

SEA HOTEL KATEGATT - GUEST EVALUATION

This report contains **monthly** averages for the time period **2025/02/06 - 2025/02/13** based on feedback given for **Sea Hotel Kattegat**.

The total number of respondents during this time period was **143** guests.

Table of Contents

Questionnaire Dashboard	1	Restaurant Service Speed (In-St	46	Facilities	80
Reputation Dashboard	9	Wellness (In-Stay)	47	Sport facilities	81
Sentiment Overview (Chain Hiera	13	Wellness staff friendliness (In	48	Entertainment facilities	82
Side by Side	15	Bar (In-Stay)	49	Swimming pool	83
Feedback Activity	16	Bar Food&Drink Quality (In-Stay	50	Internet	84
Management Overview	17	Bar Service Speed (In-Stay)	51	Wellness	85
Department NPS Correlation	18	Meeting Room Speed of service (54	Camping space	86
Result Matrix (Chain Hierarchy)	19	Meeting Room Staff Friendliness	55	Meeting facilities	87
Benchmark Matrix (Individual Ve	21	Meeting Room Equipment and tech	56	Building	88
Publish Statistics	23	Meeting Room Cleanliness (In-St	57	Food	89
Goals	24	Travel Reason	58	Breakfast variety	91
Net Promoter Score	25	Travel Composition	59	Dinner	92
Cleaning	26	Overall Rating	60	Dinner variety	93
Room Standard	27	Condition	61	Location	94
Reception	28	Recommendation	62	Proximity to beach	95
Breakfast	29	Room	63	Neighborhood	96
Restaurant food	30	Amenities	64	Proximity to skiing	97
Restaurant service	31	Bathroom	65	Service	98
Bar	32	Bed	66	Hospitality	99
Spa	33	Comfort	67	Staff	100
Conference Facilities	34	Quietness	68	Personal care	101
Conference Lunch	35	Sleep Quality	69	Helpfulness	102
Conference Dinner	36	Room Size	70	Breakfast service	104
Conference Coffee Breaks	37	Terrace	71	Family friendliness	105
Conference Service	38	Security	72	Booking service	106
Check-In (In-Stay)	39	Interior	73	Value for money	107
Check-In Friendliness (In-Stay)	40	Ambience	74	Food value for money	108
Check-In Speed (In-Stay)	41	Decor	75	Weighted Average	109
Room (In-Stay)	42	Surroundings	76	Newsletter Signup	110
Room Cleanliness (In-Stay)	43	Sound	77		
Restaurant (In-Stay)	44	Atmosphere	78		
Food/Drink Quality (In-Stay)	45	Cleanliness	79		



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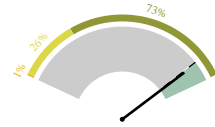
Restaurant food



SCORE	GOAL
--	--
* 1	0 0.0%
* 2	0 0.0%
* 3	0 0.0%
* 4	0 0.0%

I am satisfied with the food at the <restaurant>

Restaurant service



SCORE	GOAL
--	--
* 1	0 0.0%
* 2	1 0.7%
* 3	38 26.4%
* 4	105 72.9%

I am satisfied with the service at the <restaurant>

Bar



SCORE	GOAL
--	--
* 1	0 0.0%
* 2	0 0.0%
* 3	0 0.0%
* 4	0 0.0%

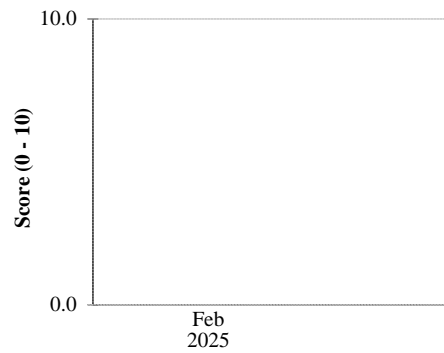
I am satisfied with the <bar>

Spa

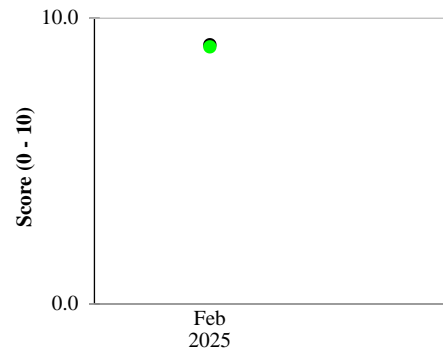


SCORE	GOAL
--	--
* 1	0 0.0%
* 2	0 0.0%
* 3	0 0.0%
* 4	0 0.0%

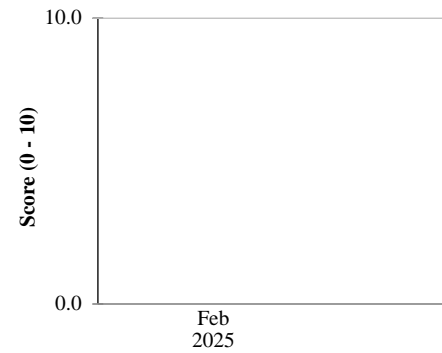
I am satisfied with the <spa> experience



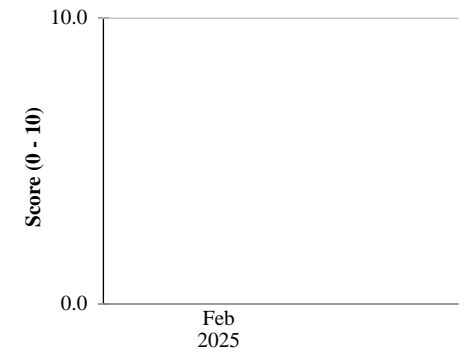
● Sea Hotel Kattegat



● Sea Hotel Kattegat ● Goal



● Sea Hotel Kattegat



● Sea Hotel Kattegat

Conference Facilities



SCORE		GOAL	
--		4.40	
* 1	0	0.0%	
* 2	0	0.0%	
* 3	0	0.0%	
* 4	0	0.0%	
The facilities and technical equipment worked well at the conference			

Conference Lunch



SCORE		GOAL	
--		--	
* 1	0	0.0%	
* 2	0	0.0%	
* 3	0	0.0%	
* 4	0	0.0%	
I am satisfied with the lunch(es) during the conference			

Conference Dinner

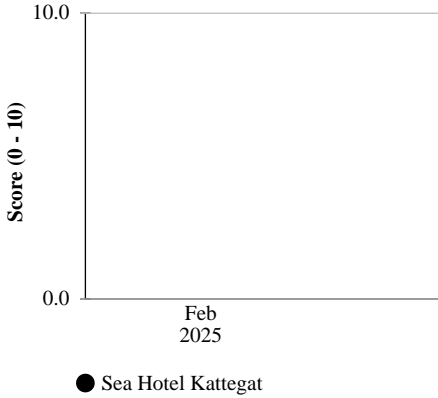
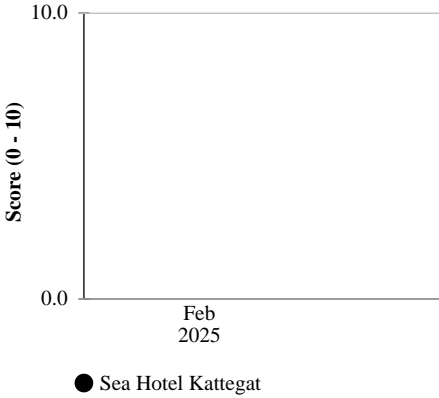
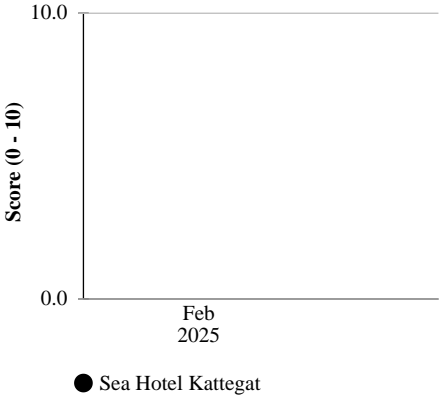
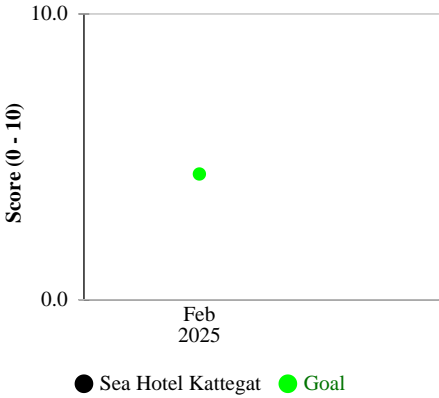


SCORE		GOAL	
--		--	
* 1	0	0.0%	
* 2	0	0.0%	
* 3	0	0.0%	
* 4	0	0.0%	
I am satisfied with the dinner(s) during the conference			

Conference Coffee Breaks



SCORE		GOAL	
--		--	
* 1	0	0.0%	
* 2	0	0.0%	
* 3	0	0.0%	
* 4	0	0.0%	
I am satisfied with the coffee breaks during the conference			

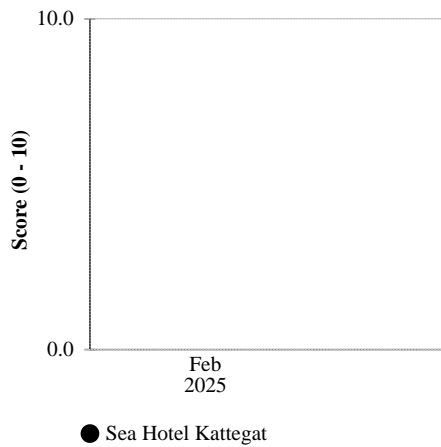


Conference Service



SCORE	GOAL
1	0.0%
2	0.0%
3	0.0%
4	0.0%

I am satisfied with the service of the conference staff

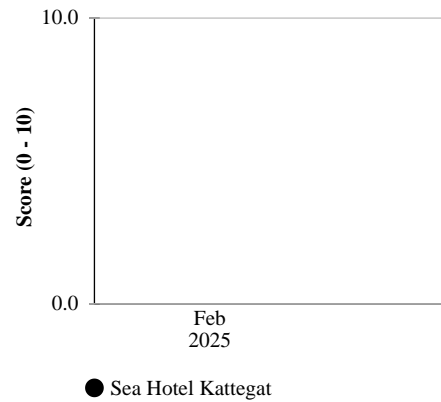


Check-In (In-Stay)



SCORE	GOAL
Much worse than expected	0.0%
Worse than expected	0.0%
Slightly worse than expected	0.0%
As expected	0.0%
Slightly better than expected	0.0%
Better than expected	0.0%
Much better than expected	0.0%

What do you think of your check-in?

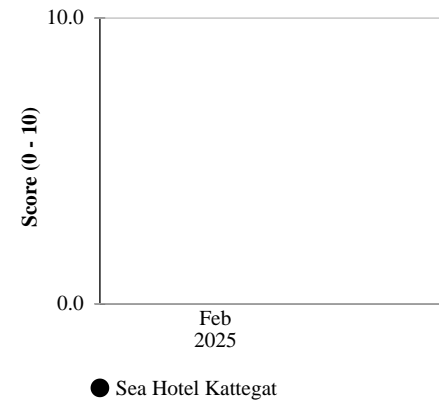


Check-In Friendliness (In-Stay)



SCORE	GOAL
Much worse than expected	0.0%
Worse than expected	0.0%
Slightly worse than expected	0.0%
As expected	0.0%
Slightly better than expected	0.0%
Better than expected	0.0%
Much better than expected	0.0%

Check-in staff friendliness

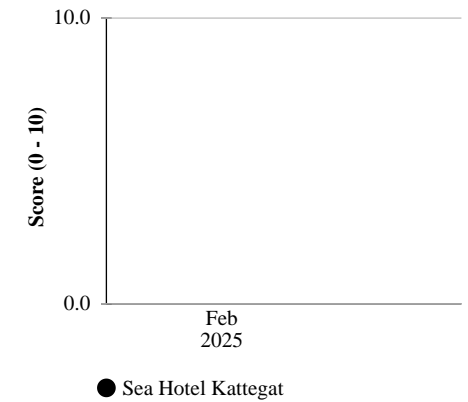


Check-In Speed (In-Stay)



SCORE	GOAL
Much worse than expected	0.0%
Worse than expected	0.0%
Slightly worse than expected	0.0%
As expected	0.0%
Slightly better than expected	0.0%
Better than expected	0.0%
Much better than expected	0.0%

Check-in speed of service



Room (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

What do you think of your room?

Room Cleanliness (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

Room Cleanliness

Restaurant (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

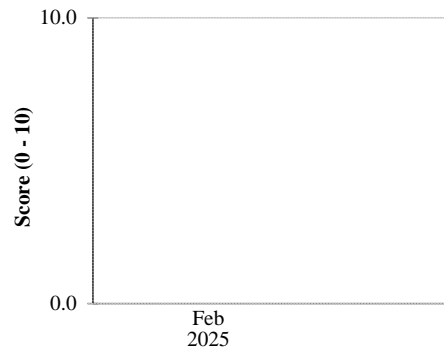
What do you think of our restaurant?

Food/Drink Quality (In-Stay)

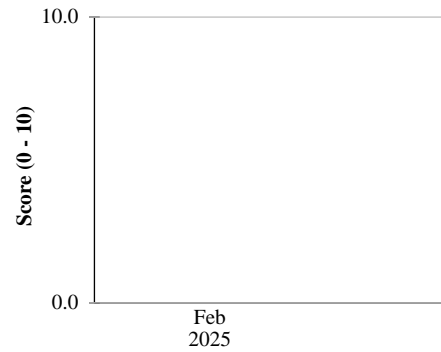


SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

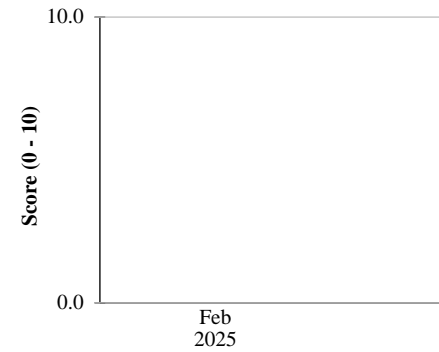
Quality of foods & drinks



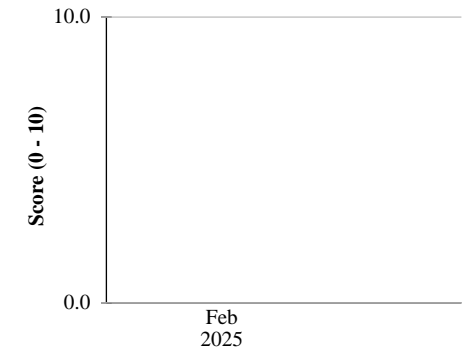
● Sea Hotel Kattagat



● Sea Hotel Kattagat



● Sea Hotel Kattagat



● Sea Hotel Kattagat

Restaurant Service Speed (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

Restaurant speed of service

Wellness (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

What do you think of our wellness?

Wellness staff friendliness (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

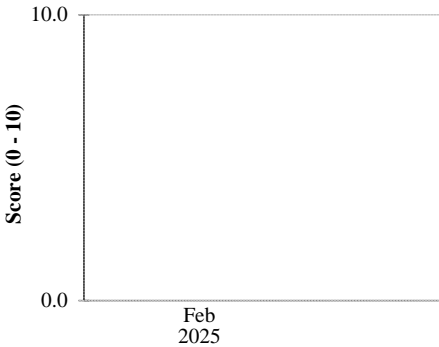
Wellness staff friendliness

Bar (In-Stay)

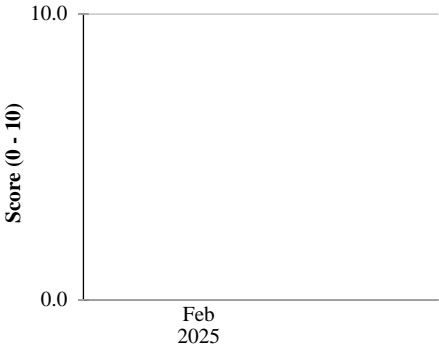


SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

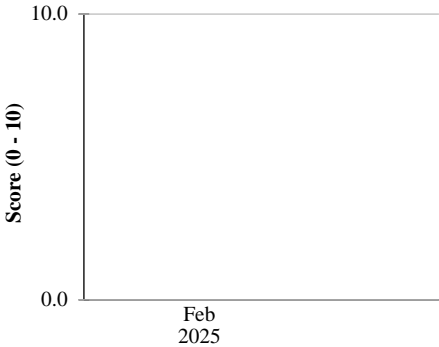
What do you think of our bar?



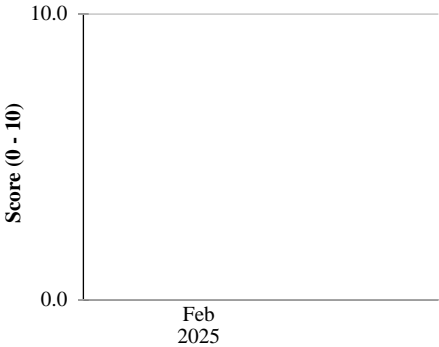
● Sea Hotel Kattogat



● Sea Hotel Kattogat



● Sea Hotel Kattogat



● Sea Hotel Kattogat

Bar Food&Drink Quality (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

Bar Quality of food & drinks

Bar Service Speed (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

Bar Speed of service

Bar (In-Stay)



SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

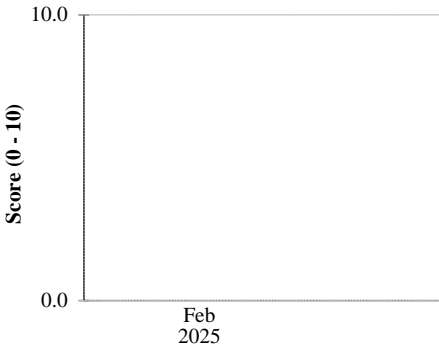
What do you think of our meeting room?

Bar Food&Drink Quality (In-Stay)

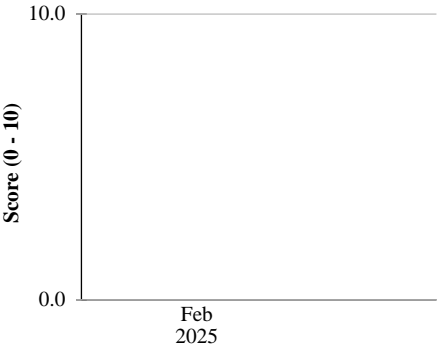


SCORE	GOAL	
--	--	--
* Much worse than expected	0	0.0%
* Worse than expected	0	0.0%
* Slightly worse than expected	0	0.0%
* As expected	0	0.0%
* Slightly better than expected	0	0.0%
* Better than expected	0	0.0%
* Much better than expected	0	0.0%

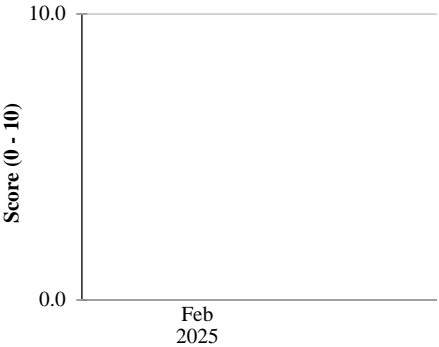
Meeting Room Quality of food & drinks



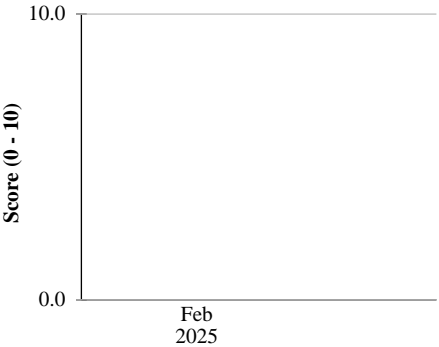
● Sea Hotel Kattogat



● Sea Hotel Kattogat

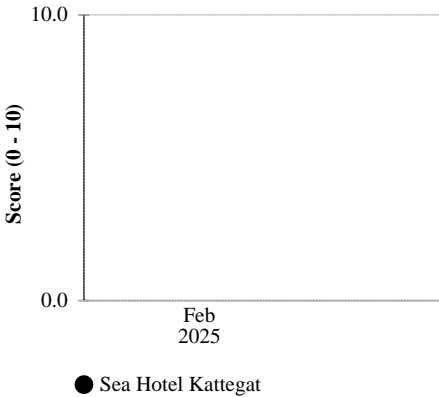
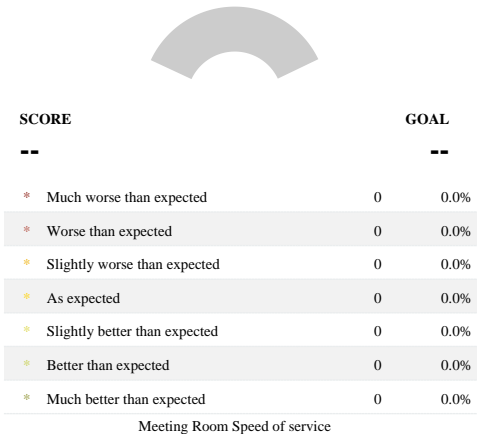


● Sea Hotel Kattogat

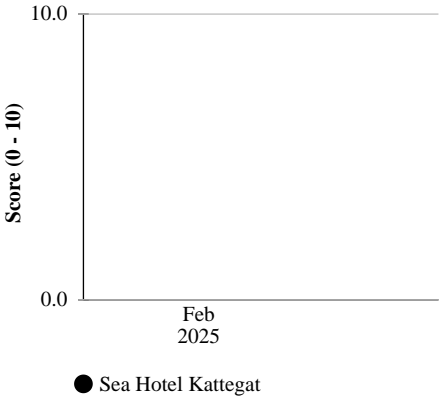


● Sea Hotel Kattogat

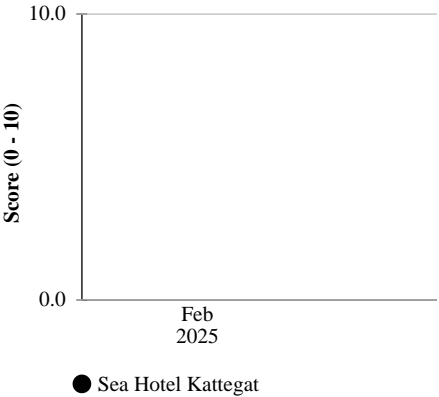
Meeting Room Speed of service (In-Stay)



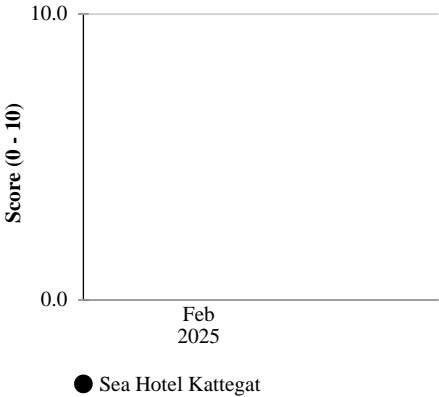
Meeting Room Staff Friendliness (In-Stay)

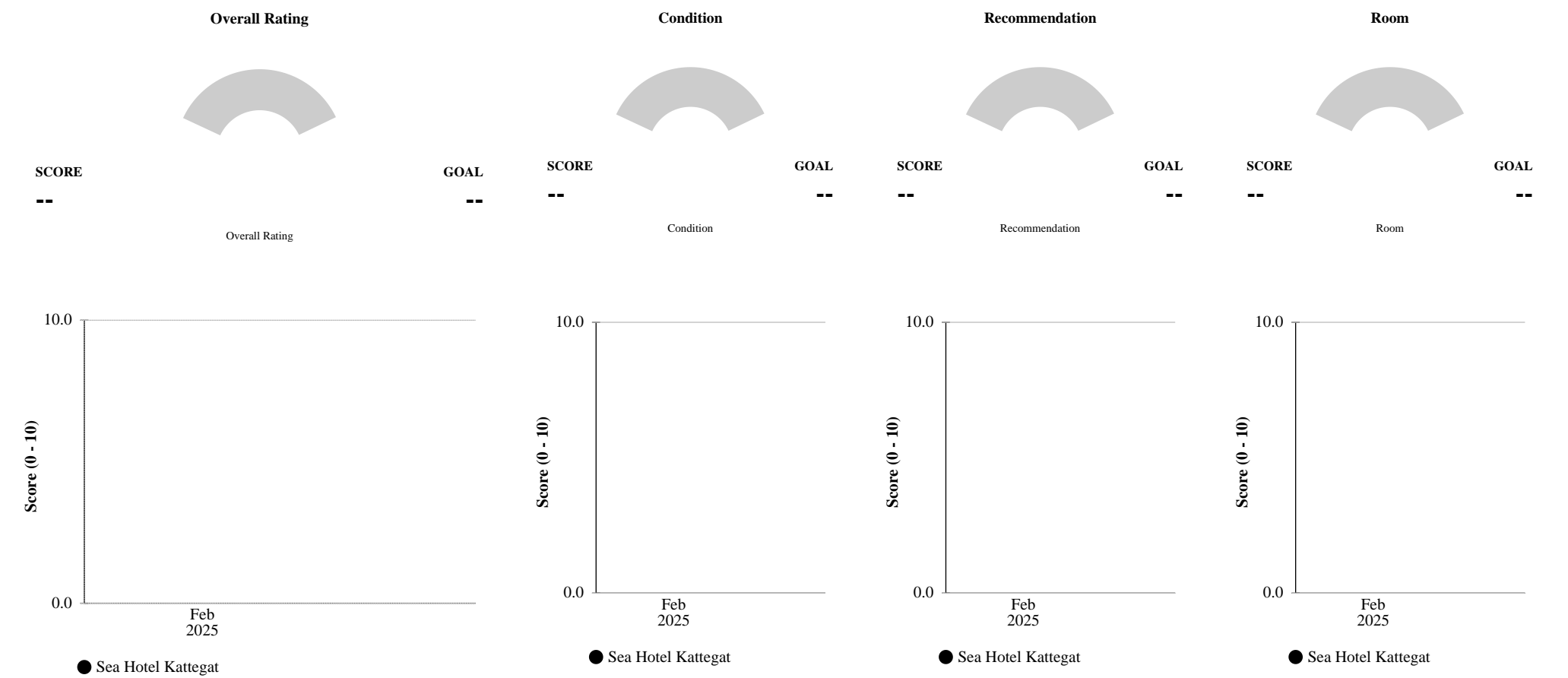


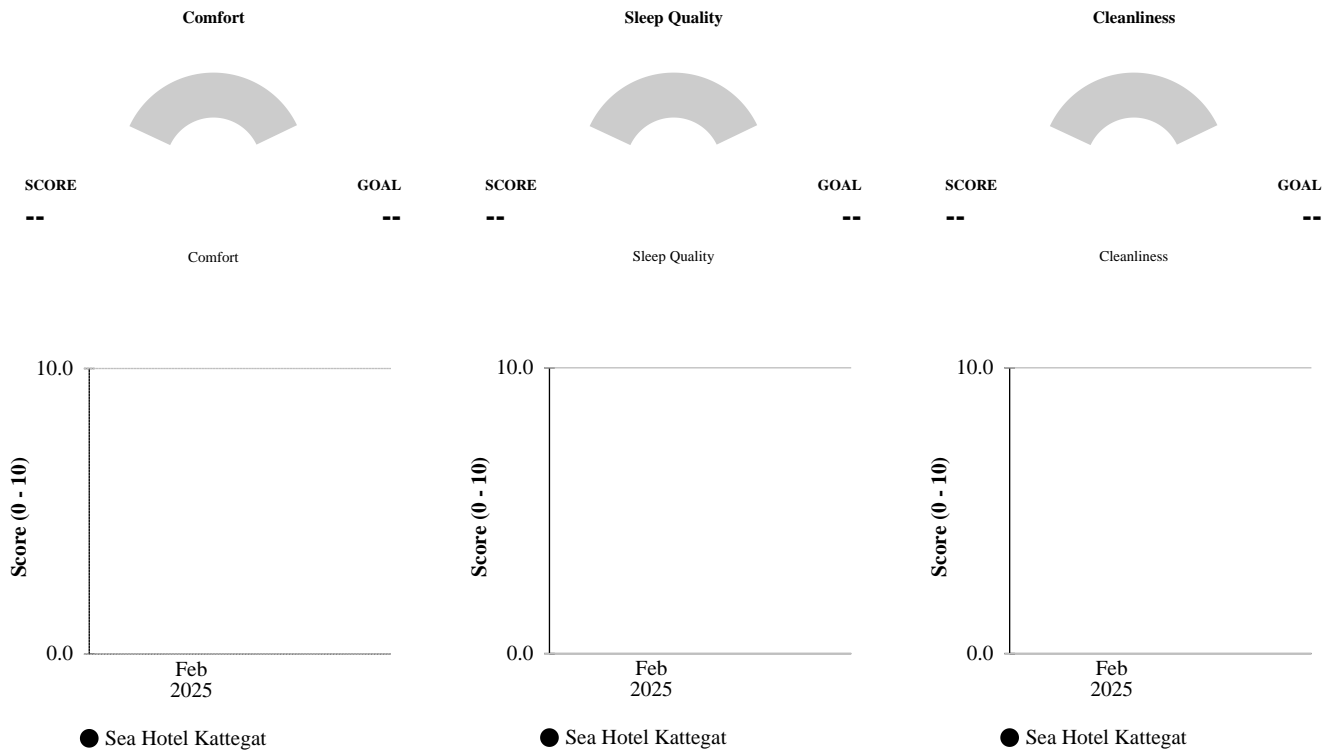
Meeting Room Equipment and technology (In-Stay)

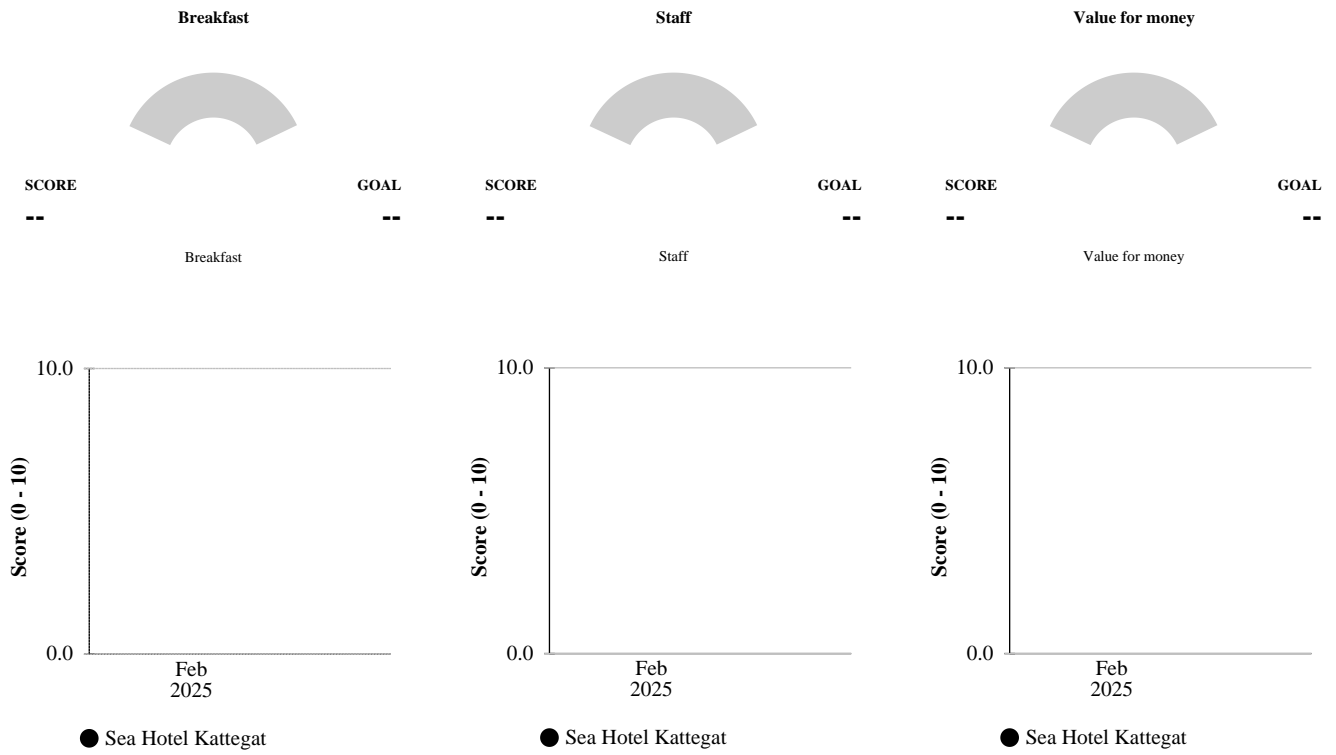


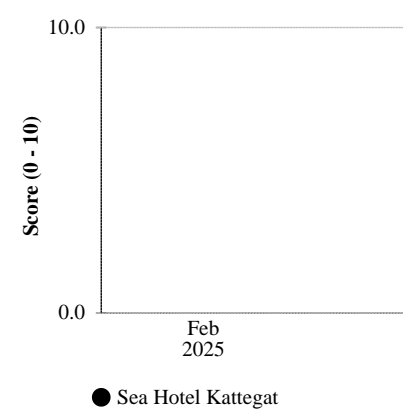
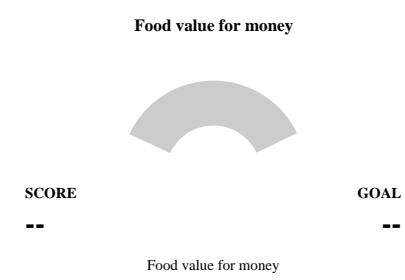
Meeting Room Cleanliness (In-Stay)







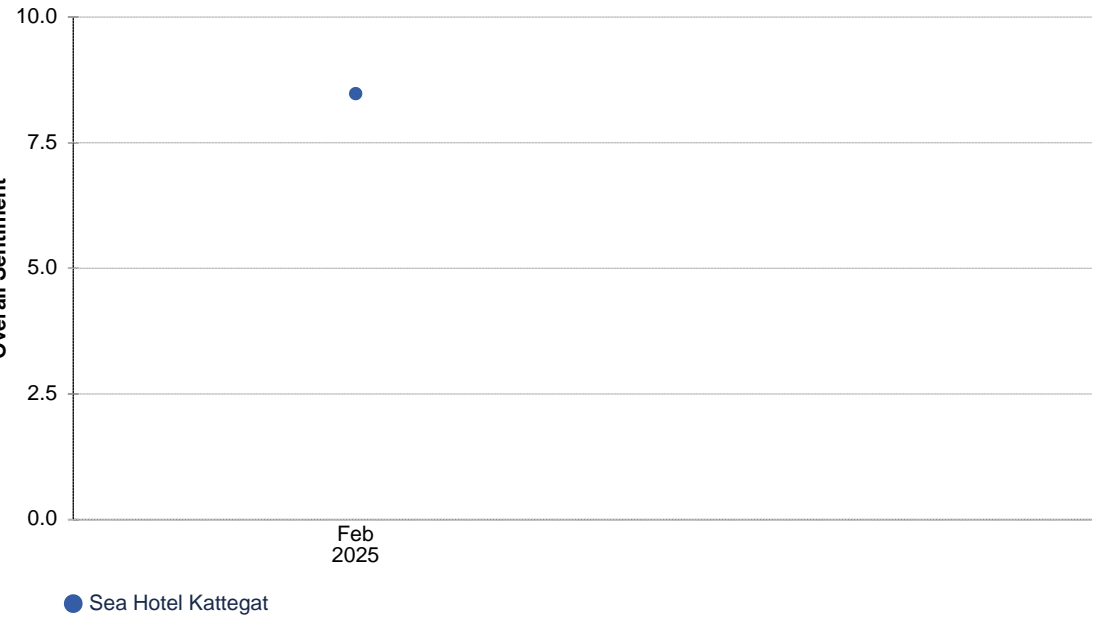


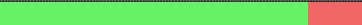

















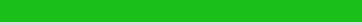





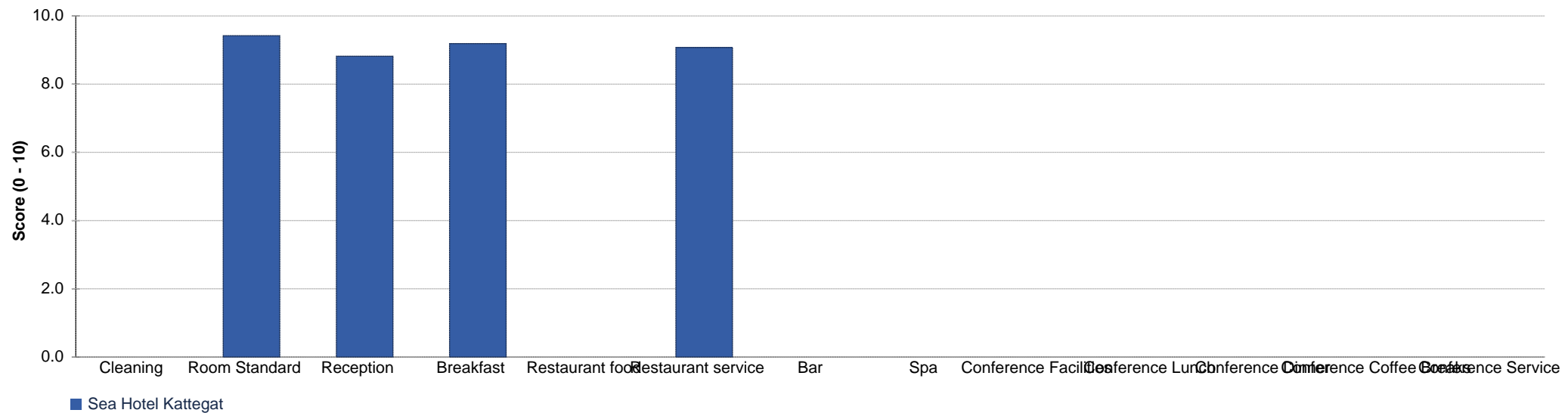
Sentiment Overview (Chain Hierarchy)

Sea Hotel Kattegat

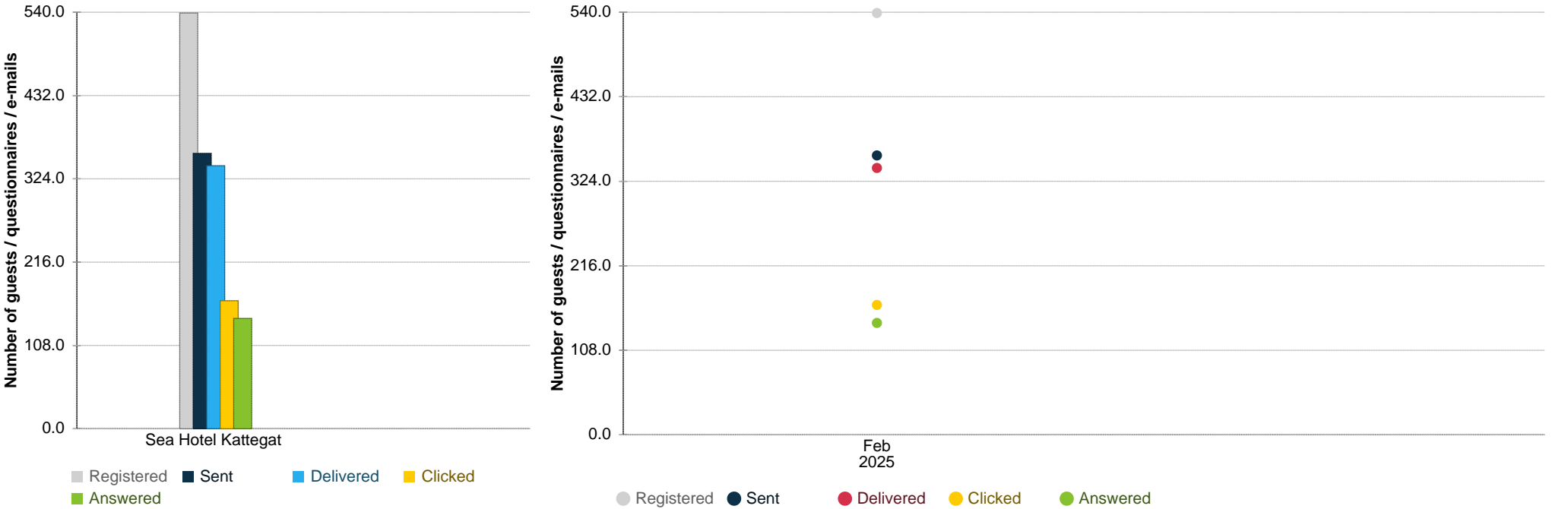
Guest Survey	Results for: 2025-02-06 - 2025-02-13	Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants
Hotel Report		Internal data sources: Pre-stay, Instay, Instay Pulse, E-Mail, Web, Paper
www.loopon.com	Report created: 2025-02-13 13:26:02	Public data sources: 0 out of 45



Sea Hotel Kattegat										
Topic	Score (0-10)	Mentions	Positive Mentions		Neutral Mentions		Negative Mentions		Trend	Distribution
Other	8.67	98	85	86.7%	0	0.0%	13	13.3%		
General Staff	9.48	77	73	94.8%	0	0.0%	4	5.2%		
Rooms	5.95	37	22	59.5%	0	0.0%	15	40.5%		
Front Desk	9.69	32	31	96.9%	0	0.0%	1	3.1%		
Cleanliness	7.50	28	21	75.0%	0	0.0%	7	25.0%		
Location	10.00	21	21	100.0%	0	0.0%	0	0.0%		
Bar	9.52	21	20	95.2%	0	0.0%	1	4.8%		
Waitstaff	10.00	19	19	100.0%	0	0.0%	0	0.0%		
Food & Beverage	8.95	19	17	89.5%	0	0.0%	2	10.5%		
Manager	7.89	19	15	78.9%	0	0.0%	4	21.1%		
Concierge	8.89	18	16	88.9%	0	0.0%	2	11.1%		
Breakfast	8.75	16	14	87.5%	0	0.0%	2	12.5%		
Checkin / Checkout	8.13	16	13	81.3%	0	0.0%	3	18.8%		
Bathroom	5.45	11	6	54.5%	0	0.0%	5	45.5%		
Restaurant	9.00	10	9	90.0%	0	0.0%	1	10.0%		
Value	4.44	9	4	44.4%	0	0.0%	5	55.6%		
Facilities	4.44	9	4	44.4%	0	0.0%	5	55.6%		
Housecleaning	8.75	8	7	87.5%	0	0.0%	1	12.5%		
Security	5.71	7	4	57.1%	0	0.0%	3	42.9%		
Lobby	10.00	5	5	100.0%	0	0.0%	0	0.0%		
Bellstaff	10.00	4	4	100.0%	0	0.0%	0	0.0%		
Service	10.00	2	2	100.0%	0	0.0%	0	0.0%		
Overall Sentiment	8.48	486	412	84.8%	0	0.0%	74	15.2%		



Sea Hotel Kattegat	
	Sea Hotel Kattegat
Cleaning	
Room Standard	9.42
Reception	8.82
Breakfast	9.19
Restaurant food	
Restaurant service	9.07
Bar	
Spa	
Conference Facilities	
Conference Lunch	
Conference Dinner	
Conference Coffee Breaks	
Conference Service	



	Feb 2025	Total
Delivery Performance (Post-Stay, In-Stay)		
Registered	539	539
Sent	357	357
Delivered	341	341
Clicked	166	166
Answered	143	143
Eff. answer frequency	41.9%	41.9%
Feedback Performance (Post-Stay, In-Stay, Pulse, Web/QR, Paper)		
Reviews	143	143
Identified	143	143
Responded to	0	0
Management Response %	0.0%	0.0%

* Effective Answer Frequency is calculated as: number of answers / total number of delivered questionnaires.
* Identified is the number of reviews to which sending a response is possible.
* Management Response % is calculated as: responded to / identified.

Management Overview

Guest Survey

Hotel Report

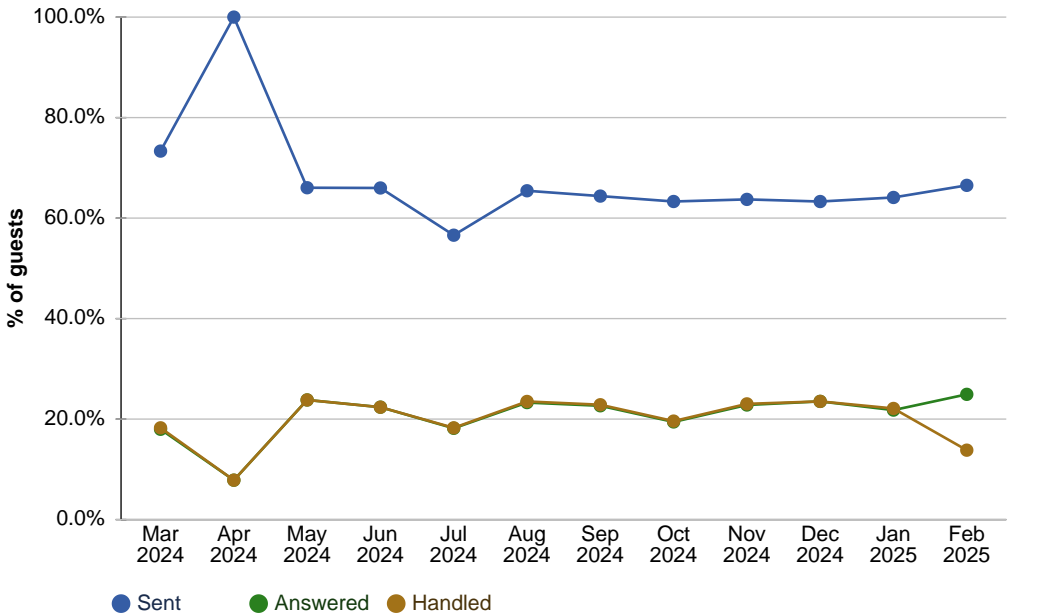
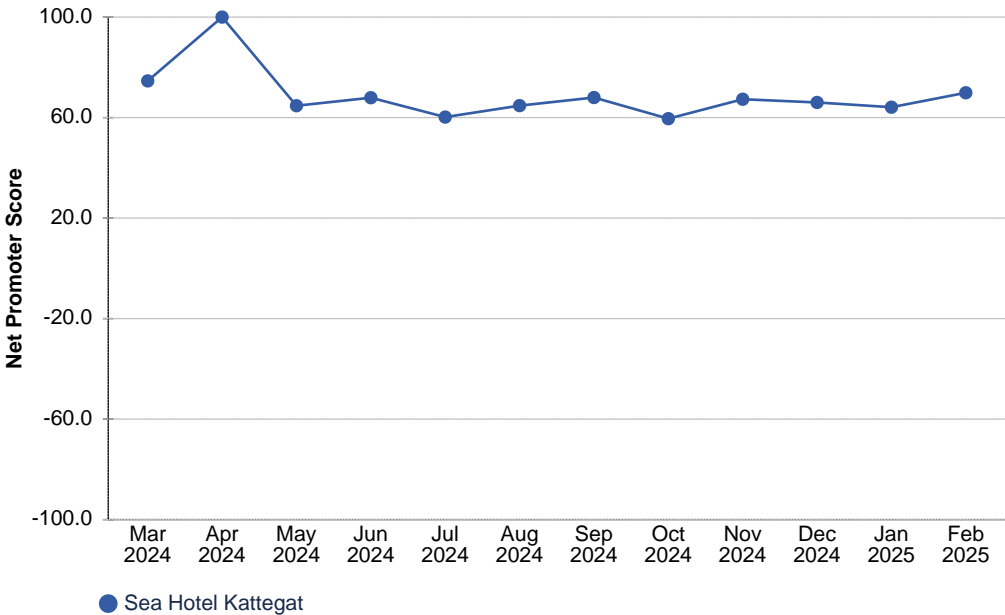
www.loopon.com

Results for: 2024-03-01 - 2025-02-13

Report created: 2025-02-13 13:26:04

Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

Internal data sources: Pre-stay, Instay, Instay Pulse, E-Mail, Web, Paper



Question / Area	Feb'25																
	Score	Goal	Answers	Correlation	Jan'25	Dec'24	Nov'24	Oct'24	Sep'24	Aug'24	Jul'24	Jun'24	May'24	Apr'24	Mar'24	12m	2025
NPS	69.88	75.00	166		64.14	66.03	67.31	59.57	67.99	64.76	60.21	67.91	64.72	100.00	74.60	65.62	65.63
Cleaning			0		6.67	5.56	10.00									7.00	6.67
Room Standard	9.42	8.00	166	60.8%	9.20	9.33	9.42	9.23	9.39	9.26	9.09	9.41	9.20	7.50	9.26	9.29	9.26
Reception	8.88	8.00	166	43.1%	8.91	8.80	8.84	9.00	8.91	8.99	8.78	8.92	8.85	8.33	8.92	8.89	8.90
Breakfast	9.12	8.00	166	55.3%	8.91	9.03	8.91	8.90	9.01	8.75	8.73	8.70	8.73	10.00	9.03	8.88	8.97
Restaurant food			0		10.00	3.33	10.00		10.00	7.62	6.67	6.67	5.83	9.17		7.60	10.00
Restaurant service	9.04	9.00	166	42.3%	8.86	8.90	9.01	8.77	9.03	8.85	8.81	8.83	8.97	10.00	8.99	8.91	8.90
Bar			0		8.89	10.00	10.00									9.44	8.89
Spa	10.00		1		8.67	10.00	10.00									9.33	8.89
Conference Facilities		4.40	0						10.00	5.00			6.67		6.67	6.67	
Conference Lunch			0				10.00		8.67	5.00			8.89			8.18	
Conference Dinner			0				10.00		7.50	5.00			8.89	10.00		7.88	
Conference Coffee Breaks			0				10.00		8.67	5.00			6.67		3.33	7.22	
Conference Service			0				10.00		8.89	5.00			8.89		6.67	8.00	
Weighted Average (Except NPS)	9.11				8.96	9.00	9.05	8.98	9.08	8.92	8.85	8.96	8.92	9.00	9.02	8.98	9.00

- All results, except for Net Promoter Score and Third Party Social Scores, are presented on a scale 0 - 10
- All data lacking explicit dates specify the result for the period: 2025-02-01 - 2025-02-13
- "Guests" specify number of registered guests that Loopon has been notified about (usually number of checked out rooms)
(17)

Result Matrix (Chain Hierarchy)														Sea Hotel Kattegat	
Guest Survey Hotel Report www.loopon.com		Results for: 2025-02-06 - 2025-02-13						Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants							
								Internal data sources: Instay, E-Mail, Web, Paper							
								Public data sources: 0 out of 45							
Report created: 2025-02-13 13:26:10															
Sea Hotel Kattegat (Sibling Units comparison) (question 1 - 4)															
	Number of answers		Answer freq. (survey)	Unread Issues	Management Response		NPS (survey)		Cleaning (survey)		Room Standard (survey)		Reception (survey)		
	2025	2024	2025	Now	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	
Sea Hotel Gulf of Bothnia	30	0	28.6%	1	0.0%		76.67				9.56		9.22		
Sea Hotel Kattegat	143	2	26.5%	75	0.7%		68.75	100.00			9.42	3.33	8.82	10.00	
Sea Hotel Skagerrak	22	0	22.2%	22	0.0%		63.64				9.09		9.39		
Total / weighted average	195	2	26.2%	98	0.5%		69.39	100.00			9.40	3.33	8.95	10.00	
Sea Hotel Kattegat (Sibling Units comparison) (question 5 - 10)															
	Breakfast (survey)		Restaurant food (survey)		Restaurant service (survey)		Bar (survey)		Spa (survey)		Conference Facilities (survey)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Gulf of Bothnia	9.67				9.22										
Sea Hotel Kattegat	9.19	6.67		10.00	9.07	6.67									
Sea Hotel Skagerrak	9.39				8.94										
Total / weighted average	9.29	6.67		10.00	9.08	6.67									
Sea Hotel Kattegat (Sibling Units comparison) (question 11 - 16)															
	Conference Lunch (survey)		Conference Dinner (survey)		Conference Coffee Breaks (survey)		Conference Service (survey)		Check-In (In-Stay)		Check-In Friendliness (In-Stay)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Gulf of Bothnia															
Sea Hotel Kattegat															
Sea Hotel Skagerrak															
Total / weighted average															
Sea Hotel Kattegat (Sibling Units comparison) (question 17 - 22)															
	Check-In Speed (In-Stay)		Room (In-Stay)		Room Cleanliness (In-Stay)		Restaurant (In-Stay)		Food/Drink Quality (In-Stay)		Restaurant Service Speed (In-Stay)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Gulf of Bothnia															
Sea Hotel Kattegat															
Sea Hotel Skagerrak															
Total / weighted average															

Sea Hotel Kattegat (Sibling Units comparison) (question 23 - 28)												
	Wellness (In-Stay)		Wellness staff friendliness (In-Stay)		Bar (In-Stay)		Bar Food&Drink Quality (In-Stay)		Bar Service Speed (In-Stay)		Bar (In-Stay)	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Sea Hotel Gulf of Bothnia												
Sea Hotel Kattegat												
Sea Hotel Skagerrak												
Total / weighted average												
Sea Hotel Kattegat (Sibling Units comparison) (question 29 - 34)												
	Bar Food&Drink Quality (In-Stay)		Meeting Room Speed of service (In-Stay)		Meeting Room Staff Friendliness (In-Stay)		Meeting Room Equipment and technology (In-Stay)		Meeting Room Cleanliness (In-Stay)		Weighted Average (survey)	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Sea Hotel Gulf of Bothnia											9.42	
Sea Hotel Kattegat											9.13	7.33
Sea Hotel Skagerrak											9.20	
Total / weighted average											9.18	7.33
* All results, except for Net Promoter Score, are given on a scale 0 - 10												
* 2025 includes results from 2025-02-06 to 2025-02-13												
* 2024 includes results from 2024-02-06 to 2024-02-13												
* Answer frequency is calculated as: number of answers / total number of registered guests (usually 1 per checked out room).												

Benchmark Matrix (Individual Venues)														Sea Hotel Kattegat	
Guest Survey Hotel Report www.loopon.com	Results for: 2025-02-06 - 2025-02-13							Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants							
								Internal data sources: Instay, E-Mail, Web, Paper							
								Public data sources: 0 out of 45							
Report created: 2025-02-13 13:26:10															
Sea Hotel Kattegat (question 1 - 4)															
	Number of answers		Answer freq. (survey)	Unread Issues	Management Response		NPS (survey)		Cleaning (survey)		Room Standard (survey)		Reception (survey)		
	2025	2024	2025	Now	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	
Sea Hotel Kattegat	143	2	26.5%	75	0.7%		68.75	100.00			9.42	3.33	8.82	10.00	
Total / weighted average	143	2	26.5%	75	0.7%		68.75	100.00			9.42	3.33	8.82	10.00	
Sea Hotel Kattegat (question 5 - 10)															
	Breakfast (survey)		Restaurant food (survey)		Restaurant service (survey)		Bar (survey)		Spa (survey)		Conference Facilities (survey)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Kattegat	9.19	6.67		10.00	9.07	6.67									
Total / weighted average	9.19	6.67		10.00	9.07	6.67									
Sea Hotel Kattegat (question 11 - 16)															
	Conference Lunch (survey)		Conference Dinner (survey)		Conference Coffee Breaks (survey)		Conference Service (survey)		Check-In (In-Stay)		Check-In Friendliness (In-Stay)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Kattegat															
Total / weighted average															
Sea Hotel Kattegat (question 17 - 22)															
	Check-In Speed (In-Stay)		Room (In-Stay)		Room Cleanliness (In-Stay)		Restaurant (In-Stay)		Food/Drink Quality (In-Stay)		Restaurant Service Speed (In-Stay)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Kattegat															
Total / weighted average															
Sea Hotel Kattegat (question 23 - 28)															
	Wellness (In-Stay)		Wellness staff friendliness (In-Stay)		Bar (In-Stay)		Bar Food&Drink Quality (In-Stay)		Bar Service Speed (In-Stay)		Bar (In-Stay)				
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024			
Sea Hotel Kattegat															
Total / weighted average															

Sea Hotel Kattegat (question 29 - 34)

	Bar Food&Drink Quality (In-Stay)		Meeting Room Speed of service (In-Stay)		Meeting Room Staff Friendliness (In-Stay)		Meeting Room Equipment and technology (In-Stay)		Meeting Room Cleanliness (In-Stay)		Weighted Average (survey)	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
Sea Hotel Kattegat											9.13	7.33
Total / weighted average											9.13	7.33

* All results, except for Net Promoter Score, are given on a scale 0 - 10

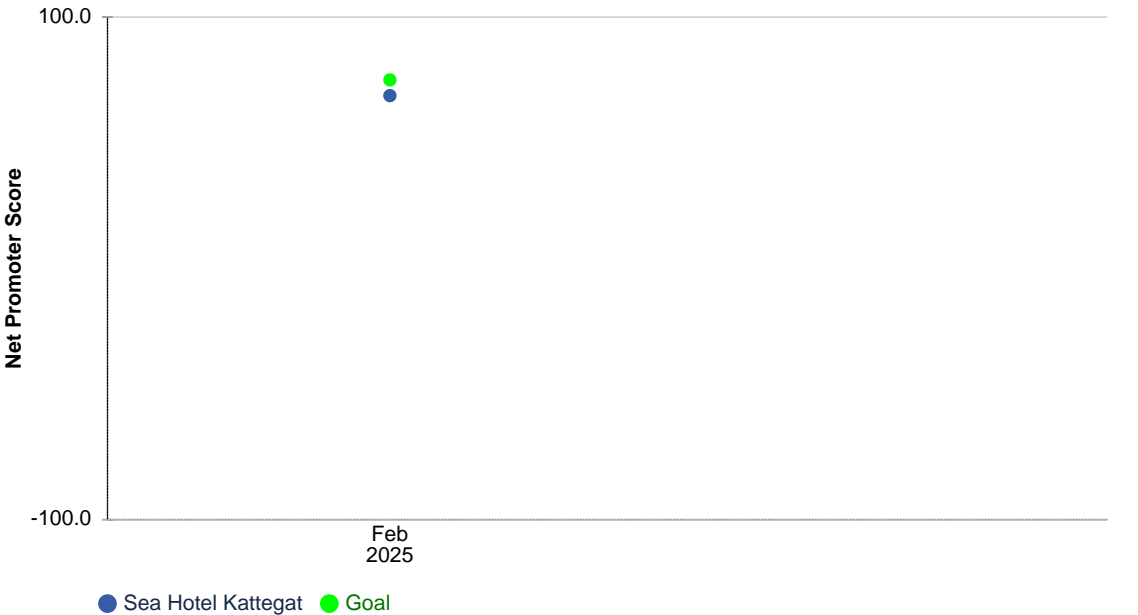
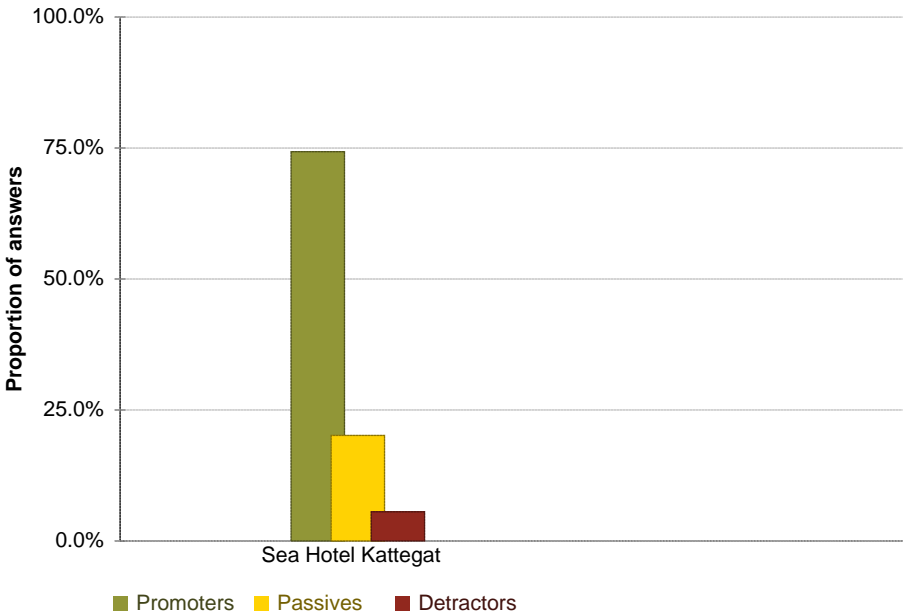
* 2025 includes results from 2025-02-06 to 2025-02-13

* 2024 includes results from 2024-02-06 to 2024-02-13

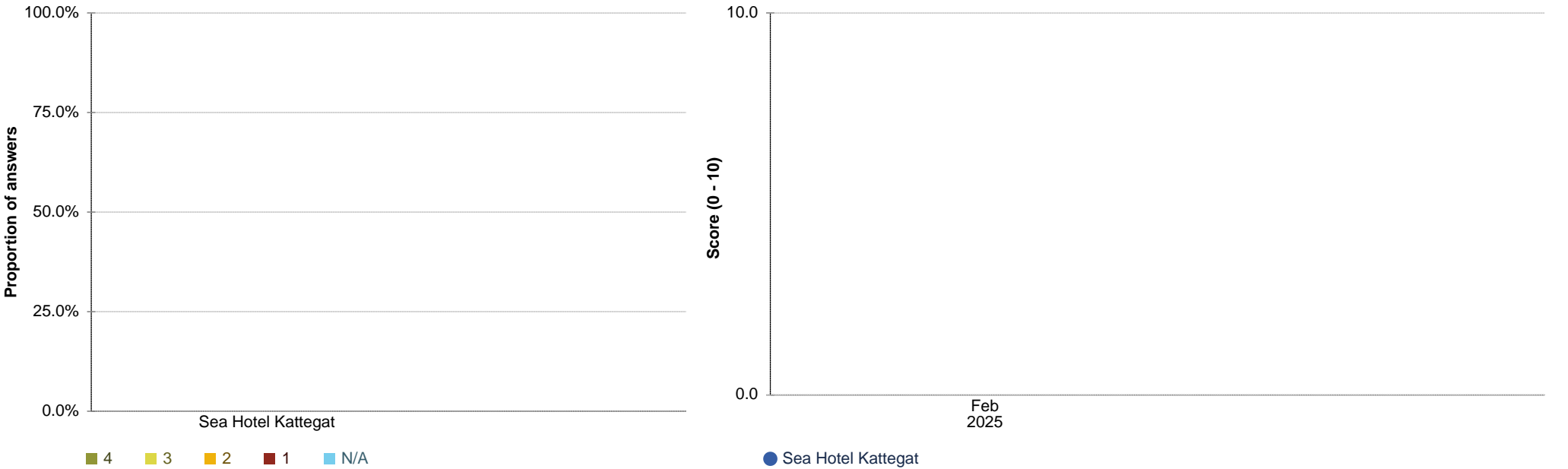
* Answer frequency is calculated as: number of answers / total number of registered guests (usually 1 per checked out room).

Chain Publish Statistics				Sea Hotel Kattegat	
Guest Survey Chain Report www.loopon.com	Results for: 2025-02-06 - 2025-02-13		Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants		
			Internal data sources: Pre-stay, Instay, Instay Pulse, E-Mail, Web, Paper		
	Report created: 2025-02-13 13:26:10		Public data sources: 0 out of 45		
Sea Hotel Kattegat					
	Feb 2025			Total	
	S		CO	S	CO
Sea Hotel Kattegat	357		539	357	539
	357		539	357	539
* "S" is total number of e-mail sent (please note that return-guest e-mail protection might make this number lower than e-mails in booking system).					
* "CO" is total number of checked out guests registered in the Loopon Hotel Surveyor (may include conference participants).					

Goal Achievement Per Hotel																							Sea Hotel Kattegat																										
Guest Survey		Results for: 2025-02-06 - 2025-02-13										Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants																																					
Chain Report		Compared to: 2025-01-29 - 2025-02-05										Internal data sources: Instay, E-Mail, Web, Paper																																					
www.loopon.com		Report created: 2025-02-13 13:26:11																																															
						Feedback management key values										Difference vs goal & change from last period (Questions 1 - 6)																																	
Hotel				Property Code		Activity		Average days to close issues		% promoter replies		% passive replies		% detractor replies		NPS		Cleaning		Room Standard		Reception		Breakfast		Restaurant food																							
Sea Hotel Kattegat						67.7%		(-2.4)		1.7		(-0.8)		0.9%		(+0.9)		0.0%		(+0.0)		0.0%		(+0.0)		-6.2		(-0.3)						+1.4		(+0.2)		+0.8		(-0.3)		+1.2		(+0.4)					
						Difference vs goal & change from last period (Questions 7 - 17)																																											
Hotel				Property Code		Restaurant service		Bar		Spa		Conference Facilities		Conference Lunch		Conference Dinner		Conference Coffee Breaks		Conference Service		Online Reputation Score		Overall Rating		Condition																							
Sea Hotel Kattegat						+0.1		(+0.4)																																									
						Difference vs goal & change from last period (Questions 18 - 26)																																											
Hotel				Property Code		Recommendation		Room		Comfort		Sleep Quality		Cleanliness		Breakfast		Staff		Value for money		Food value for money																											
Sea Hotel Kattegat																																																	



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	144	144
Score	68.75	68.75
± Score		
Goal	75.00	75.00
± Goal	-6.25	-6.25
Standard deviation		
Promoters	74.3%	74.3%
Passives	20.1%	20.1%
Detractors	5.6%	5.6%



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		

I am satisfied with the standard of my room

Sea Hotel Kattegat

Guest Survey

Results for: 2025-02-06 - 2025-02-13

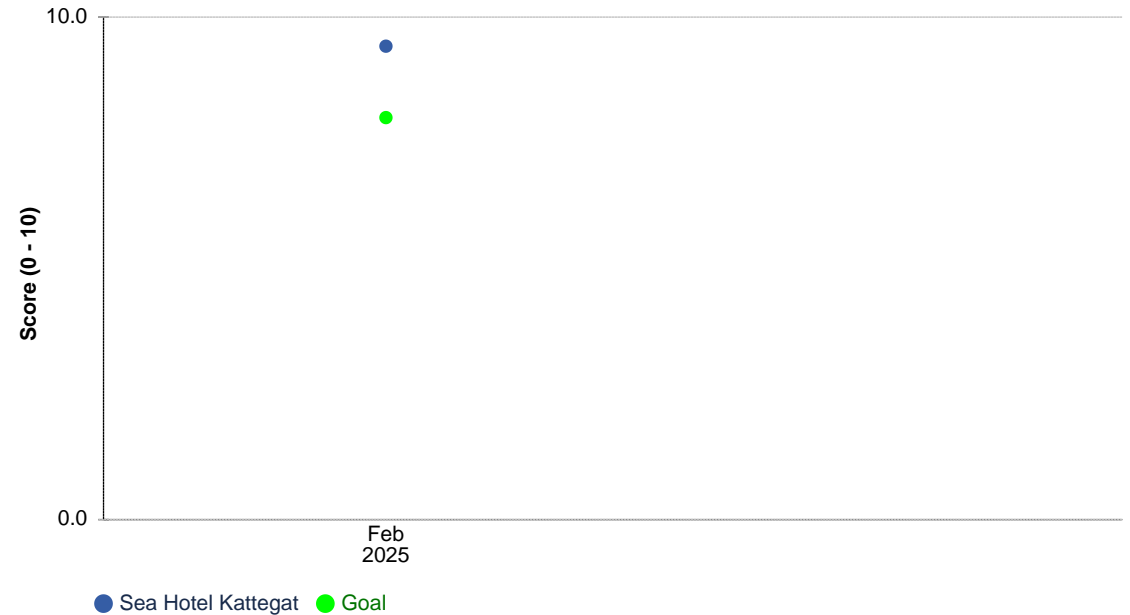
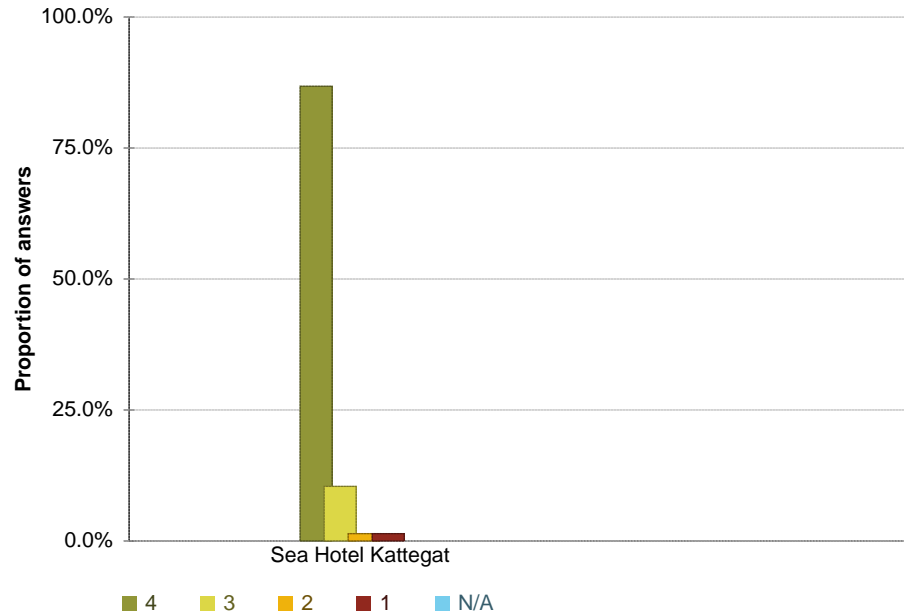
Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

Department Report

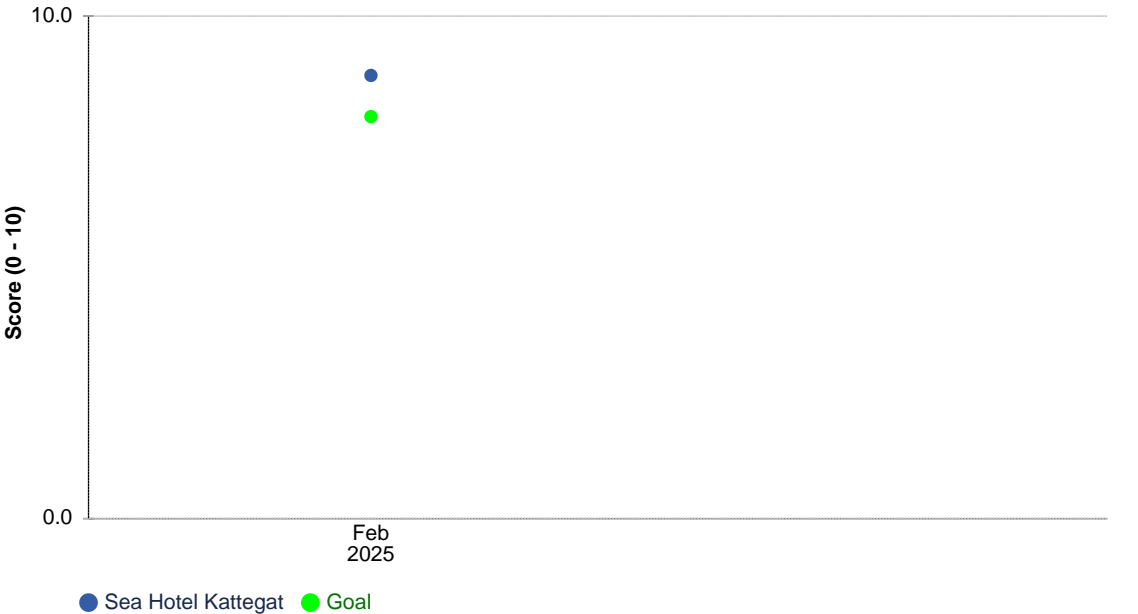
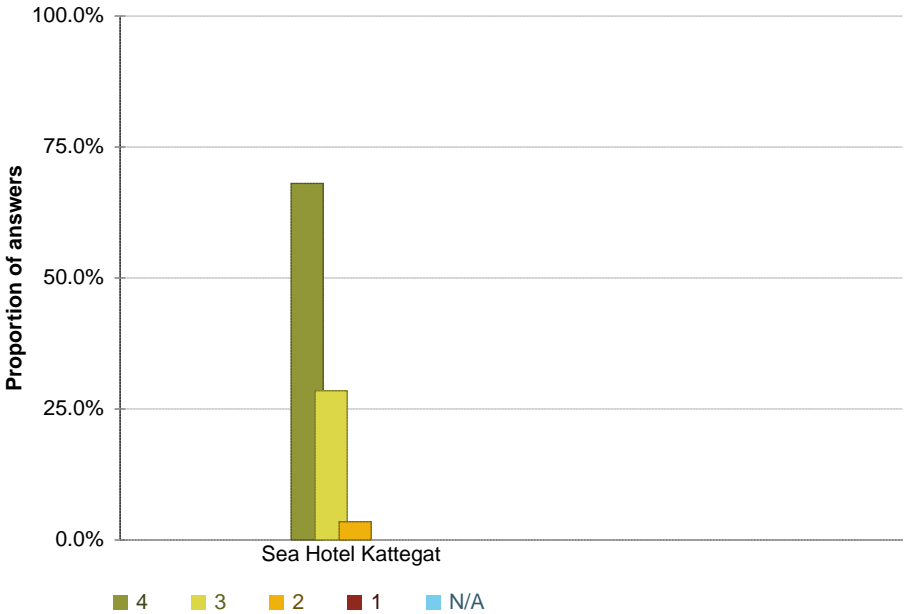
Internal data sources: Instay, E-Mail, Web, Paper

www.loopon.com

Report created: 2025-02-13 13:26:11



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	144	144
Score	9.42	9.42
± Score		
Goal	8.00	8.00
± Goal	+1.42	+1.42
Standard deviation	1.69	1.69
4	86.8%	86.8%
3	10.4%	10.4%
2	1.4%	1.4%
1	1.4%	1.4%
Total no. of answers	144	144
N/A	0.0%	0.0%



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	144	144
Score	8.82	8.82
± Score		
Goal	8.00	8.00
± Goal	+0.82	+0.82
Standard deviation	1.83	1.83
4	68.1%	68.1%
3	28.5%	28.5%
2	3.5%	3.5%
1	0.0%	0.0%
Total no. of answers	144	144
N/A	0.0%	0.0%

The breakfast gave me a good start of the day

Sea Hotel Kattegat

Guest Survey

Results for: 2025-02-06 - 2025-02-13

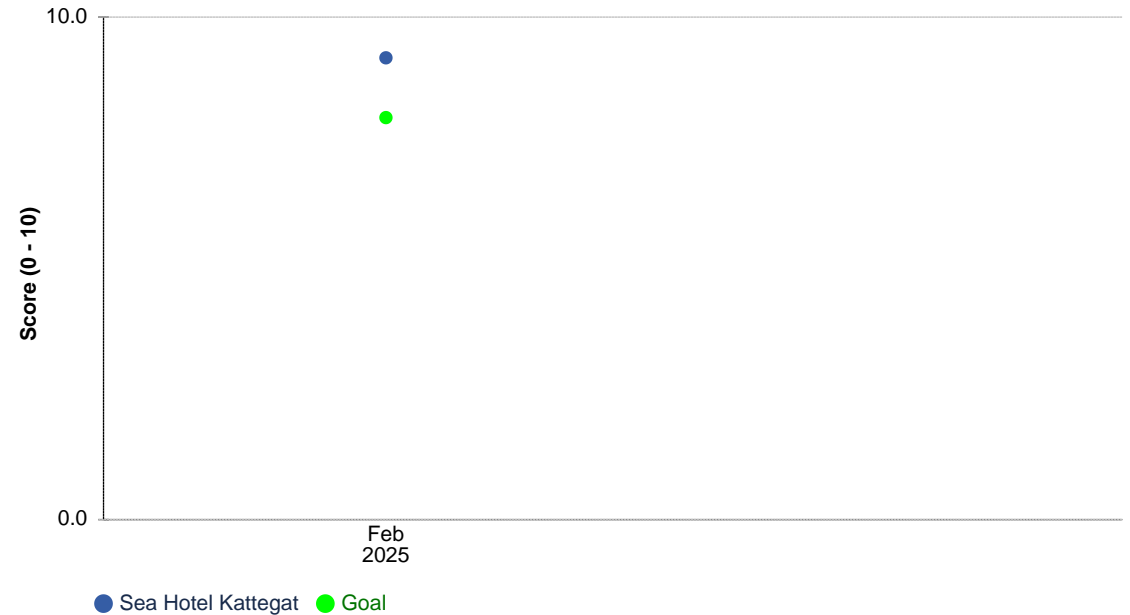
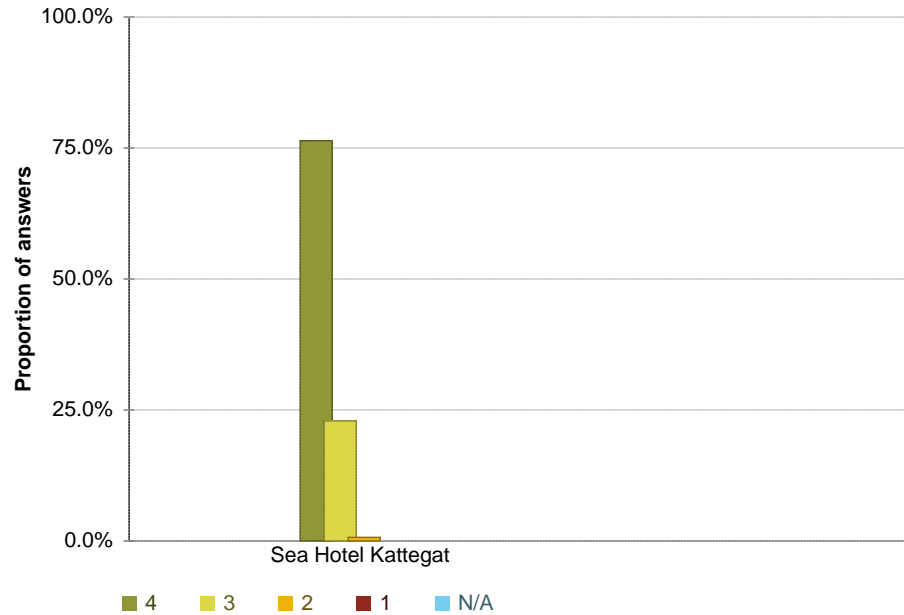
Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

Department Report

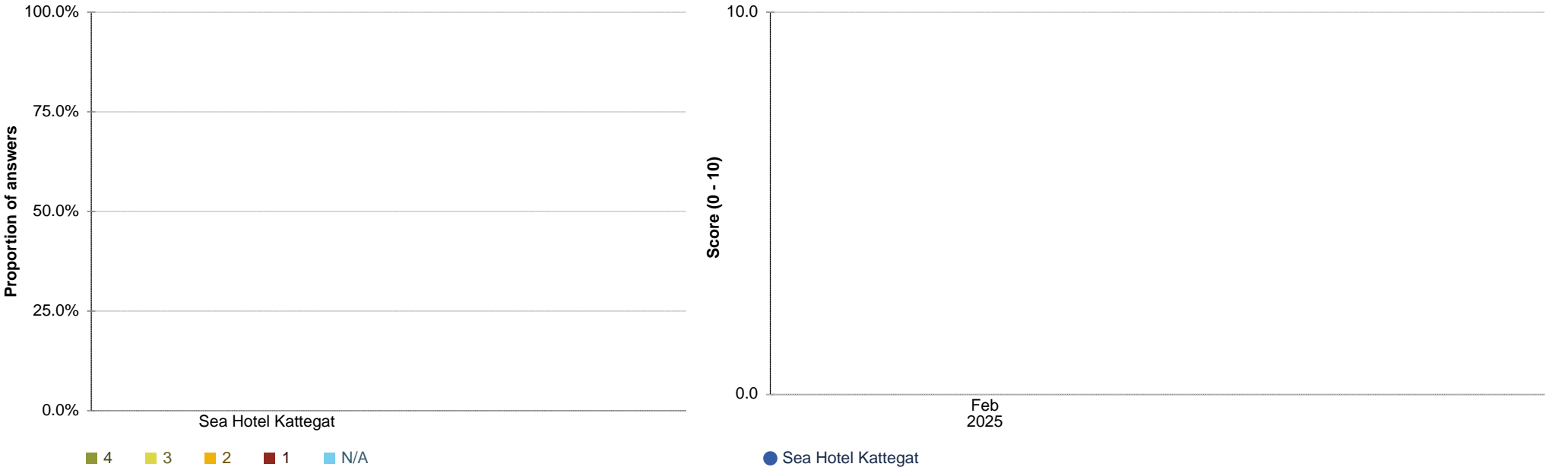
Internal data sources: Instay, E-Mail, Web, Paper

www.loopon.com

Report created: 2025-02-13 13:26:12



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	144	144
Score	9.19	9.19
± Score		
Goal	8.00	8.00
± Goal	+1.19	+1.19
Standard deviation	1.49	1.49
4	76.4%	76.4%
3	22.9%	22.9%
2	0.7%	0.7%
1	0.0%	0.0%
Total no. of answers	144	144
N/A	0.0%	0.0%



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		

I am satisfied with the service at the <restaurant>

Sea Hotel Kattegat

Guest Survey
Department Report

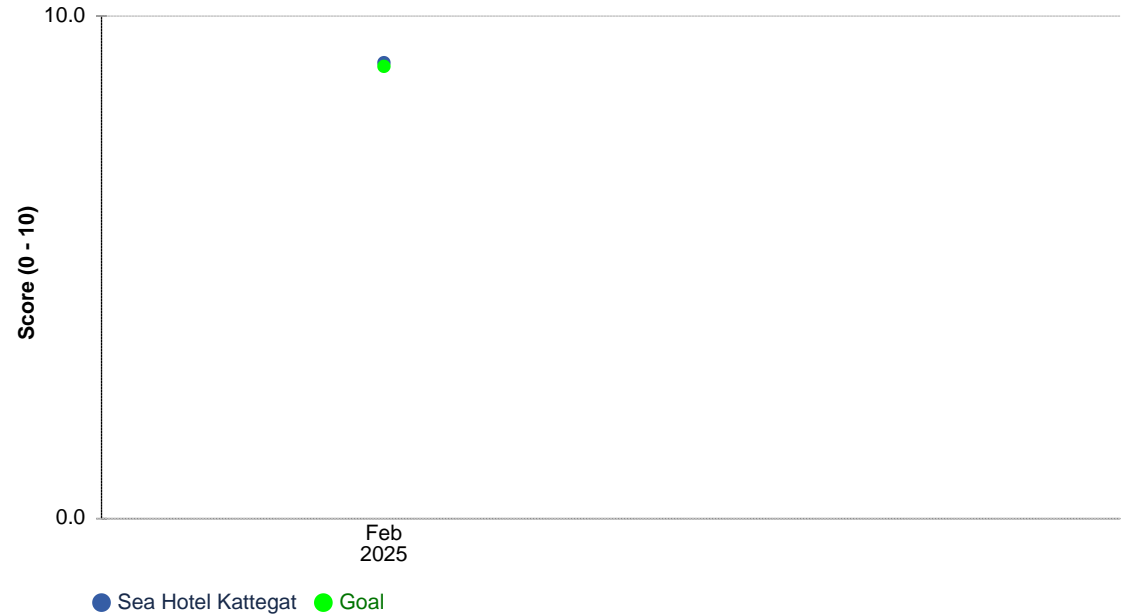
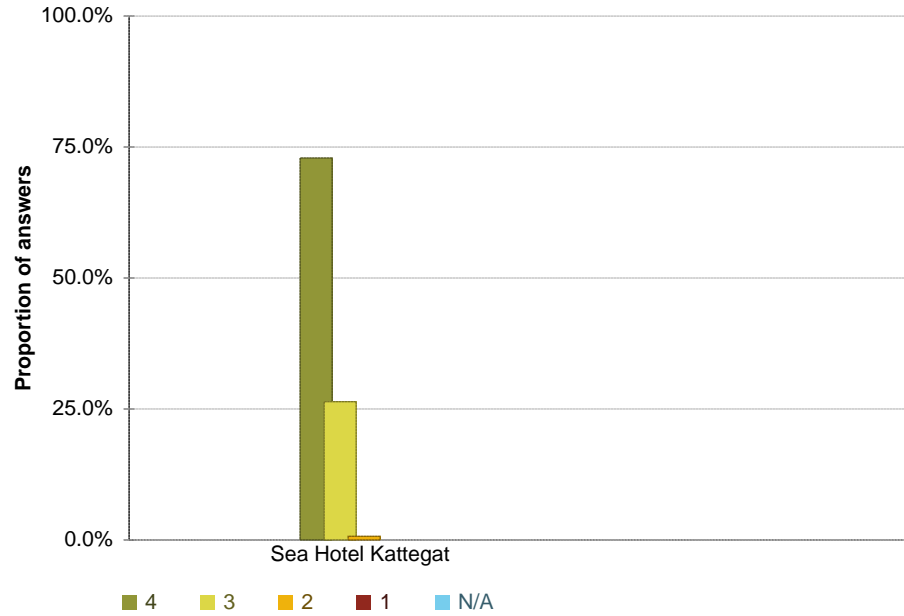
Results for: 2025-02-06 - 2025-02-13

Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

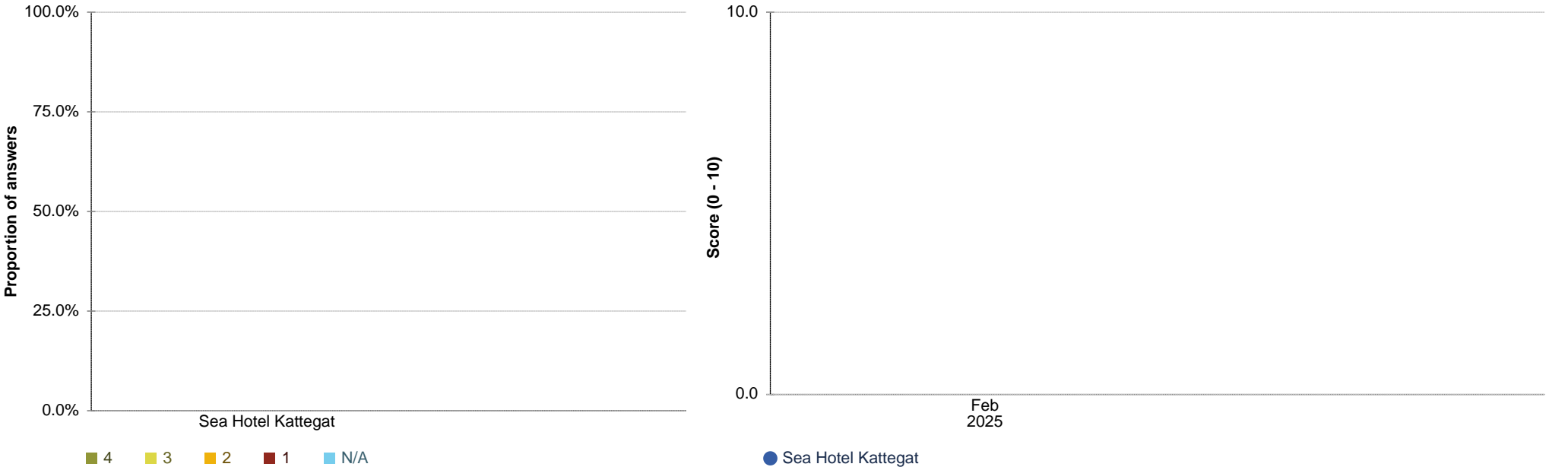
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www.loopon.com

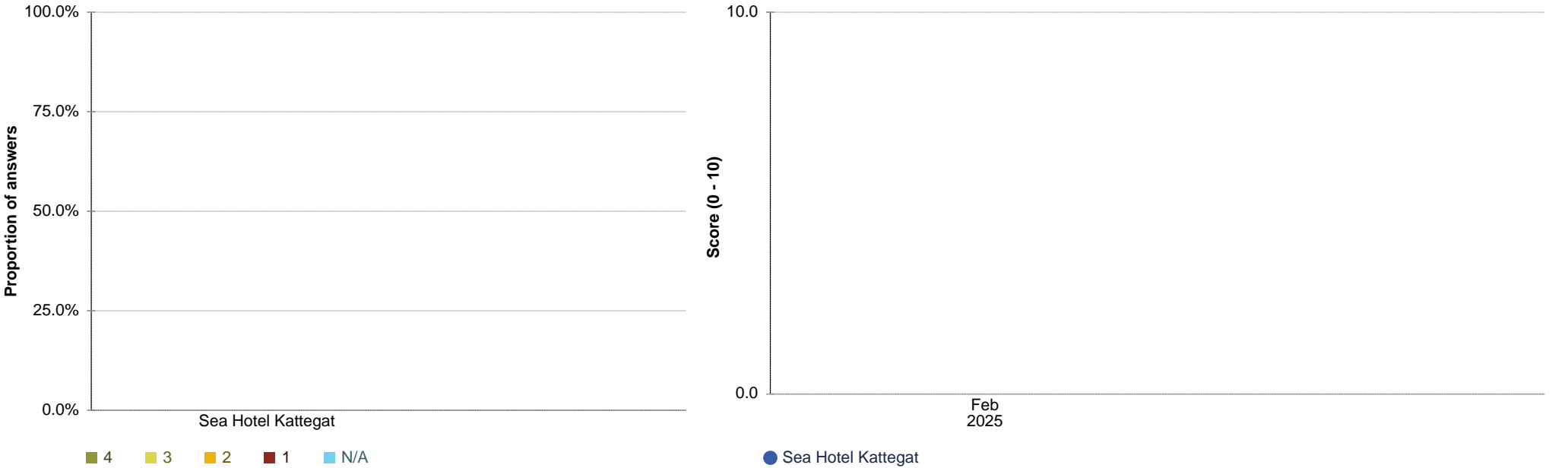
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Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	144	144
Score	9.07	9.07
± Score		
Goal	9.00	9.00
± Goal	+0.07	+0.07
Standard deviation	1.55	1.55
4	72.9%	72.9%
3	26.4%	26.4%
2	0.7%	0.7%
1	0.0%	0.0%
Total no. of answers	144	144
N/A	0.0%	0.0%



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		

The facilities and technical equipment worked well at the conference

Sea Hotel Kattegat

Guest Survey

Results for: 2025-02-06 - 2025-02-13

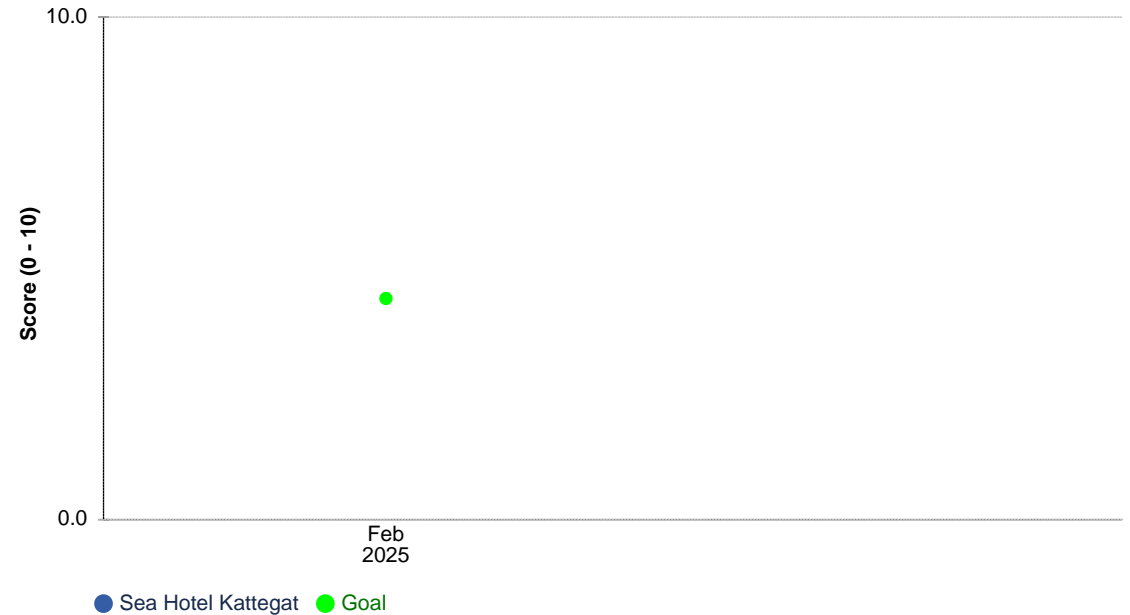
Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

Department Report

Internal data sources: Instay, E-Mail, Web, Paper

www.loopon.com

Report created: 2025-02-13 13:26:12



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal	4.40	4.40
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		

I am satisfied with the lunch(es) during the conference

Sea Hotel Kattegat

Guest Survey

Results for: 2025-02-06 - 2025-02-13

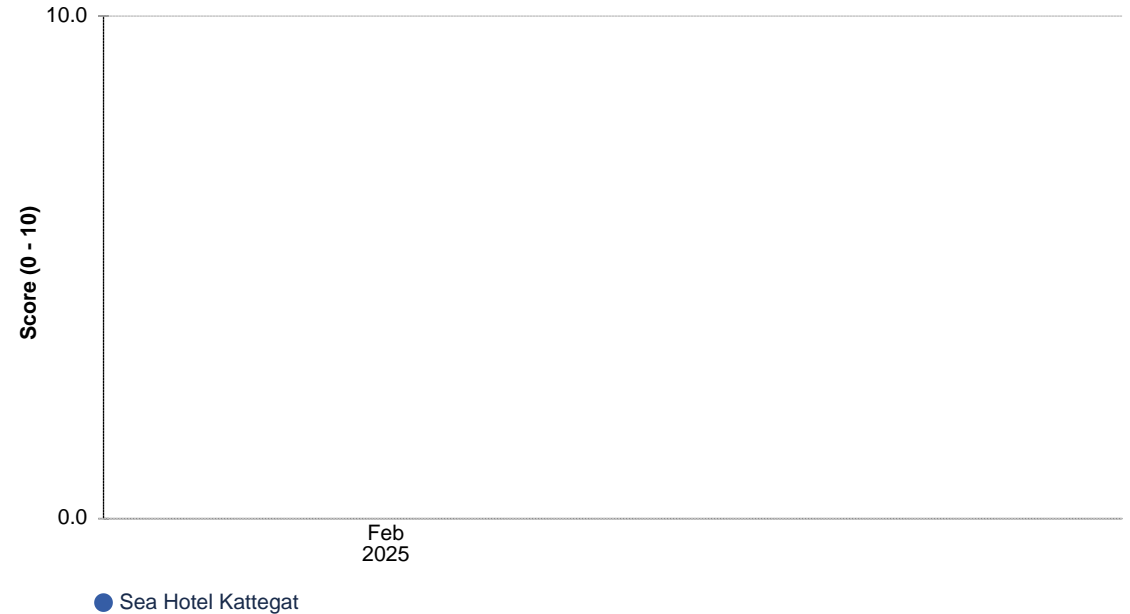
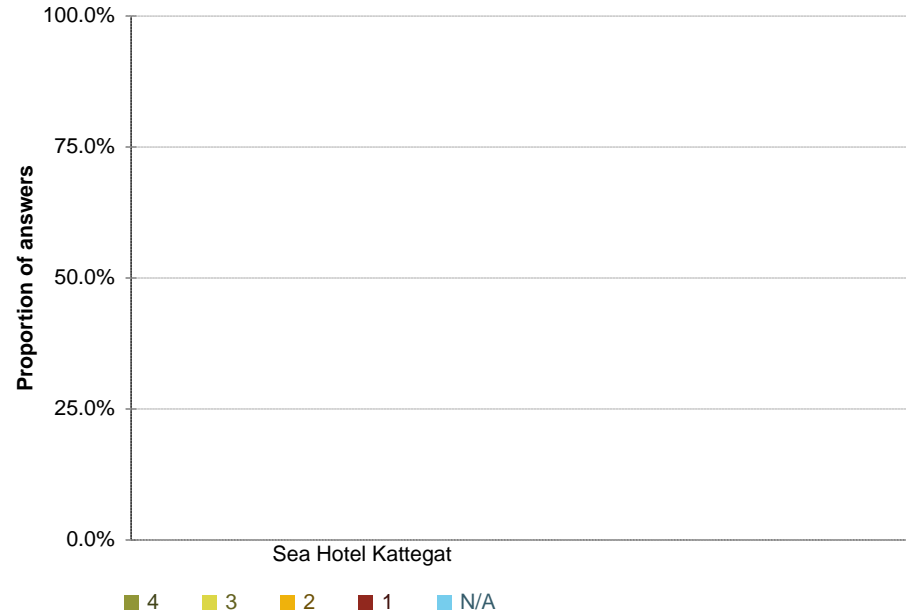
Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

Department Report

Internal data sources: Instay, E-Mail, Web, Paper

www.loopon.com

Report created: 2025-02-13 13:26:12



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		

I am satisfied with the dinner(s) during the conference

Sea Hotel Kattegat

Guest Survey
Department Report

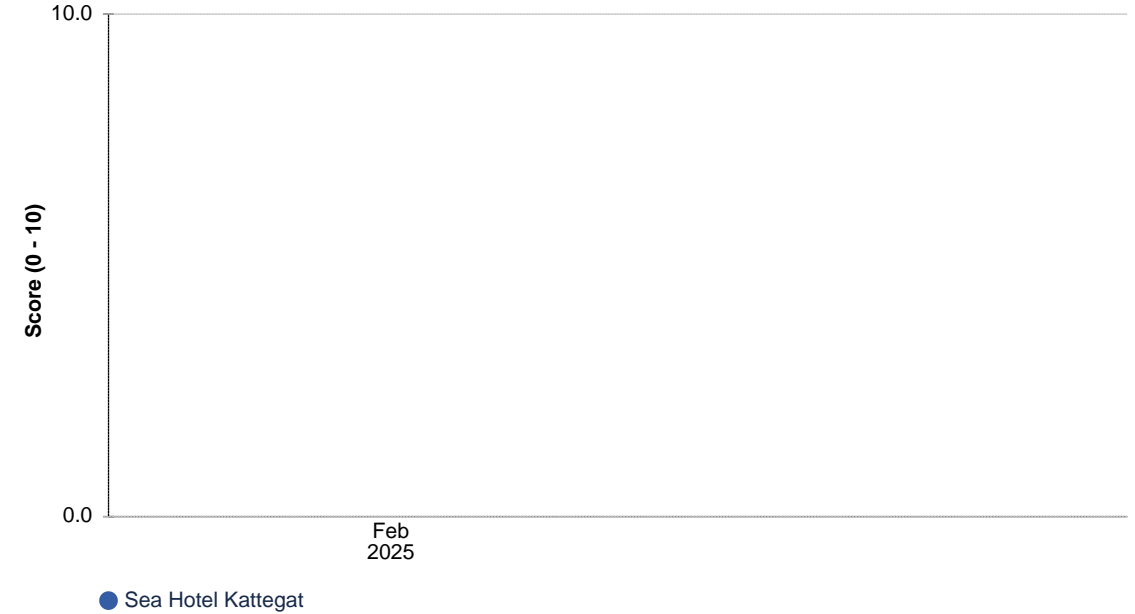
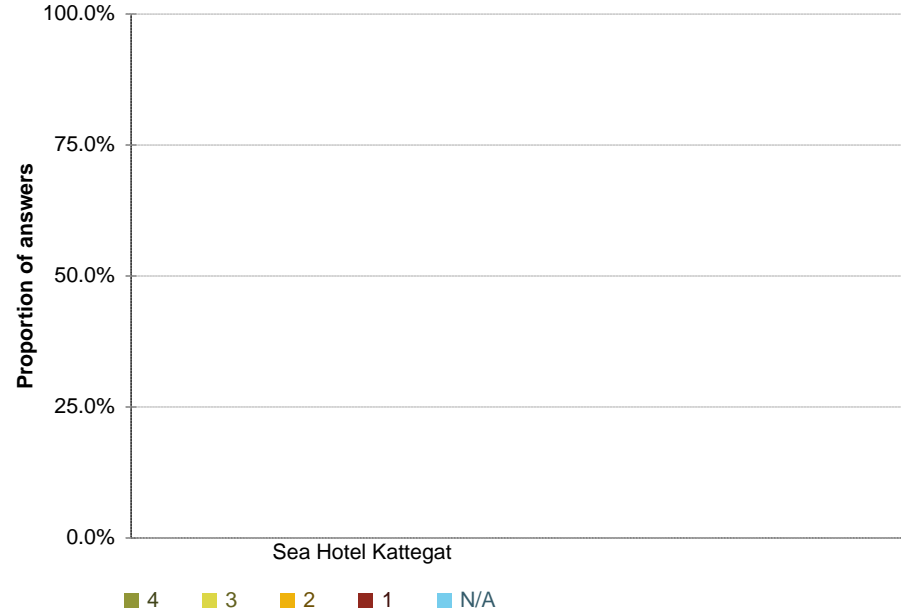
Results for: 2025-02-06 - 2025-02-13

Guest Types: Overnight Guests, Conf. Leaders, Conf. Bookers, Conf. Participants

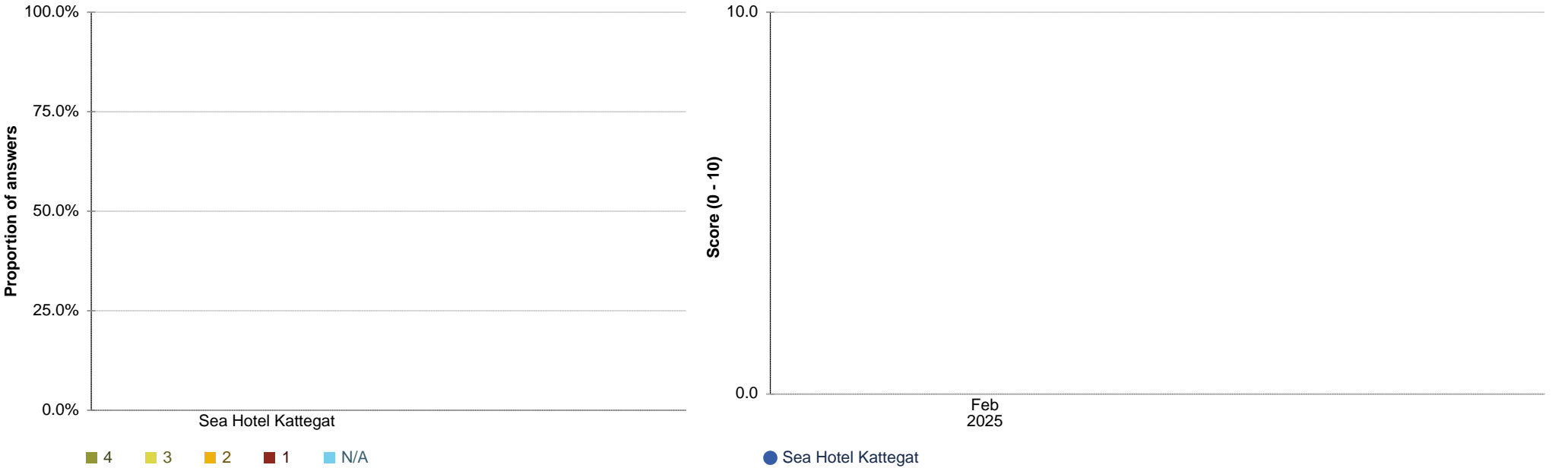
Internal data sources: Instay, E-Mail, Web, Paper

www.loopon.com

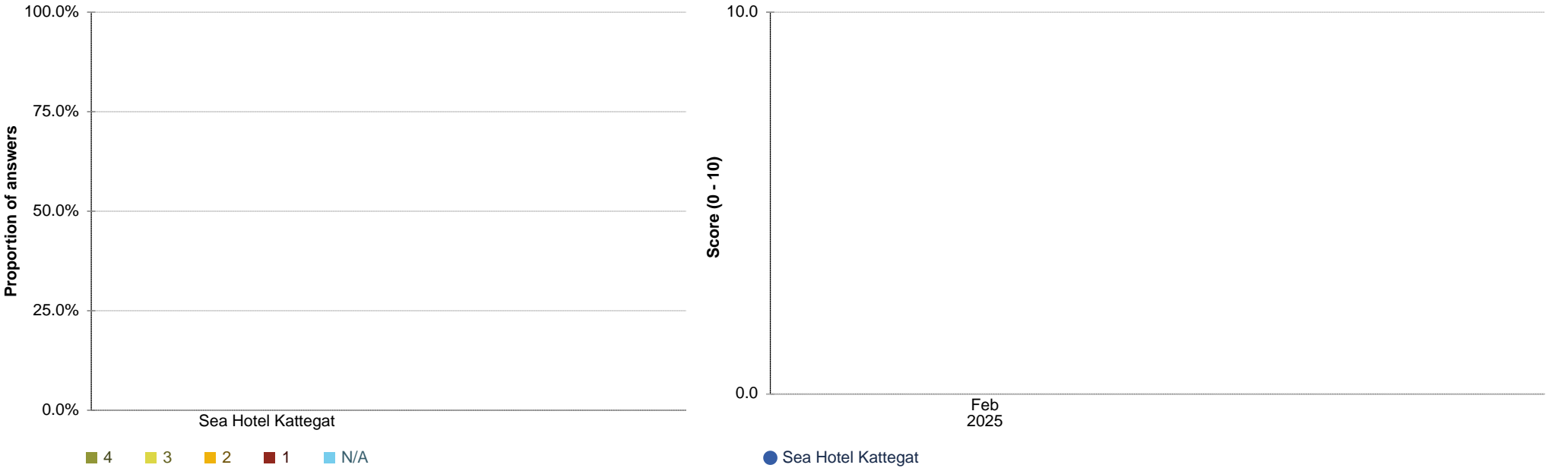
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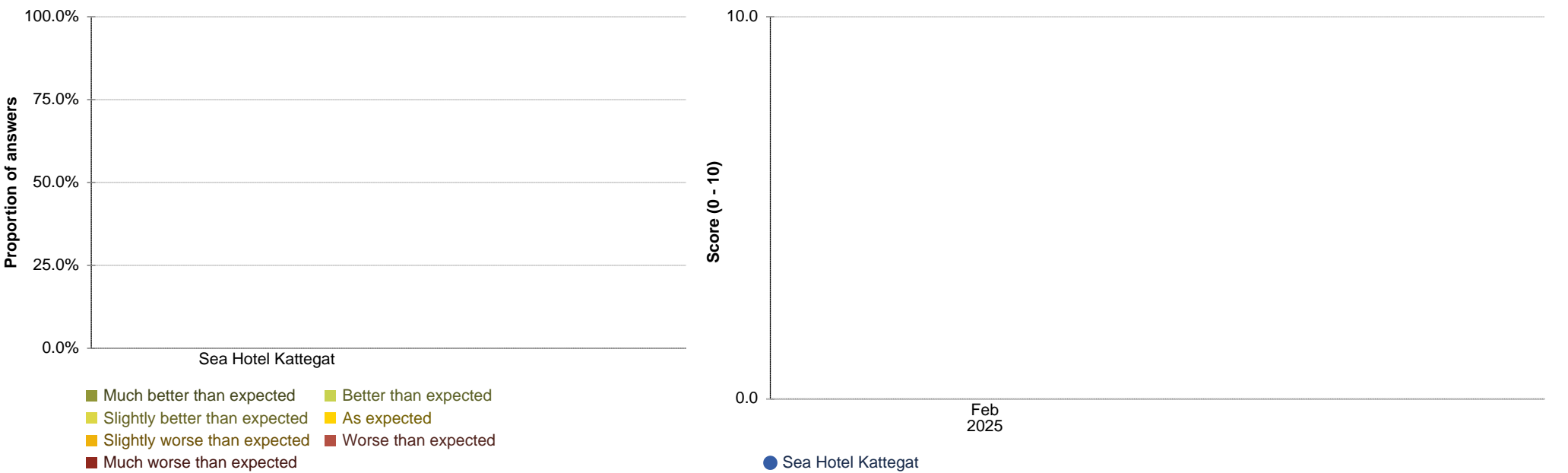
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
4		
3		
2		
1		
Total no. of answers	0	0
N/A		



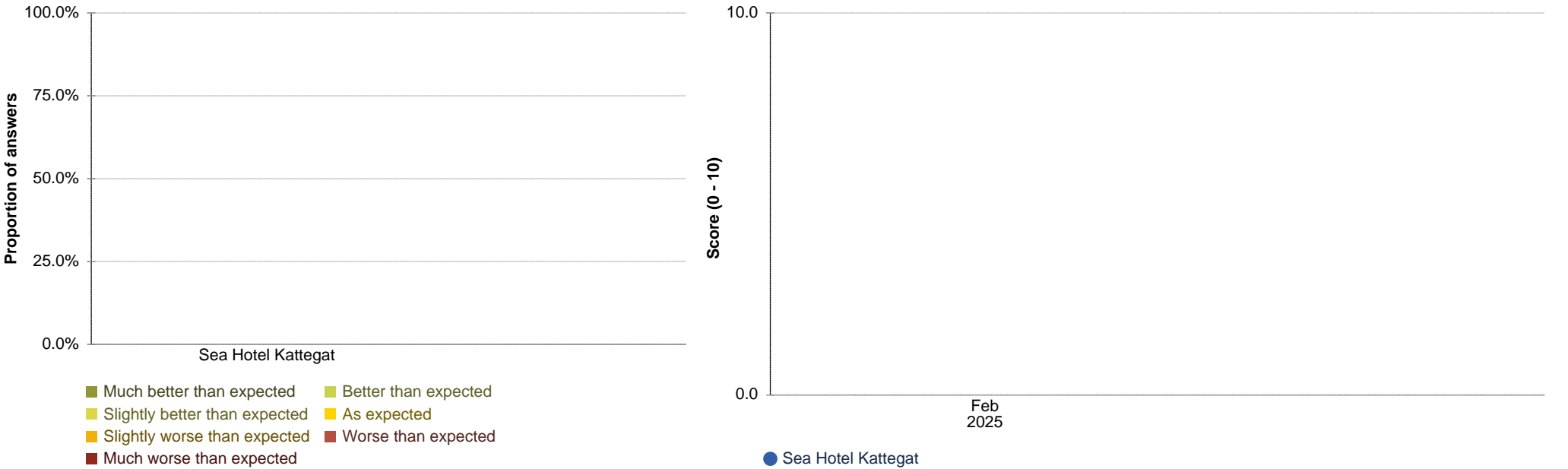
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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3		
2		
1		
Total no. of answers	0	0
N/A		



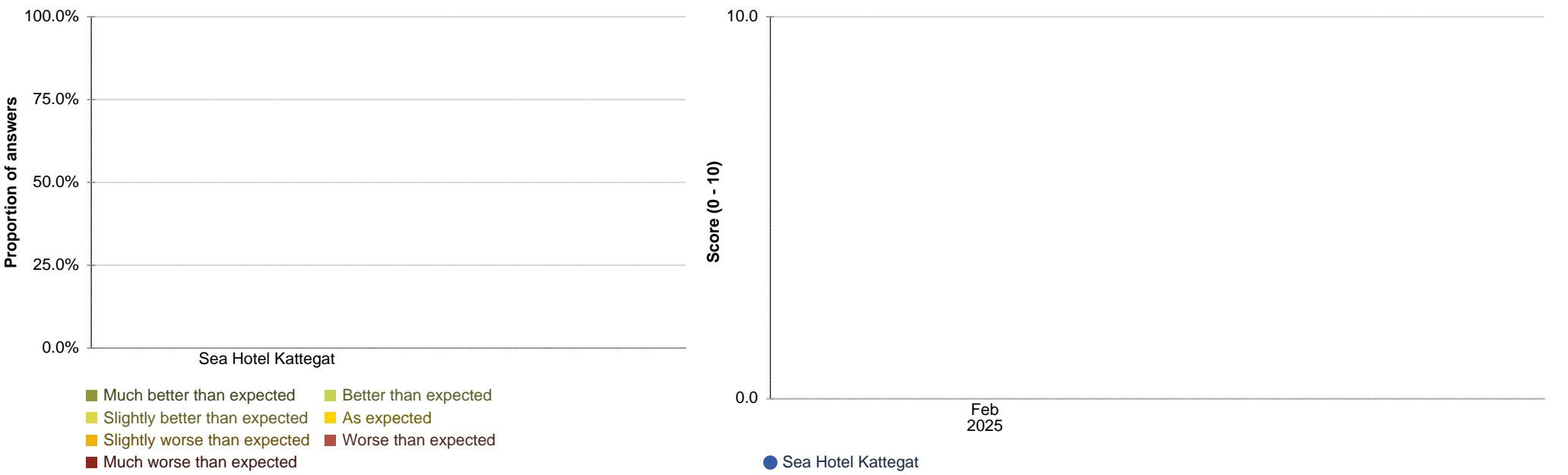
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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3		
2		
1		
Total no. of answers	0	0
N/A		



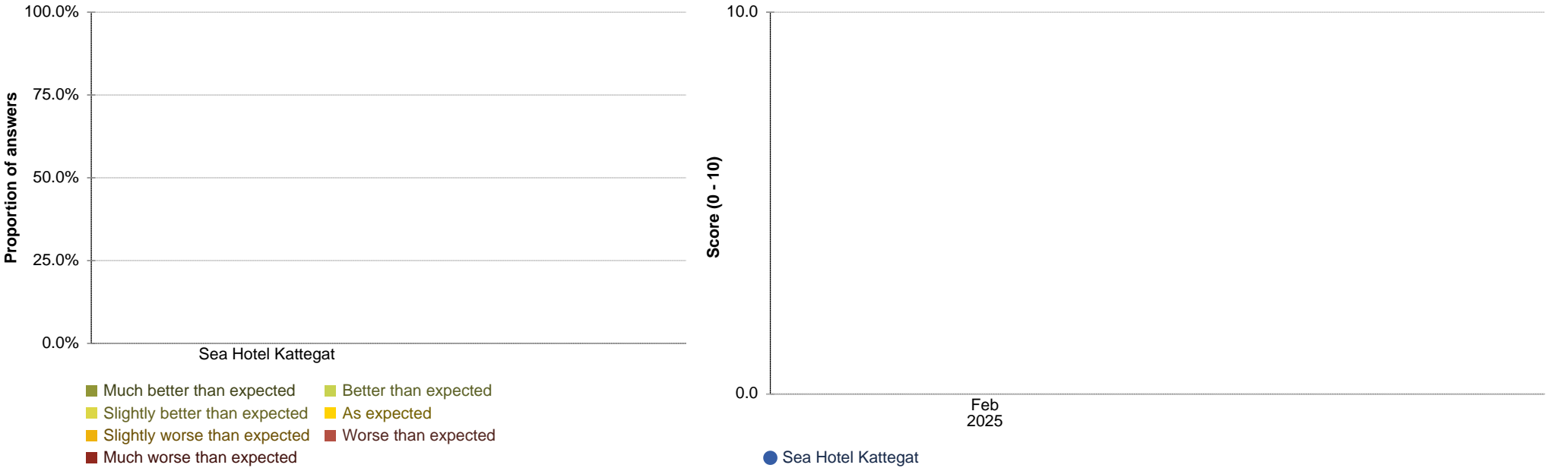
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



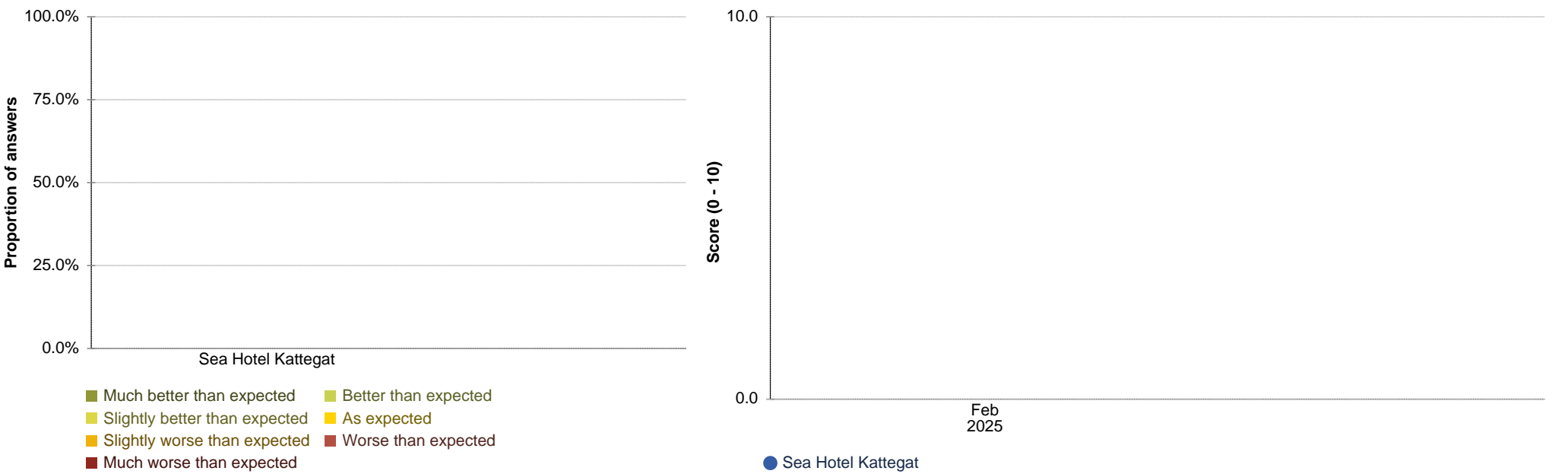
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



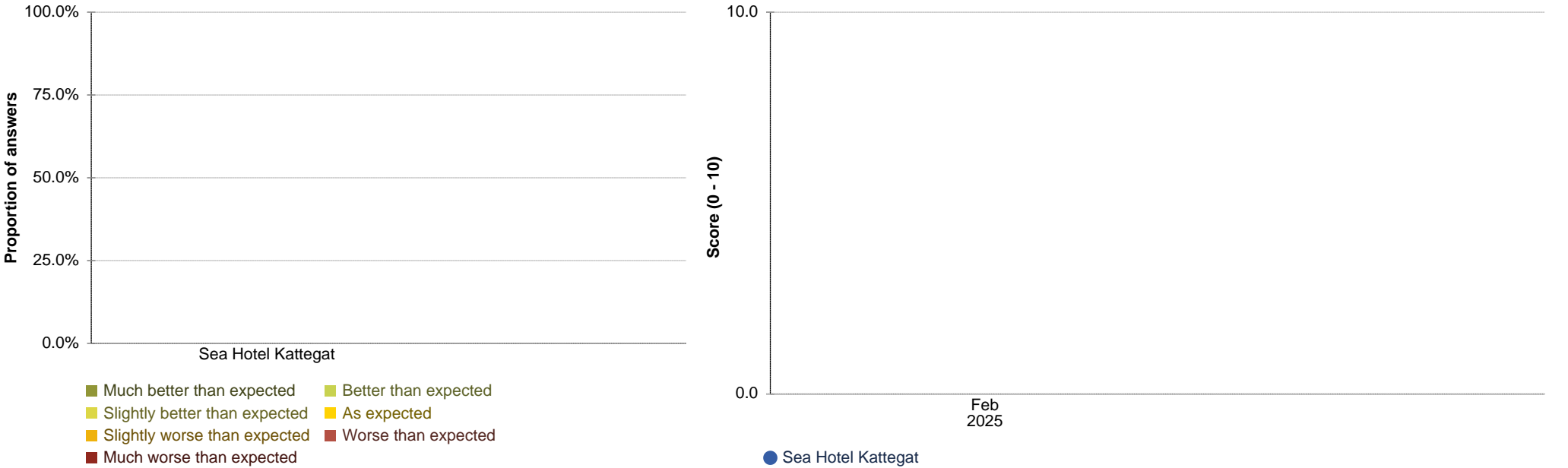
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



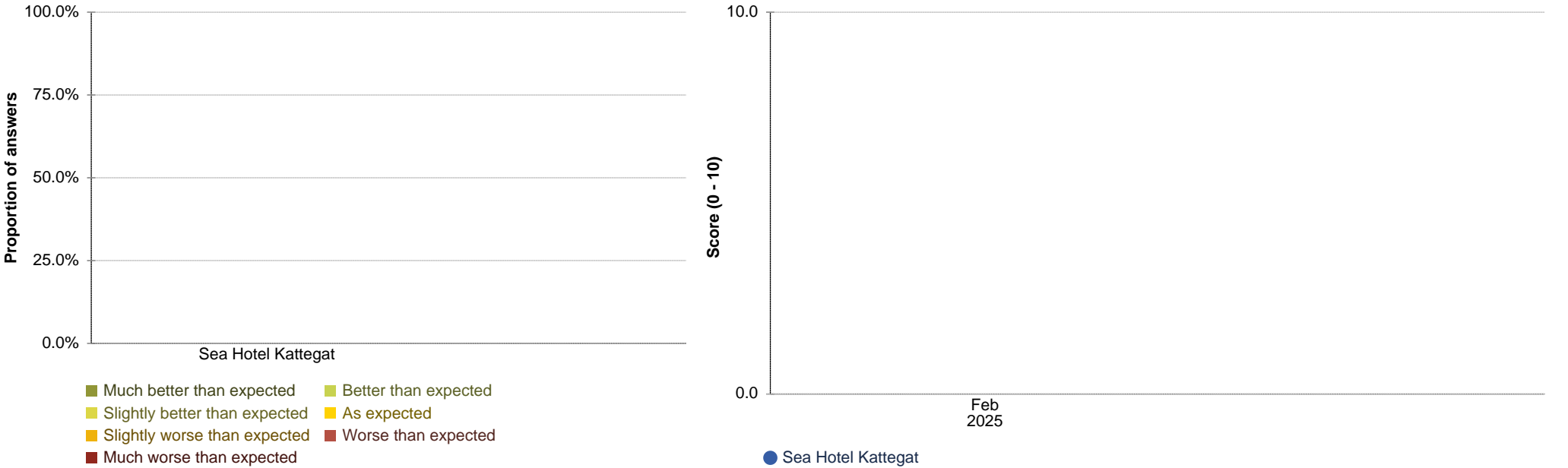
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



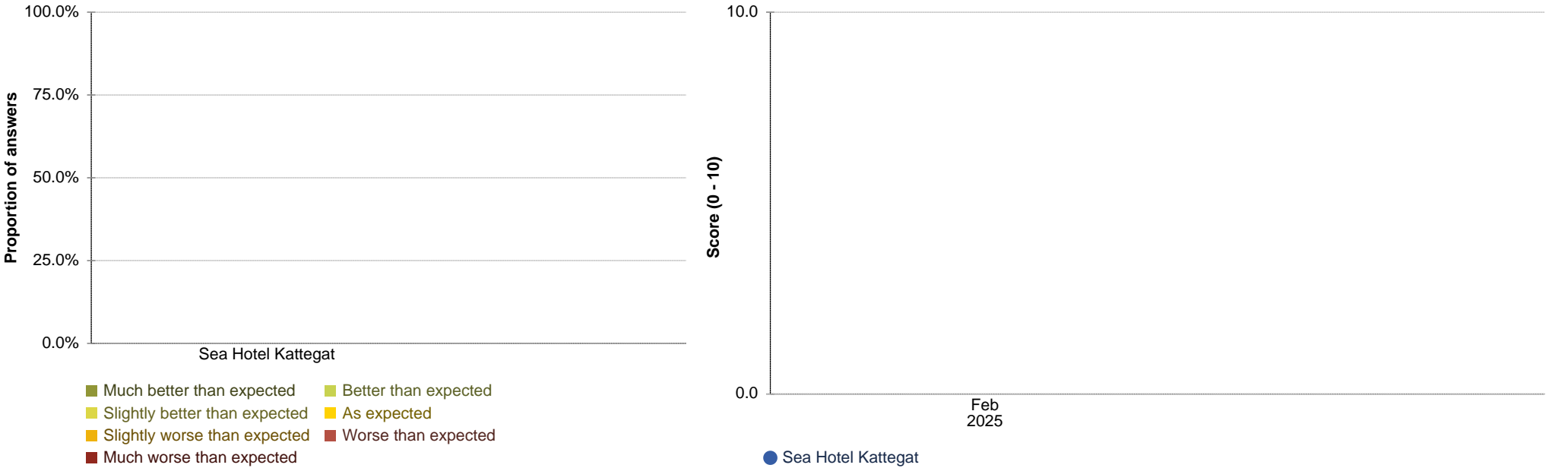
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



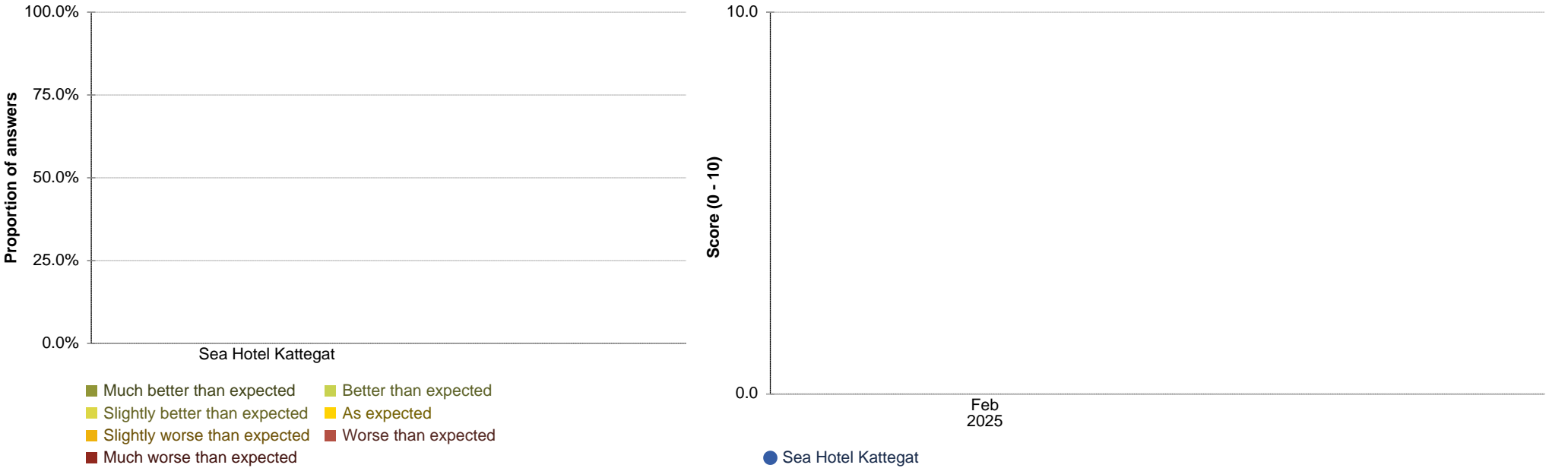
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



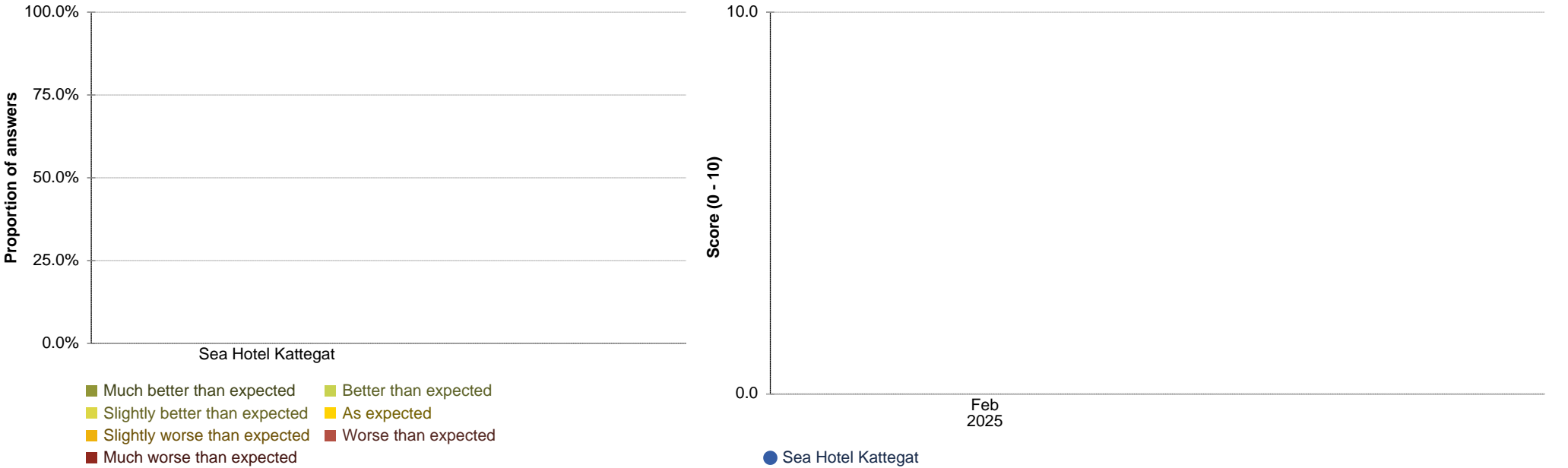
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



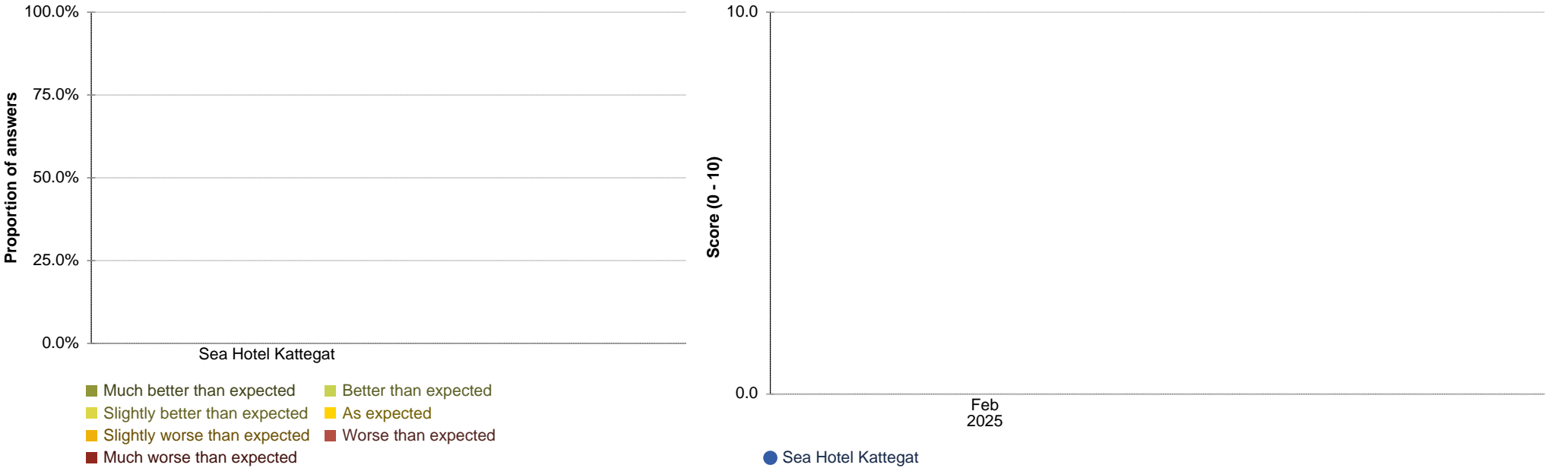
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



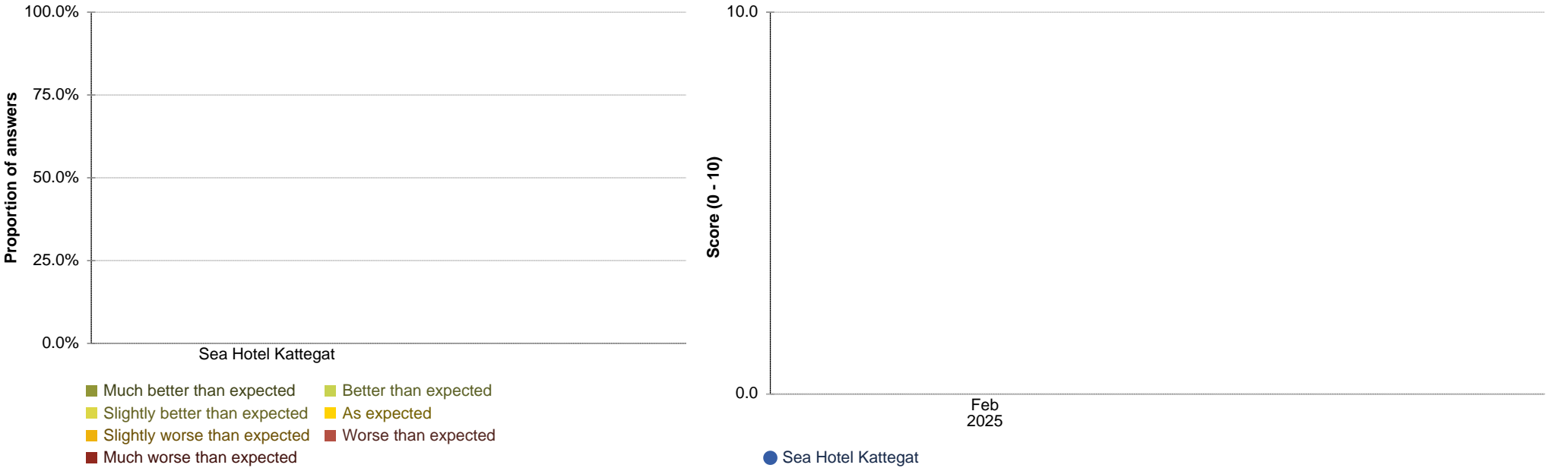
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



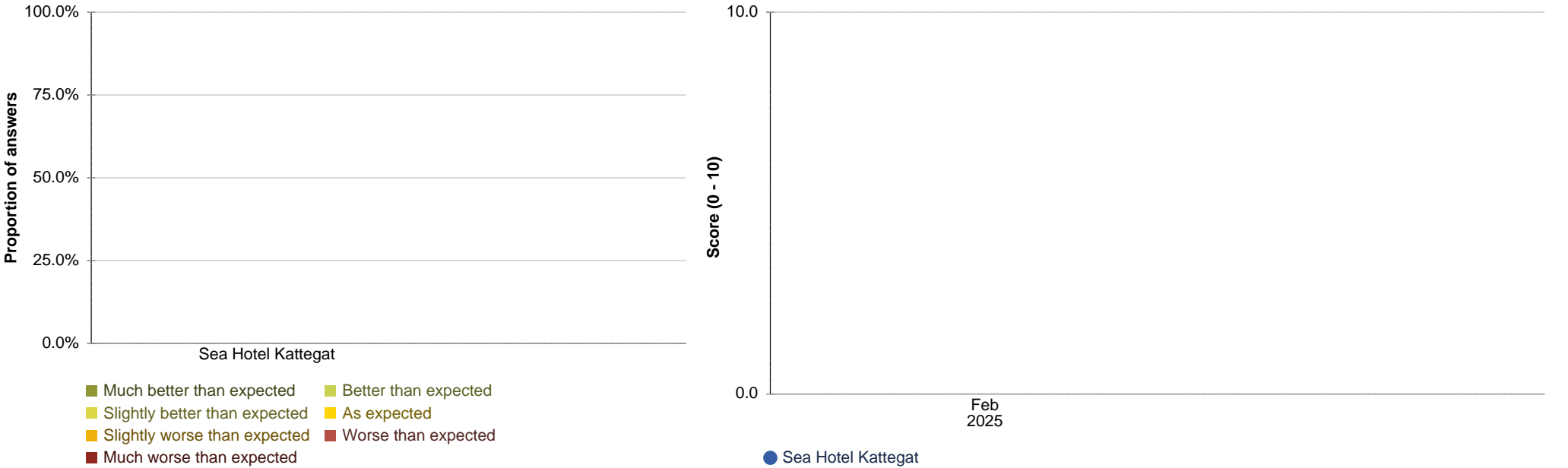
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



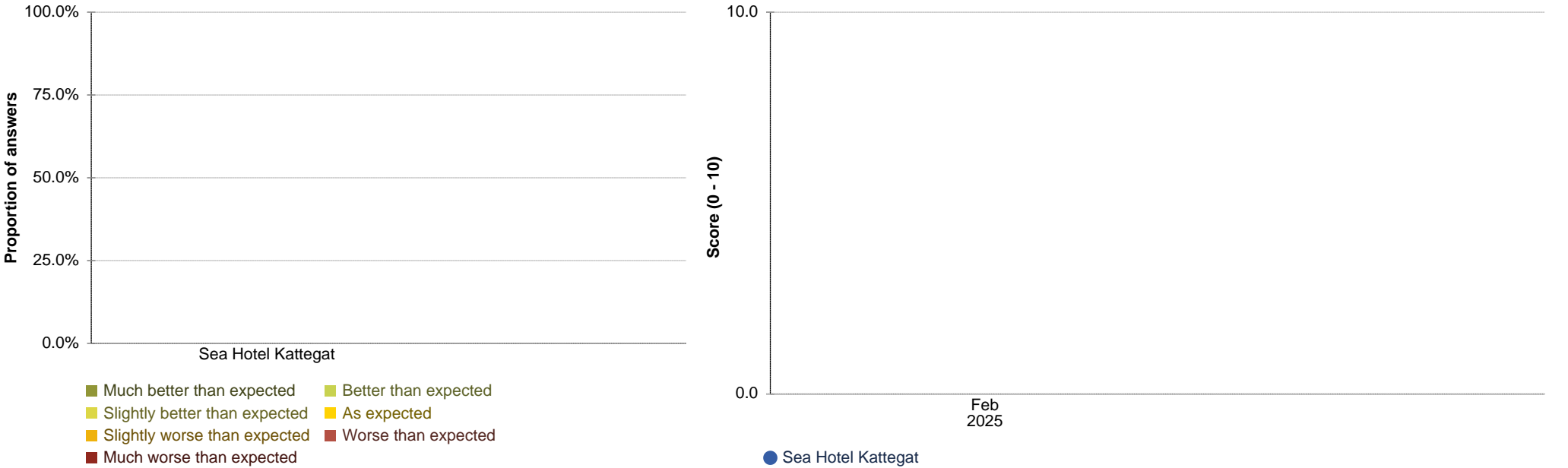
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



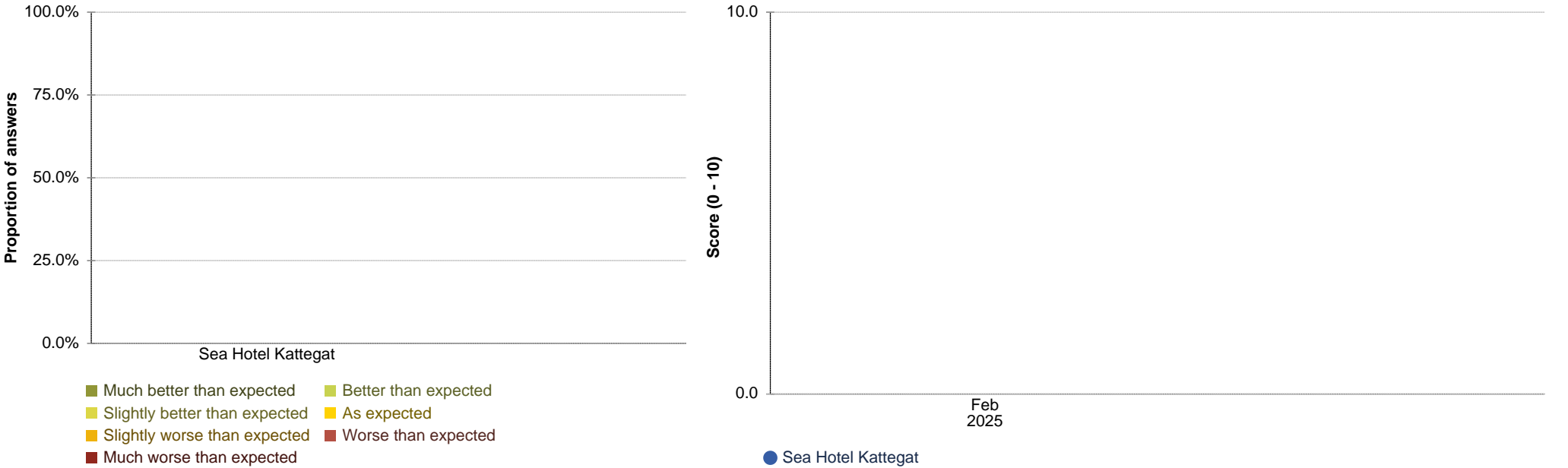
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
Much better than expected		
Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



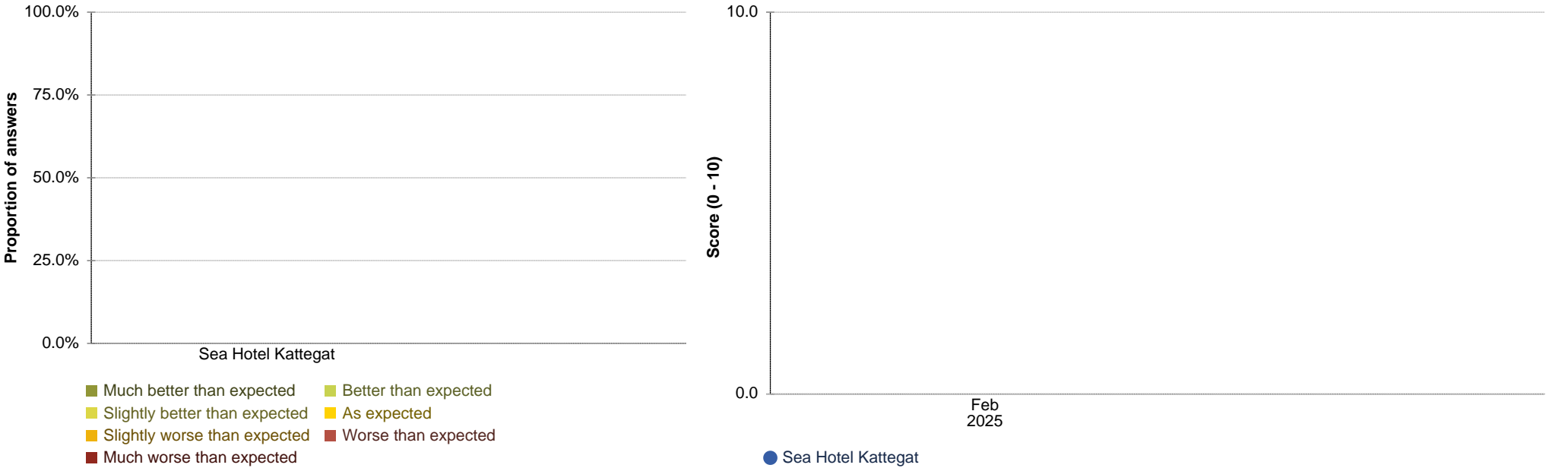
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



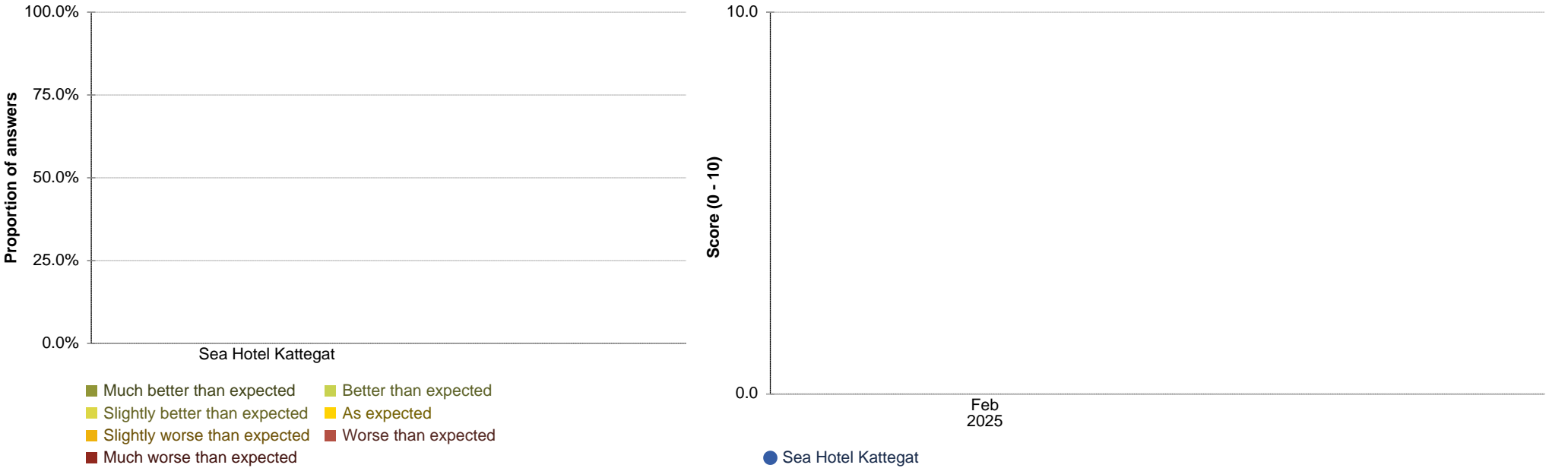
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No. of real answers	0	0
Score		
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Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
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As expected		
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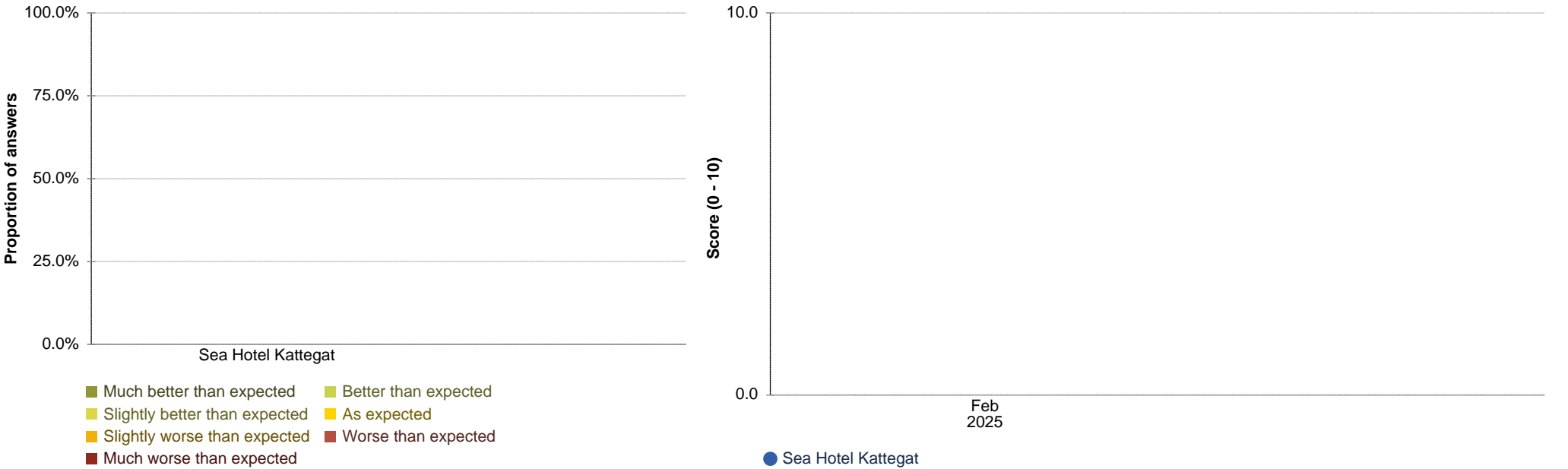
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No. of real answers	0	0
Score		
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Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



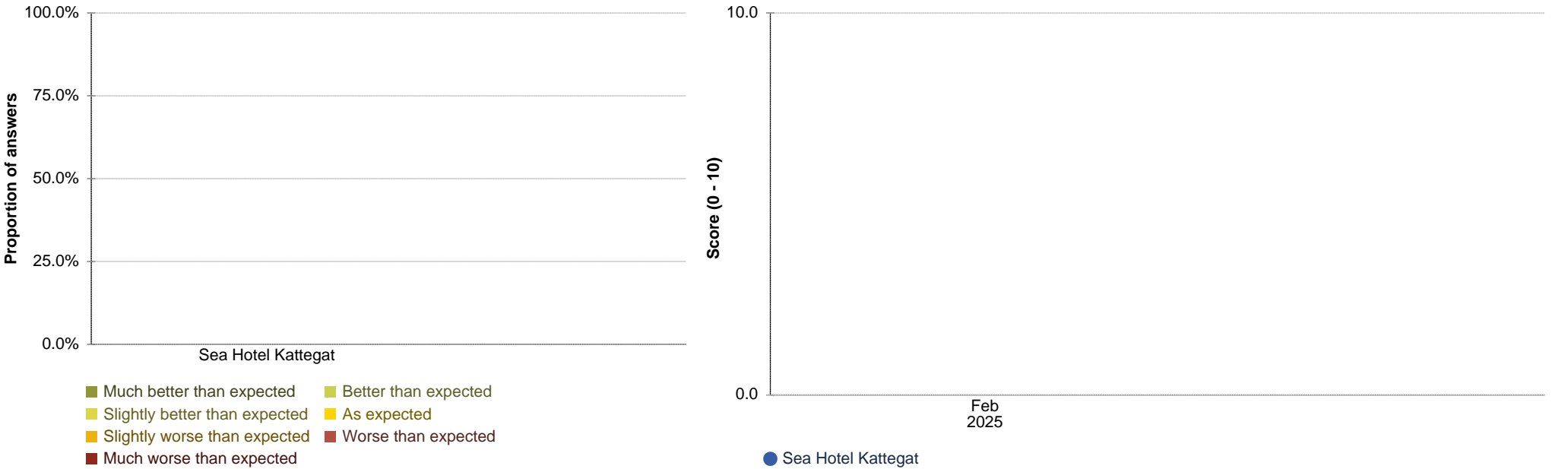
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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As expected		
Slightly worse than expected		
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Much worse than expected		



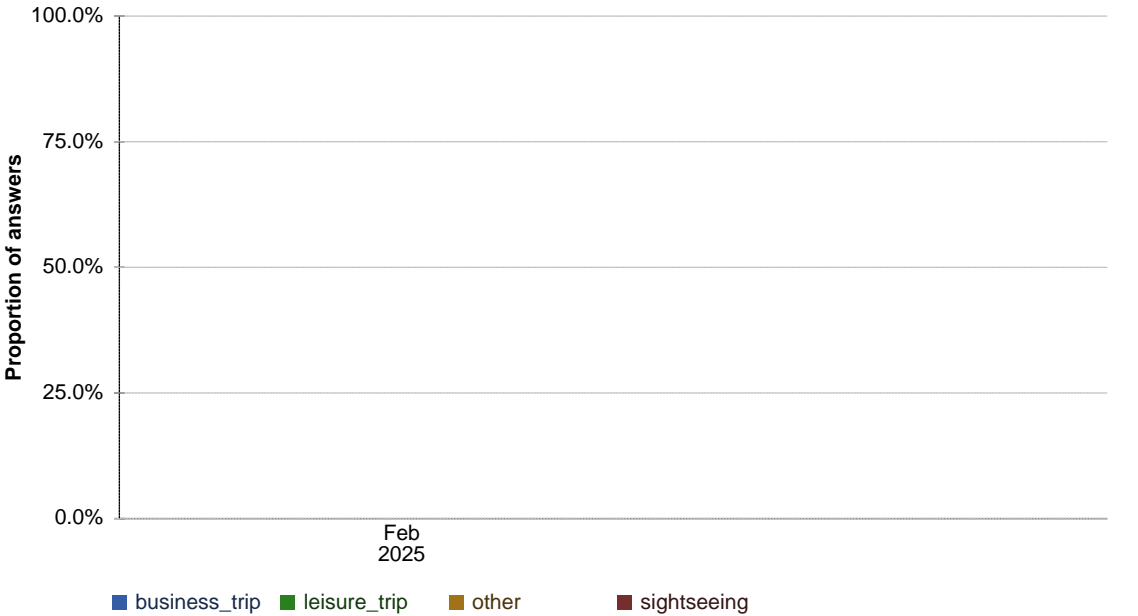
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No. of real answers	0	0
Score		
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Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



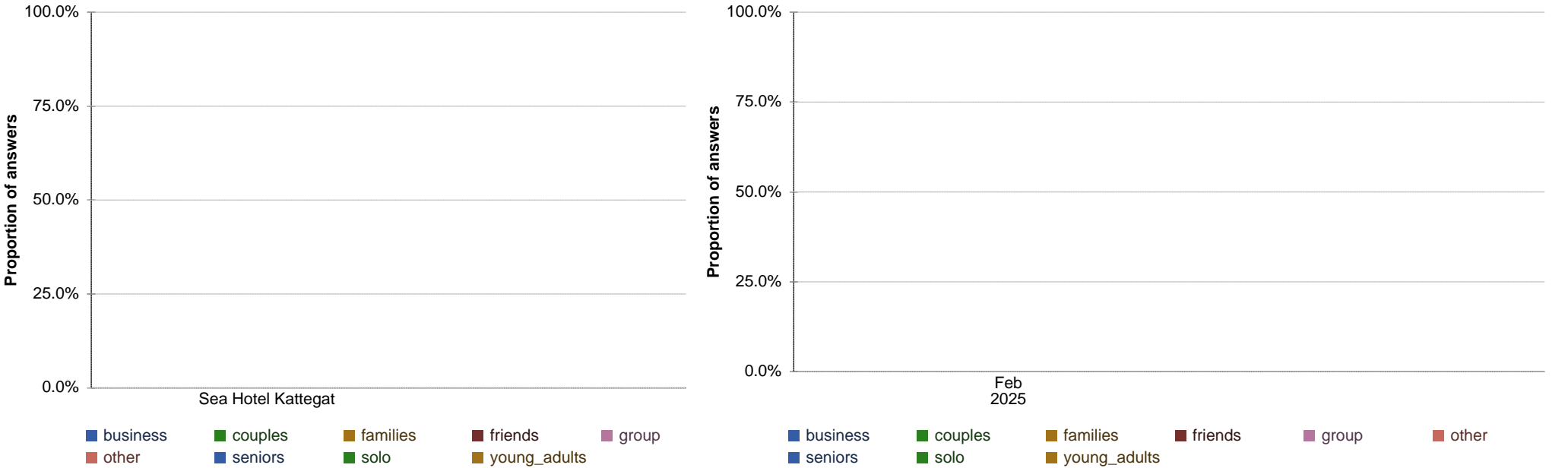
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
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Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



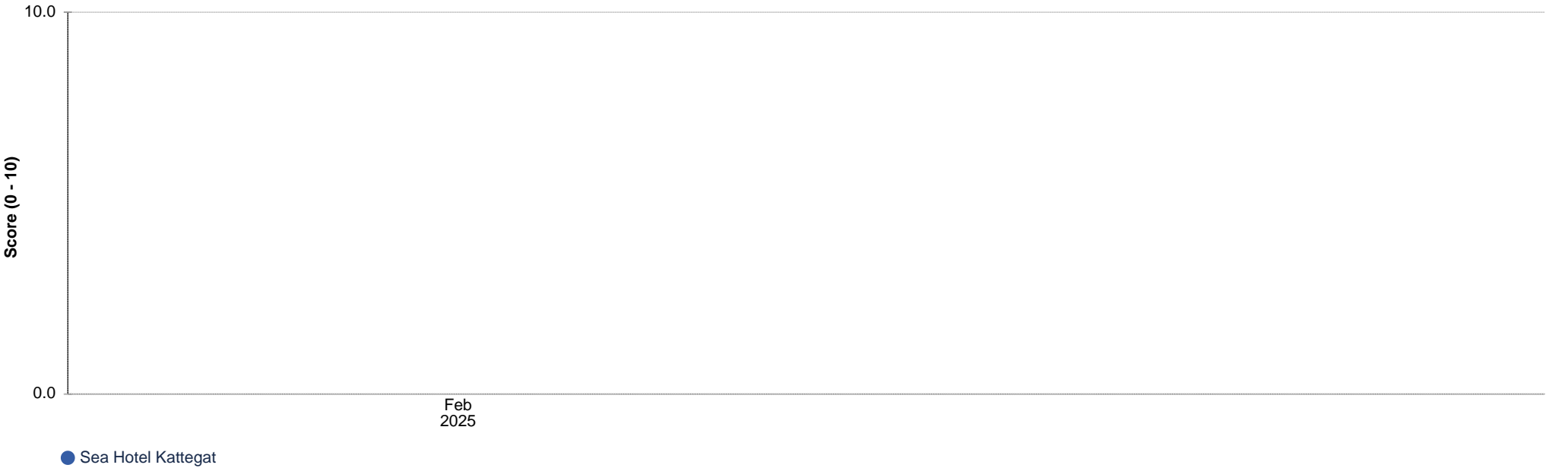
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Standard deviation	0.00	0.00
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Better than expected		
Slightly better than expected		
As expected		
Slightly worse than expected		
Worse than expected		
Much worse than expected		



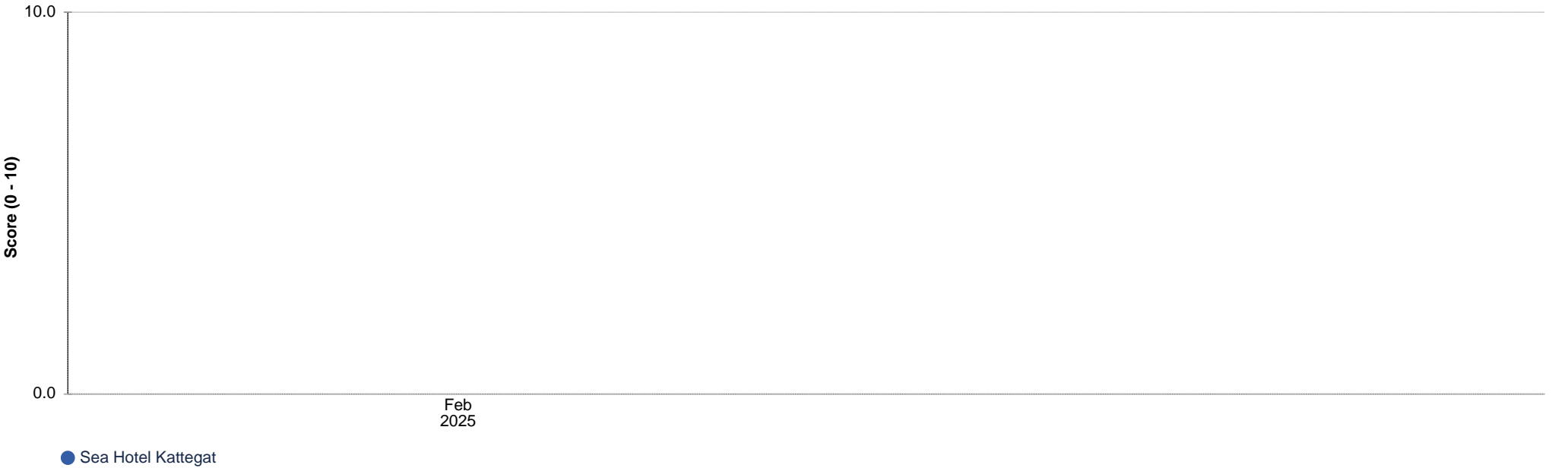
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Standard deviation	0.00	0.00
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leisure_trip		
other		
sightseeing		



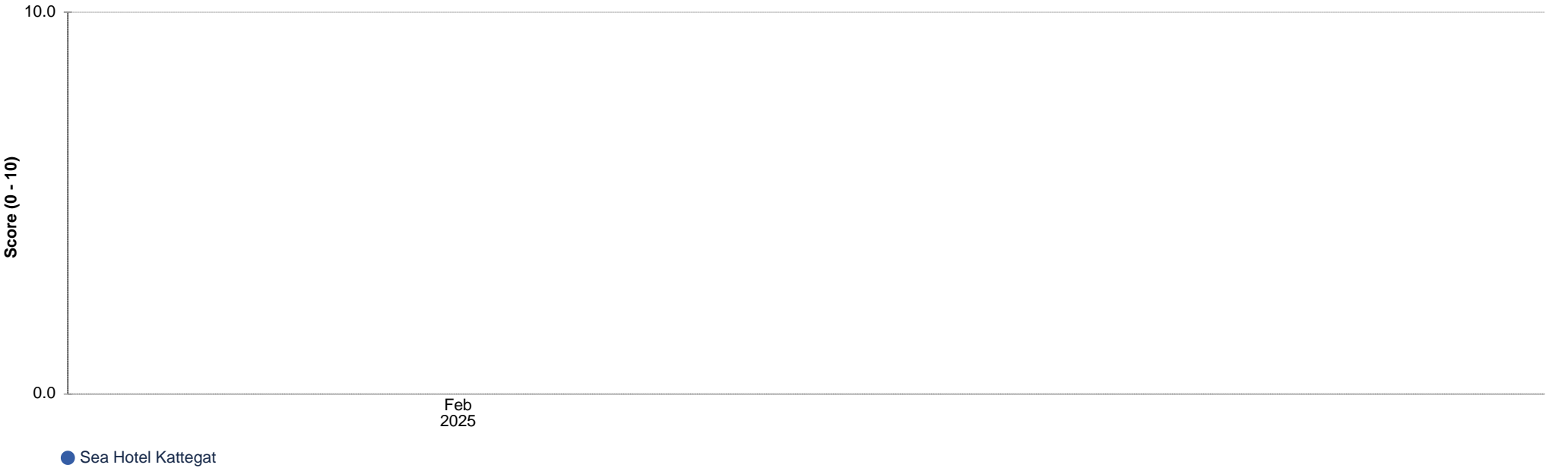
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Standard deviation	0.00	0.00
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friends		
group		
other		
seniors		
solo		
young_adults		



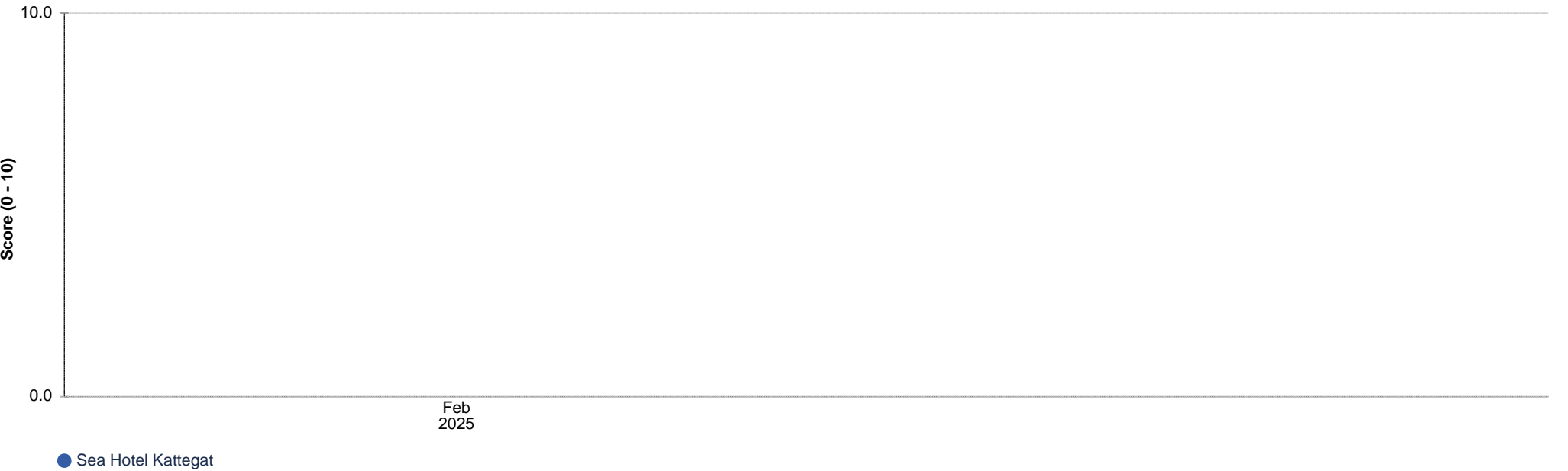
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
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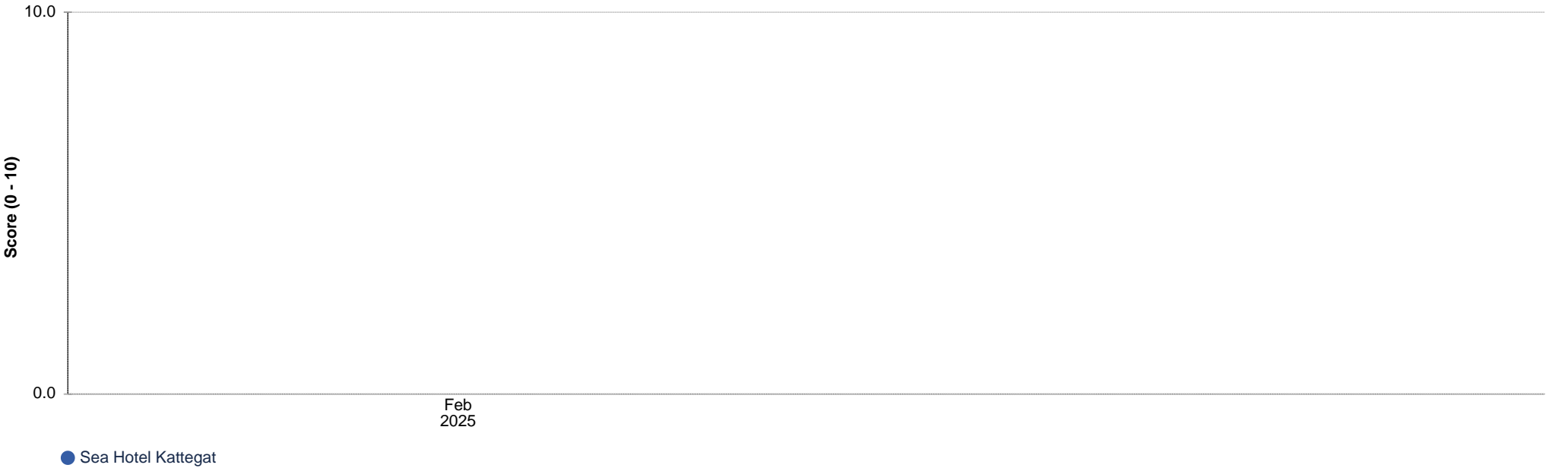
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
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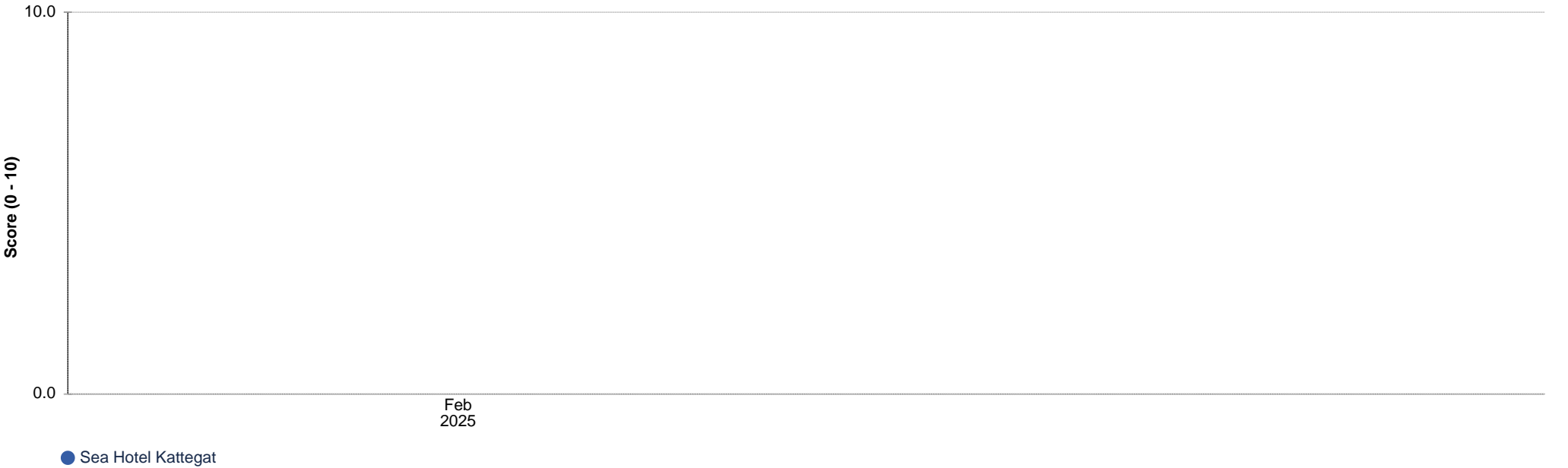
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No. of real answers	0	0
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Goal		
± Goal		
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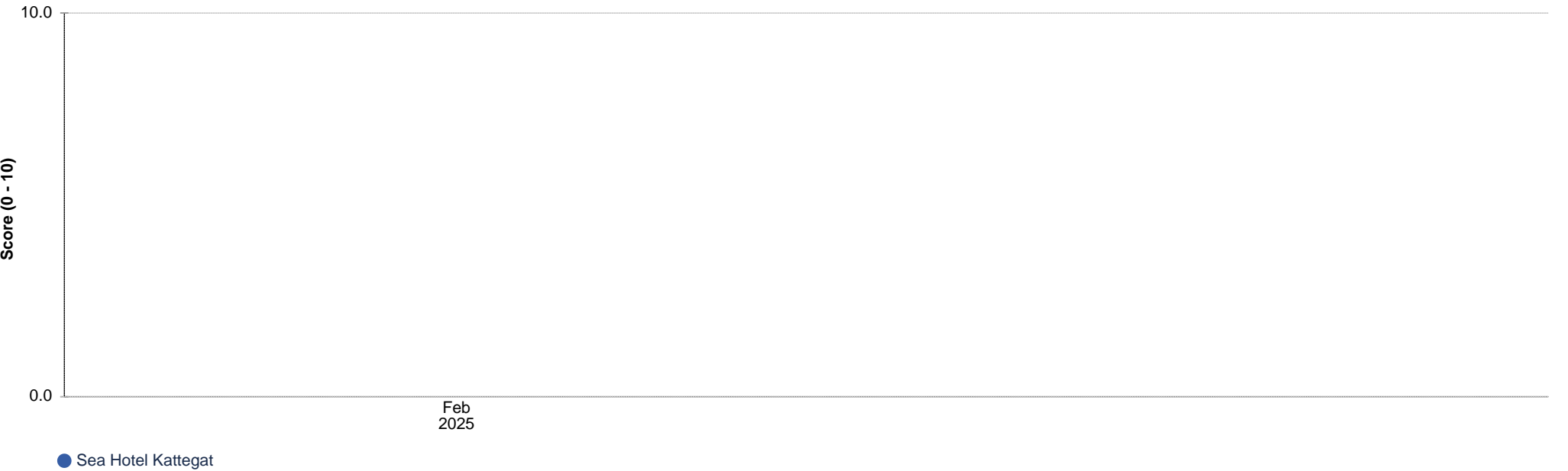
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No. of real answers	0	0
Score		
± Score		
Goal		
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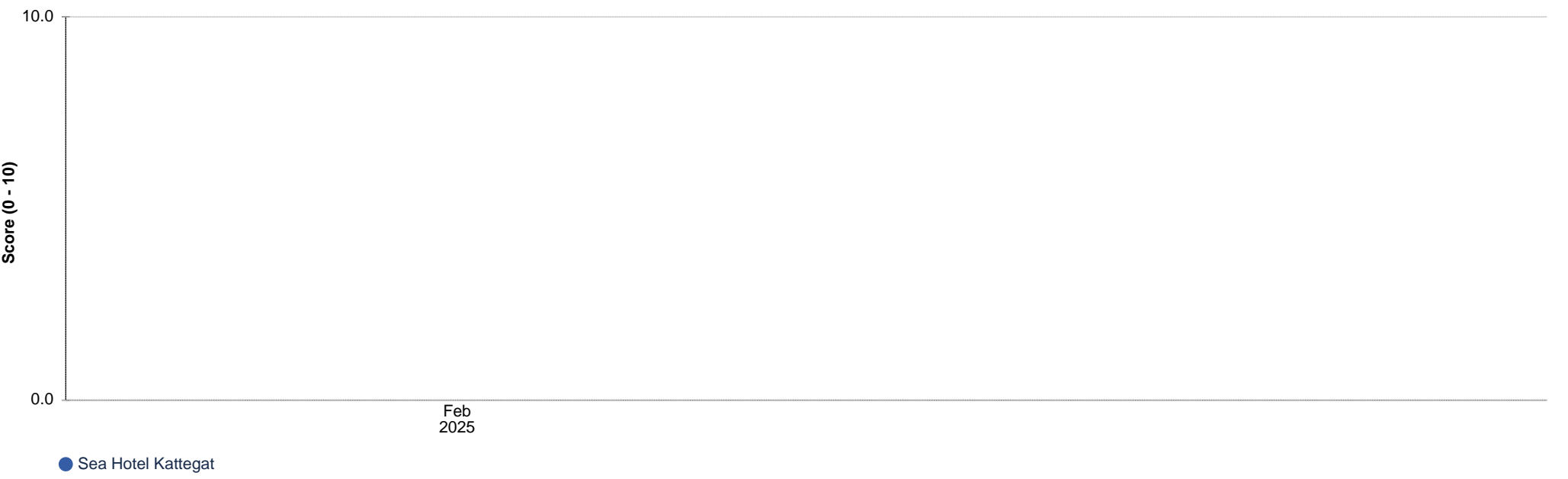
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No. of real answers	0	0
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Goal		
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Total no. of answers	0	



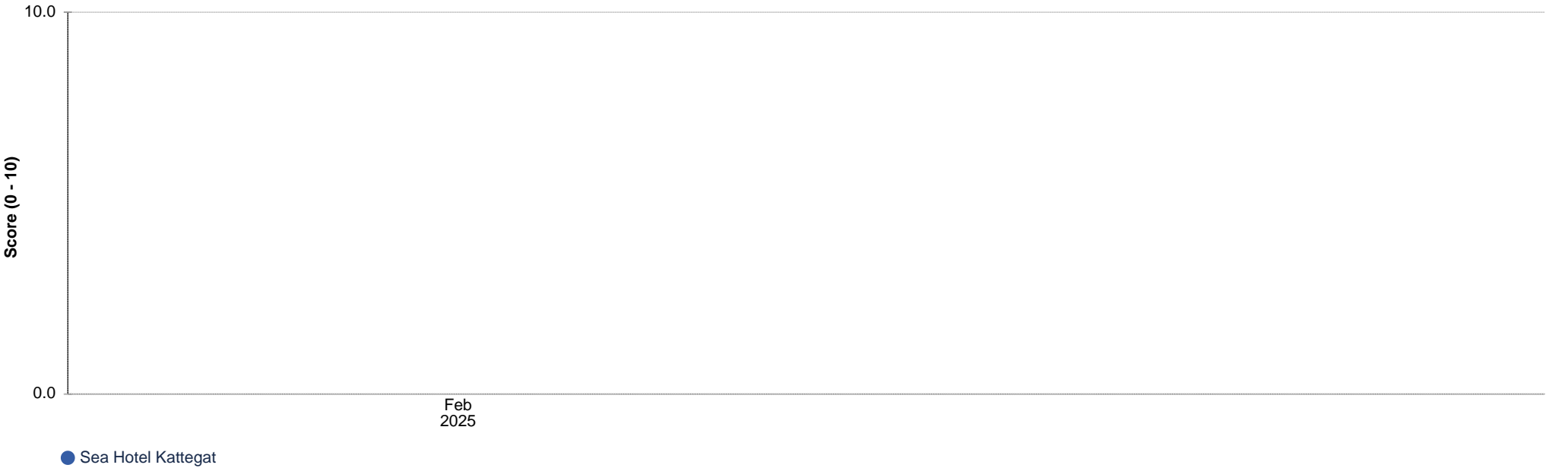
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
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Goal		
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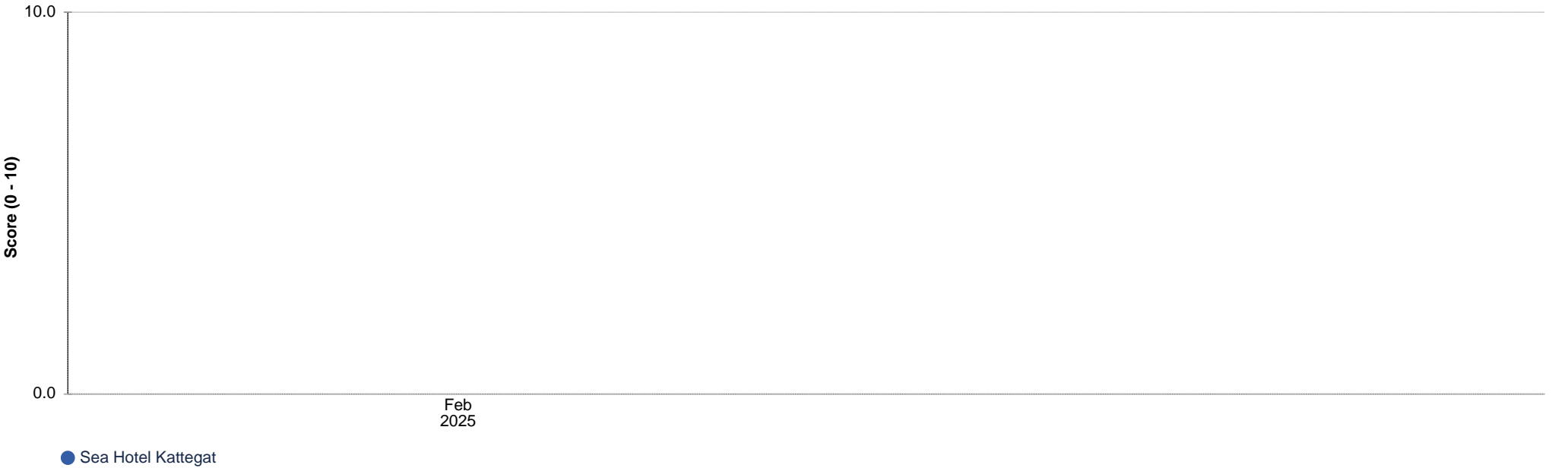
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No. of real answers	0	0
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Goal		
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Total no. of answers	0	



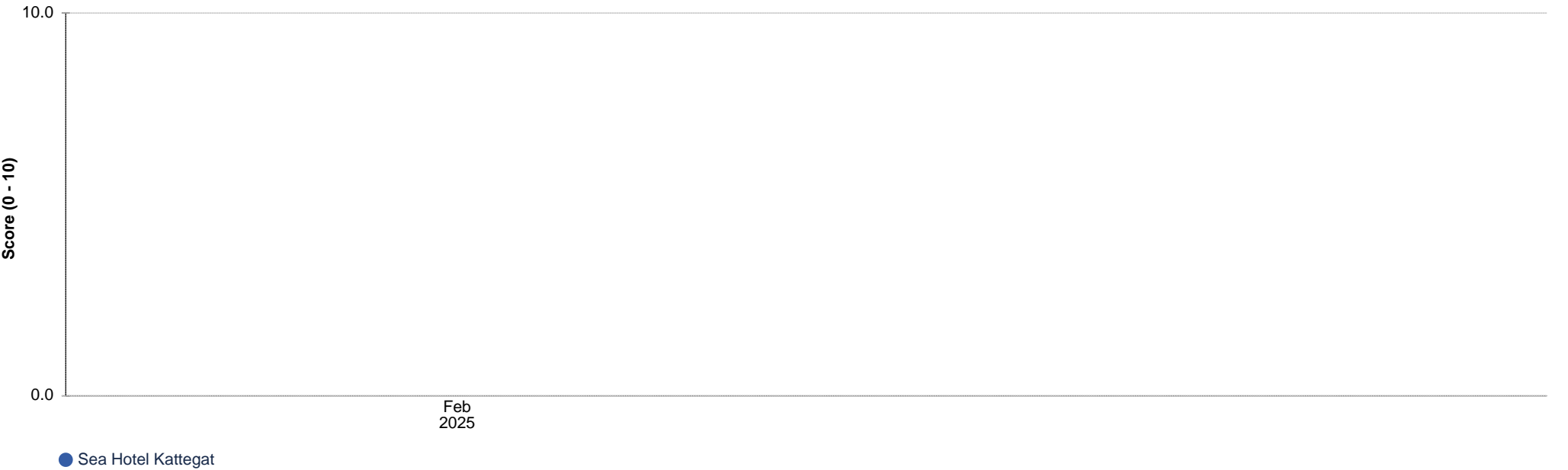
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No. of real answers	0	0
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± Score		
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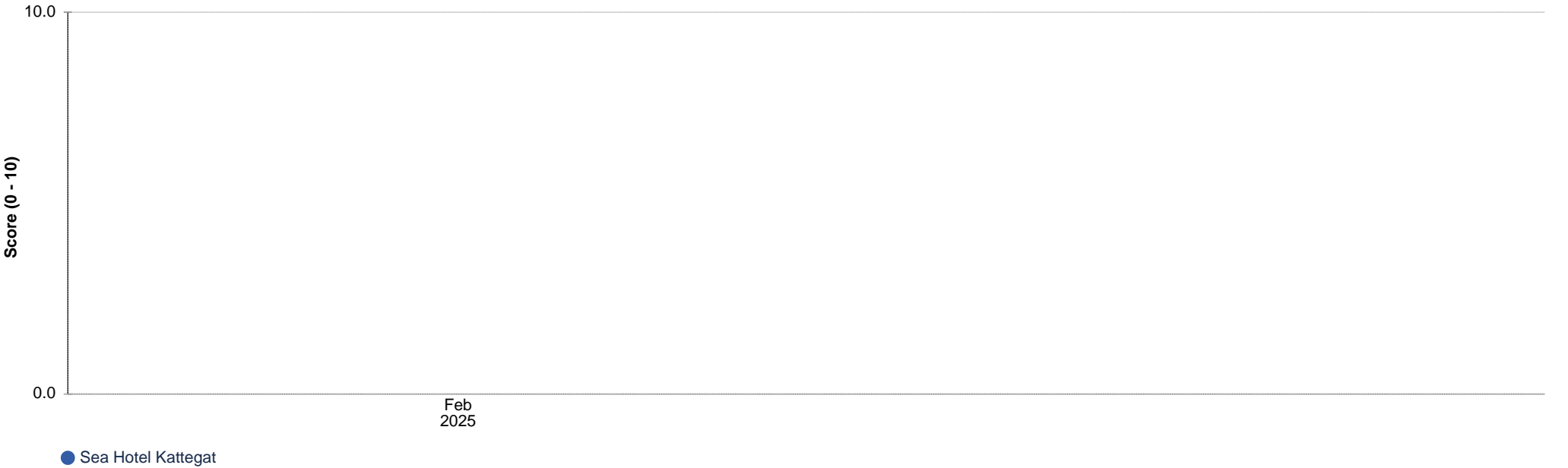
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No. of real answers	0	0
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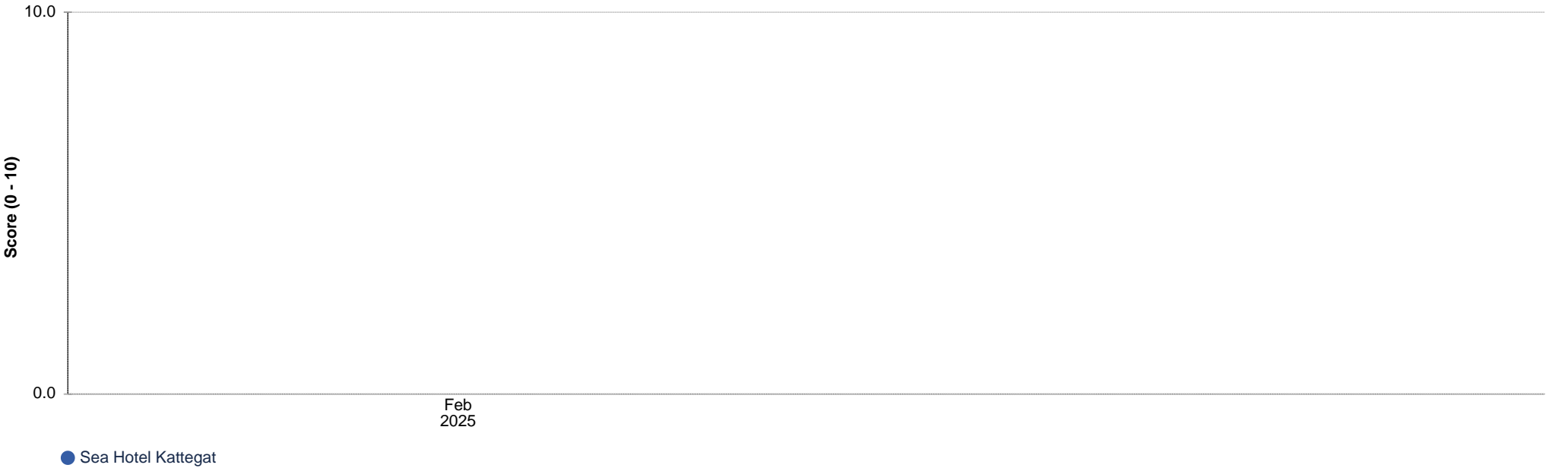
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No. of real answers	0	0
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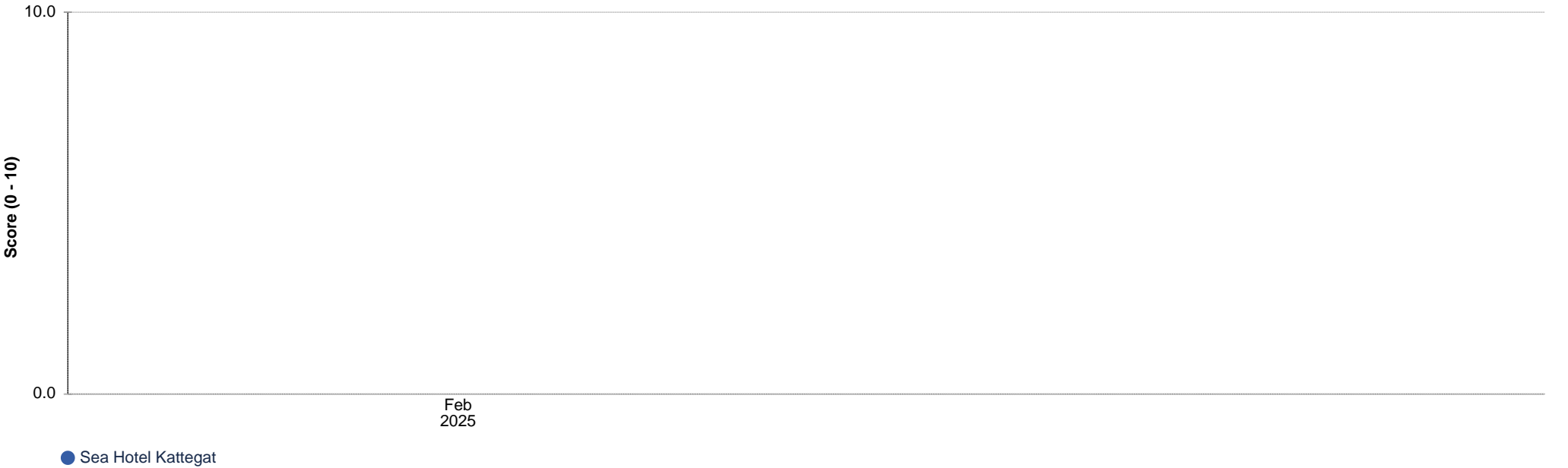
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No. of real answers	0	0
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Goal		
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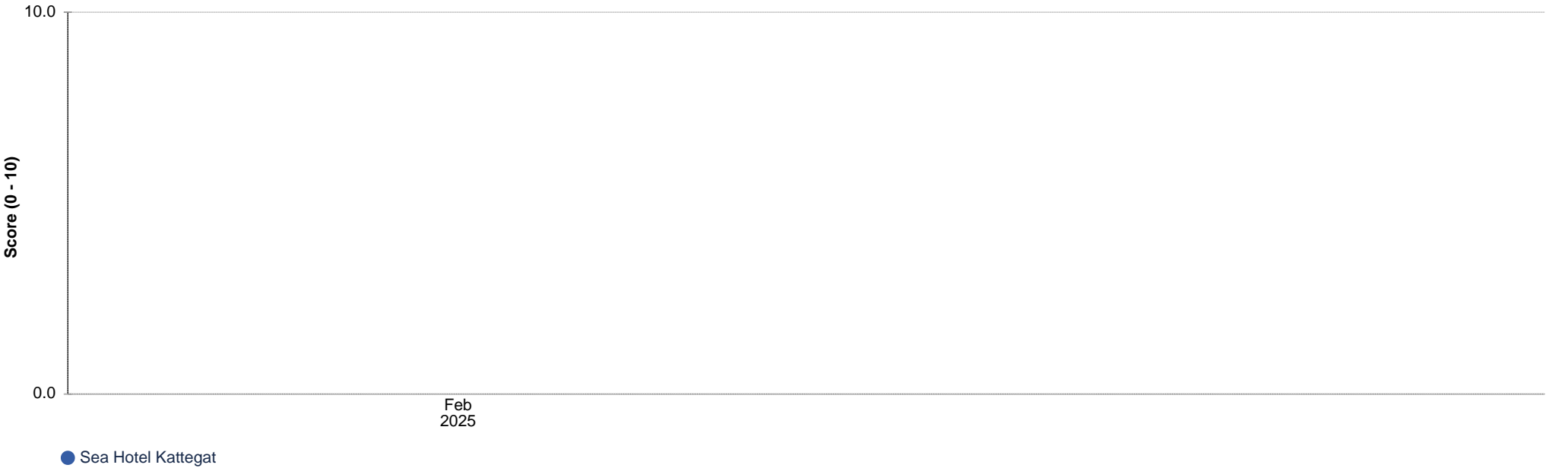
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No. of real answers	0	0
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Goal		
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Total no. of answers	0	



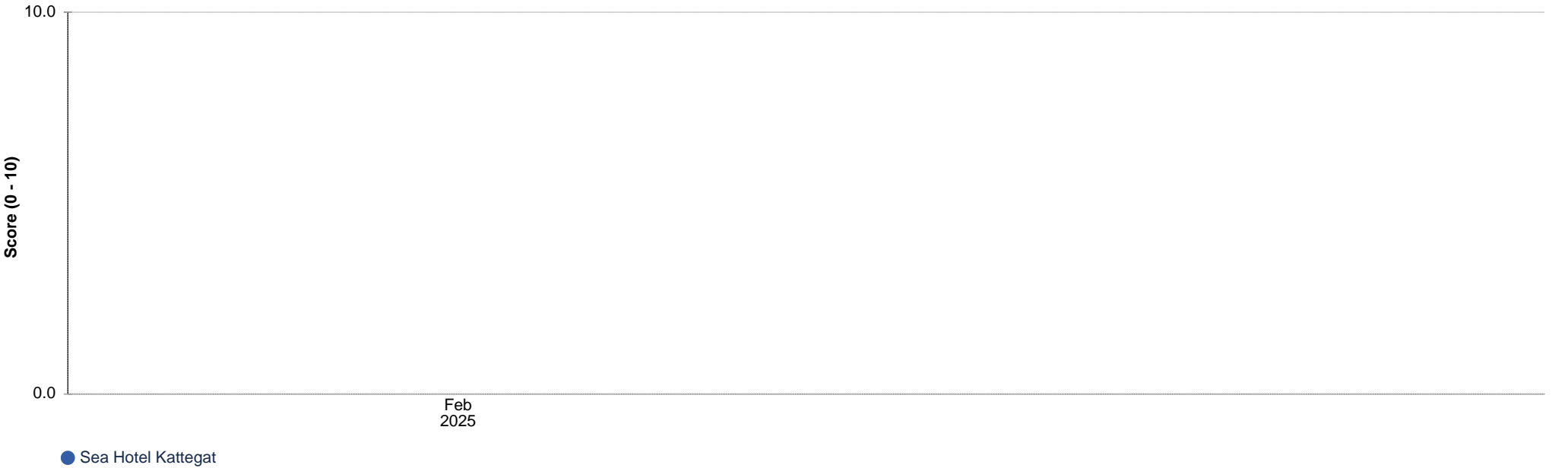
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No. of real answers	0	0
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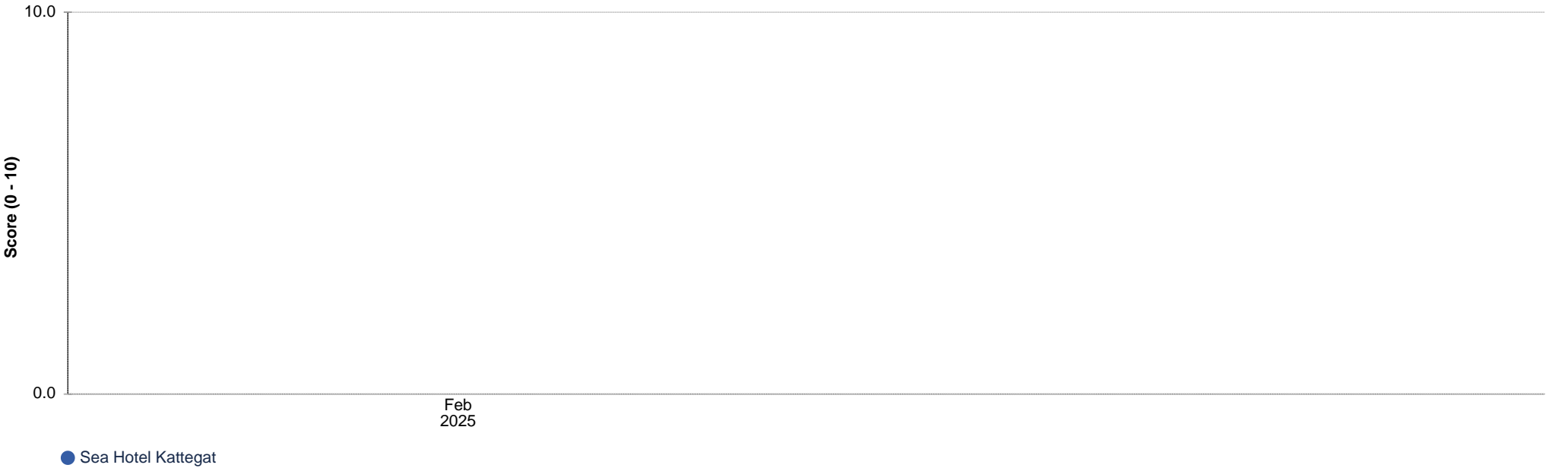
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No. of real answers	0	0
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Goal		
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Total no. of answers	0	



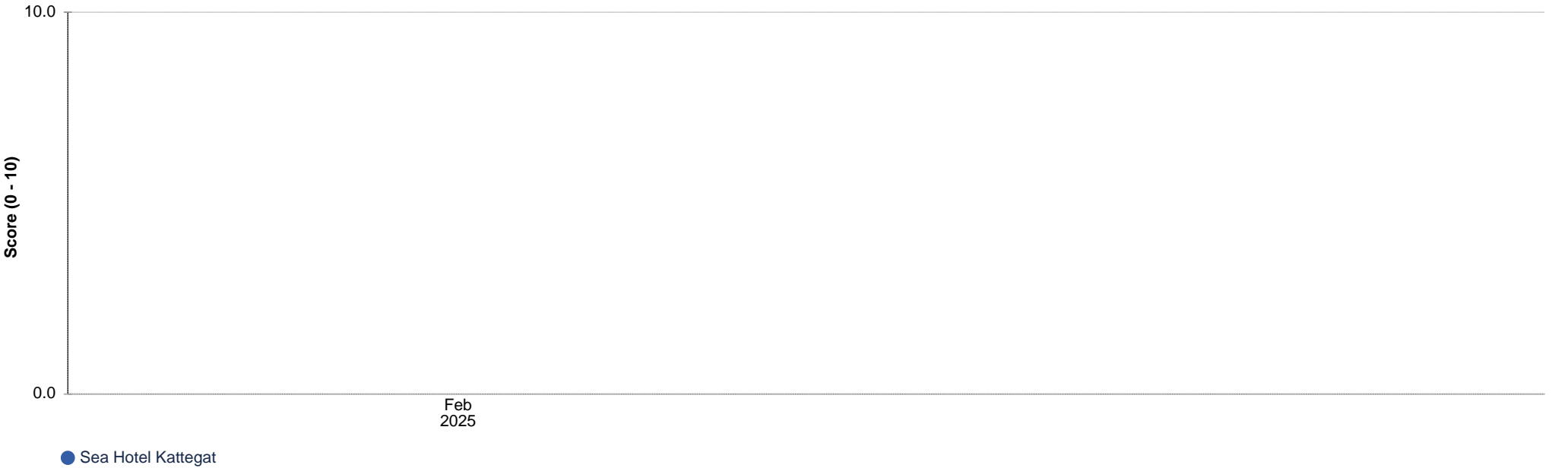
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No. of real answers	0	0
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Goal		
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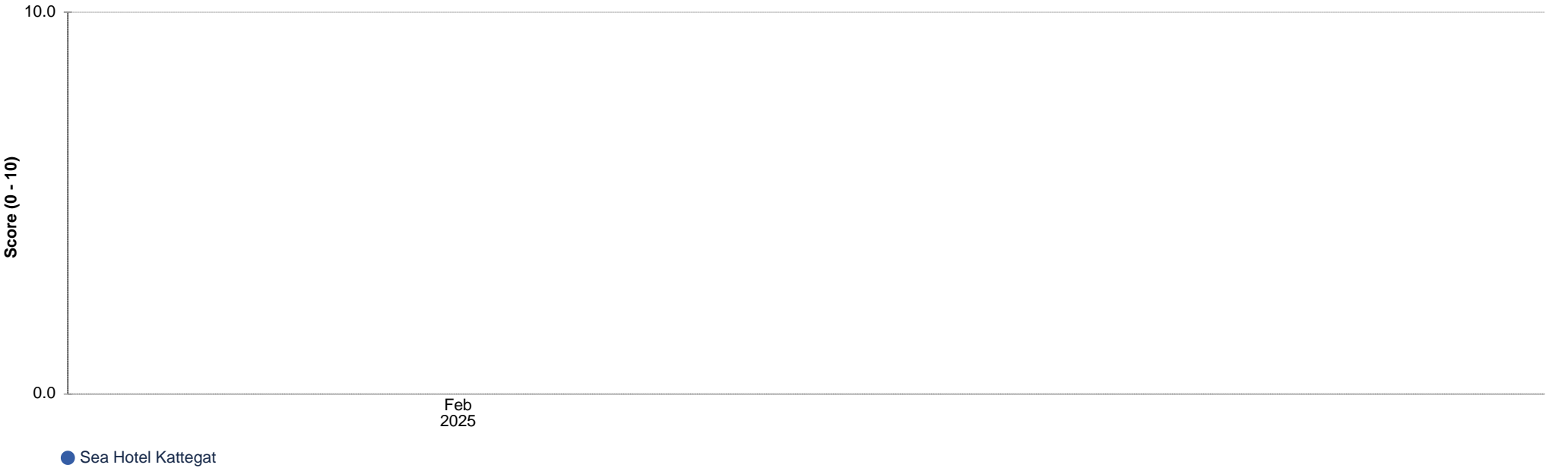
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No. of real answers	0	0
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± Score		
Goal		
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Total no. of answers	0	



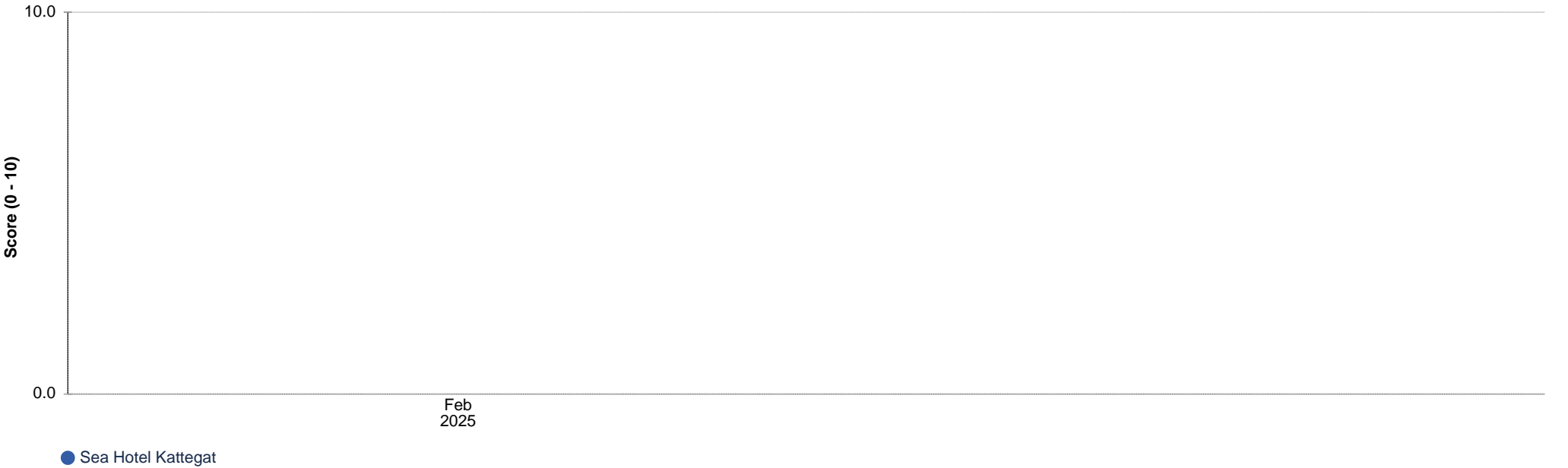
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No. of real answers	0	0
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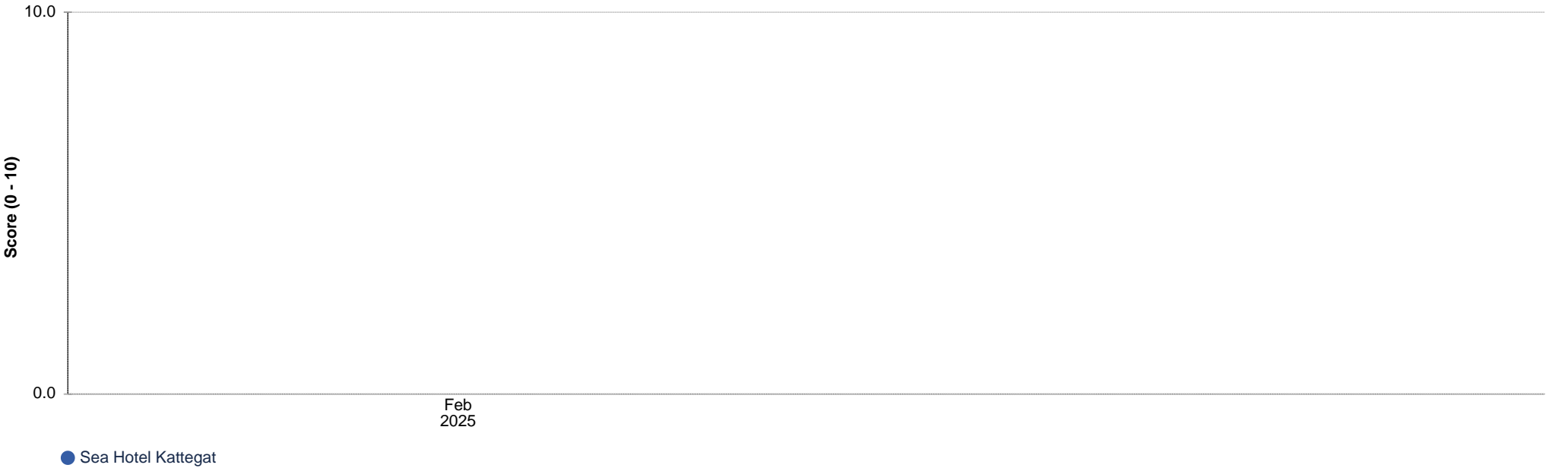
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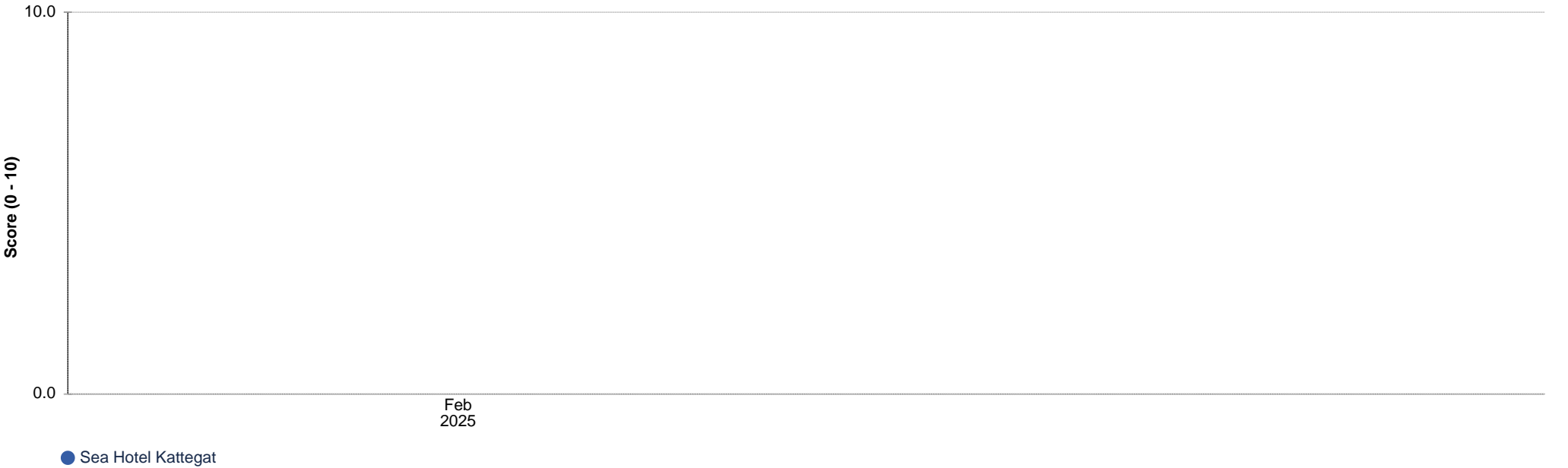
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No. of real answers	0	0
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± Score		
Goal		
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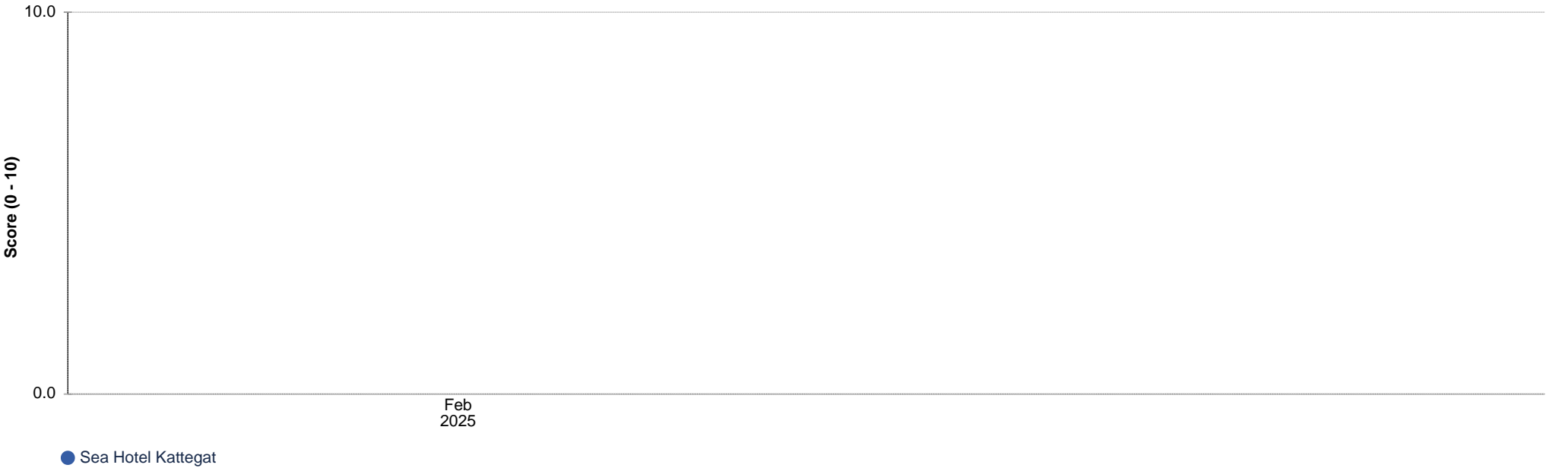
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No. of real answers	0	0
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± Score		
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± Goal		
Total no. of answers	0	



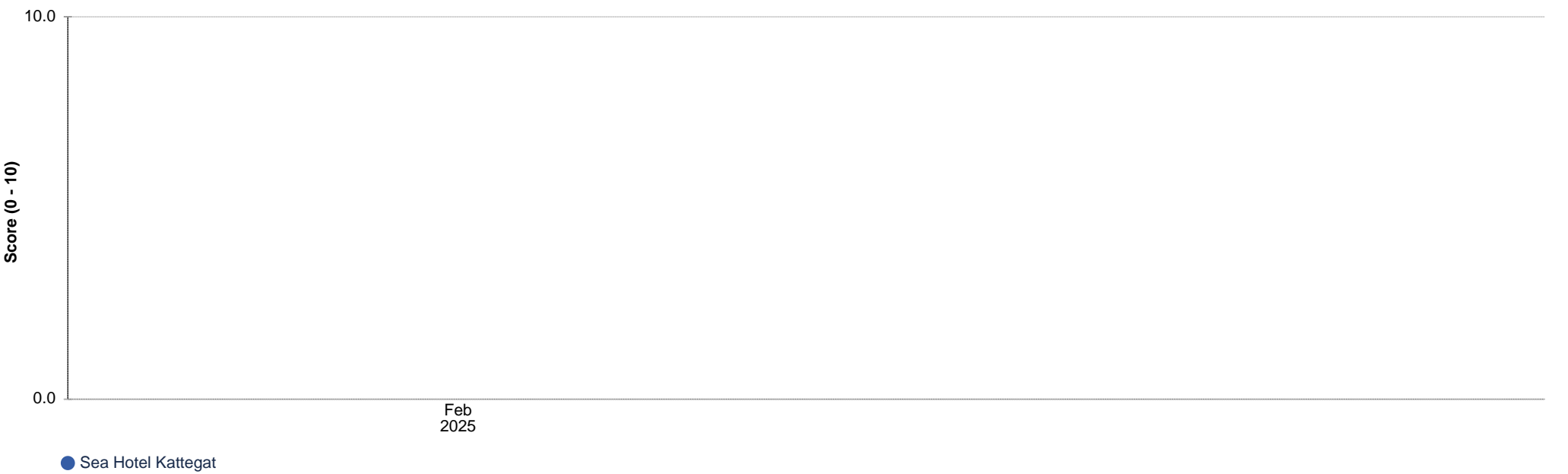
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Goal		
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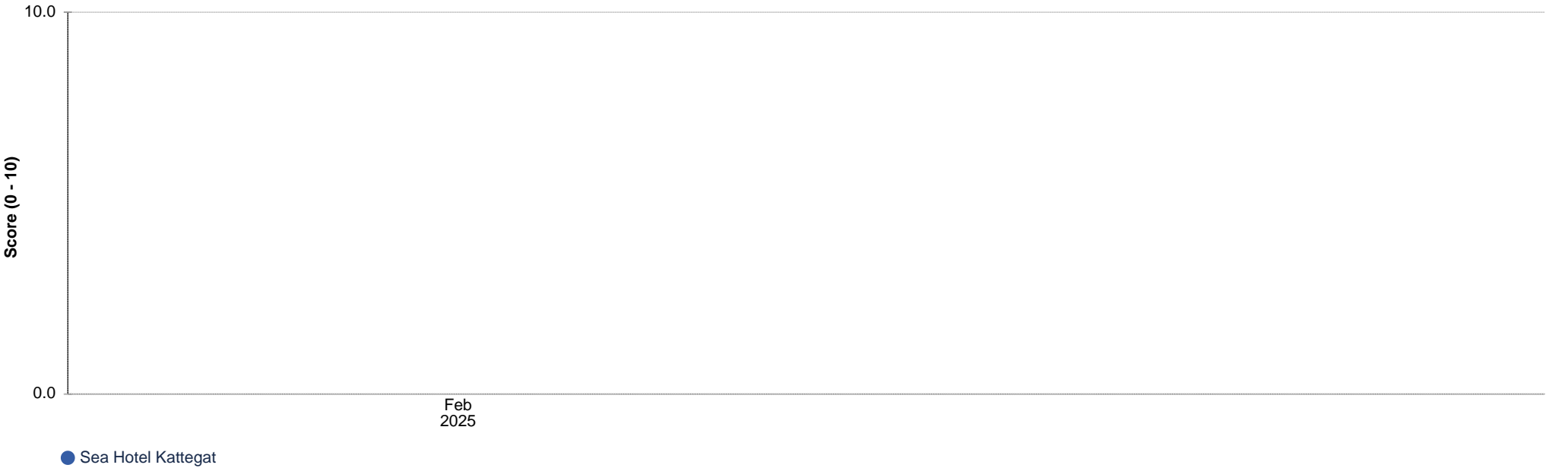
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Goal		
± Goal		
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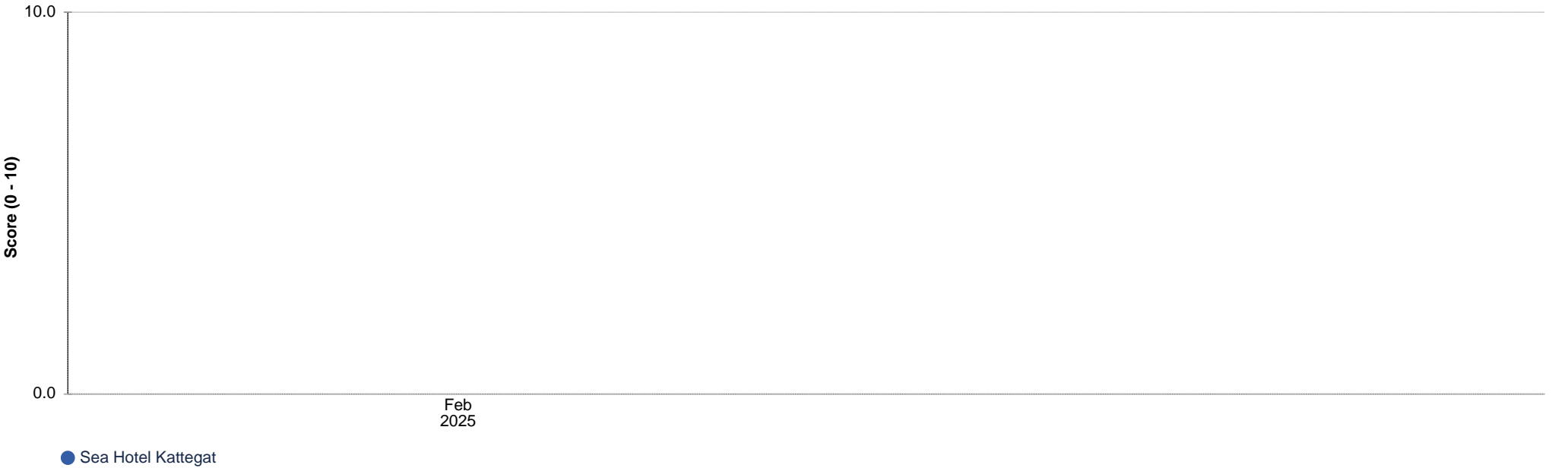
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



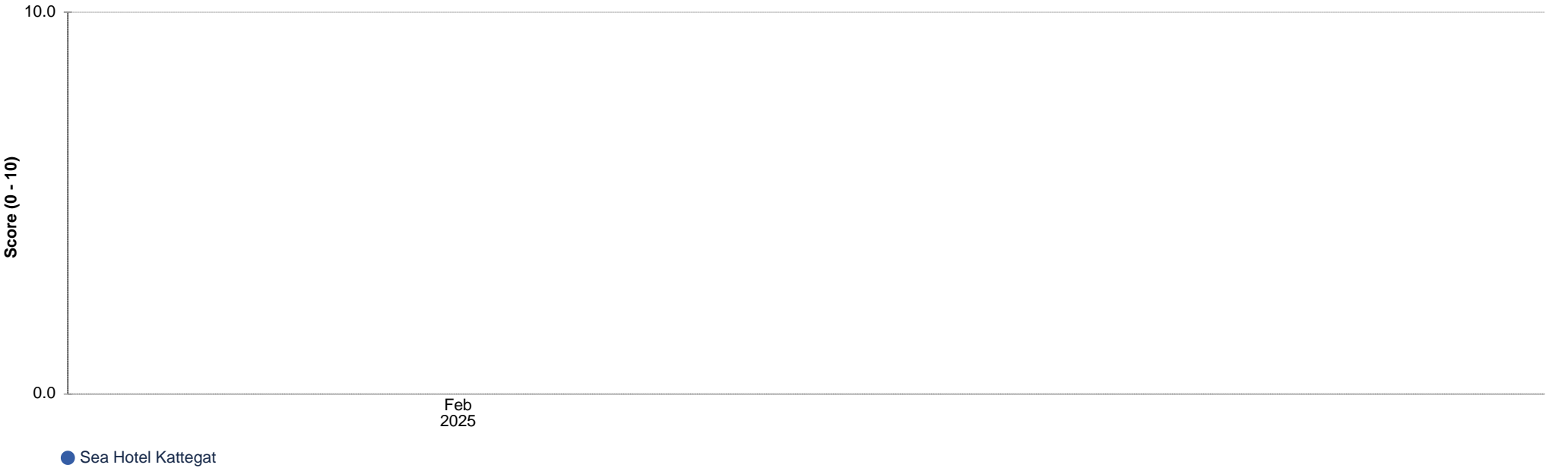
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Goal		
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Total no. of answers	0	



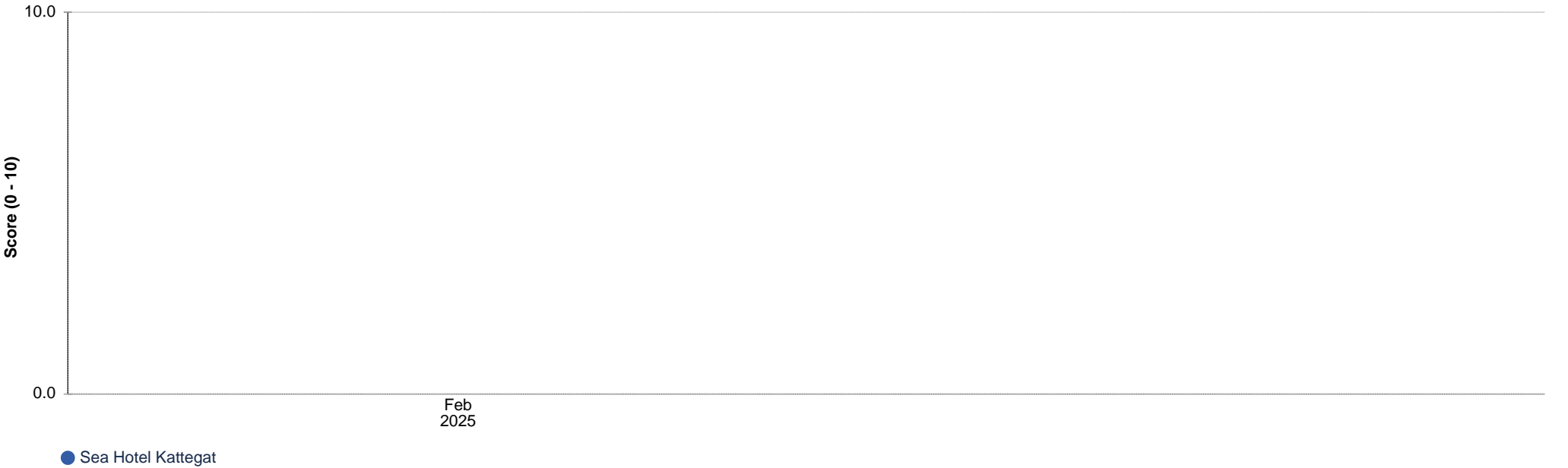
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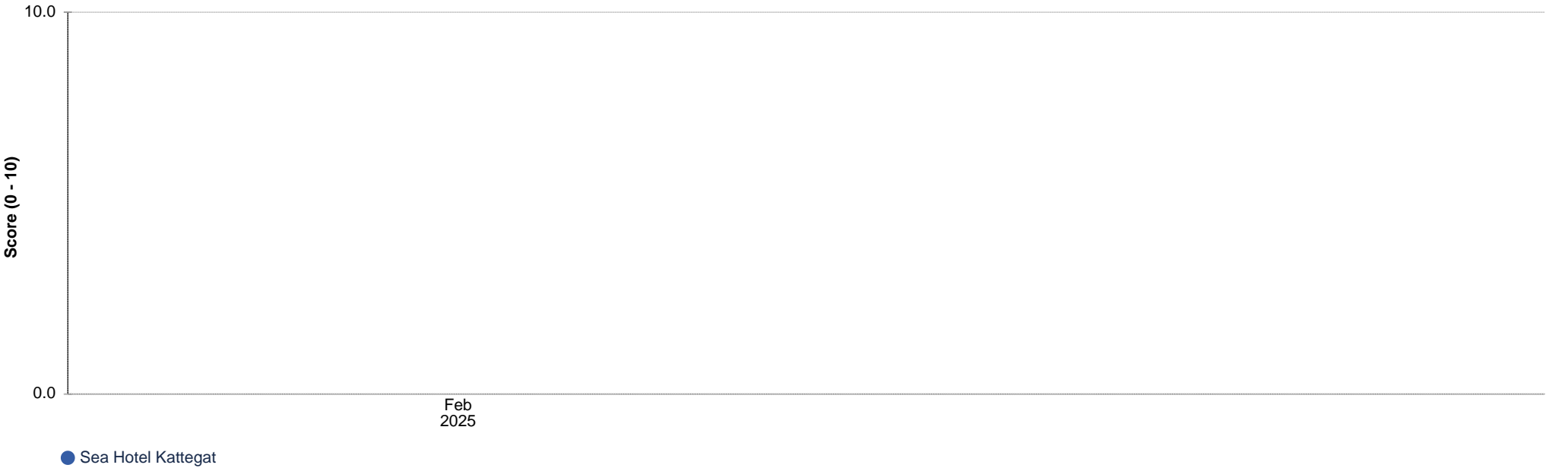
Sea Hotel Kattegat		
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No. of real answers	0	0
Score		
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Goal		
± Goal		
Total no. of answers	0	



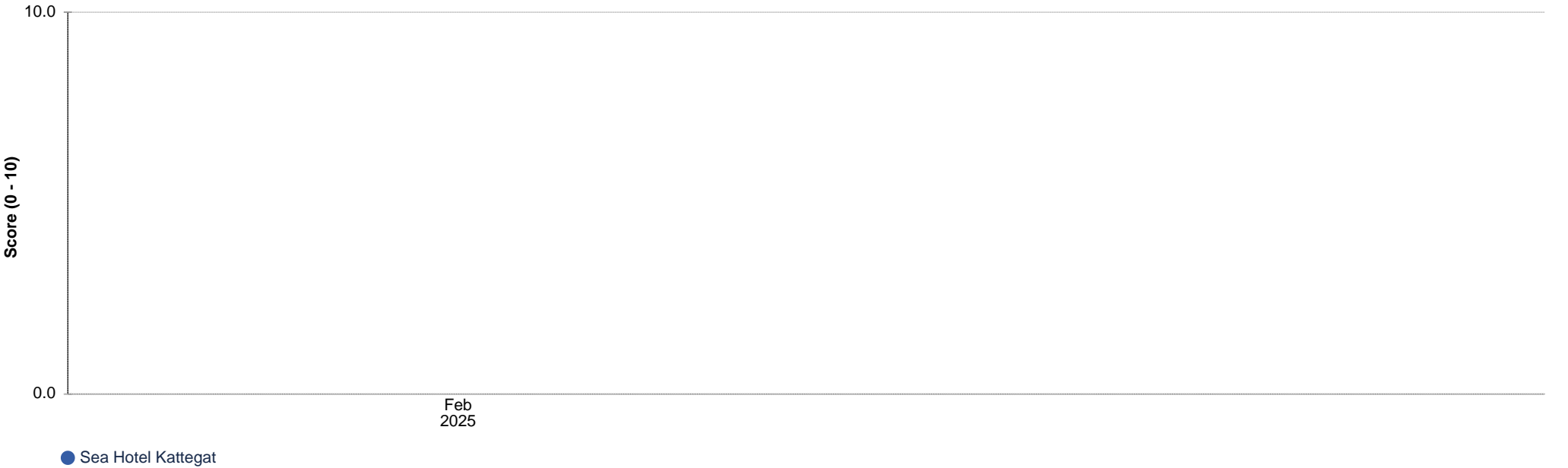
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



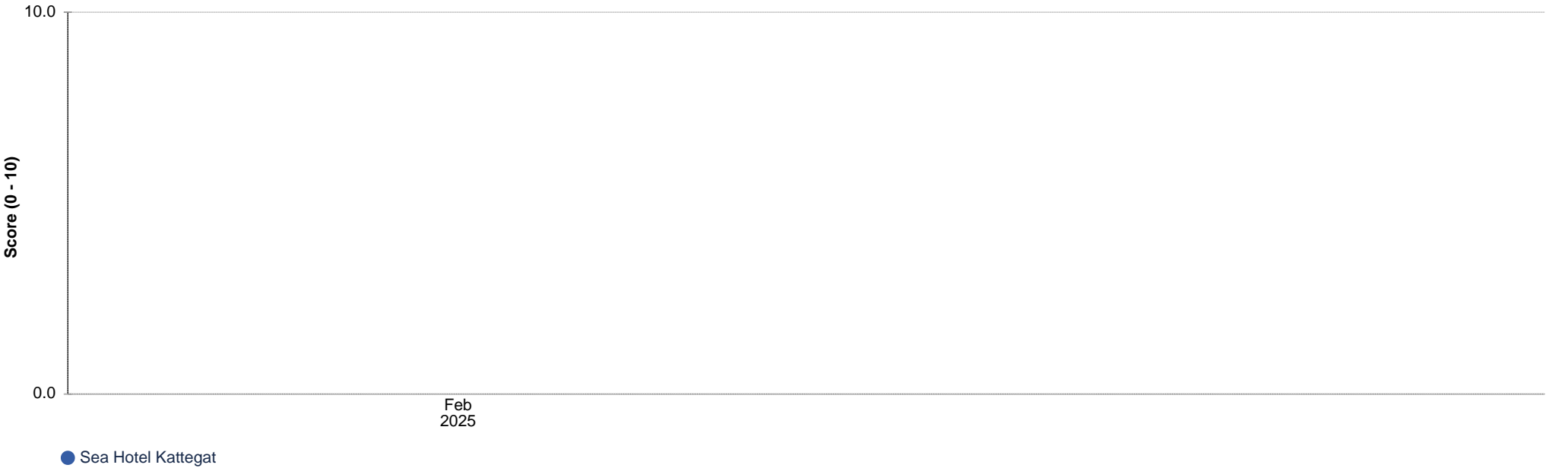
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



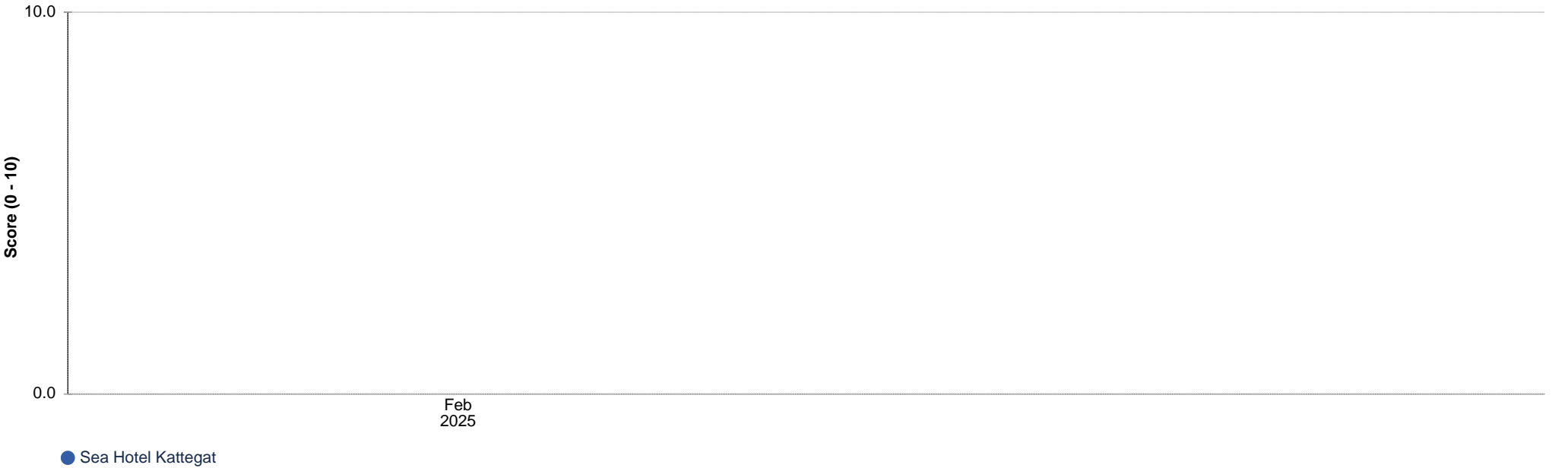
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



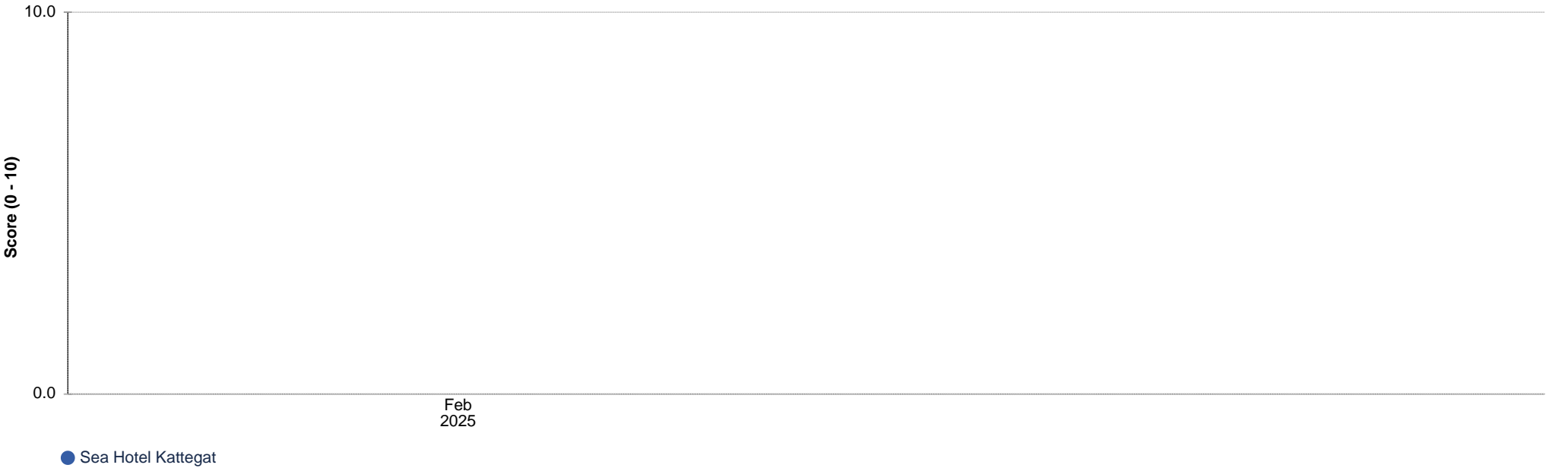
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



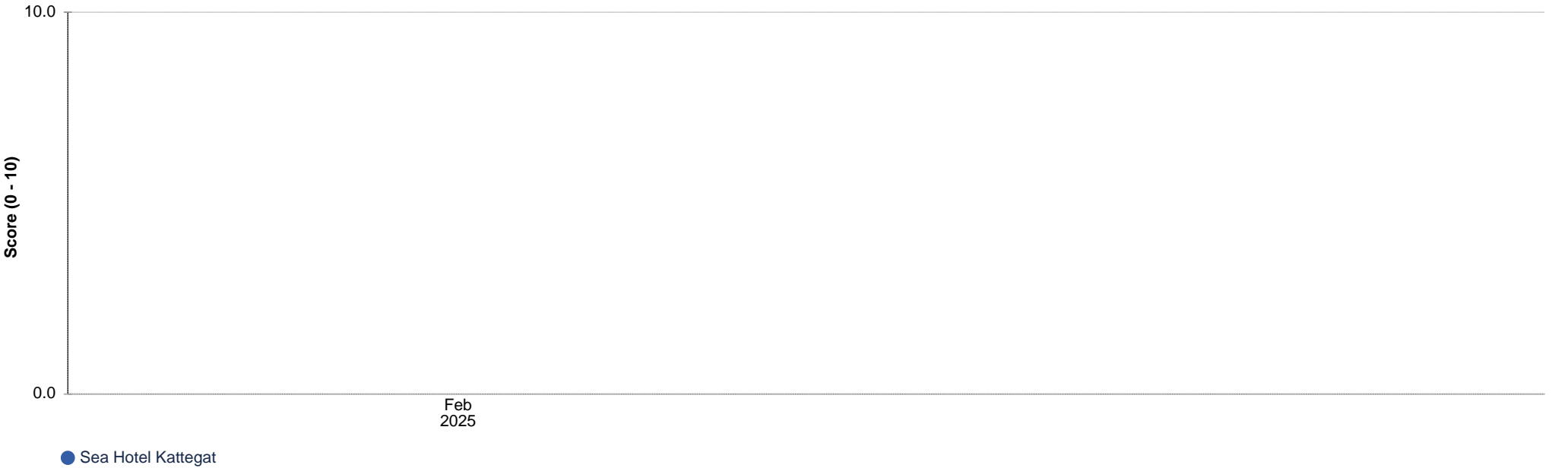
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



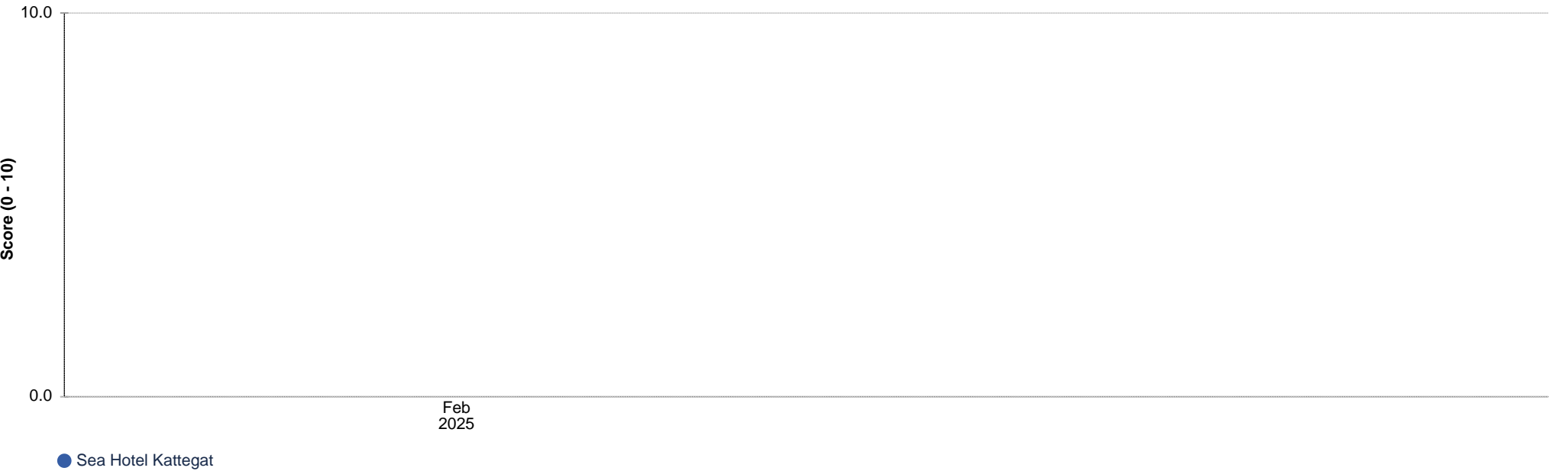
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



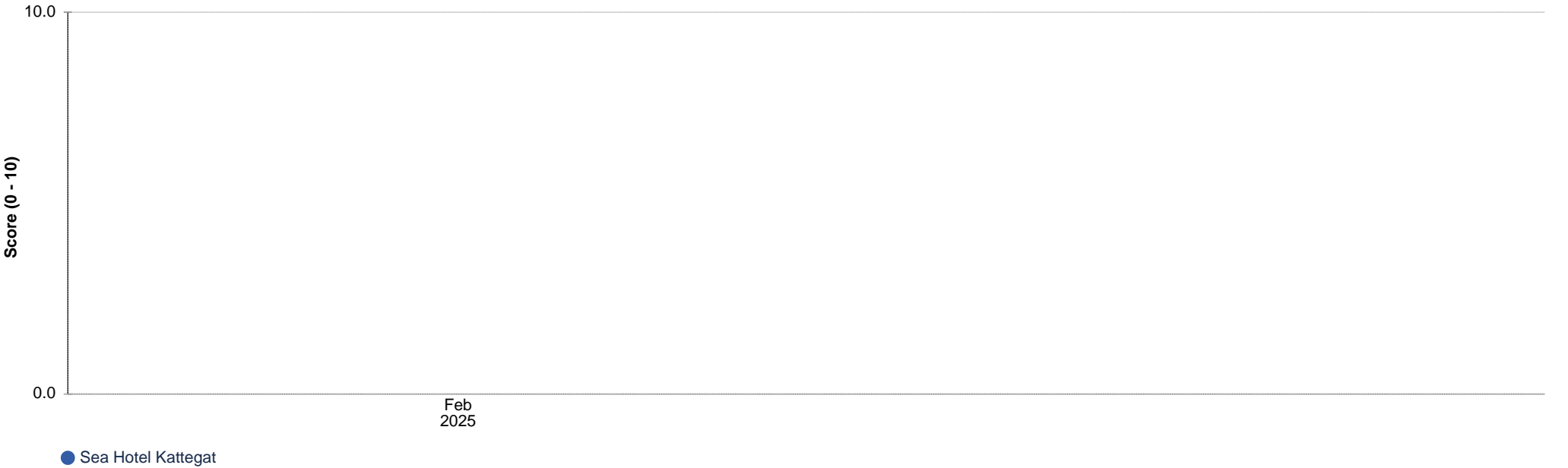
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



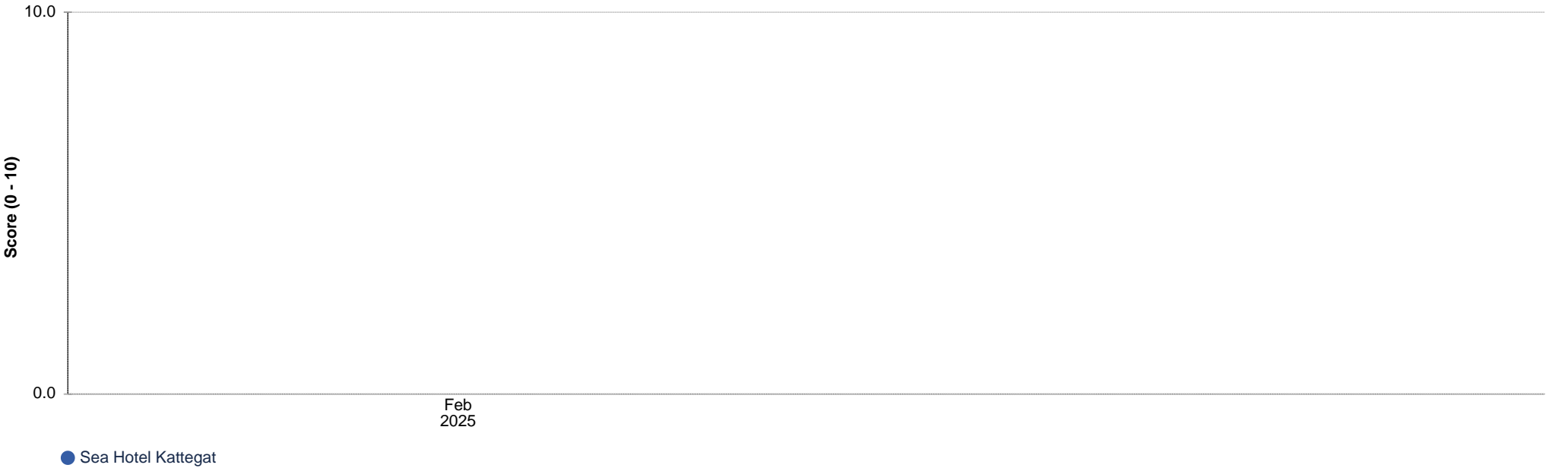
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



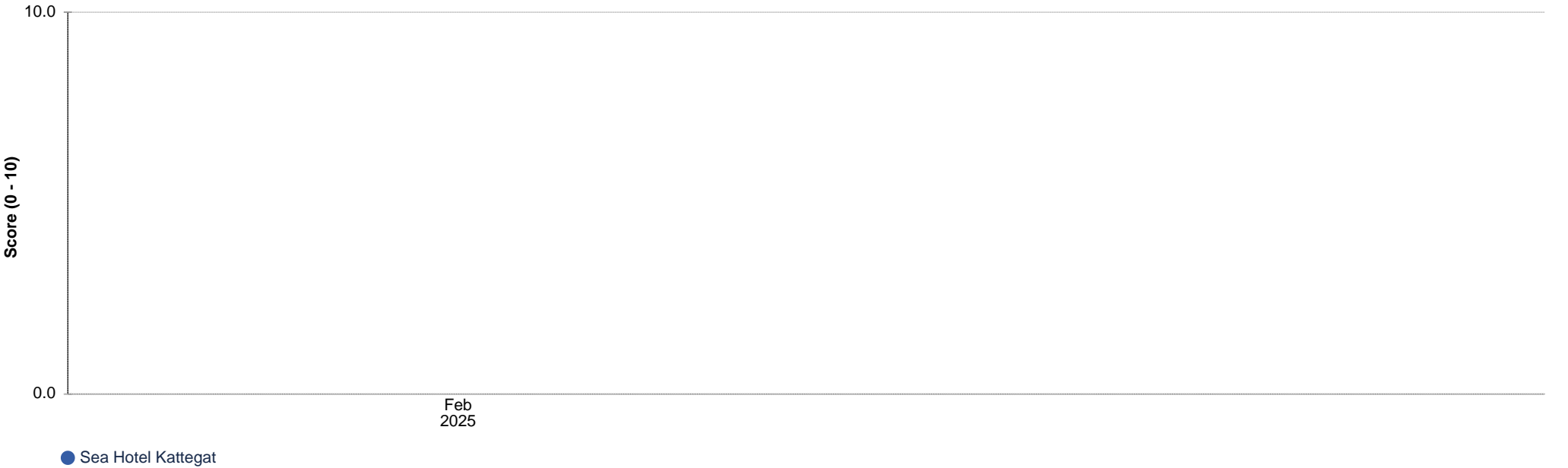
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



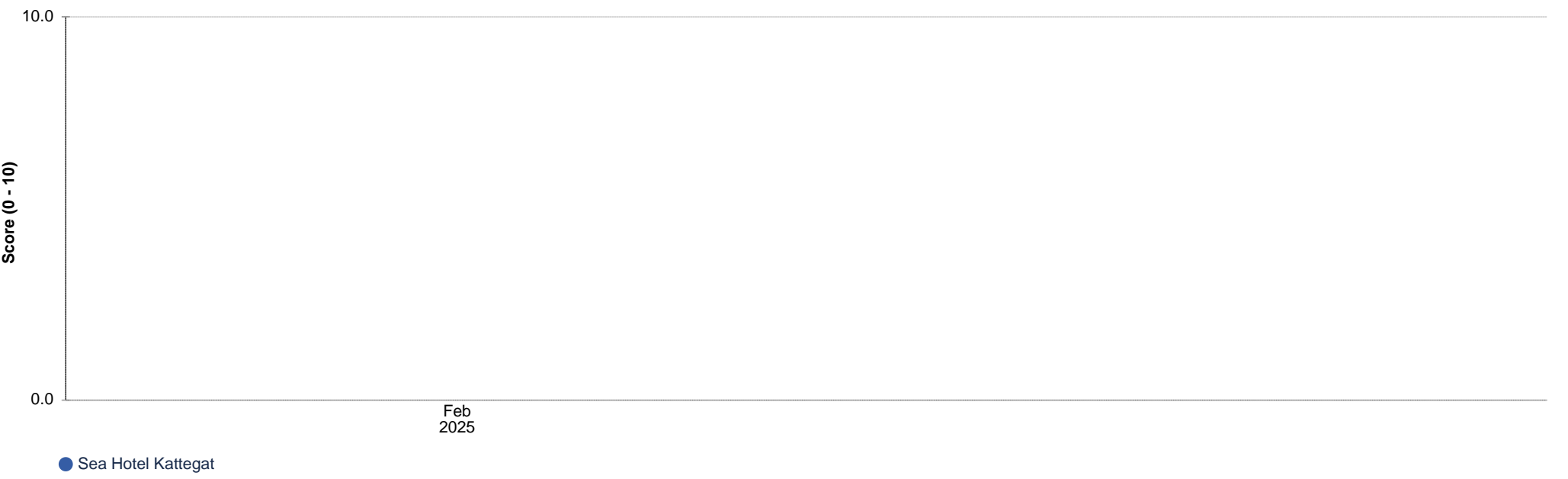
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



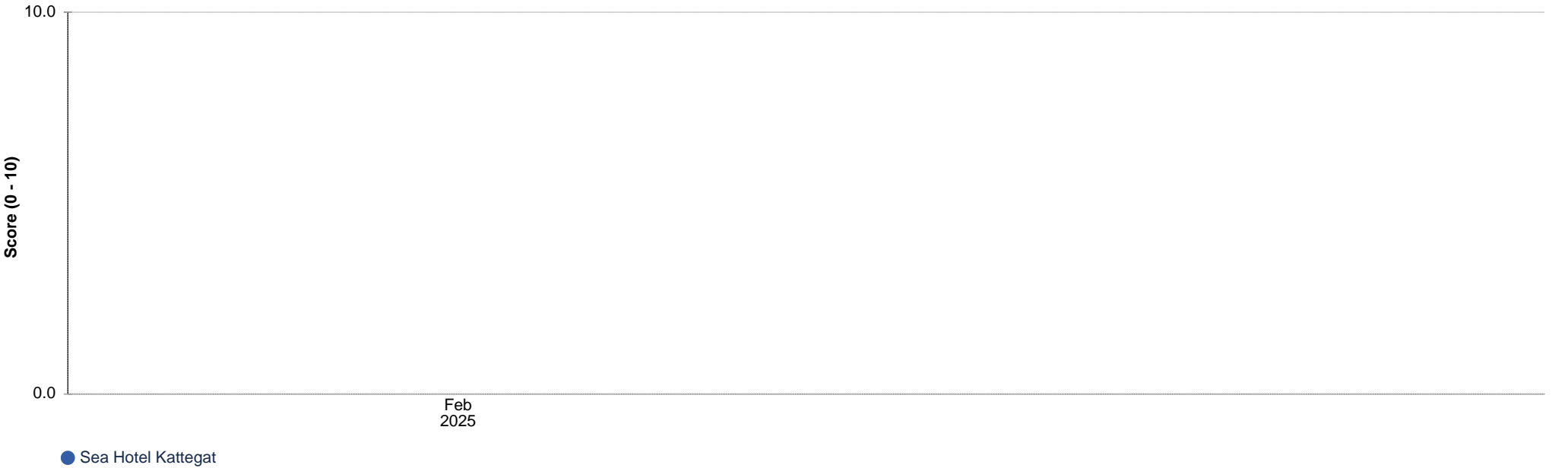
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
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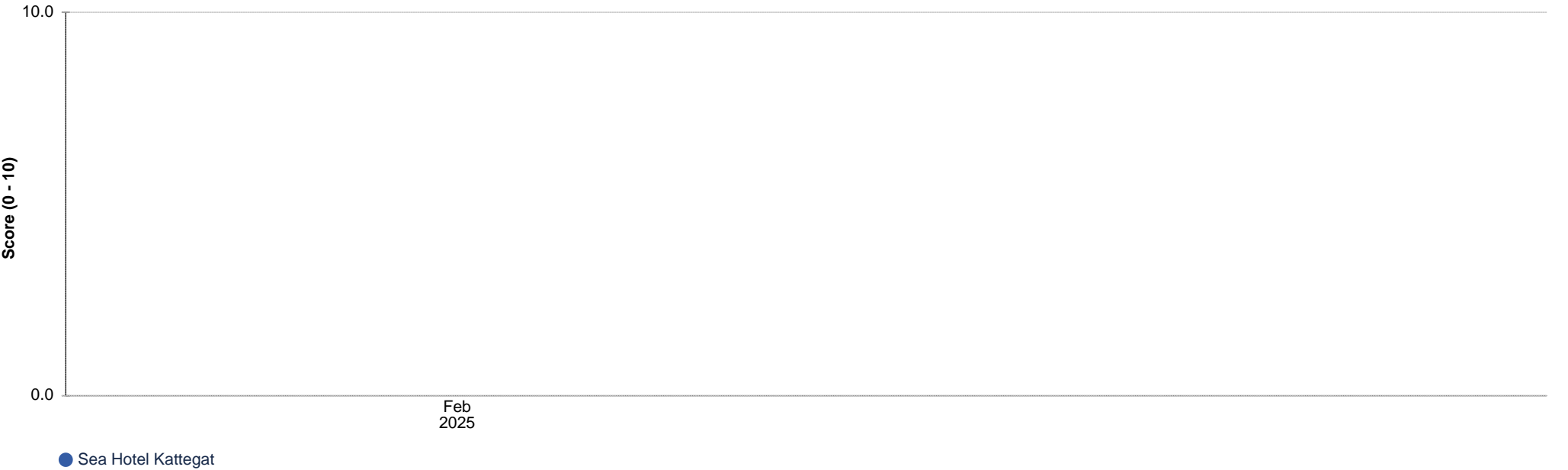
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No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
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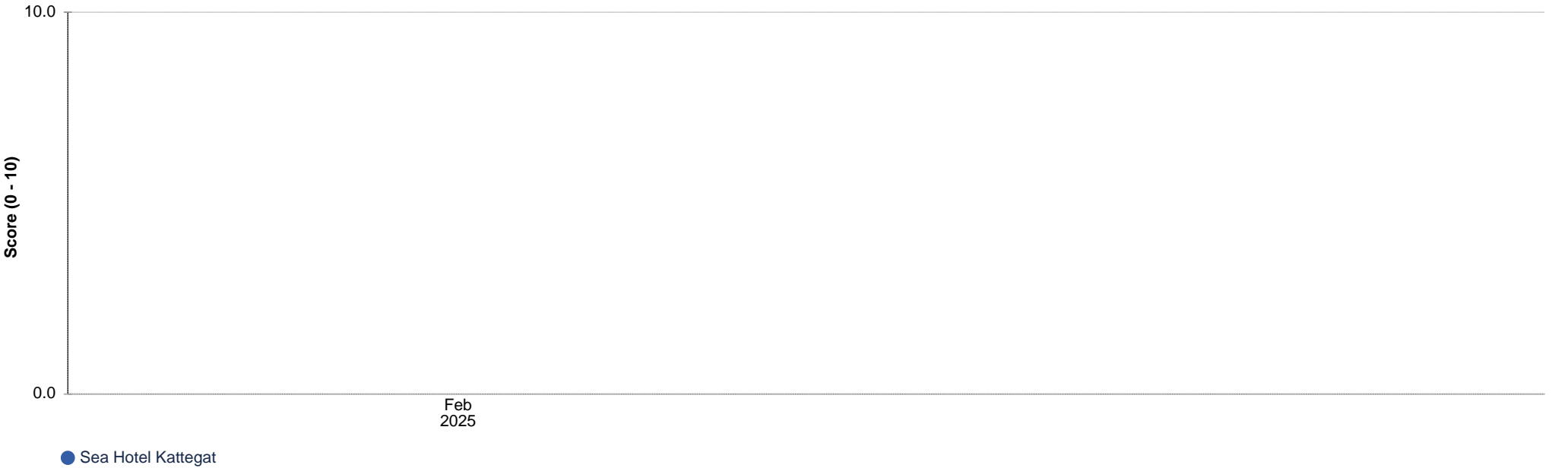
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



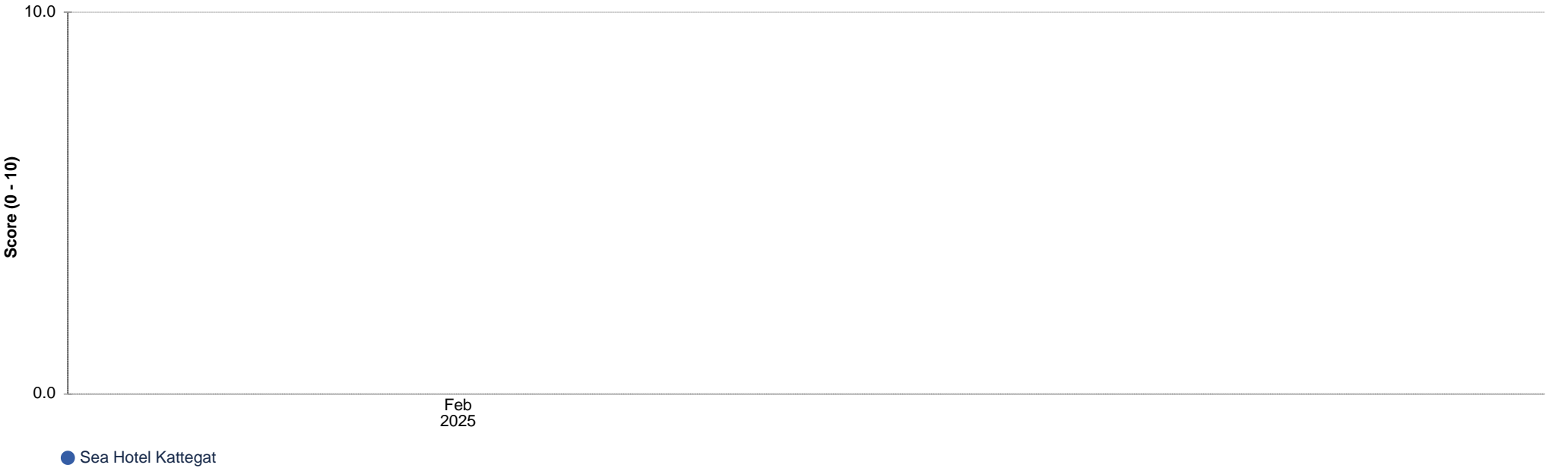
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



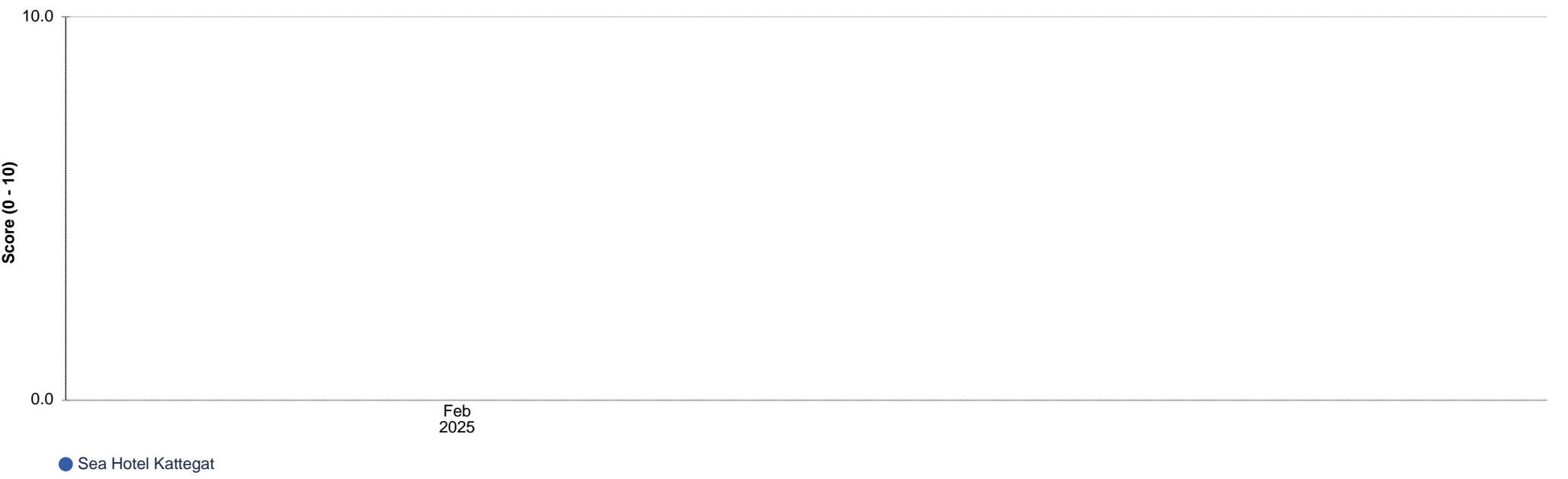
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	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



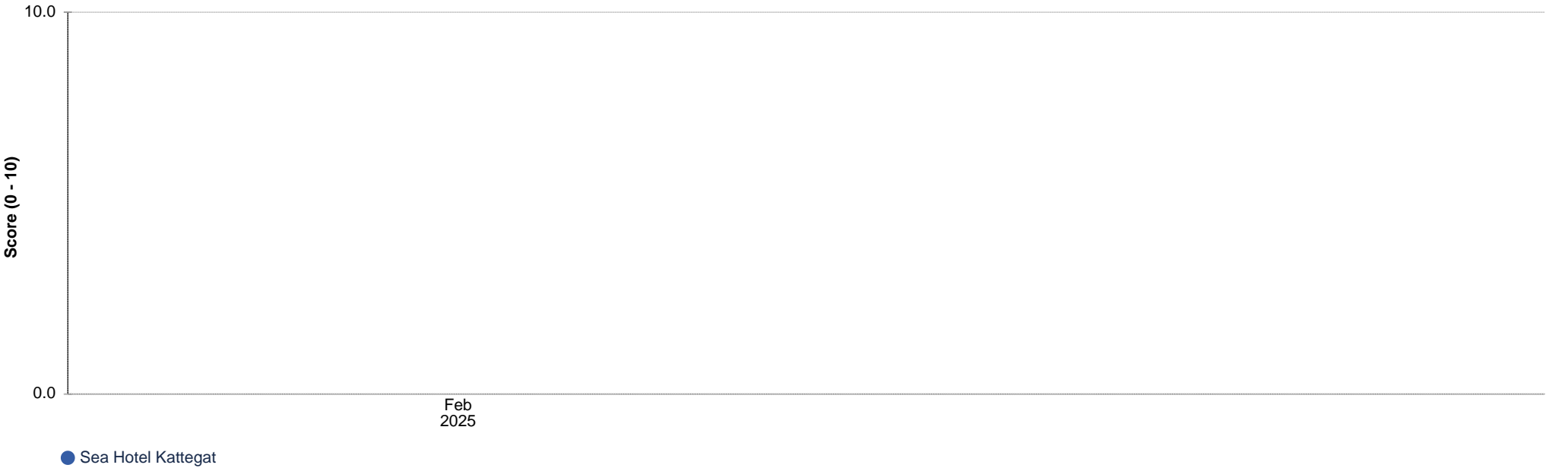
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



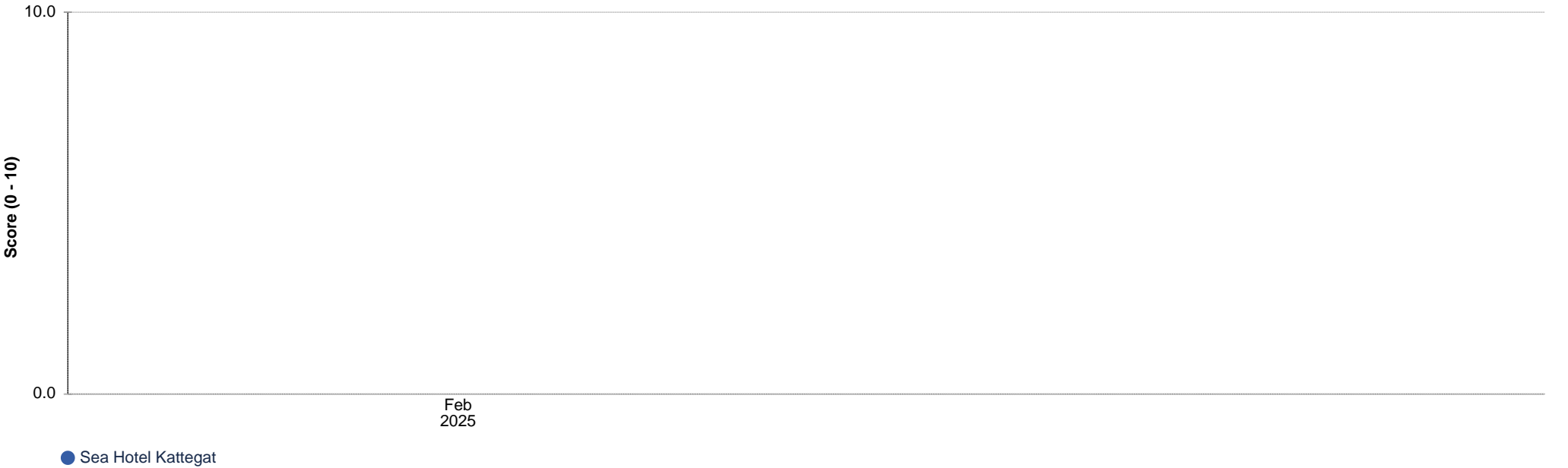
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



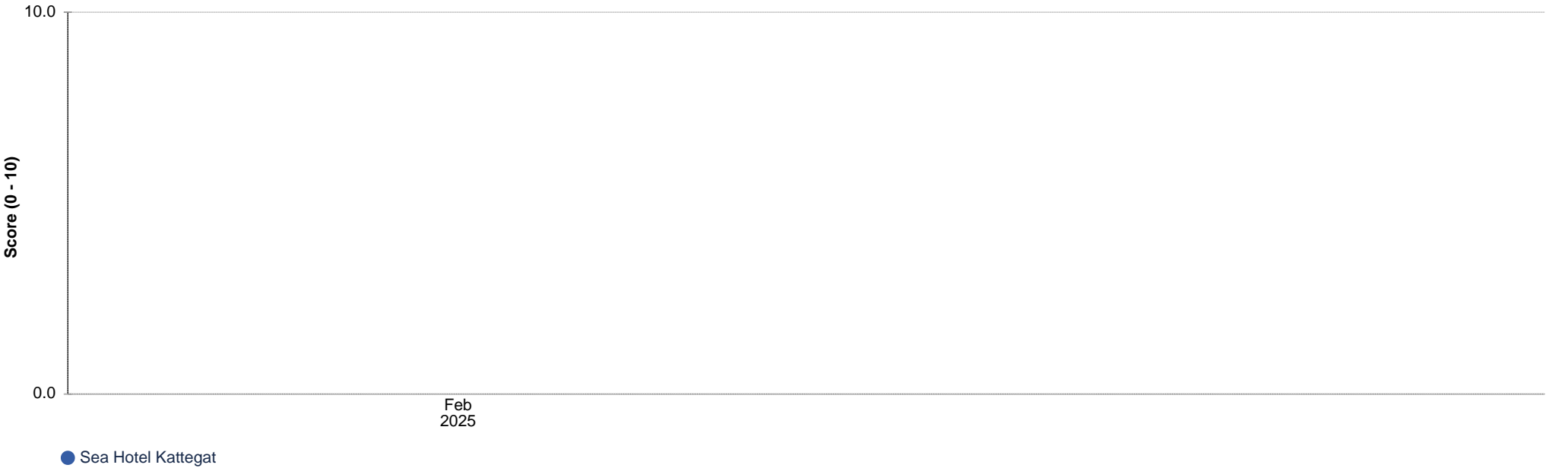
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



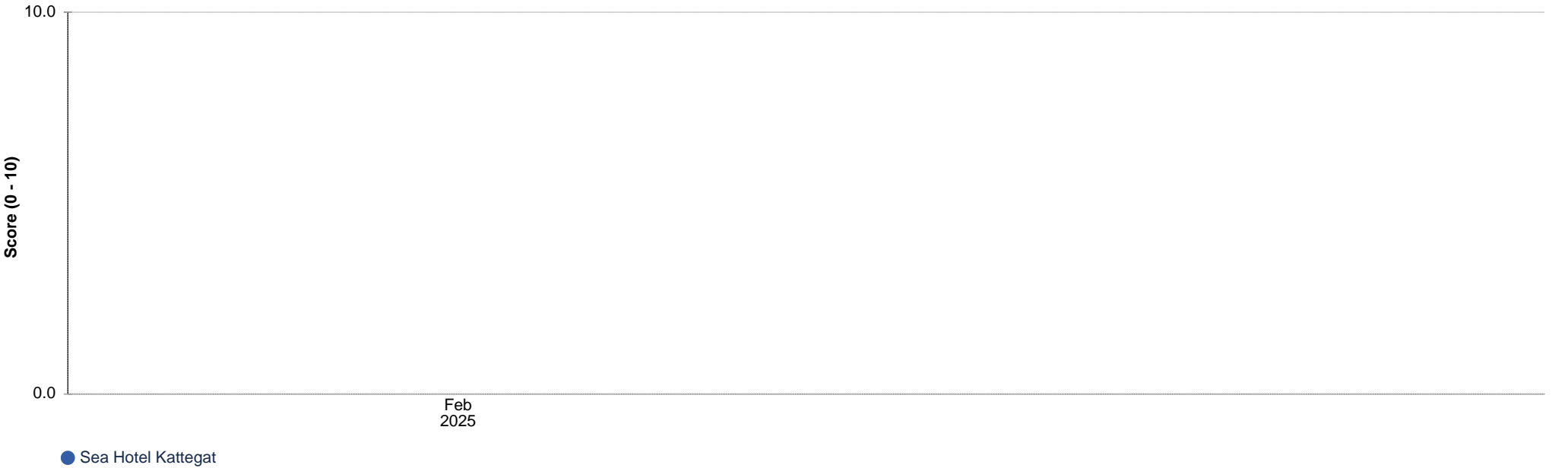
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



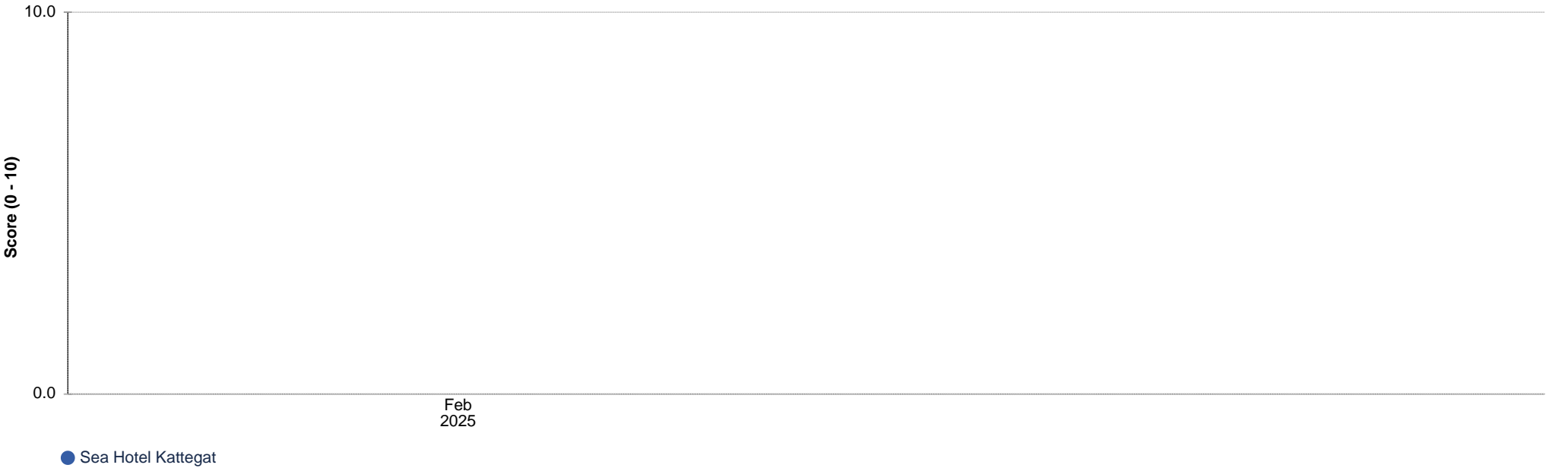
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



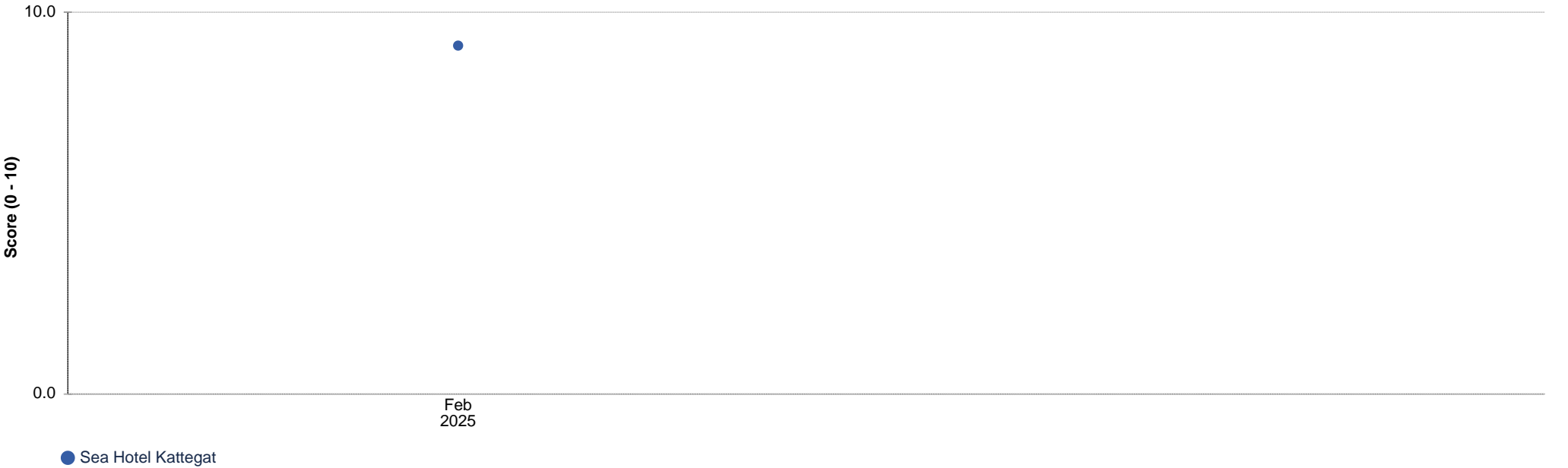
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



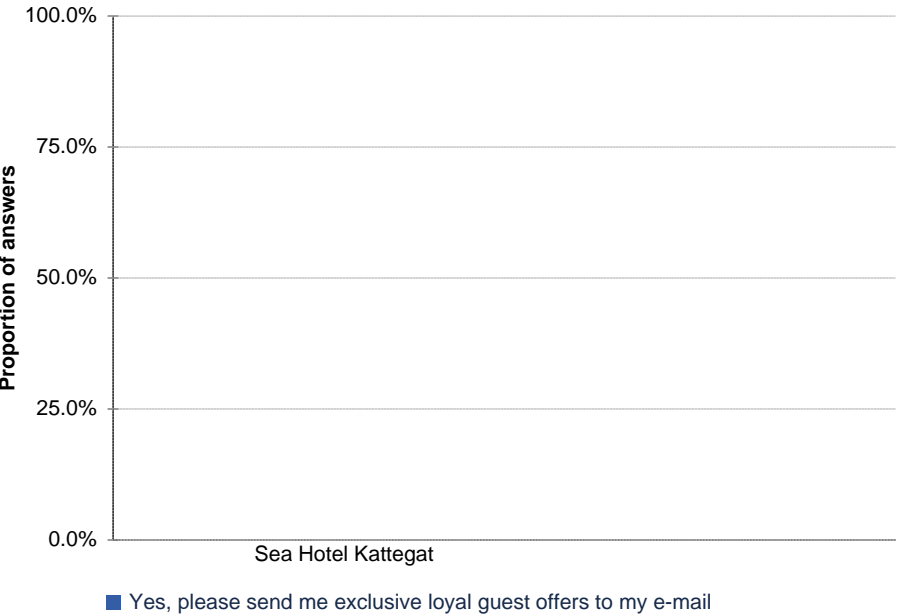
Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Score		
± Score		
Goal		
± Goal		
Total no. of answers	0	



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	576	576
Score	9.13	9.13
± Score		
Goal		
± Goal		
Total no. of answers	576	143



Sea Hotel Kattegat		
	Feb 2025	Total
No. of real answers	0	0
Yes, please send me exclusive loyal guest offers to my e-mail	0.0%	