

# Dashboard Report

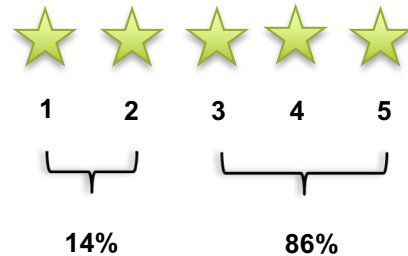
Period 04 2026/27

29<sup>th</sup> June – 25<sup>th</sup> July 2026

# Caledonian Sleeper Passenger Satisfaction

## Rail Period 04: 29<sup>th</sup> June – 25<sup>th</sup> July 2026

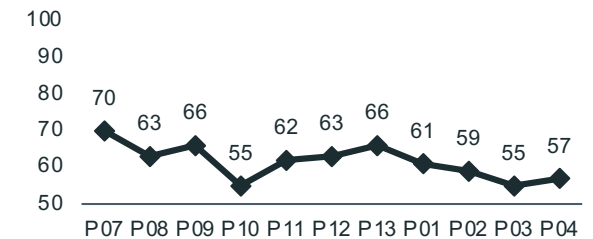
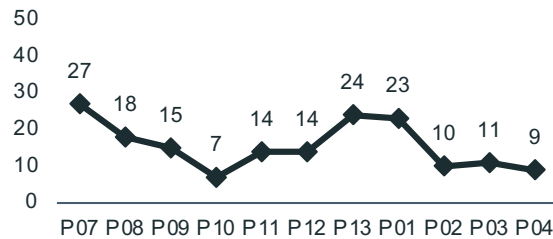
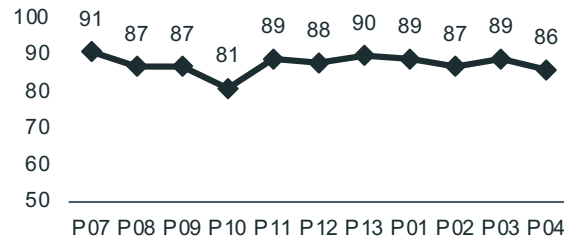
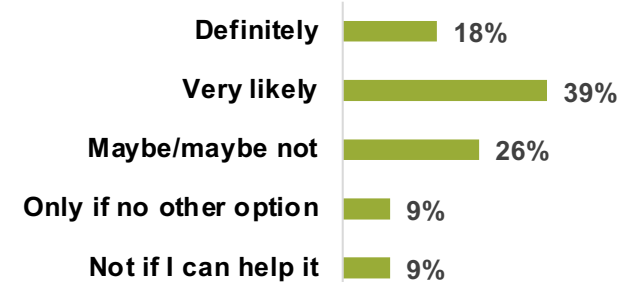
### Overall journey experience



### Net Promoter Score



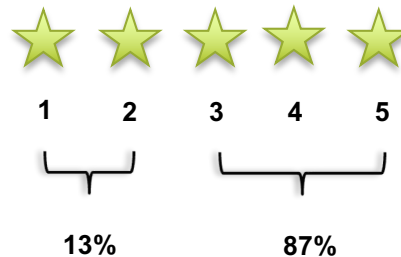
### Likelihood of future use



### Rating of Room



### Rating of Club Car



|                    | Lowlander | Highlander |
|--------------------|-----------|------------|
| Journey experience | 83%       | 88%        |
| Net Promoter Score | -6        | 18         |
| Future Use         | 49%       | 63%        |
| Room Rating        | 84%       | 94%        |
| Club Car Rating    | 81%       | 91%        |

Sample size: 257 (Lowlander 105, Highlander 152).  
Guests in a room: 194. Users of the Club Car: 111

