prices</p> <p>Prices could have been better</p> <p>High prices, cheaper prices</p> <p>Prices</p> <p>Expensive.</p> <p>Prices could be a little lower.</p> <p>Some of the prices are too high.</p> <p>Cheaper prices.</p> <p>Prices are too high. Cheaper prices.</p> <p>Expensive.</p>
		Shops and Stores	<p>A lot of the same things in the market.</p> <p>The same stuff everywhere</p> <p>We liked Freeport better than Nassau but we need more shops</p> <p>Thought that they would have seen more things made in the Bahamas.</p> <p>Better access to the shopping area</p> <p>All the stores had the same thing in them</p> <p>More crafts things, made in the Bahamas</p> <p>More variety of things in the shops.</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Shopping	Shops and Stores	<p>Variety of things in the stores</p> <p>More of a variety.</p> <p>More of a variety, better variety</p> <p>Like the way it is set up, needs a variety of things.</p> <p>More of a variety</p> <p>More of a better variety</p> <p>Too much of the same things, more of a variety</p> <p>Larger shopping area.</p> <p>Lots of shops were closed, more shops open (would have made it better)</p> <p>Every island has the same things, need more variety.</p> <p>Little more of different variety</p> <p>More of a variety</p> <p>We're used to large malls. Very different</p> <p>More shops.</p> <p>Crowded</p> <p>Too much of the same items. More of a variety.</p> <p>Better shopping</p> <p>More of a variety</p> <p>Not enough shops.</p> <p>More variety of things in the shops</p> <p>More variety of things in the stores.</p> <p>More of a variety, more native items</p> <p>Lack of variety, more of a variety</p> <p>A/c in the stores</p> <p>Very confusing most of the items were not priced.</p>

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	Shopping	Weather/Climate	Need more variety Negative Comment
			Warmer weather. Less wind Warmer weather

Shopping Experience Suggestion Comments Report 2010

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	Shopping	General	Would of liked places to sit a while.
		Local Transportation	Shuttles to Port Lucaya

Straw Market and Straw Vendor Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Straw market	Food	Drinks were much cheaper than the boat
		General	<p>Interesting.</p> <p>Very nice at the market</p> <p>Good.</p> <p>Like the taking out of the conch out of the conch shell (Pier) great!</p> <p>Close to the pier, great.</p> <p>Strawmarket at Pier-very nice</p>
		Litter/Cleanliness	<p>Very clean.</p> <p>Clean</p>
		Shops and Stores	<p>Shopped at the Pier Straw Market</p> <p>Shopped at the Pier Straw Market</p> <p>Shopped at the pier strawmarket</p> <p>Shopped at the Pier</p>
		Straw Market	<p>Strawmarket at the Harbour</p> <p>Shopped at the pier strawmarket</p> <p>Pier Strawmarket: Shopped at the pier Straw market.</p> <p>Good, had fun</p>

Island Grand Bahama	maincomtype Straw market	Commentcategory Straw Market	Positive Comments
		Value for Money	Shopped at the Port strawmarket Dock Strawmarket, Good. (Good) Strawmarket at the pier (Good) Pier Straw Market Very nice, Port Straw Market Liked the strawmarket Great deals at the straw market.
	Strawvendors	People	Liked them. Very polite and cooperative Very nice and helpful. Very friendly Great Everyone was very nice Friendly Great, friendly. Nice Nice people Very nice and friendly Very good Fun Very helpful

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Great people</p> <p>Very nice</p> <p>All nice.</p> <p>Very friendly.</p> <p>Good, liked them.</p> <p>They were nice people.</p> <p>Very polite and pleasant.</p> <p>Great.</p> <p>They were nice.</p> <p>Friendly, fine.</p> <p>Very friendly.</p> <p>Very helpful.</p> <p>Friendly and polite</p> <p>Very nice, persistent but nice.</p> <p>Were not pushy, very friendly.</p> <p>Wonderful, nice, friendly.</p> <p>Very nice and friendly</p> <p>Very friendly and helpful</p> <p>nice</p> <p>Nice, not pushy, friendly.</p> <p>Fine.</p> <p>Friendly</p> <p>They were nice put their best foot forward</p> <p>Liked them</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Nice.</p> <p>Nice and friendly</p> <p>Great I liked them</p> <p>Everyone was nice and friendly</p> <p>Friendly</p> <p>Very nice</p> <p>Very friendly</p> <p>Nice people</p> <p>Friendly people</p> <p>Very nice</p> <p>Very polite.</p> <p>Nice not too much pressure</p> <p>Very nice</p> <p>Very nice and sweet.</p> <p>Friendly</p> <p>Very friendly, especially Mrs. Goldsmith</p> <p>Nice, polite and welcoming.</p> <p>People were nice and friendly</p> <p>Friendly</p> <p>(Port Lucaya) Very nice</p> <p>Very nice</p> <p>Nice people</p> <p>Very nice</p> <p>Very nice people</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Very nice and friendly</p> <p>Friendly people.</p> <p>Very very polite and easy to deal with</p> <p>Liked them were not pushy</p> <p>Nice people</p> <p>Wonderful</p> <p>Friendly vendor</p> <p>Good</p> <p>Friendly people.</p> <p>Very friendly</p> <p>Very nice vendors</p> <p>Very courteous</p> <p>Nice people.</p> <p>Very friendly and well put together</p> <p>Very nice.</p> <p>Very polite.</p> <p>Very nice.</p> <p>Very polite.</p> <p>Very friendly.</p> <p>Nice and friendly people.</p> <p>Very nice and friendly.</p> <p>Pleasant, not pushy.</p> <p>Very nice, little pushy.</p> <p>Very nice and friendly.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Nice straw vendor.</p> <p>Pleasant people.</p> <p>Good</p> <p>Nice, fine</p> <p>A little pushy but nice</p> <p>They were good</p> <p>Very nice</p> <p>Very friendly</p> <p>Fine</p> <p>Friendly people</p> <p>Better than Nassau less pushy</p> <p>They were polite, but not pushy.</p> <p>Very nice</p> <p>Very nice</p> <p>Very nice and polite</p> <p>Ok</p> <p>very helpful</p> <p>wonderful</p> <p>very good</p> <p>Ok</p> <p>Different and impressive</p> <p>Very nice, not pushy.</p> <p>Lovely.</p> <p>Very nice in Port Lucaya</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Really nice</p> <p>Polite.</p> <p>Very friendly.</p> <p>Friendly, straw market at the Pier.</p> <p>Nice.</p> <p>Friendly nice helpful were not pushy, answered questions.</p> <p>Nice</p> <p>Nice.</p> <p>Nice and friendly.</p> <p>Very good.</p> <p>Nice.</p> <p>Very friendly.</p> <p>Happy with them</p> <p>Very nice. Excellent all around.</p> <p>Nice</p> <p>Nice.</p> <p>Very polite.</p> <p>Very friendly and helpful.</p> <p>Very friendly</p> <p>Most of them were nice</p> <p>Very nice</p> <p>Very nice and friendly</p> <p>Very nice people.</p> <p>Very friendly</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	<p>Were all good.</p> <p>Vendors were great.</p> <p>Nice People</p> <p>Friendly people.</p> <p>Ok</p> <p>Nice.</p> <p>Very nice.</p> <p>Very good and pleasant</p> <p>Great</p> <p>They were friendly</p> <p>Friendly people</p> <p>Good</p> <p>Very nice.</p> <p>Wonderful</p> <p>Very nice and friendly.</p> <p>Very nice</p> <p>Very pleasant and nice</p> <p>Very polite and nice</p> <p>Nice people</p> <p>Most were nice.</p> <p>Good</p> <p>Interesting</p> <p>very nice and friendly</p> <p>very nice and friendly</p>

Island Grand Bahama	maincomtype Strawvendors	Commentcategory People	Positive Comments
			<p>Very helpful and friendly.</p> <p>Very nice</p> <p>Friendly, Strawmarket at the Pier</p> <p>Very nice.</p> <p>Very warm, but a little pushy.</p> <p>Very nice and friendly.</p> <p>Friendly.</p> <p>Very very nice.</p> <p>Very friendly.</p> <p>Nice and eager, friendly.</p> <p>Very nice.</p> <p>Everyone was nice.</p> <p>Very nice.</p> <p>Nice people.</p> <p>Friendly.</p> <p>No complaints very nice.</p> <p>Nice.</p> <p>Pleasant, nice.</p> <p>Wonderful.</p> <p>Very nice</p> <p>Very nice.</p> <p>Nice.</p> <p>Eager to help did not want them to leave.</p> <p>Good.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Strawvendors	People	Friendly. Very friendly. Nice

Straw Market and Straw Vendor Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Straw market	General	Very commercial, did not feel like a straw market; all the stuff made in China. Wasn't able to bargain with the vendors.
	Strawvendors	General	Very competitive.
		People	Too aggressive because they did not shop, the vendors mocked the visitors Nice but pushy They were too pushy friendly but pushy Nassau they were scary. Did not like the aggressive vendors of the downtown area Some were a little pushy Little pushy. A little too aggressive. Kind of pushy Some people at the market place were rude. Pushy. Too pushy (Port Lucaya)

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Strawvendors	People	They were pushy.
		Prices	Prices were a little steep Could have given better prices.

Hairbraiding Experience Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Hairbraiders	General	Good job.
		Hair Braiding	Hair braiders were good in Nassau Very nice Very nice good work
		People	Sweet people Wonderful braiders. Big mama friendly retail personality.

Hair Braiding Experience Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Hairbraiders	General	Did not do it

People Offering Trips Negative Comments Report

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	People Trips	General	Didn't take it.

Cruise Dock and Security Facilities Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Cruise dock/security staff	General	No problem.
		People	Nice and friendly
			Fine.
			Didn't see any
			Fine.
			Fine.
			Great
			great
			Great.
			Fine
			Great!
			Fine
			Very good
			Wonderful
			Friendly
			Nice.
			Friendly
			Fine
			Fine
			Didn't see any
			Pretty good

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Cruise dock/security staff	People	Real good Good job Fine no problems, friendly Helpful
	Security facilities	Frontier Formalities	Easy to get through. Easy access. Fine fine and easy Fine
		General	Very good Very good Fine Well done. No problem ...Everything ok Fine Works good Quick. Good shape

Island	maincomtype	Commentcategory	Positive Comments
	Security facilities	Safety	Felt protected. Felt Safe Felt safe. Felt secure Secure.

Beach Vendors and Beach Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Beach Vendors	General	Everything was fine
		People	Not pushy Nice, friendly. Wasn't pushy Didn't bother them a lot, not pushy. Wonderful Wonderful. Wasn't pushy
	Beaches	Beaches	Beach was nice.
		Scenery/Sightseeing	Beautiful Beautiful Beautiful

Beach Vendors and Beach Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Beach Vendors	Food	(They)Did not have anything to drink or eat
		People	Too much vendors Little pushy.
	Beaches	Litter/Cleanliness	Beaches were dirty
		Weather/Climate	Very hot.

Beach Vendors and Beach Suggestion Comments 2010

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	Beaches	Beaches	More shade needed.
		Tours/Excursions	Could have more fishing trips

Taxi and Bus and Water Taxi Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Bus/Jitney		
		General	<p>Fine.</p> <p>Wonderful bus ride.</p> <p>Great.</p> <p>Great ride.</p> <p>cool</p> <p>Wonderful.</p> <p>Very funny.</p>
		Information	<p>Brice Tour guide was very interesting and informative.</p> <p>Leon was very professional and informative.</p> <p>Very informative</p> <p>Very informative</p>
		Local Transportation	<p>Very nice</p> <p>very nice</p> <p>Very good driving</p> <p>Great</p> <p>very nice, both ways was excellent</p> <p>very pleasant</p> <p>Very good, very informative</p> <p>Very good.</p> <p>Great</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Bus/Jitney	Local Transportation	<p>Very nice.</p> <p>Very comfortable and informative</p> <p>Great ride.</p> <p>Great</p> <p>Great</p> <p>Great</p> <p>Great</p> <p>Wonderful bus #24</p> <p>Real nice</p> <p>Very good. The ride was good.</p> <p>Very good.</p> <p>Awesome</p> <p>Great</p> <p>Both ways were good.</p> <p>Very good driving</p> <p>Amazing</p> <p>Good job</p> <p>On time</p> <p>Fine driving</p> <p>fine</p>
		Pace/Lifestyle	The driver was good.
		People	Bus driver was real nice.

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Bus/Jitney	People	<p>bus driver was very good</p> <p>Good driver</p> <p>Max was wonderful.</p> <p>Very nice driver.</p> <p>Very courteous</p> <p>very friendly and nice, great tour guide</p> <p>Michael was excellent</p> <p>The bus driver was great.</p> <p>Great driver</p> <p>Friendly.</p> <p>Liked the driver.</p> <p>Very friendly a lot of information and facts of the Bahamas.</p> <p>Friendly driver, fast but safe.</p> <p>Good driver, very friendly</p> <p>Beautiful tour guide</p> <p>Tour guide was very informative.</p> <p>Very good bus driver</p> <p>Cunningham was very funny and nice</p> <p>Very knowledgeable.</p> <p>Great, driver was super.</p> <p>(Brice) Driver was great.</p> <p>Very informative.</p> <p>Teddy was excellent and very informative</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Bus/Jitney	Tour Operators	Tour guide was really good.
	Ferry/Water Taxi	Ferries	Very nice ride. Beautiful ride.
	Taxi	General	okay Great Very nice. Had a nice time
		Local Transportation	Great Wonderful Very nice Good driving Very good. Very good Charter was great Very good.
		People	Fun, very friendly. Driver was informative, it was better than doing any tour off the ship So sweet. Fun, taxi driver was very informative

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Taxi	People	<p>Very friendly.</p> <p>Both drivers were great</p> <p>Very nice</p> <p>Very friendly</p> <p>Very nice</p> <p>Very informative.</p> <p>Nice driver gave a great tour.</p> <p>Very polite.</p> <p>Driver was very helpful.</p> <p>The taxi driver was very nice and friendly.</p> <p>Very friendly and helpful</p> <p>Jimmy was great on the way going and coming back</p> <p>wonderful driver</p> <p>nice and helpful</p> <p>Driver was good.</p> <p>Drivers were very informative and helpful.</p> <p>Good job.</p> <p>Very friendly</p> <p>wonderful, friendly, good drivers, informative</p> <p>funny, great</p> <p>taxi drivers was very helpful</p> <p>The taxi driver was very informative and had a sense of humor</p> <p>Harold was excellent</p> <p>He was real nice.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Taxi	People	Driver was wonderful Taxi #411 Arthur was great Very knowledgeable.
		Service	Good service. Excellent service driver Hamilton #471
		Taxi Cabs	Wonderful, great. great super nice Great. Great.

Taxi and Bus and Water Ferry Negative Comments Report

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Bus/Jitney	General	(Excellent experience) but need to work on air conditioning.
		Local Transportation	No A/C. Horrific, not enough buses at the port, waited long coming back to the port. Disliked the tour bus Bus caught on fire A little hot Bus needs to be fixed, cannot see out some of the windows.
	Taxi	Local Transportation	Very fast. The taxi driver crowded the bus. We were squished like sardines in a can Taxi tried to cram too many persons into taxi Very hot, no a/c (Probably won't recommend) because of the taxi experience
		Taxi Cabs	Taxi cab was not in good condition. the taxi back (in the back) did not have any air conditioning Disliked the taxi ride back to the Pier Going was good, coming back was not good. The taxi driver experience. He did not have any change and they lost some money.

Scooter Bicycle Car Rental Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Rent Motor Scooter	Local Transportation	If they had rented a scooter

Scooter Bicycle and Car Rental Negative Comments Report

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Rent Car	Litter/Cleanliness	Car was dirty they made them clean the car, Celebrity

Walk Stroll Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Walk Stroll		
		Activities	Garden of the Groves, very nice.
		Beaches	Beach was beautiful. Walk on the beach Beautiful beaches. Loved the beach. went to beach
		Entertainment	Liked the music on the dock. Liked the music.
		Environment	Beautiful experience and atmosphere
		General	Was good. Fine. Very comfortable. Nice walked around the pier. Lots to see Very good. Wonderful. Very nice Wonderful

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Walk Stroll	General	<p>Nice.</p> <p>Very nice</p> <p>Not crowded</p> <p>great</p> <p>Nice.</p> <p>Fine, relaxing.</p> <p>Fine</p> <p>Real good.</p> <p>Great.</p> <p>Wonderful.</p> <p>Very nice</p> <p>Wonderful.</p> <p>Fine.</p> <p>Wonderful</p> <p>Peaceful</p> <p>Fine.</p> <p>Good.</p> <p>Very good</p> <p>Nice</p> <p>Very nice</p> <p>Nice</p> <p>Nice</p> <p>Very nice</p> <p>Enjoyed the walk.</p>

Island Grand Bahama	maincomtype Walk Stroll	Commentcategory	Positive Comments
		General	Awesome fine Nice Fine Fine Good Nice Nice Enjoyed every bit of it very interesting
		Length of Stay	Wanted more time
		Litter/Cleanliness	Very clean Clean Roads are very clean Clean Clean. Very clean island Restrooms were clean. walked the beach, very clean
		People	People friendly, very helpful people.
		Relaxation	

Island Grand Bahama	maincomtype Walk Stroll	Commentcategory	Positive Comments
		Relaxation	Very relaxing walk on the beach Very relaxing Enjoyed relaxing Very relaxing
		Safety	Felt secure.
		Scenery/Sightseeing	Beautiful Love it, beautiful scenery Pretty Very nice and pretty in the garden. Beautiful walk. Was beautiful Garden of the Groves Beautiful Beautiful Beautiful. Beautiful. Very nice and beautiful Beautiful Beautiful Clean and beautiful. Good scenery.
		Weather/Climate	Good weather.

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Walk Stroll	Weather/Climate	Very nice weather Nice weather. Beautiful weather. Weather is great Great weather. Beautiful weather. Weather is great

Walk Stroll Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Walk Stroll	General	very short
		Length of Stay	Did not have enough time at the Garden of the Groves.
		Weather/Climate	Very breezy. Very windy at the harbour. Very hot. Hot Too hot. very windy too windy very windy Very hot. Very warm Very windy

Restaurant Experience Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Restaurants	Food	<p>Wanted to try an island beer.</p> <p>Very impressive</p> <p>Great food</p> <p>Drink very cool</p> <p>chips</p> <p>Cool drink</p> <p>Conch fritters from Rum Runners</p> <p>(Excellent Experience) conch fritters at bar and grill</p> <p>Conch stand, conch fritters</p> <p>Food and drinks were lovely.</p> <p>Bahamian food was awesome.</p> <p>cool drink</p> <p>Meat pie was good</p> <p>Guava mango drink was real good</p> <p>(Had a drink) Wonderful</p> <p>Had some native food. Food was great</p> <p>Prop Club good food, good people</p> <p>(Good) Drink</p> <p>drinks and prices were good</p> <p>Ice cream very good</p> <p>Great food.</p> <p>(After Deck) The food was good.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Restaurants	Food	<p>The native beers were great.</p> <p>Food was good.</p> <p>Food was great</p> <p>Light snacks</p> <p>Food was very good, After Deck</p> <p>Food was great</p> <p>(Drink) Very cool</p> <p>(Drink) Best in the Bahamas</p> <p>(Good Experience) More than she could eat</p> <p>Great drinks.</p> <p>Good drinks with no alcohol</p> <p>Conch Salad was good.</p> <p>Real good</p> <p>(Good) Lobster and conch</p> <p>fine food and drinks</p> <p>food was good</p> <p>Great food.</p> <p>Food was great</p> <p>Cool drink</p> <p>Conch.</p>
		General	<p>Great.</p> <p>Real good.</p> <p>Very good.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Restaurants	General	Great.
		Hotel	Viva Fortuna.
		People	Very friendly people. After Deck, nice staff. People were nice
		Prices	Mango dia very good, good prices
		Relaxation	(Good experience) ...Very relaxing
		Restaurants	pretty good time, better than Nassau. Agave, Really nice. (Good experience) ...Kalik After Deck was ok. Daddy Brown's shack was excellent (Good) Beach Bar Zorbas was very good. Quiznos was good Awesome (Excellent) Rum Runner Bar (Good) Seaman's Rest Very nice.

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Restaurants	Restaurants	Okay Mangrove Garden The After Deck great
		Service	Good service Great service. Good service.

Restaurant Experience Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Restaurants	Prices	Too expensive but good. The beer was expensive.
		Restaurants	Expected it to be more.
		Service	The lady was very slow, needed more help. After Deck service was slow, but it was busy. Bahama Bay, service was slow.

Shows Nightclubs and Casino Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Visited casino	Casinos	<p>They won!!!</p> <p>Just walked through.</p> <p>Won some money</p> <p>He won \$1.25</p> <p>They won!!</p> <p>Just walked through</p> <p>Excellent.</p> <p>Very nice</p> <p>Just used the restroom</p>
		General	<p>Fun, lucky</p> <p>Was ok.</p>
		Litter/Cleanliness	<p>Bathroom clean (had hot water).</p>
		People	<p>Friendly, polite.</p>

Shows Nightclubs and Casino Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Visited casino	Casinos	Would have liked to win more money. Lost all my money Very small

Activity Experience Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Activity No1		
		Activities	Fortuna Beach Day. Activities were excellent. Beautiful, enjoyed the day with the dolphins I think it was the best part of the cruise
		Beaches	Love it. Island and Beach Tour-lovely beach, had a nice time Beach and shopping fun. Very quiet. Beaches are lovely
		Entertainment	Music was great
		General	Listened to the music, walked around, had a cool one. (Bahama Mama tour)Loved it. (Fishing) Wonderful. Loved it. Experience of a life time. Enjoyed the island and the people Enjoyed it very much Great. Viva Fortuna Tour:Very good. Fun Enjoyed Great

Island Grand Bahama	maincomtype Activity No1	Commentcategory General	Positive Comments
			<p>Fun had a good time</p> <p>Boat & shopping tour. Lovely place, had a good time.</p> <p>very nice island</p> <p>Walk around the pier and shopped.</p> <p>Sat and shopped at the Harbour. Great</p> <p>Enjoyed the day</p> <p>Everything was excellent.</p> <p>Enjoy the day in Grand Bahama</p> <p>I would like to live here one day. I would be back. Looking into buying a home in Freeport one day.</p> <p>Very nice</p> <p>Island was different from how some people said it was, lovely island (Shopping and beach) Everything was good.</p> <p>Very nice</p> <p>Everything was great.</p> <p>Very quiet</p> <p>Very good.</p> <p>Would like to do it again.</p> <p>Walked around the pier and shopped.</p> <p>Everything was good</p> <p>Fun.</p> <p>Shopped, toured a little of the island, glass bottom boat</p> <p>Very nice, enjoyed every minute of it</p> <p>Everything was great</p> <p>Best thing ever</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Activity No1	General	<p>Everything was fine</p> <p>Enjoyed the day</p> <p>Had fun.</p> <p>Love the island,</p> <p>Very nice island, just wanted to lay around on the beach.</p> <p>Walked around the pier and shopped.</p> <p>Very good.</p> <p>Very nice but cold</p> <p>(Ferry Boat) Enjoy the day on the island.</p> <p>Great ride, could of been a little cooler</p> <p>Very amusing.</p> <p>Ate, drank, toured the island</p> <p>Beach and shopping- Enjoyed the day loved the island. Shopped and ate</p> <p>Very nice</p> <p>Very nice</p> <p>(National Park experience) Very good.</p> <p>(Snorkeling Sea Safari) Great.</p> <p>Good.</p> <p>(Beach and shopping) Peaceful and very quiet.</p> <p>Great</p> <p>Wonderful</p> <p>Windy but good.</p> <p>Boat ride:Nice, enjoyed it.</p> <p>(Bahama Mama) Fun, fun, Crazy fun.</p>

Island Grand Bahama	maincomtype Activity No1	Commentcategory	Positive Comments
		General	Shopping, enjoyed it. Very nice. Friendly people
		Information	Very informative Very informative.
		Litter/Cleanliness	Beach Tour-Great, place very clean Very clean and beautiful Shop around the pier. Very clean, nice. Shop, listen to music. Island is clean It was clean
		Local Transportation	Very good riding.
		People	Sully was very informative and friendly. Everything was good, people were very friendly. Great tour guide People are very friendly Driver was very informative. The driver was very knowlegable. The staff was great. The guide was wonderful Everything was interesting, the tour guide was very smart and informative. The guide was excellent Shopped at the port. People are friendly

Island Grand Bahama	maincomtype Activity No1	Commentcategory	Positive Comments
		People	<p>Charlie was great, spent most of the day with him</p> <p>People are very nice</p> <p>Love the people and the island</p> <p>The tour guide was great</p> <p>The tour guide was great.</p> <p>Walked and shopped around the harbour. People are friendly.</p> <p>(Garden of the Groves) Kirk was very good as a tour guide.</p> <p>The taxi driver was very nice and friendly, beautiful day.</p> <p>Very nice tour driver. Everything was good.</p> <p>Love the people and the island.</p> <p>Friendly people</p> <p>Very informative.</p> <p>Great people, very friendly.</p> <p>Helpful people</p> <p>Freeport Island Tour driver was nice. Tour was okay</p> <p>Bus driver made it excellent. (Pee Wee)</p> <p>People are great.</p> <p>Enjoyed the people.</p> <p>(Snorkeling on the Catamaran) Fun and staff friendly</p> <p>Very friendly and helpful people</p> <p>Great, bus driver was wonderful.</p>
		Prices	Shopped at the Port. Prices were great
		Relaxation	

Island Grand Bahama	maincomtype Activity No1	Commentcategory	Positive Comments
		Relaxation	Beach and shopping:Relaxed on the beach. Very relaxing.
		Roads/Traffic	People driving on the other side of the road not use to that
		Scenery/Sightseeing	Very pretty Beautiful island. (Nautical Catamaran) Beautiful and loved the waters. Beautiful Island Beautiful, lovely plants. Pretty. Beautiful island Beautiful island. Beautiful Island Beautiful island Beautiful island Lovely island Viva Wyndam Fortuna -Great Place, the tour was on time. Island tour and shopping-Beautiful island Beautiful island. Beautiful island. Beautiful Toured Port Lucaya area. Beautiful island. Beautiful, too short of a stay

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Activity No1	Scenery/Sightseeing	<p>Garden is beautiful</p> <p>Beautiful fish and water</p> <p>Snorkeling-Beautiful, wanted to stay longer</p> <p>(Island and Shopping Tour) Beautiful island and the people. Shopped, saw a little of Freeport area.</p>
		Sea/Water	<p>Like the waters</p> <p>Lovely waters</p> <p>Water was great.</p> <p>(Snorkeling Sea Safari) Good water.</p> <p>Beautiful waters, enjoyed the day</p>
		Shops and Stores	<p>Shopped at the pier. Relaxed, listened to the music. Everything is right at the pier.</p> <p>Walked drank and shopped the Pier. Real good, enjoy the day.</p> <p>Shopped around the pier, listened to the band</p> <p>Sat, walked around and shopped</p> <p>Shopped and walked around the pier. Great day</p> <p>Walked around the pier and shopped</p> <p>Walked and shopped at the Pier. Very relaxing and quiet. Shopped, sat walked</p> <p>Walked and shopped around the pier. Would like to live here.</p> <p>Shopped and listened to music at the pier.</p>
		Sports	<p>Snorkeling-Great</p> <p>Enjoyed the day, beautiful golfing</p>

Island Grand Bahama	maincomtype Activity No1	Commentcategory	Positive Comments
		Sports	<p>Blue Water Snorkel awesome Enjoy the dolphins, swim take pictures. Peterson Cay, snorkeling lots of fun. Pelican Cay Snorkeling Tour and Kayaking- Will recommend it to everyone Enjoyed the fishing. Wish we could have taken the fish that we caught while on the fishing trip on the ship</p>
		Tours/Excursions	<p>(Snorkeling) Very good, enjoyed the island. We had a great day. Power Catamaran Snorkeling-Great! Enjoyed the snorkeling on the catamaran. Very Knowledgeable. The tour was excellent Great tour, everything was wonderful Excellent, nature tour Beautiful (Kayaking) Amazing Very good tour, hope to come back again Tour was Excellent The Shopping and Beach Tour- Too short but very good Tour was great</p>
	Activity No2	Beaches	Walked the beach and swam
		General	Shop, ate, went to the beach

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Activity No2	General	<p>Shop, tour Port lucaya</p> <p>Shop, listen to music</p> <p>Toured the area and had lunch,</p> <p>Listened to music, shopped and relaxed</p> <p>Shopped, toured a little of the island</p> <p>Shopped, ate, ride the bike</p> <p>Shopped, toured a little of the island</p> <p>Shopped toured the island</p> <p>Shopped, walked around</p> <p>Shop, ate, drank, toured the island</p> <p>Shopped, toured a little of the island</p>
		Litter/Cleanliness	Very clean.
		Relaxation	Relaxed on the beach
		Scenery/Sightseeing	Beautiful garden.
		Shops and Stores	<p>Shopped, toured the island</p> <p>Shopped, sat, listened to the music</p> <p>Shopped, toured some of the island</p> <p>Shopped, toured the island</p> <p>Shopped</p> <p>Shopped, walked around Port Lucaya</p>

Island Grand Bahama	maincomtype Activity No2	Commentcategory	Positive Comments
		Shops and Stores	Shopped, toured a little of the island Shopped Shopping, saw a little of the island Shopped, toured the island Shop, ate, toured the island Shopped, drank, toured a little of the island Shopped
		Tours/Excursions	Toured the Island

Activity Experience Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Activity No1	General	Would of like to see more of the island Wish there were more Bahamian made things Would of like to see more of the island
		Length of Stay	Left late. Short time on the fishing trip
		Local Transportation	Bus was late (15mins).
		Service	They were late picking us up
		Shops and Stores	Not much to do by the port, too much of the same shops.
		Sports	The golf Course is not so good.
		Weather/Climate	Windy A little cool. Cold A bit hot Cold and windy
	Activity No2	Weather/Climate	Windy

Activity Experience Suggestion Comments Report 2010

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	Activity No1	Activities	Could have more to do on the island.

Port Lucaya Experience Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Port Lucaya	General	<p>Great</p> <p>Nice.</p> <p>Nice</p> <p>Nice place.</p> <p>nice</p> <p>Very quiet.</p> <p>fine</p> <p>Interesting</p> <p>Very quiet.</p> <p>Real nice.</p> <p>Nice.</p> <p>nice</p> <p>Very different but good.</p> <p>Drove pass the Port Lucaya</p> <p>(Excellent) especially the Port Lucaya</p> <p>Very nice</p> <p>Nice</p> <p>Very good</p> <p>Very nice</p> <p>Nice</p> <p>Very crowded but nice</p> <p>Will go back</p>

Island Grand Bahama	maincomtype Port Lucaya	Commentcategory	Positive Comments
		General	Amazing and wonderful Great place Different, love it. Enjoy the day. Different, great. Nice fine Pretty Pretty Very nice Wonderful Nice. wonderful island and people Nice Very nice Enjoyed the day.
		Litter/Cleanliness	Very clean. Clean. Very clean, was like a dream Nice and clean Clean Clean Very nice and clean

Island Grand Bahama	maincomtype Port Lucaya	Commentcategory	Positive Comments
		Litter/Cleanliness	Clean Restroom were available and clean. Very clean Very clean
		People	Friendly Very nice Lovely friendly people. Very quiet Very nice and friendly Very nice very friendly people Everyone was very nice Very friendly Very friendly. no problem, no shady people and it was nice Very nice, friendly warm and informative
		Prices	Good prices.
		Scenery/Sightseeing	Beautiful and quiet. Very nice. Beautiful. Really beautiful. Lovely

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	Port Lucaya	Scenery/Sightseeing	Beautiful but crowded Beautiful scenery Beautiful. Very pretty Beautiful. Very nice, very pretty beautiful
		Shops and Stores	Nice place for shopping.

Port Lucaya Experience Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	Port Lucaya	General	Too much of the same thing.
		People	Vendors at the market place were too aggressive, they mocked them because they did not want to purchase anything Some of the vendors were pushy Vendors were pushy. Vendors were pushy
		Shops and Stores	A lots of stores were closed.

General Experience Positive Comments Report

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	General	Eco-Tourism	Liked the plant life
		Food	Liked the food The good food Liked food
		General	Liked everything Enjoyed everything. Would have liked to see the home of Frank Sinatra a little more. Shopped and toured Sit, walk and shop around the pier area. Enjoyed the day very much Toured, shopped Would like to come back one day and stay in a hotel Liked everything
		People	People are very friendly
		Scenery/Sightseeing	The island is beautiful Beautiful. Very nice Lovely.

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Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	General	Sea/Water	(Liked) the nice fish and ocean life
		Weather/Climate	Enjoyed the day except for the rain

General Experience Negative Comments Report

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	General	Activities	Not enough to do at the harbor
		Food	(Disliked) More vegetarian choices
		General	Not enough AC Too far from the ship Disliked the fact that so many businesses are closed down.
		Length of Stay	(Disliked) not enough time
		People	Salespeople were aggressive
		Prices	Everything was good except for the high prices Very pricey
		Shops and Stores	Not enough time to shop.

A lot of the stores were closed.

Taxi Cabs

(Disliked) the taxi system

Weather/Climate

Better weather

Very hot

Single Thing to Make Trip Better Positive Comments Report 2010

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	General	<p>Nothing.</p> <p>Everything was good stayed in port area</p> <p>Nothing.</p> <p>nothing.</p> <p>nothing</p> <p>nothing</p> <p>nothing</p> <p>nothing</p> <p>nothing</p> <p>Go where the natives are</p> <p>Nothing.</p> <p>Everything was fine</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing, more time.</p> <p>Everything was ok.</p> <p>Nothing.</p> <p>Everything was fantastic.</p> <p>Nothing, everything was good.</p> <p>very good</p> <p>Everything was as expected.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	General	<p>Had a great time.</p> <p>Nothing.</p> <p>Nothing more, everything was wonderful.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Everything was great.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Everything was wonderful.</p> <p>Everything was great</p> <p>Nothing.</p> <p>Nothing more.</p> <p>Don't know</p> <p>I don't think so.</p> <p>Nothing More</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Everything was great.</p> <p>Nothing.</p> <p>nothing</p> <p>Nothing.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	General	<p>Nothing.</p> <p>Nothing at all, everything was nice.</p> <p>Nothing</p> <p>Everything was great.</p> <p>Enjoy the island very much</p> <p>Everything was great.</p> <p>Enjoyed the day.</p> <p>Everything was great.</p> <p>nothing</p> <p>Everything was great</p> <p>Everything was great</p> <p>nothing</p> <p>Nothing</p> <p>Everything was wonderful</p> <p>Nothing</p> <p>nothing</p> <p>Nothing</p> <p>Nothing more. Everything was nice</p> <p>Nothing</p> <p>Nothing</p> <p>Nothing</p> <p>Nothing</p> <p>Everything was great</p> <p>Nothing</p>

Island Grand Bahama	maincomtype	Commentcategory	Positive Comments
	More Enjoyable If	General	<p>Everything was enjoyable</p> <p>Enjoyed the Island</p> <p>Nothing.</p> <p>Nothing</p> <p>I felt everything was great.</p> <p>nothing more</p> <p>Nothing.</p> <p>Wish I could live here</p> <p>Nothing more.</p> <p>Nothing.</p> <p>Nothing</p> <p>Nothing, everything was nice.</p> <p>Everything was fine.</p> <p>Everything was great</p> <p>Nothing more.</p> <p>Nothing more.</p> <p>Enjoyed everything.</p> <p>Everything was great.</p> <p>Nothing more, everything went well for the first time cruising</p> <p>Need to see more of the island to determine</p> <p>Nothing</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing more</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	General	<p>Nothing more everything was great.</p> <p>nothing more</p> <p>nothing</p> <p>Enjoyed it.</p> <p>nothing more</p> <p>If someone else would have paid for this cruise</p> <p>Great trip.</p> <p>Nothing.</p> <p>Nothing.</p> <p>nothing</p> <p>nothing had a great time</p> <p>Nothing more.</p> <p>nothing, loved it.</p> <p>Nothing.</p> <p>nothing</p> <p>Nothing more.</p> <p>Everything was enjoyable.</p> <p>come to island during the summer months.</p> <p>Nothing</p> <p>Nothing.</p> <p>Just shopped around the pier.</p> <p>The experience was great, enjoyed everything.</p> <p>To see where the natives hang out.</p> <p>Nothing</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	General	<p>Nothing</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing.</p> <p>Everything was great.</p> <p>Nothing.</p> <p>Great visit</p> <p>Everything was great</p> <p>Everything was nice</p> <p>Don't think so</p> <p>Had a great time</p> <p>nothing more</p> <p>The best destination ever</p> <p>Nothing.</p> <p>Nothing.</p> <p>Nothing</p> <p>Everything was so nice. Had great time</p> <p>Was here six times.</p> <p>Nothing.</p> <p>nothing</p>
		Length of Stay	<p>More time</p> <p>More time on the island. Would be back for a weekend stay to see more.</p> <p>More time.</p>

Island Grand Bahama	maincomtype	Commentcategory	Positive Comments
	More Enjoyable If	Length of Stay	<p>More time on Island.</p> <p>More time</p> <p>Longer time.</p> <p>More time</p> <p>Longer stay on the island.</p> <p>More time on the island. Leave too early</p> <p>Nothing, just more time</p> <p>more time on this island</p> <p>More time.</p> <p>More time.</p> <p>More time</p> <p>More time</p> <p>More time on the island.</p> <p>More time.</p> <p>More time</p> <p>More time.</p> <p>If we had more time</p> <p>Longer time.</p> <p>Stayed on the island longer.</p> <p>More time.</p> <p>More time.</p> <p>More time on the island</p> <p>More time</p> <p>More time.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	Length of Stay	<p>More time</p> <p>More time.</p> <p>More time on the island</p> <p>Don't think of anything, just more time on the Island.</p> <p>more time</p> <p>More time</p> <p>More time</p> <p>Longer time.</p> <p>Staying longer</p> <p>Longer time on the island.</p> <p>More time</p> <p>More time in the ports.</p> <p>more time</p> <p>more time</p> <p>more time</p> <p>More time at the beach.</p> <p>More time</p> <p>Little more time. Could of used a little more time</p> <p>More time.</p> <p>More time with the dolphins.</p> <p>More time.</p> <p>More time on the beach.</p> <p>More time in Freeport.</p> <p>Could of used more time.</p>

Island	maincomtype	Commentcategory	Positive Comments
Grand Bahama	More Enjoyable If	Length of Stay	<p>More time.</p> <p>More time on the island.</p> <p>More time.</p> <p>More time.</p> <p>More time.</p> <p>Getting here earlier and being able to stay longer.</p> <p>More time.</p> <p>More time</p> <p>More time.</p> <p>More time in the port.</p> <p>Longer time.</p> <p>More time.</p> <p>More time</p> <p>More time.</p> <p>More time to see the island.</p> <p>more time</p> <p>More time.</p> <p>Too short.</p> <p>More time.</p> <p>Longer time on the island.</p> <p>More time.</p> <p>longer time in port</p> <p>If they had got up earlier, longer stay</p> <p>Longer stay</p>

Island Grand Bahama	maincomtype	Commentcategory	Positive Comments
	More Enjoyable If	Length of Stay	Nothing, longer stay If it lasted several days.
		People	Everything was great.The taxi driver was very informative and had a sense of humor. Everyone was nice and very helpful Rusty was the best People here are very nice. everyone was very helpful and informative Loved the people and the island. Wellington and Morgan were very good and helpful, worked at the Western Hermitage People great, will be back
		Safety	Felt safe
		Scenery/Sightseeing	Beautiful island
		Signs	More signage.
		Sports	nothing, just wanted to golf

Single Thing To Make Trip Better Negative Comments Report 2010

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If		
		Activities	<p>More to do</p> <p>More activities on island for visitors</p> <p>More things to do at the harbor</p> <p>More to do</p>
		Beaches	<p>The beach needs to be closer to the port.</p> <p>If we were able to go to the beach.</p> <p>More of the beach</p>
		Casinos	<p>If we won some money in the casino.</p>
		Food	<p>If found some natural drinks by the Pier, or even on the island</p>
		General	<p>Harbour is very far from shopping would have like to walk more.</p> <p>If we had seen more of the island</p> <p>If I had more money</p> <p>More of a variety</p> <p>Stayed at the port</p> <p>Things being more closer to the dock.</p> <p>If we could have taken the fish on the ship</p> <p>If they had bought the trunk</p> <p>If they knew where they were going</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If	General	<p>If my husband would have bought me a diamond ring.</p> <p>More benches.</p> <p>Better working A/C.</p> <p>If the A/C was on</p> <p>More money</p> <p>More destinations</p> <p>If we could of seen more of the island</p> <p>Very tired saw enough for the day</p> <p>More welcoming on the island</p>
		Information	<p>Knowing more about the island</p> <p>Being more knowledgeable about the island</p> <p>More information about the island.</p>
		Length of Stay	<p>More time to relax.</p> <p>You need more time to do other things on the island.</p> <p>More time so they do not feel rushed.</p> <p>More time at the beach.</p> <p>Would have liked to spend more time on the beach</p> <p>We wish we had more time to visit the site where Pirates of the Caribbean was filmed.</p>
		Local Transportation	<p>The city bus would have been better.</p> <p>If they had moped to ride on</p> <p>Better bus ride</p> <p>Less people in the taxi cab.</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If	Local Transportation	Less waiting for the bus A/c on tour bus
		Prices	Cheaper beer. Cheaper prices. Cheaper prices. Cheaper drinks. Cheaper prices. Cheaper prices. Cheaper prices. Cheaper prices Better prices. Cheaper prices.
		Scenery/Sightseeing	If they saw a little more
		Service	if the bus was there to pick us up on time
		Shops and Stores	If they had more ... in stores more shops More variety The communication of staff on cruise needs to be addressed because you can't understand, or ask questions More shopping More variety of shopping

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If	Shops and Stores	More shopping choices Better shopping More Variety in shops
		Sports	Better golf tours
		Taxi Cabs	If the taxis were not so hurry to make another drop. They were loaded in the taxi like sardines in a can. Taxi driver can be more organized
		Tours/Excursions	If the excursion wasn't cancelled. if our tour had not been cancelled If the tour showed up they paid 30% down for 10 people. If they had taken an excursion Better tour, felt ripped off.
		Weather/Climate	Cooler weather Better weather Little cooler Better weather to go on the beach If it was cooler If the weather was good enough to go kayaking. Better weather. Warmer weather. Weather

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If	Weather/Climate	<p>Less wind</p> <p>The weather</p> <p>Less wind, Nothing we could have helped them with.</p> <p>Better weather</p> <p>Too windy</p> <p>less wind</p> <p>Less wind</p> <p>Warmer weather.</p> <p>Less wind</p> <p>Better Weather</p> <p>If the weather was cooler, great visit.</p> <p>Warm weather</p> <p>the weather.</p> <p>The weather</p> <p>If she had some sunshine</p> <p>the weather</p> <p>more sun</p> <p>Warmer weather.</p> <p>less rain while we went snorkeling</p> <p>The weather.</p> <p>Warm weather</p> <p>Cooler weather</p> <p>The weather warmer.</p> <p>Cooler weather.</p>

Island	maincomtype	Commentcategories	Negative Comment
Grand Bahama	More Enjoyable If	Weather/Climate	if it wasn't so windy Less wind. The weather better weather Better weather Warm weather If the weather was better Better weather More sunshine. If it was a little cooler Cooler weather Better weather Warmer weather

Single Thing to Make Trip Better Suggestion Comment Report 2010

Island	maincomtype	Commentcategories	Suggestioncomment
Grand Bahama	More Enjoyable If	Activities	More things to do on the island.
		Beaches	More umbrellas needed on beach for shade.
		Development	Need to have more air conditioning in areas
		Entertainment	Music in the streets where ever you go. More local music.
		Food	More choices of vegetables. Free liquor Drinking water at the beginning of the tour. Free beer Have a rum punch stand that says welcome to Grand Bahama
		General	Free beers nothing, if the dock was closer to town ...and it would be nice if there were ceiling fans at the waiting area at the port
		Information	Information provided by cruiselines

Island Grand Bahama	maincomtype	Commentcategories	Suggestioncomment
	More Enjoyable If	Length of Stay	It would be nice if Carnival could stay two days in Grand Bahama Longer on the beach.
		Restaurants	More Bars and Lounges at the harbor
		Shops and Stores	Would really like to see more things made in the Bahamas in stores.

CONCLUSION

In 2010, 787,356 cruise visitors (1st, 2nd, & 3rd ports) graced the shores of Grand Bahama Island to enjoy the delights that were available on the island. Cruise visitors to Grand Bahama Island came from all over the world to enjoy a cruise to the Bahamas. Most of these visitors were from the United States. Grand Bahama Island especially attracted cruise visitors from states like Louisiana, Texas, Florida and North Carolina. Many (63%) of these cruise passengers were between the ages of 25 to 54 but the older generation were not to be left out and more than one third (31%) of the cruise passengers were 55 years of age or over. More than one third (37%) of the passengers were travelling as a family and some of these families had children along. More than half (55%) of the children travelling on the cruise ships were under 12 years of age and 37% were between 12 to 17 years of age.

The majority of the cruise visitors who had gotten off their ships had done so once and more than three-quarters (76%) of them had had enough time in port due to the fact that they had done all or most of what they had wanted to do while on the island (e.g. done a tour, shopped, gone sightseeing). Twenty-one percent (21%) of them thought that the port of Grand Bahama Island was better than other destinations visited and the majority of the cruise visitors (98%) said that they would recommend the destination to their friends and relatives.

Many of the cruise visitors (79%) went shopping while in Grand Bahama. The shopping experience for the most part was *well* rated by these persons (i.e. 88% of them thought that their experience was Excellent or Good). The cruise visitors who thought their shopping experience was Excellent or Good thought that the experience was great because the salesclerks were friendly, helpful, nice, pleasant, and the prices were good. Some of the things that the cruise visitors complained about concerning their shopping experience were lack of variety in stores, high prices, lack of air conditioning, the fact that many stores were closed, not enough shops, not enough crafts made in the Bahamas, and pushy vendors. In addition to shopping in the stores, more than three-quarters (74%) of the cruise visitors shopped in or visited the *Straw Market*. Many of them shopped at the straw market at the Pier and in Port Lucaya. The straw market experience in general was rated highly. More than three-quarters (84%) of the cruise visitors who visited the Straw Market thought that their straw market

experience was Excellent or Good and 1% thought that it was Not so Good or Awful. The cruise visitors who felt that the Straw Market experience was Excellent or Good thought the vendors were great, friendly, nice, helpful, courteous, polite, and welcoming. The cruise visitors who thought that the Straw Market experience was Not so Good or Awful were disappointed with pushy/aggressive vendors.

In addition to shopping, some of the cruise visitors *dined in restaurants* on the island when they came off their ships (i.e. 44% of them). The restaurant experience in Grand Bahama was rated *well* by the cruise visitors (i.e. 94% of them rated their experience as Excellent or Good) who dined in restaurants on the island. Some of the cruise visitors who thought that the restaurant experience was Excellent or Good thought so because the food was great, the restaurant was good and relaxing, the staff was friendly, the service was good, and the prices were good. Some of these same visitors who thought that the restaurant experience was Excellent or Good also thought that some of the restaurants were expensive or the service was too slow. The cruise visitors who thought that the restaurant experience was Not as Good or Awful (2%) were disappointed with the food and poor service that they received at the restaurant.

While some of the cruise visitors were shopping or dining in restaurants on island some of them were getting their *hair braided* (8% of them). The hair braiding experience in Grand Bahama was rated fairly well (94% of them rated their experience as Excellent or Good). Some of the Cruise Visitors who thought that the hair braiding experience was Excellent or Good thought so because they loved the hair style, and they thought that the hair braiders were friendly and wonderful.

While some of the cruise visitors were shopping, dining in restaurants, or getting their hair braided, others were on the beach soaking up the sun. Almost one quarter (22%) of them had *met a beach vendor*. The beach vendor experience in Grand Bahama was rated *well* (75% of them rated their experience as Excellent or Good). The cruise visitors who enjoyed their beach vendor experience did so because they thought the vendors were wonderful, nice, friendly, and not pushy. Some cruise visitors to Grand Bahama did think that the beach vendors were pushy and that there were too many of them. Some of them were also disappointed that some of the vendors did not have drinks and food.

While some of the cruise visitors walked to go shopping, dining, get their hair braided, and sightsee others decided to use the *local transportation* to get around the island. Thirty-four percent (34%) of the cruise passengers used a taxi, 2% used a ferry boat, and 50% used a tour bus/bus/jitney to get around the island.

The taxi experience in Grand Bahama was rated *very well* by the cruise visitors (i.e. 93% of them rated their experience as Excellent or Good). The cruise visitors who thought that their experience was Excellent or Good thought so primarily because of the people i.e., the taxi drivers themselves. They thought that the taxi drivers were nice, very good, funny, friendly, helpful, polite, very informative, and good drivers. Some of these same visitors who thought that the taxi experience was Excellent or Good also thought that some of the taxi drivers sped too much or crammed too many people into the cab at any one time. Some of the cruise passengers thought that some of the taxis were in poor condition or needed to have air conditioning.

The bus/tour bus/jitney experience was rated very highly. The majority (94%) of the cruise visitors who used a bus/tour bus/jitney thought that the experience was Excellent or Good. They primarily thought so because they thought that the bus drivers were great, courteous, friendly, funny, informative and interesting. Some of them also thought that the ride was comfortable and enjoyable.

While some of the cruise visitors took the local transportation to explore the island, others decided to take a *stroll/walk* where they wanted to go (69% took a walk/stroll). The cruise visitors who had purposely gone for a walk rated the experience *very well* (i.e. 95% of them rated their experience as Excellent or Good). Many of them strolled around the pier and enjoyed the music on the dock and the beautiful environment while they shopped and relaxed. The cruise visitors who felt that the experience was Excellent or Good thought so because they thought the stroll was wonderful and the island was beautiful and clean. Some of the cruise visitors who enjoyed a walk/stroll also thought that the people were friendly and helpful. Some cruise passengers who thought that the experience was not so good or awful expressed their disappointment with the weather at times i.e. too windy or too hot.

The cruise visitors to Grand Bahama were able to choose their experiences for the most part. All of them however had to pass through the Cruise Dock and this experience was rated *very well*. The Cruise Dock/Security staff was rated very well by the cruise visitors (i.e. 85% of them rated their experience as Excellent or Good). The cruise visitors who felt that their experience was Excellent or Good thought so because they thought that the cruise dock/security staff were helpful, friendly, nice, and good. Some cruise visitors said that they did not notice any security staff.

The myriad of experiences enjoyed by the cruise visitors to the Bahamas all influence the decision to return or recommend the destination to others. Cruise visitors are a vital part of the visitor mix of business for Grand Bahama Island. They generate revenue for the government, the taxi drivers, bus drivers, tour excursion operators, local vendors, hair braiders, stores, straw market vendors, restaurants and even some of the hotels. The government generates millions of dollars in revenue directly from them in the form of the “head tax.” The local vendors, tour excursion operators and persons who supply products or services to the cruise visitors earn millions of dollars in revenue every year from them. Cruise visitors are a vital source of income for the Bahamian people. For this reason, we must ensure that the Bahamian product which includes the destination, the people and their services is always at its best for it influences visitor experiences and these experiences determine the future livelihood of the destination.

RECOMMENDATIONS

1. Provide more seating/benches in various areas at the pier and Port Lucaya so that the cruise visitors can have a rest stop when they are shopping, enjoying a snack/drink or simply soaking in the atmosphere (i.e. the music, etc.).
2. Provide more interesting activities for cruise passengers to do at the pier and away from the harbour. Remember that some of these cruise visitors have small children, so keep that in mind when some of the activities are created.
3. If possible provide more shade on the beaches by planting native trees or providing beach umbrellas through private vendors.
4. Some cruise passengers indicated that they would have enjoyed hearing music in the streets. If possible, more local music could be played in areas frequented by the cruise passengers like the pier, Port Lucaya, etc.
5. Some cruise visitors wanted more choices of vegetables when they dined on the island. If possible, some restaurants on the pier and in Port Lucaya may wish to offer made to order vegetable medleys made from fresh vegetables that they would normally use to cook other meals, e.g. vegetable stir fry, etc.
6. Some of the cruise passengers wanted the island to offer free liquor or a welcoming rum punch stand. It may be possible to get some companies like Bacardi to offer free rum punch tasters like they do in the airport in Nassau. Of course such companies would have to see a possible return on investment in the form of future sales for them to sustain such a venture.
7. Some cruise passengers wanted to see ceiling fans at the waiting area at the port.
8. Some cruise passengers wanted the cruise lines to provide more information on the island to them before they docked because many of them did not know what to do or see on the island. The Ministry of Tourism in conjunction with the private sector could provide such brochures like the “What to Do,” island maps, etc. for the cruise ships to provide to their passengers while they are on board the ship.
9. The tours that were beach and shopping tours could provide more time for shopping. Some cruise visitors did not feel that they had enough time to shop.
10. Encourage the local stores at the pier and Port Lucaya to carry authentically Bahamian made products at reasonable prices for the cruise visitors. Some cruise visitors expressed the desire to see such items.

- This would also serve to create some of the product variety that cruise visitors said that they wished to see in the stores.
11. Some cruise visitors expressed the desire to see more stores/shops. This could be looked as tourism to the island is further developed.
 12. Some visitors expressed the fact that A/C in the stores would be nice. Air conditioning may not be feasible in all stores but should be encouraged where possible as it does encourage clients to come in and browse the store more especially in the summer months.
 13. Some cruise visitors said that more tours/excursions should be offered to them because the ones that are currently being offered are being booked up to fast.
 14. Some of the cruise visitors wanted to see more fishing trips being offered as a tour.
 15. On island tour operators need to be made aware of their responsibility to clients who have pre-booked their excursions and not cancel out on them at the last minute without any form of re-imburement.
 16. On island tour operators need to be made aware that you cannot simply take the money for a tour and not provide the service. Some cruise visitors had this negative experience when the tour did not show up.
 17. As the Lucayan Harbour is enhanced, if possible more bars and lounges could be considered for inclusion at the harbour. Some Cruise Visitors expressed the desire to see more of them.
 18. Offer customer service training to all persons in the service industry. Although many of the areas of service received good ratings, there are areas that need to be worked on. Some vendors/salesclerks etc. were considered too pushy and aggressive. Some cruise visitors interpreted that as harassment. Hence it is important to remember to keep all eyes on product enhancement that includes customer service.
 19. Customer service training on how to provide quick efficient service would also be an asset to the waiters and waitresses in the restaurants. Some cruise visitors said that the servers in the restaurants were too slow.
 20. Keep the beaches clean of trash and sea weed. Some cruise visitors thought that the beaches were dirty.
 21. Encourage all local transportation providers like taxis and tour buses to have functioning air condition units in their vehicles and encourage them to use them as needed in the hot summer months. Some cruise visitors said that their transportation did not provide A/C.
 22. Encourage all local transportation providers to keep their vehicles in good condition and repair. Some cruise passengers had bad experiences.

- E.g. bus caught on fire, cannot see out of some of the windows of the bus, or taxi broke down and they had to catch another one.
23. Encourage the taxi drivers not to pack so many cruise visitors into the cab at the same time. The cruise visitors do not appreciate that as it makes them feel like sardines in a can.
 24. Encourage taxi drivers to keep adequate change on them so that they can provide it to their clients. Some of the cruise passengers expressed discontent at losing money because the taxi driver did not have change. Tips should not be forced in this way but encouraged from the cruise visitor through the providing of exemplary service.
 25. When possible, make improvements to the golf course. Some cruise passengers did not think that the golf course was good.
 26. Some cruise passengers said that the golf tours should be improved.

APPENDIX

CRUISE SATISFACTION SURVEY: GRAND BAHAMA ISLAND

1. Do you intend to get off your ship again?

- 1. Yes — Close Interview
- 2. Maybe —
- 3. No — Continue Interview

2. What cruise ship are you on?

Cruiseship _____
 Cruiseline _____

3. Are you a passenger or crew?

- 1. Passenger
- 2. Crew — Close Interview

4. How many times have you gotten off your ship?

5. Do you feel you've had enough time here on this visit?

- 1. Yes, had enough time
- 2. No, would have preferred longer
- 3. Don't know/no answer

What makes you say that?

6. How do you feel about recommending the Bahamas as a place for your friends/family to visit?

- 1 Definitely will recommend it
- 2 Probably will recommend it
- 3 Probably won't recommend it
- 4 Definitely won't recommend it

7. Did you do any shopping today?

- 1. Yes
- 2. No — Go to question 8

How would you rate that experience?

Excellent Good Ok Not so Good Awful
 5 4 3 2 1

What makes you say that? What would have made it better?

8. Did you get a chance to visit the Strawmarket in the International Bazaar or Port Lucaya?

- 1. Yes
- 2. No — Go to question 9

How would you rate that Strawmarket experience?

Excellent Good Ok Not so Good Awful
 5 4 3 2 1

What did you think of the straw vendors/other vendors that you met there?

Other Straw Market Comments _____

9. Did you get a chance to meet any hair braiders?

- 1. Yes
- 2. No — Go to question 10

How would you rate that experience?

Excellent Good Ok Not so Good Awful
 5 4 3 2 1

Comments _____

10. Did you use a taxi?

- 1. Yes — Go to rating, then comments
- 2. No — Go to taxi comments

How would you rate that experience?

Excellent Good Ok Not so Good Awful
 5 4 3 2 1

Taxi Comments _____

11. Did you use a ferry?

1. Yes 2. No → Go to question 12

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

12. Did you use a bus/jitney?

1. Yes 2. No → Go to question 13

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

13. Did you eat or drink in any restaurants, cafes or bars while you were here?

1. Yes 2. No → Go to question 14

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

14. Did you take a ride in a horse & carriage?

1. Yes 2. No → Go to question 15

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Surrey Comments _____

15. Did you go for a walk/stroll?

1. Yes 2. No → Go to question 16

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

16. Did you rent a motor scooter?

1. Yes 2. No → Go to question 17

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

17. Did you rent a car?

1. Yes 2. No → Go to question 18

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

18. Did you rent a bicycle?

1. Yes 2. No → Go to question 19

How would you rate that experience?

Excellent	Good	Ok	Not so Good	Awful
5	4	3	2	1

Comments _____

19. Did you get a chance to meet any beach vendors?

1. Yes 2. No → Go to question 20

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

20. What did you think of the Cruise Dock/Security Staff?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

21. What did you think of the Security facilities or processes?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

22. Did you do any tours/excursions/activities today?

1=Yes No =2 → go to question 23

What tours/excursions/activity did you do?

i) Activity _____

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

ii) Activity _____

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

23. Did you get a chance to visit the Int'l Bazaar?

1. Yes 2. No → Go to question 24

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

24. Did you get a chance to visit Port Lucaya?

1. Yes 2. No → Go to question 25

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

25. Did you meet any people offering trips/visits?

1=Yes No =2 → go to question 26

How would you rate that experience?

Excellent Good Ok Not so Good Awful
5 4 3 2 1

Comments _____

26. Did you visit any shows on this trip?

1. Yes 2. No → Go to question 27

Comments _____

27. Did you visit any nightclubs on this trip?

1. Yes 2. No → Go to question 28

Comments _____

28. Did you visit a casino on this visit?

1. Yes
 2. No → Go to question 29

Comments _____

29. What did you like about the Bahamas?

- | | |
|----------------------------|-----------------------------------|
| 1 Architecture | 10 Friendly people |
| 2 Landscape/scenery | 11 Helpful people |
| 3 Beaches | 12 Was as hoped |
| 4 Ocean | 13 Value for money |
| 5 Weather | 14 Plenty to do |
| 6 Variety of Shops | 15 Relaxing |
| 7 Cheap to shop/good deals | 16 Unusual-not like anywhere else |
| 8 Clean | |
| 9 Felt Safe | 17 Nothing in particular |
- Other _____

30. What did you dislike about The Bahamas?

- | | |
|----------------------------|--|
| 1 Architecture | 12 Unhelpful/rude people |
| 2 Landscape/scenery | 13 Salespeople were pushy |
| 3 Beaches | 14 Shops close too early |
| 4 Ocean | 15 Slow service |
| 5 Weather | 16 Not what I expected |
| 6 Limited variety of shops | 17 Expensive/pricy |
| 7 Felt hassled | 18 Boring not enough to do |
| 8 Felt ripped off | 19 Wasn't anything special/different |
| 9 Not clean | |
| 10 Didn't feel safe | 20 Didn't dislike anything in particular |
| 11 Unfriendly people | |
- Other _____

31. Where do you live?

1. United States: Which State?
 WRITE IN _____
2. Canada: Which Province?
 WRITE IN _____
3. Other: Which Country
 WRITE IN _____

32. (Don't ask just circle) Is respondent ...

1. Male 2. Female

33. Into which of these age brackets does your age fall? SHOW CARD. CIRCLE ONE ONLY

- | | |
|-----------|-----------|
| 1 A 18-24 | 5 E 55-64 |
| 2 B 25-34 | 6 F 65-74 |
| 3 C 35-44 | 7 G 75+ |
| 4 D 45-54 | |

34. Are you traveling....

- 1 Alone
 2 As a couple
 3 As a family
 4 As a group

35. How many people are there in your personal group including yourself and any children?

36. If you're traveling with children, how old are the children? CIRCLE ALL THAT APPLY

Interviewer: Write in how many of each age

- | | |
|------------------------|--------------|
| 1 Under 12 months | _____ |
| 2 Age 1-5 | _____ |
| 3 Age 6-11 | _____ |
| 4 Age 12-17 | _____ |
| 5 Over 17 | _____ |
| 6 No children in party | [] Tick box |

37. Into which of these brackets does your household income fall? SHOW CARD. CIRCLE ONLY ONE

- | | | | | | |
|---|----------|---|----------|----|----------|
| 1 | J | 5 | N | 9 | R |
| 2 | K | 6 | O | 10 | S |
| 3 | L | 7 | P | 11 | T |
| 4 | M | 8 | Q | 12 | U |

38. How does your visit here today compare with other cruise destinations you've visited?

- 1 Better than other destinations
- 2 About the same
- 3 Not as good as other destinations
- 4 Don't know/no answer

39. What would have made your visit here more enjoyable?

FOR OFFICE USE ONLY

Date: ___/___/___

Shift Time _____

Place of Survey _____

Survey Staff Id _____

Coder ID _____

Date Coded _____

Action _____

**CRUISE VISITOR ARRIVALS
BY FIRST PORT OF ENTRY
2010**

THE BAHAMAS				NASSAU/ PARADISE ISLAND		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	328,023	311,773	5.2%	181,729	159,197	14.2%
FEB	310,630	274,721	13.1%	159,887	136,064	17.5%
MAR	377,641	317,784	18.8%	203,842	148,501	37.3%
1QTR	1,016,294	904,278	12.4%	545,458	443,762	22.9%
APR	331,503	275,770	20.2%	165,470	157,722	4.9%
MAY	293,594	256,117	14.6%	133,288	164,441	-18.9%
JUN	277,683	241,154	15.1%	114,191	136,701	-16.5%
2QTR	902,780	773,041	16.8%	412,949	458,864	-10.0%
JUL	295,775	235,931	25.4%	143,269	127,337	12.5%
AUG	304,237	251,713	20.9%	140,847	132,355	6.4%
SEP	242,116	197,786	22.4%	134,279	107,539	24.9%
3QTR	842,128	685,430	22.9%	418,395	367,231	13.9%
OCT	327,834	239,543	36.9%	172,012	127,831	34.6%
NOV	368,854	313,470	17.7%	188,339	137,216	37.3%
DEC	351,917	340,018	3.5%	190,798	178,821	6.7%
4QTR	1,048,605	893,031	17.4%	551,149	443,868	24.2%
YTD	3,809,807	3,255,780	17.0%	1,927,951	1,713,725	12.5%

GRAND BAHAMA ISLAND				THE OUT ISLANDS		
	2010	2009	% CHG	2010	2009	% CHG
JAN	32,753	22,522	45.4%	113,541	130,054	-12.7%
FEB	39,138	26,938	45.3%	111,605	111,719	-0.1%
MAR	44,082	32,321	36.4%	129,717	136,962	-5.3%
1QTR	115,973	81,781	41.8%	354,863	378,735	-6.3%
APR	45,948	21,208	116.7%	120,085	96,840	24.0%
MAY	59,217	33,346	77.6%	101,089	58,330	73.3%
JUN	59,463	31,574	88.3%	104,029	72,879	42.7%
2QTR	164,628	86,128	91.1%	325,203	228,049	42.6%
JUL	56,579	32,007	76.8%	95,927	76,587	25.3%
AUG	62,488	36,809	69.8%	100,902	82,549	22.2%
SEP	40,673	27,956	45.5%	67,164	62,291	7.8%
3QTR	159,740	96,772	65.1%	263,993	221,427	19.2%
OCT	44,650	31,997	39.5%	111,172	79,715	39.5%
NOV	48,179	46,504	3.6%	132,336	129,750	2.0%
DEC	41,330	33,320	24.0%	119,789	127,877	-6.3%
4 QTR	134,159	111,821	20.0%	363,297	337,342	7.7%
YTD	574,500	376,502	52.6%	1,307,356	1,165,553	12.2%

Note: These are preliminary figures, and are subject to change.

**CRUISE VISITOR ARRIVALS
BY SECOND PORT OF ENTRY
2010**

THE BAHAMAS				NASSAU/ PARADISE ISLAND		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	121,555	103,995	16.9%	46,723	41,974	11.3%
FEB	121,770	106,625	14.2%	50,163	40,134	25.0%
MAR	130,851	138,316	-5.4%	56,190	60,124	-6.5%
1QTR	374,176	348,936	7.2%	153,076	142,232	7.6%
APR	131,990	120,785	9.3%	58,950	41,361	42.5%
MAY	158,355	137,616	15.1%	73,052	58,807	24.2%
JUN	171,152	142,108	20.4%	107,670	64,819	66.1%
2QTR	461,497	400,509	15.2%	239,672	164,987	45.3%
JUL	167,172	144,159	16.0%	96,782	75,322	28.5%
AUG	172,350	137,765	25.1%	92,234	70,851	30.2%
SEP	144,043	130,705	10.2%	68,938	65,316	5.5%
3QTR	483,565	412,629	17.2%	257,954	211,489	22.0%
OCT	159,778	117,423	36.1%	70,391	53,504	31.6%
NOV	153,476	145,338	5.6%	66,835	63,355	5.5%
DEC	167,923	127,848	31.3%	56,755	51,600	10.0%
4QTR	481,177	390,609	23.2%	193,981	168,459	15.2%
YTD	1,800,415	1,552,683	16.0%	844,683	687,167	22.9%

GRAND BAHAMA ISLAND				THE OUT ISLANDS		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	12,150	2,169	460.2%	62,682	59,852	4.7%
FEB	15,285	1,657	822.5%	56,322	64,834	-13.1%
MAR	10,703	5,010	113.6%	63,958	73,182	-12.6%
1QTR	38,138	8,836	331.6%	182,962	197,868	-7.5%
APR	15,946	6,866	132.2%	57,094	72,558	-21.3%
MAY	12,604	15,974	-21.1%	72,699	62,835	15.7%
JUN	21,769	20,987	3.7%	41,713	56,302	-25.9%
2QTR	50,319	43,827	14.8%	171,506	191,695	-10.5%
JUL	20,173	10,387	94.2%	50,217	58,450	-14.1%
AUG	17,193	5,200	230.6%	62,923	61,714	2.0%
SEP	23,075	9,557	141.4%	52,030	55,832	-6.8%
3QTR	60,441	25,144	140.4%	165,170	175,996	-6.2%
OCT	22,711	17,070	33.0%	66,676	46,849	42.3%
NOV	14,825	20,144	-26.4%	71,816	61,839	16.1%
DEC	23,841	9,442	152.5%	87,327	66,806	30.7%
4 QTR	61,377	46,656	31.6%	225,819	175,494	28.7%
YTD	210,275	124,463	68.9%	745,457	741,053	0.6%

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**CRUISE VISITOR ARRIVALS
BY THIRD PORT OF ENTRY
2010**

THE BAHAMAS				NASSAU/ PARADISE ISLAND		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	11,161	22,839	-51.1%	4,966	0	100.0%
FEB	13,628	14,299	-4.7%	4,316	0	100.0%
MAR	8,960	22,625	-60.4%	0	0	0.0%
1QTR	33,749	59,763	-43.5%	9,282	0	100.0%
APR	9,072	19,496	-53.5%	0	0	0.0%
MAY	8,581	6,664	28.8%	4,336	0	100.0%
JUN	14,527	9,201	57.9%	0	0	0.0%
2QTR	32,180	35,361	-9.0%	4,336	-	100.0%
JUL	14,525	9,504	52.8%	0	0	0.0%
AUG	12,036	11,709	2.8%	0	0	0.0%
SEP	10,510	10,364	1.4%	0	0	0.0%
3QTR	37,071	31,577	17.4%	0	0	0.0%
OCT	8,389	10,463	-19.8%	0	0	0.0%
NOV	8,245	11,262	-26.8%	0	2,815	-100.0%
DEC	10,674	10,909	-2.2%	3,941	0	100.0%
4QTR	27,308	32,634	-16.3%	3,941	2,815	40.0%
YTD	130,308	159,335	-18.2%	17,559	2,815	523.8%

GRAND BAHAMA ISLAND				THE OUT ISLANDS		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	0	8,902	-100.0%	6,195	13,937	-55.5%
FEB	0	10,046	-100.0%	9,312	4,253	119.0%
MAR	0	14,667	-100.0%	8,960	7,958	12.6%
1QTR	0	33,615	-100.0%	24,467	26,148	-6.4%
APR	0	10,339	-100.0%	9,072	9,157	-0.9%
MAY	0	0	0.0%	4,245	6,664	-36.3%
JUN	0	0	0.0%	14,527	9,201	57.9%
2QTR	0	10,339	-100.0%	27,844	25,022	11.3%
JUL	2,581	0	100.0%	11,944	9,504	25.7%
AUG	0	4,801	-100.0%	12,036	6,908	74.2%
SEP	0	2,520	-100.0%	10,510	7,844	34.0%
3QTR	2,581	7,321	-64.7%	34,490	24,256	42.2%
OCT	0	0	0.0%	8,389	10,463	-19.8%
NOV	0	0	0.0%	8,245	8,447	-2.4%
DEC	0	0	0.0%	6,733	10,909	-38.3%
4 QTR	0	0	0.0%	23,367	29,819	-21.6%
YTD	2,581	51,275	-95.0%	110,168	105,245	4.7%

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**CRUISE VISITOR ARRIVALS
BY FIRST & SECOND & THIRD PORT OF ENTRY
2010**

THE BAHAMAS				NASSAU/ PARADISE ISLAND		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	460,739	438,607	5.0%	233,418	201,171	16.0%
FEB	446,028	395,645	12.7%	214,366	176,198	21.7%
MAR	517,452	478,725	8.1%	260,032	208,625	24.6%
1QTR	1,424,219	1,312,977	8.5%	707,816	585,994	20.8%
APR	472,565	416,051	13.6%	224,420	199,083	12.7%
MAY	460,530	400,397	15.0%	210,676	223,248	-5.6%
JUN	463,362	392,463	18.1%	221,861	201,520	10.1%
2QTR	1,396,457	1,208,911	15.5%	656,957	623,851	5.3%
JUL	477,472	389,594	22.6%	240,051	202,659	18.5%
AUG	488,623	401,187	21.8%	233,081	203,206	14.7%
SEP	396,669	338,855	17.1%	203,217	172,855	17.6%
3QTR	1,362,764	1,129,636	20.6%	676,349	578,720	16.9%
OCT	496,001	367,429	35.0%	242,403	181,335	33.7%
NOV	530,575	470,070	12.9%	255,174	203,386	25.5%
DEC	530,514	478,775	10.8%	251,494	230,421	9.1%
4QTR	1,557,090	1,316,274	18.3%	749,071	615,142	21.8%
YTD	5,740,530	4,967,798	15.6%	2,790,193	2,403,707	16.1%

GRAND BAHAMA ISLAND				THE OUT ISLANDS		
MONTH	2010	2009	% CHG	2010	2009	% CHG
JAN	44,903	33,593	33.7%	182,418	203,843	-10.5%
FEB	54,423	38,641	40.8%	177,239	180,806	-2.0%
MAR	54,785	51,998	5.4%	202,635	218,102	-7.1%
1QTR	154,111	124,232	24.1%	562,292	602,751	-6.7%
APR	61,894	38,413	61.1%	186,251	178,555	4.3%
MAY	71,821	49,320	45.6%	178,033	127,829	39.3%
JUN	81,232	52,561	54.5%	160,269	138,382	15.8%
2QTR	214,947	140,294	53.2%	524,553	444,766	17.9%
JUL	79,333	42,394	87.1%	158,088	144,541	9.4%
AUG	79,681	46,810	70.2%	175,861	151,171	16.3%
SEP	63,748	40,033	59.2%	129,704	125,967	3.0%
3QTR	222,762	129,237	72.4%	463,653	421,679	10.0%
OCT	67,361	49,067	37.3%	186,237	137,027	35.9%
NOV	63,004	66,648	-5.5%	212,397	200,036	6.2%
DEC	65,171	42,762	52.4%	213,849	205,592	4.0%
4QTR	195,536	158,477	23.4%	612,483	542,655	12.9%
YTD	787,356	552,240	42.6%	2,162,981	2,011,851	7.5%

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**RESEARCH AND STATISTICS TEAM NASSAU/P.I & GRAND
BAHAMA**

Mr. Gary Young-Sr. Director

Ms. Georgina Delancy-General Manager and Writer of this Report

Mrs. Evangeline Lewis-Senior Manager-Research

Mrs. Kimberley Greenslade-Assistant Manager

Mr. Freeman Davis-Assistant Manager and Data Processing

Ms. Sharmaine Smith- Assistant Manager and Data Processing

Mrs. Ruth Williams-Data processing

Mrs. Margo Rose-Data processing

Ms. Francia Oliver-Data processing

Ms. Leanda Colebrooke-Data processing

Ms. Francina Davis-Data processing

Mrs. Cleo Ellis-Data processing & Exit Survey Clerk Nassau

Mrs. Samantha Adderley-Data processing & Exit Survey Clerk Nassau

Mrs. Amanda St. Charles-Data processing

Ms. Tara Evans- Immigration Card Scanning Unit

Ms. Roshan Lewis- Immigration Card Scanning Unit

Ms. Shavonne Mckenzie- Immigration Card Scanning Unit

Ms. Angelica Bethel- Immigration Card Scanning Unit

Ms. Claudette Pierre- Exit Survey Clerk Nassau

Ms. Shantell Outten- Exit Survey Clerk Nassau

Mr. Ethan Fairweather- Exit Survey Clerk Nassau

Grand Bahama Team

Mrs. Alicia Mallory- Exit Survey Clerk Grand Bahama

Mrs. Francita Pratt- Exit Survey Clerk Grand Bahama

Mrs. Sheila Francis- Exit Survey Clerk Grand Bahama

Mrs. Doria Forbes- Exit Survey Clerk Grand Bahama

Mrs. Kenylena Green-Exit Survey Clerk Grand Bahama

Mrs. Mavis Bowe-Exit Survey Clerk Grand Bahama