

# Satisfaction Query Form

M

**Mark Gaetz**

3:53 μ.μ. (πριν  
από 2 ώρες)

Hi Antonis & Yota,

The Satisfaction Query Form attached to your e-mail does not open properly for me. (It must have something to do with Google doc versus Word docs). Anyway, you receive five stars in my book on everything! You treated us like royalty (or with a Greek analogy - like gods!) right from the beginning to the end. I was thoroughly impressed with all your services but especially in the personal care (customer service) department. When you consider the time zone differences and language barriers, it is even more impressive. I cannot stress this enough. The last time we booked a similar trip in the BVI, we were pretty much on our own once the final payment was made. The BVI trip went fine, but we spent lots and lots of our vacation time "figuring things out" rather than simply sailing/relaxing/exploring. So Thank You! Thank You! Thank You!

I know you are looking for areas to improve, so if I had to find something to criticize, I would say that I was caught a little off guard with the cash requirements needed at the time we set sail. I knew about the Skipper's fee, but I did not know about the cash requirements for the cleaning, internet and SUP's. I knew that they were due when we set sail, but I thought that I could use my Visa card. (You may have told me to bring enough cash to cover these expenses, but maybe not "loud" enough for it to sink into my (thick) head!). Anyway, I was a little embarrassed and felt bad that I had to borrow money from the Skipper.

Yota...goodbye for now...I hope our paths cross sometime down the line.  
You're the best!

Mark