

Appendix 7 Interview Cruise ship Customers

In order to protect the privacy of interviewees, we only show the name and gender of them.

Interviewee 1: Female, 29

Price of the cruise ticket: 500-600€

Route: Kyushu to Hokkaido, Japan

Time: 2019

Travel purpose: for sightseeing (vacation-oriented)

About luggage: She brought a lot of luggage with her. She checked in some suitcases but brought other handy ones with her together in the cabin, since it was easier for her to carry some necessities during the travel. But once she got off the cruise, it was a hassle for her to bring so much heavy luggage along the way to the hotel.

Interviewee 2: Female, 26

Price of the cruise ticket: around 30€, a short trip

Route: Shenzhen to Hongkong, China by cruise, and transfer to Manchester, England by airplane

Travel purpose: to study abroad

About luggage: She chose this route because when she checked in the luggage in the cruise port. She didn't need to worry about the luggage anymore. And the destination of the cruise is exactly the airport, which save her more travel time and expenses. Finally, she would claim the luggage at the airport of Manchester. It was convenient to her especially she carried a large amount of luggage. The overall travel experience is quite seamless to her.

Interviewee 3: Male, 25

Price of the cruise ticket: 50-60€

Route: Rome to Sicily, Italy

Time: 2019

Travel purpose: for sightseeing (vacation-oriented)

About luggage: It was a very old cruise port, so it didn't have any digitalization. It was even hard to find out the location of this port. She didn't check in the luggage since she only brought the necessity with her. It is although a little bit hassle to take care of her luggage but as long as it saves money, it is worthwhile for her!