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Toward personalized comfort definition in cruise ship cabin using a novel living space classification

The cruise ship sector is becoming a major part of the North Americans' tourism industry.

In order to guarantee passengers' enjoyment of the travel experience, the cruise operators consider the comfort perception as a key quality attribute to increase the cruise attractiveness and, therefore, rise their income. However, there is a gap in the literature between the importance of the comfort quality and definition typical used in the naval registers. Only noise and vibration are usually examined; some registers also introduce an experimental regulation considering some climate parameters.

This study intends to address comfort as an holistic experience embracing ergonomic factors (space and furniture) and psychological factors (the space might affect passengers' perception of comfort). These factors facilitate to design ships that are not only comfortable from an objective perspective, but could also feel comfortable.

The aim is to increase the passengers' comfort satisfaction both on the cruises still in construction and on the fleet already in use, by considering the reduction in cost for the ship owner. The study proposes a novel cabins comfort classification and it has been based on the Fincantieri cruise ships as case study.

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