

Caledonian Sleeper

Quarterly Report

Quarter 2, 2025/26

Rail Periods 04, 05, and 06



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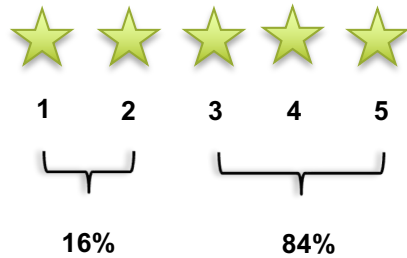
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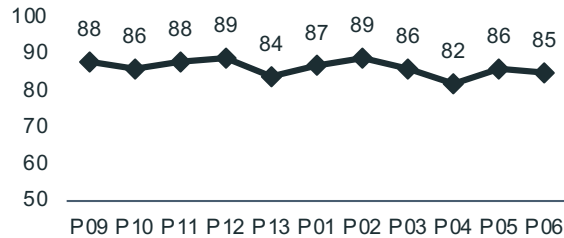
Caledonian Sleeper Passenger Satisfaction

Quarter 2: 22 June – 13 September 2025

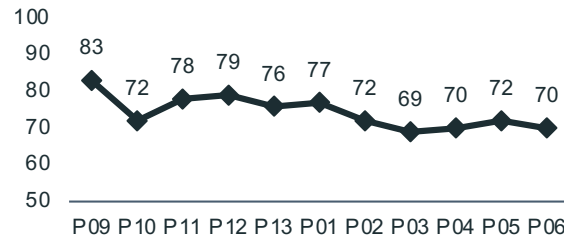
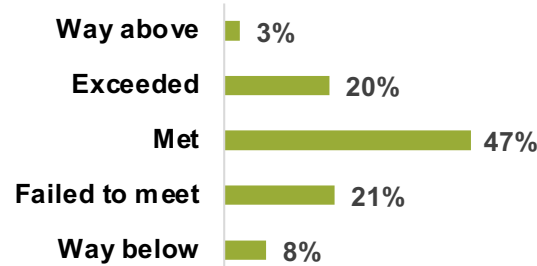
Overall journey experience



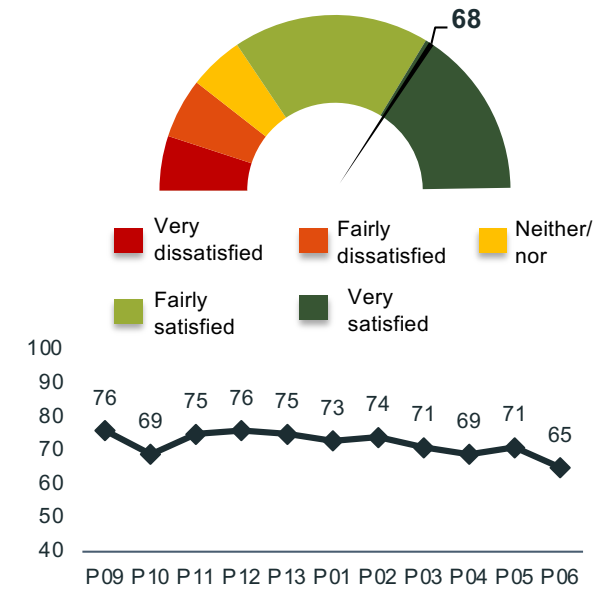
Ave – 3.7



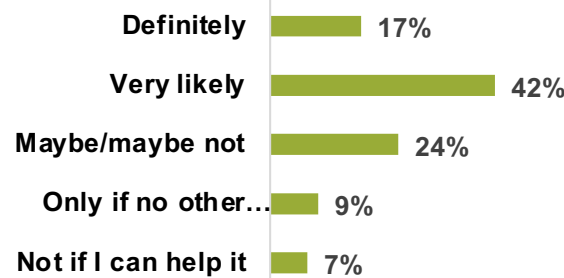
Expectation



Overall satisfaction



Likelihood of future use



	Lowlander	Highlander
Journey experience	81%	87%
Met / Above expectation	67%	73%
Overall satisfaction	63%	73%
Net Promoter Score	-8%	15%
Future Use	53%	64%

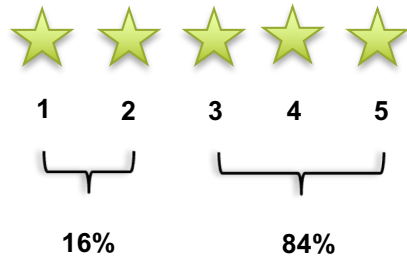
Sample size: 615 (Lowlander 268, Highlander 347)



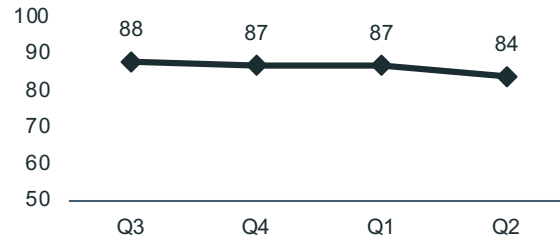
Caledonian Sleeper Passenger Satisfaction

Quarter 2: 22 June – 13 September 2025

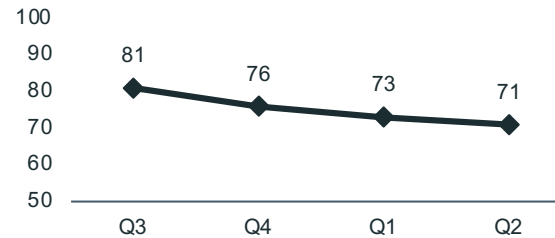
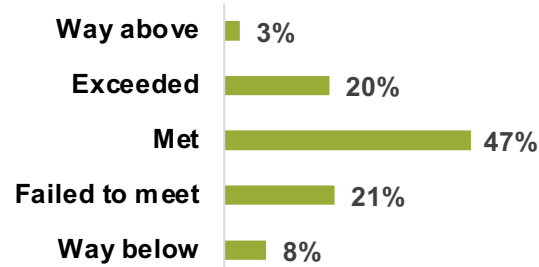
Overall journey experience



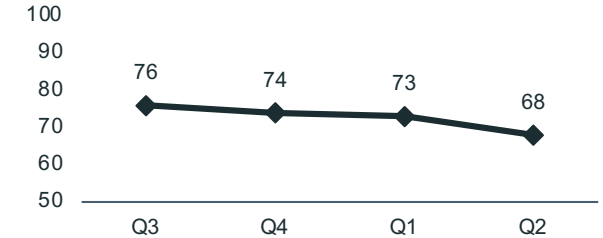
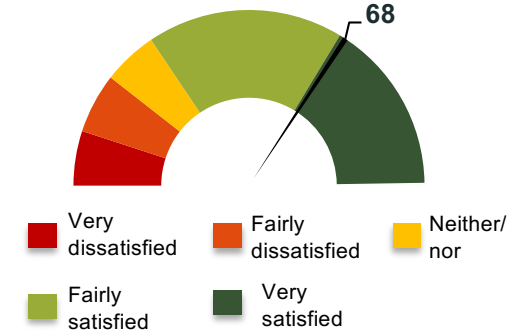
Ave – 3.7



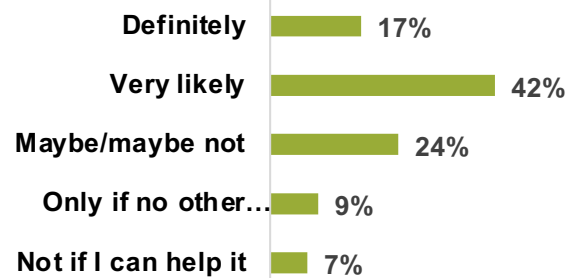
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Sample size: 615 (Lowlander 268, Highlander 347)



Caledonian Sleeper Passenger Satisfaction

Quarter 2: 22 June – 13 September 2025

Expectations of the journey

Top five:

- 62% Looking forward to the experience
- 40% Sufficiently well informed about the journey ahead
- 37% Excited
- 33% Not expecting a good night's sleep
- 31% Relaxed

Bottom five:

- 7% Worried we might be late
- 5% Anticipating a sociable evening
- 5% Concerned about other passenger's possible bad behaviour
- 4% Anxious or nervous
- 4% Concerned I might have someone sharing my room/in the next seat

Journey experience

(% 3 - 5 star rating)

84% Experience overall

Making me feel...

- 87% welcomed
- 82% looked after
- 81% relaxed
- 78% comfortable
- 67% I had a good night's sleep
- 85% Room rating
- 93% Club Car rating

Summing up the experience

Top five:

- 36% Practical
- 35% Functional
- 35% Memorable
- 35% Efficient
- 27% Unique

Bottom five:

- 7% Distressing
- 6% Classy
- 3% World Class
- 2% Boring
- 1% Reviving

Sample size: 615



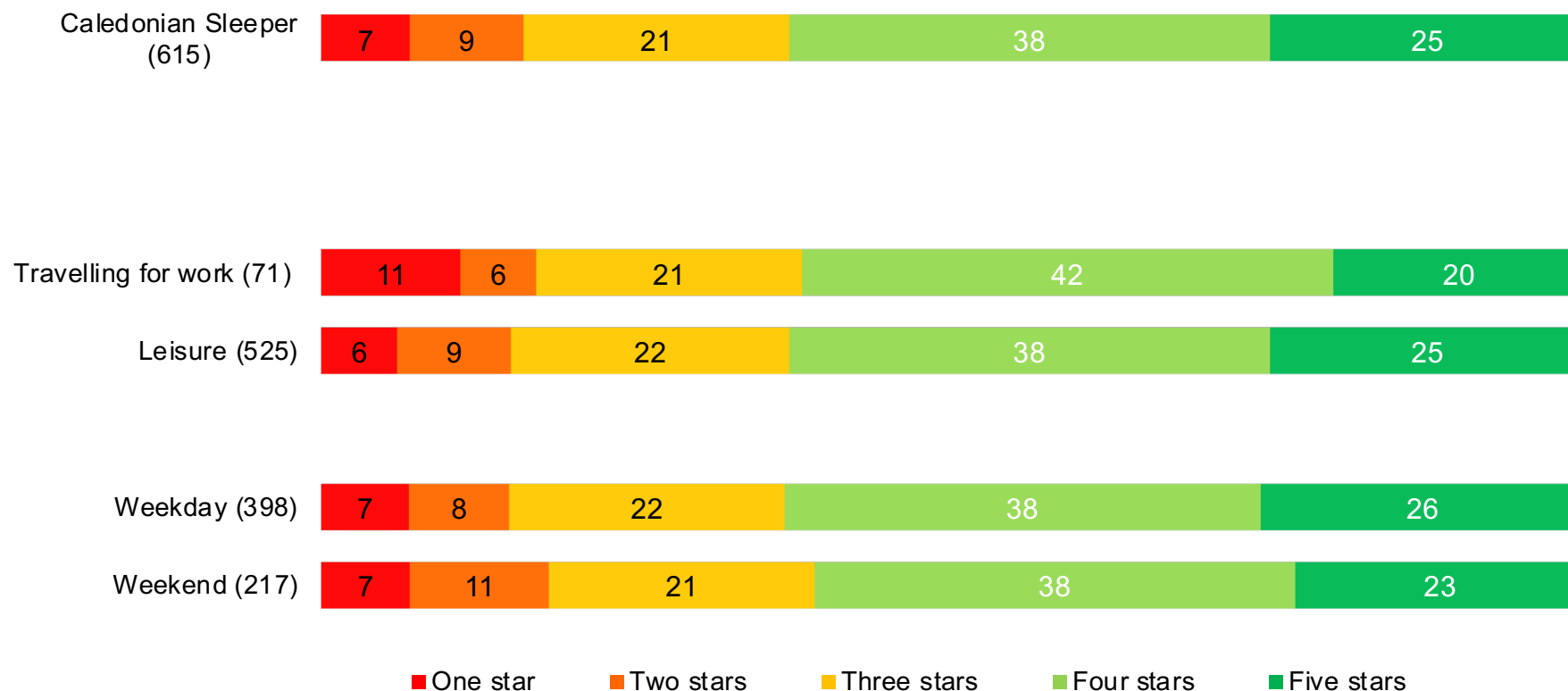
Caledonian Sleeper

On-board experience



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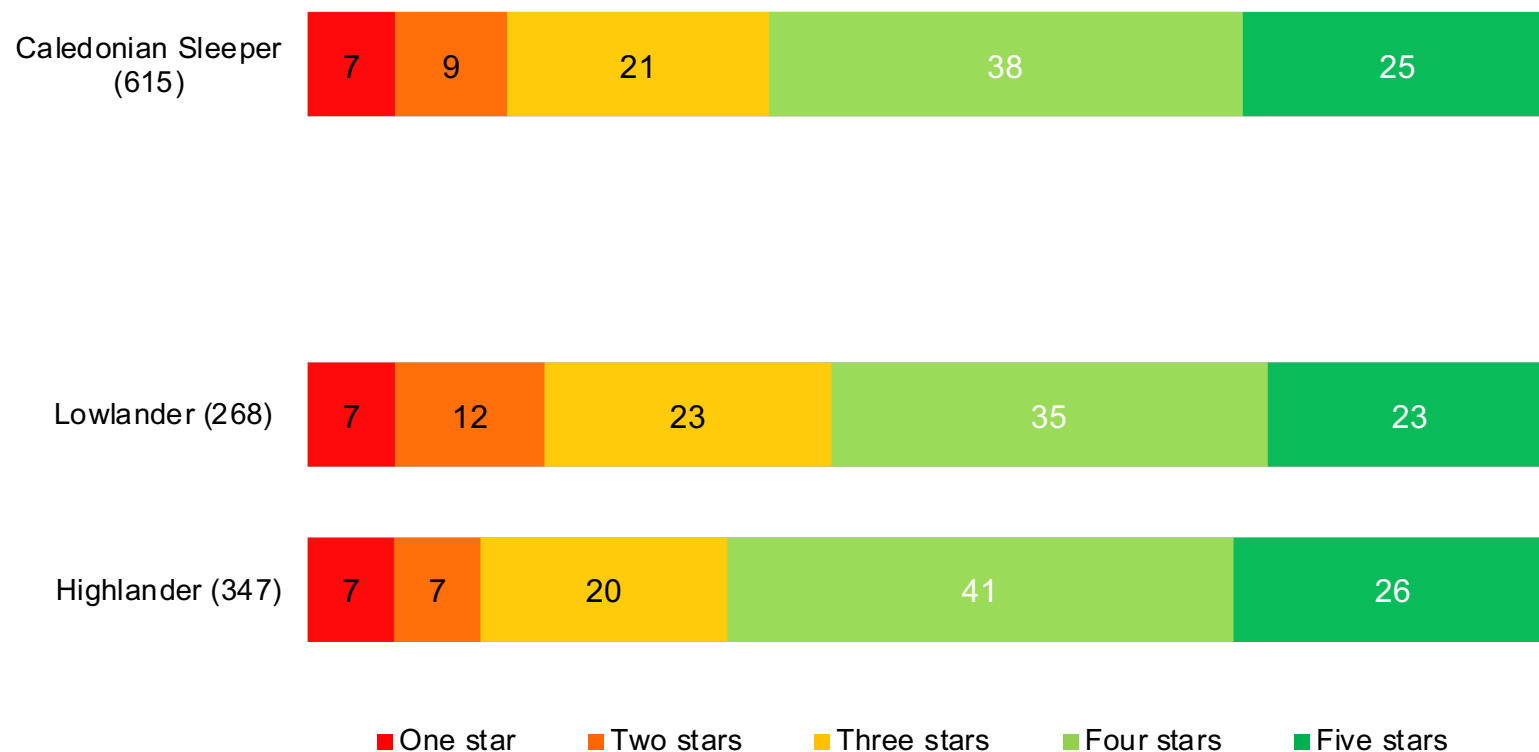
Overall rating of experience by passenger group



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience by route



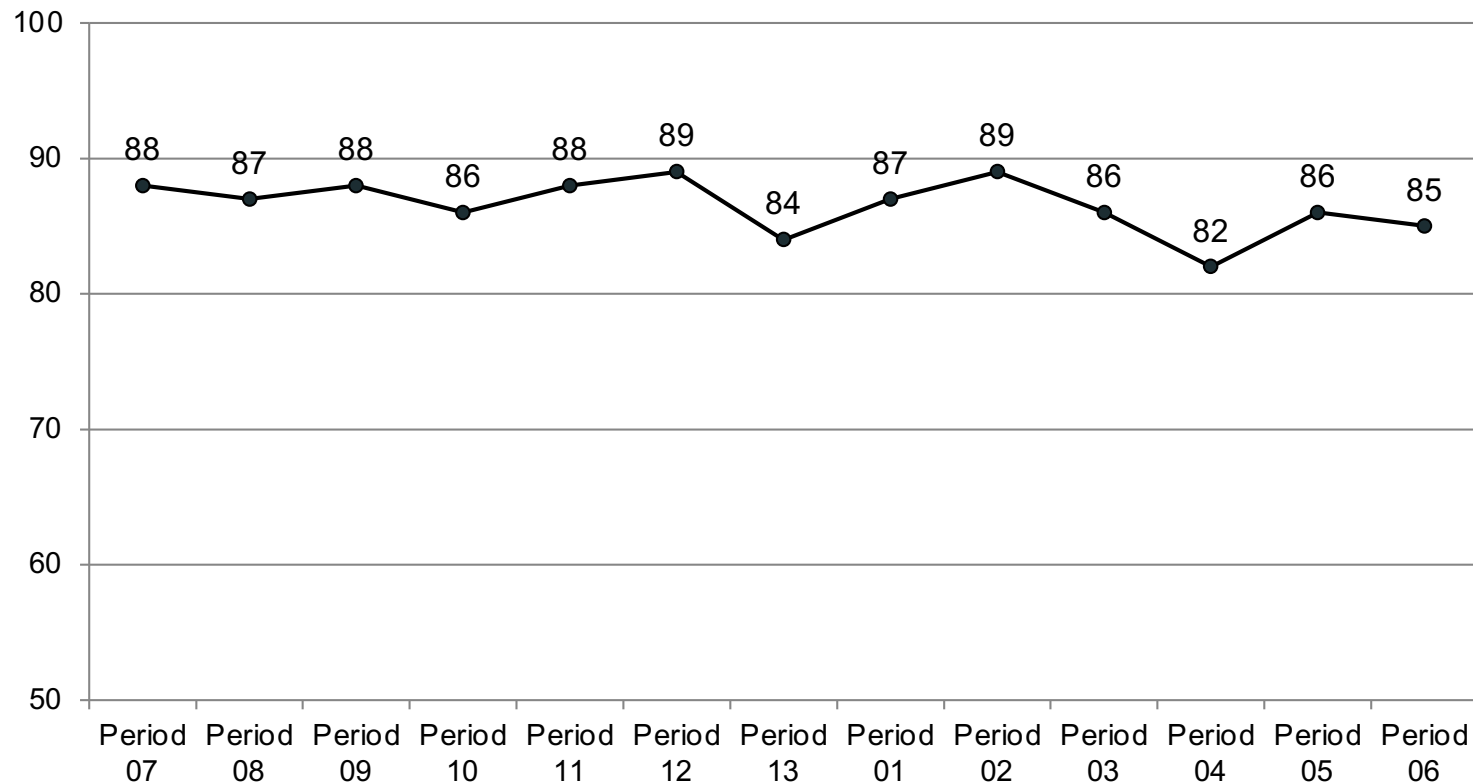
Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience - trend

Rating of experience

Trend: % Three, four or five stars



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?



Overall rating of experience – customer comments

When I boarded the train in Euston it was chaos. There was no information, it was like this was the first time you have ever run the train. - You need to have information boards; you need to direct people to the right part of the train.

When we first checked in to our room the toilet in our carriage was out of order, this was rectified shortly into the journey. We were very hungry but (despite being reassured in the Lounge at Inverness we'd be fine) we had to wait an hour and a half to get a table in the club car to have a meal, by which time certain menu items had sold out. And we were against the clock to get our meal order in before the train went down to half power at Edinburgh. We were scared we weren't going to get any food!

I would have liked to get on the train a few hours earlier, even just sitting in the station. We could have found the club car, and had dinner, then gone to bed. Getting on the train at 2200 was really late for us. We got good sleep, as the bed was very comfortable, but not enough sleep.

It was not clear that, as a classic passenger, I had breakfast in my room. This was not an issue; I just wasn't sure what to do in the morning. It was also not clear, until I got on the train, that I had a time slot to go to the restaurant/bar. Again, it would have been helpful to know this in advance in case I wanted to eat/ drink at a different time.

Train was late arriving so keeping us informed and providing somewhere to go would have been nice. Also, perhaps more time in destination station on arrival to allow catch up on sleep.

The onboard staff were amazing. I hadn't travelled on the Caledonian Sleeper for more than a decade and was sad the lounge car is now modern. Great the bedrooms have double beds and en-suite, but the lounge car no longer feels historic or "first class" tbh. It's also quite a walk from coach to lounge car. Would be great to have two lounge cars for different classes. Also, I read it may get very crowded so sat in a solo seat in the lounge. Realised I could have sat by myself in a more comfortable chair for a group when it wasn't that busy. I also have to say the vegetarian breakfast (vegetarian bacon between two slabs of white bread with no butter) was pretty dire for the price.

They had run out of vegan options for breakfast. no option for oat milk instead of dairy with hot drinks.

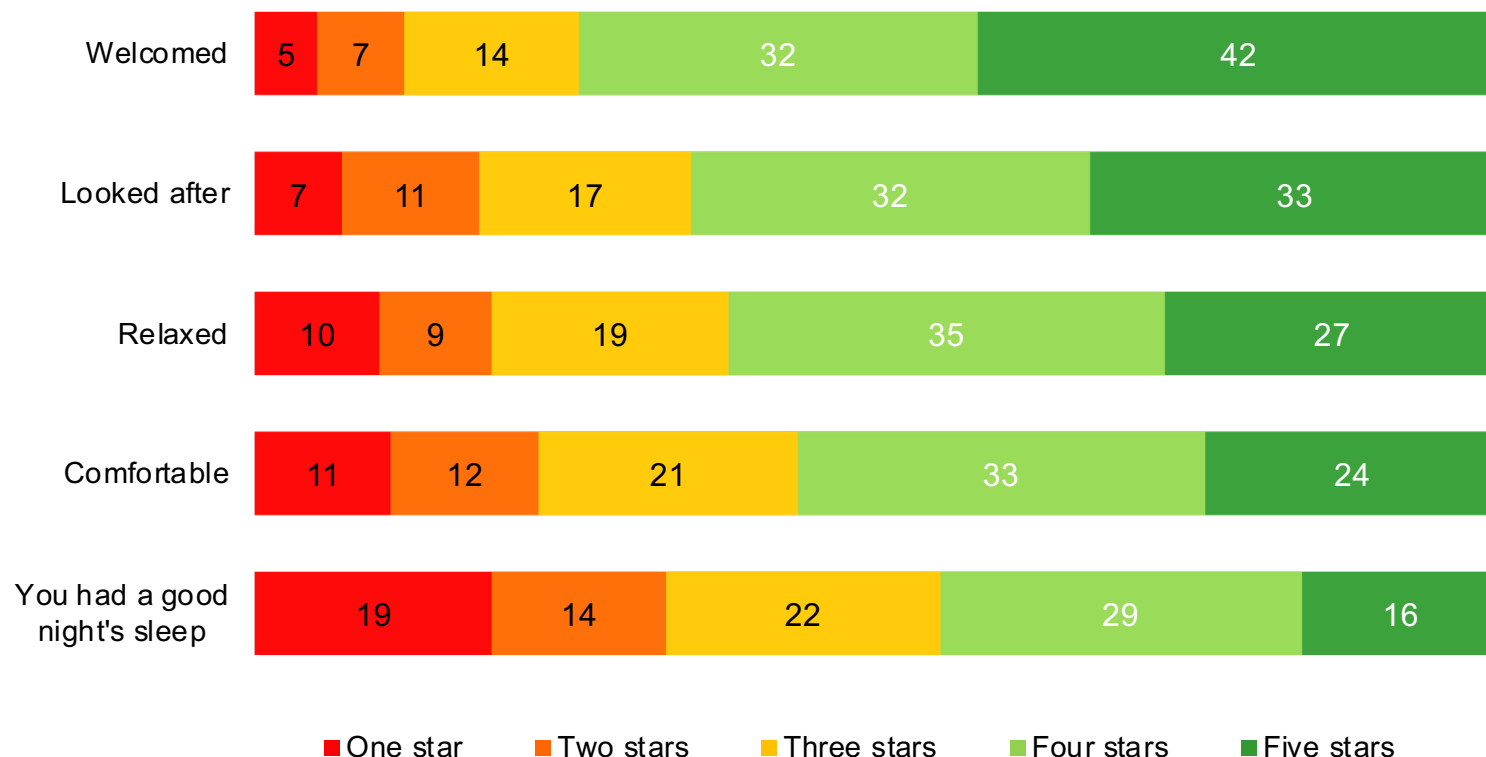
The intercom system was a bit tricky to sort out. I would have been ok with an app for onboard communication and breakfast arrangements.

The host welcome was super unfriendly, unhelpful and condensing. The food car was out of service. The sleeper is meant to have some chic romance to it. This has been lost in recent years!

Q11c. You gave just a single/two stars overall, what should Caledonian Sleeper do to improve this rating
Q11e. What, if anything, could Caledonian Sleeper do to improve the experience on board?



Rating for making guests feel...



Q11b. And how many stars do you give the Caledonian Sleeper for making you feel...?
Base: All (615)



Rating of features of the journey – customer comments

Nicer welcome to make it feel more like a special journey rather than any other train journey. Information about the location of the lounge at Glasgow would have been nice. We had to ask to have the lounge opened for us.

I was denied entry to the lounge at Euston (staff stated it was at capacity). This made me feel unwelcome and was quite a contrast versus my usual experience travelling by plane for business. I watched another passenger get told the same, but because he reacted more angrily, staff found a way to admit him to the lounge.

The seats are ok, but the experience of being seated overnight is not inherently that comfortable.

There were few car attendants, difficult to locate and when found they were abrupt inaction and attitude. The train arrived early, and almost all crew had left the train well before the scheduled time for arrival. I had no assistance in getting off the train or finding my way. I recommend that crew / attendants check in on solo travellers before departure and arrival, to determine any needs.

A one-hour delay for the arrival was announced, so I was hoping to find some light breakfast options in the Club Car for my family. I wasn't well received there and turned away coldly. Under the circumstances, I was hoping that, if it wasn't possible to accommodate, to at least receive some sympathy.

The air conditioning was not working on my carriage, so other carriages were comfortable and cool, but mine was uncomfortably warm, which was unpleasant and made getting to sleep difficult.

If the bed was an inch wider and the quilt three inches longer, that would help [the quality of sleep]. As would fixing the noise the air conditioning was making

An announcement of upcoming arrival time would make the experience more relaxing. Because the schedule said arrive 7:50, leave train by 08:00, I was alarmed to have someone knock on my door and tell me I needed to leave the train at 7:30. There was no announcement of expected arrival time as we got close to Aberdeen.

The wait at Perth railway station was stressful - it was very empty and didn't feel particularly safe. There was no lounge for the Sleeper.

Having seats that reclined even a little bit would make a huge difference. Padded arm rests would also be welcome. The seat also lacked any sort of meaningful cushion and was too hard - and I'm someone who likes a hard bed.

Q11d. You gave just a single/two stars for making you feel welcomed / looked after / relaxed / comfortable / you had a good night's sleep, What should Caledonian Sleeper do to improve this rating?



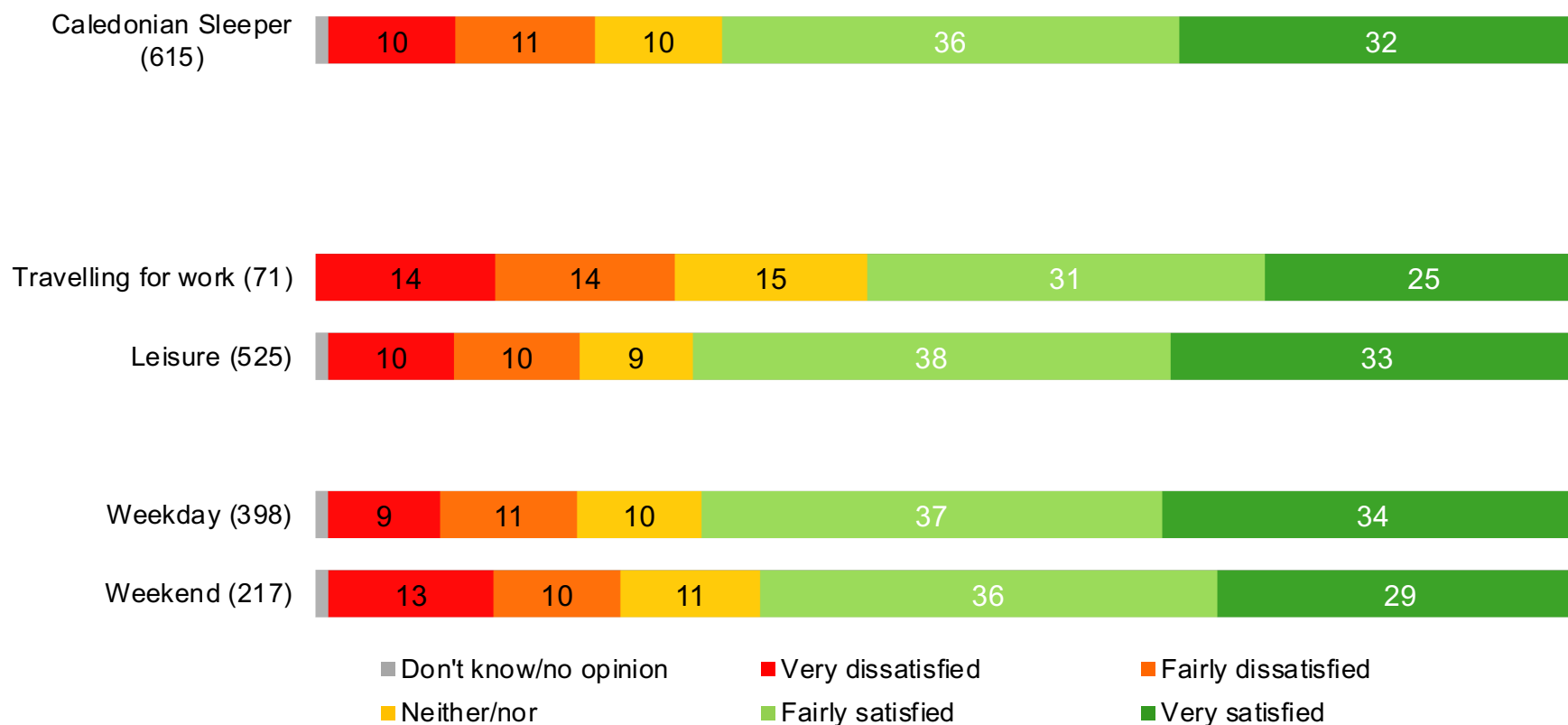
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



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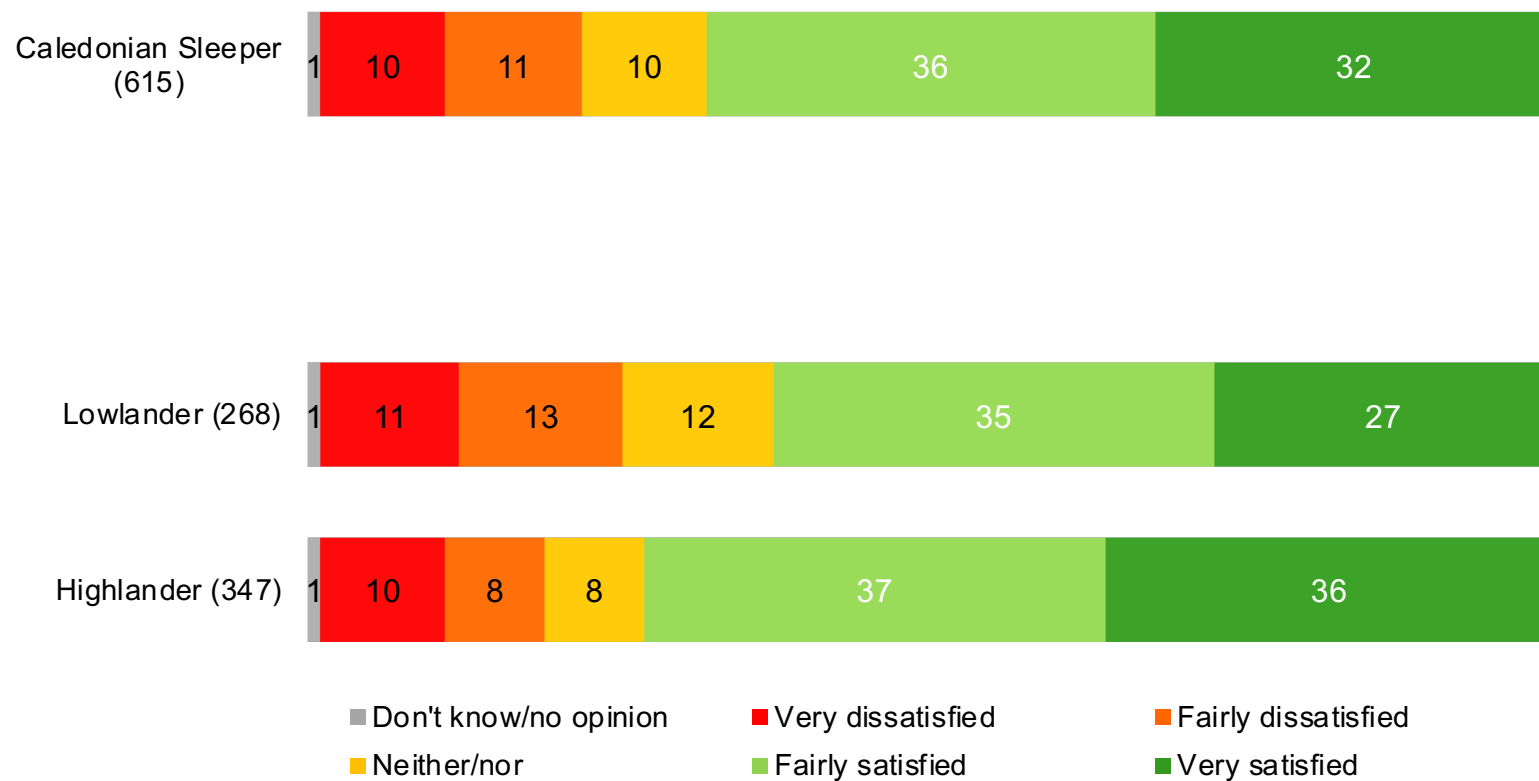
Overall journey satisfaction by passenger group



Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?
Base: in brackets above



Overall journey satisfaction by route



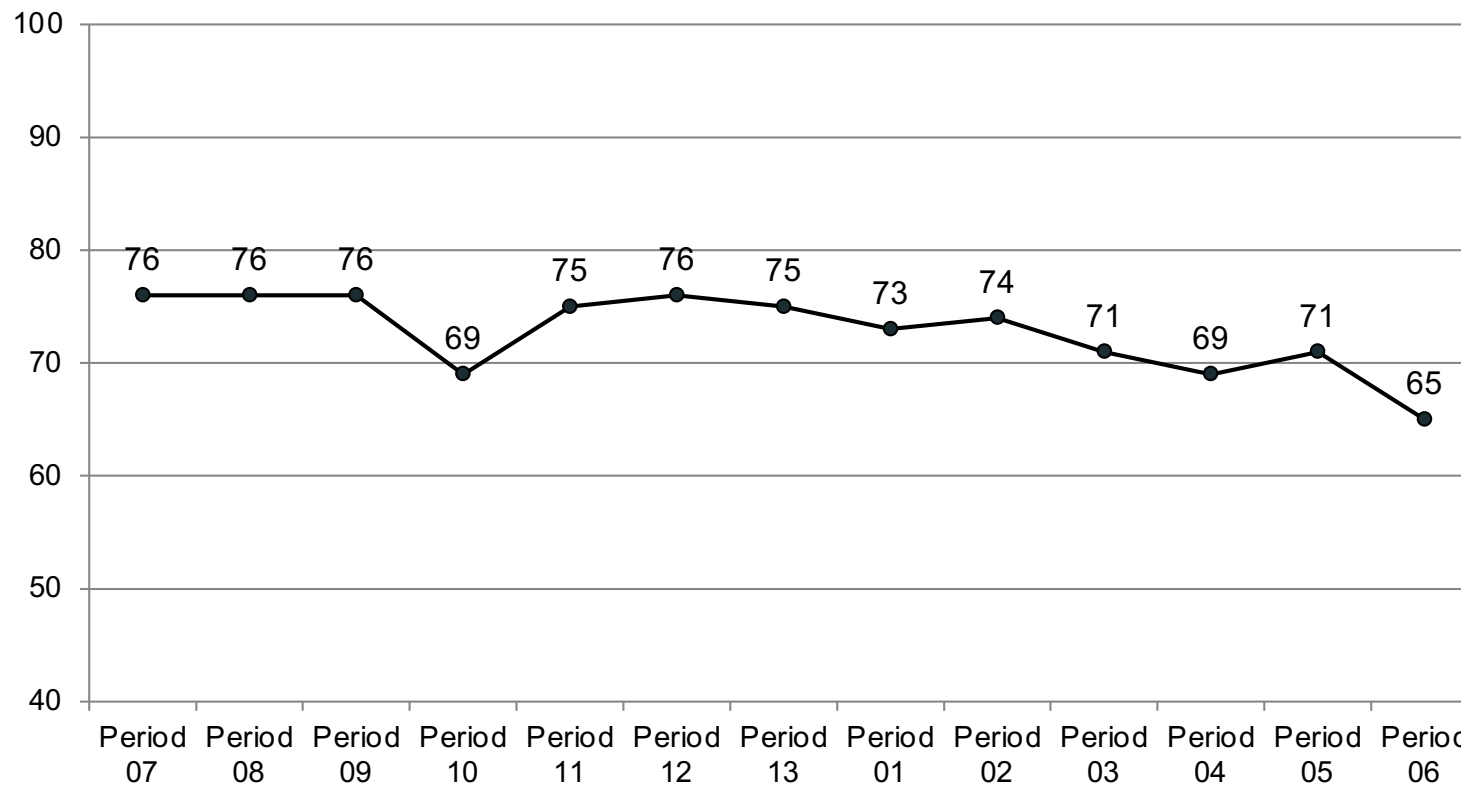
Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?
Base: in brackets above



Overall journey satisfaction - trend

Overall journey satisfaction

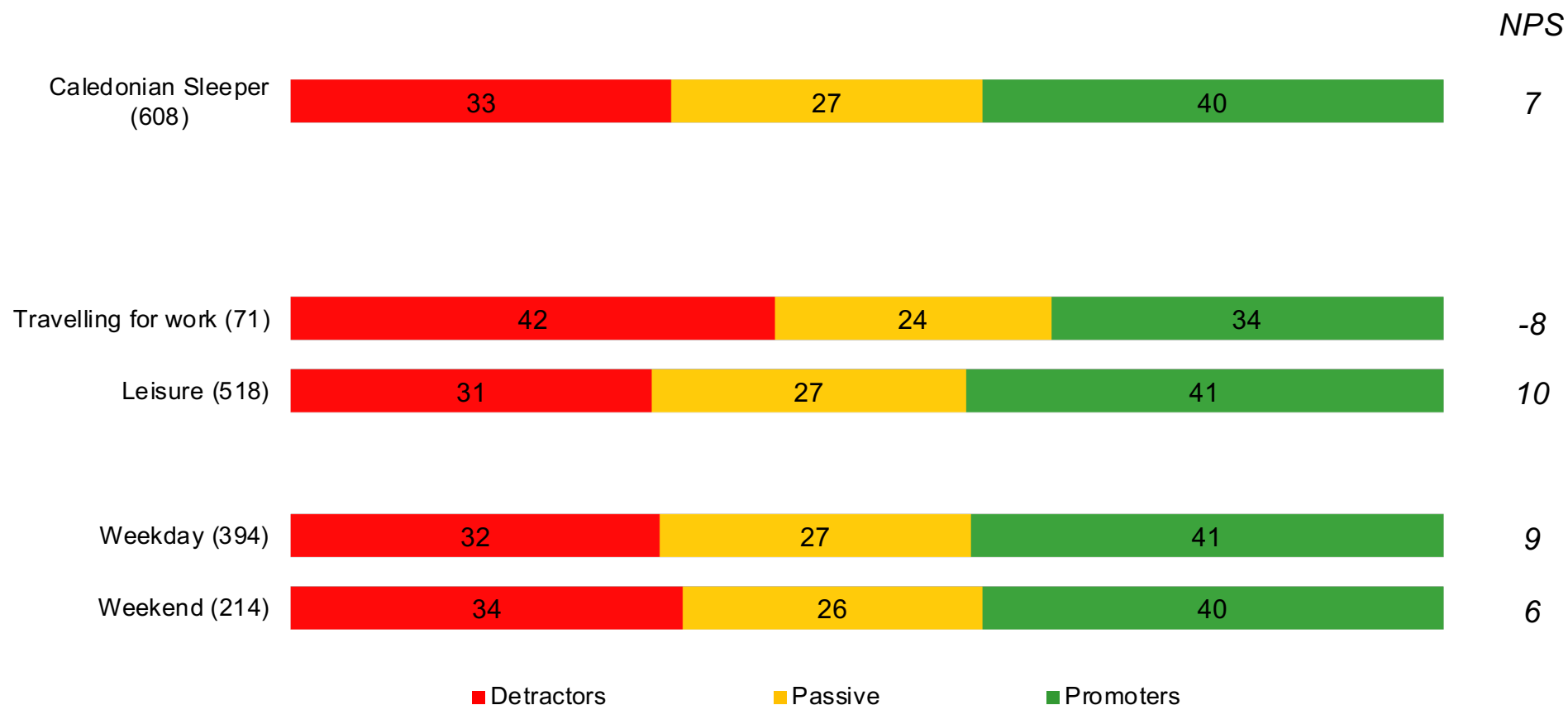
Trend: % very/fairly satisfied



Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?



Net Promoter Score by passenger group



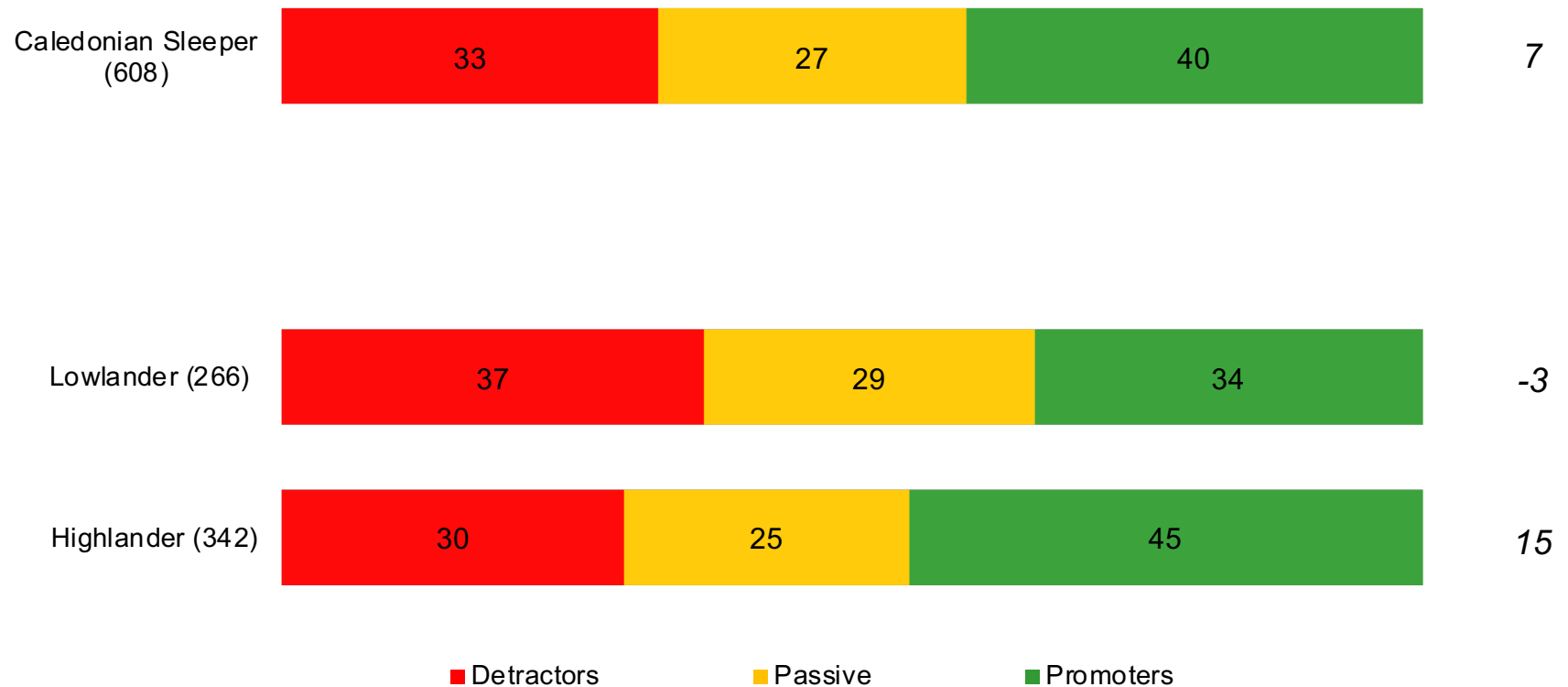
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?

Base: in brackets above – those with an opinion



Net Promoter Score by passenger group

NPS



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?

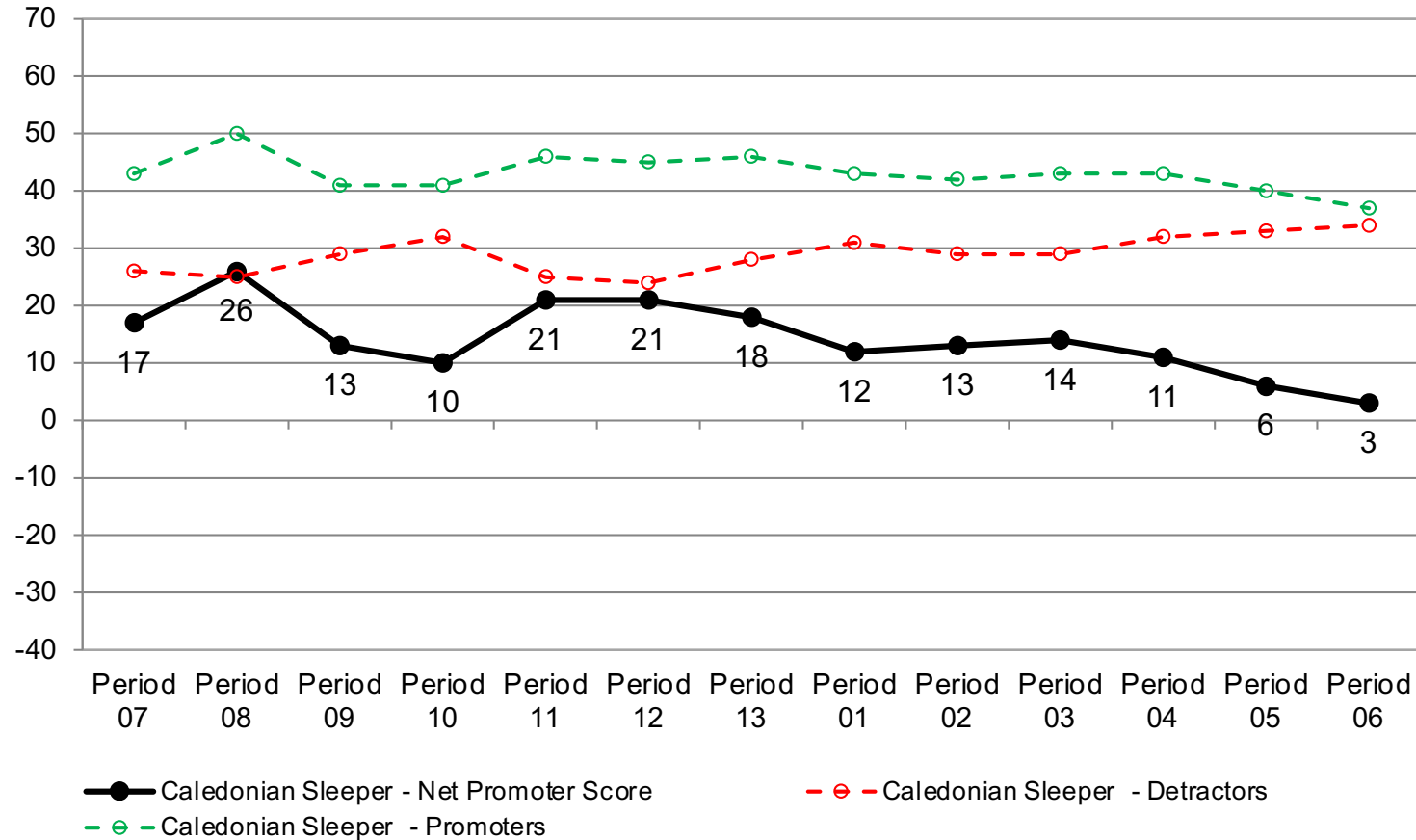
Base: in brackets above – those with an opinion



Net Promoter Score trend

Net promoter score

Trend: % promoters, detractors & Net Promoter Score



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?

Promoters(9-10) Detractors (0-6)



Reason for Net Promoter Score – customer comments

Promoters (9-10)

It is a really good service, very punctual, friendly, comfortable bed etc. Very good breakfast. And it gives me an extra day as I don't have to spend the whole day travelling on the train or getting to and from the airport and flying. So it's really practical and very enjoyable and relaxing and efficient.

I enjoy travelling by train and sleepers carry a romance associated with them. Train travel is a far better way to travel than air travel in so many ways including the challenges of tackling climate change. The staff at the station and on board were particularly helpful, friendly and efficient. They really went out of their way to help.

A wonderful way to travel to Scotland and arrive with the entire day ahead and more fun than flying and less stressful.

It was a great experience. Much like what we hoped it would be. It's a comfortable and efficient way to travel that distance. The views from the train are great too.

Passive (7-8)

Staff aboard are really excellent, welcoming. The actual train facilities are a good concept. It's good to save money and time on having to stay in a hotel. It's a practical solution. There was no hot food available due to a technical problem. But I was upgraded due to a family requirements, so I was more than delighted with that. The shower was lukewarm.

It's a good service - improved in recent years. It takes a bit of getting used to and can be variable in quality.

I would recommend with caveats.

Train was a practical and novel travel option. Wish I had been able to enjoy the scenery during the day but because it travelled at night, we could not see the surrounding countryside. Facilities were comfy but rather minimal. Checked baggage was not fully secure. Train arrived about 40 minutes earlier than expected so very short night of sleep.

Detractors (0-6)

Overall, our journey on the Caledonian Sleeper was nothing short of a complete letdown. From unavailable meals, to the chaos of finding the lounge, every step of the experience fell far below the standards we expected. What began with excitement ended with disillusionment, frustration, and deep regret. This was not just disappointing — it was profoundly disheartening.

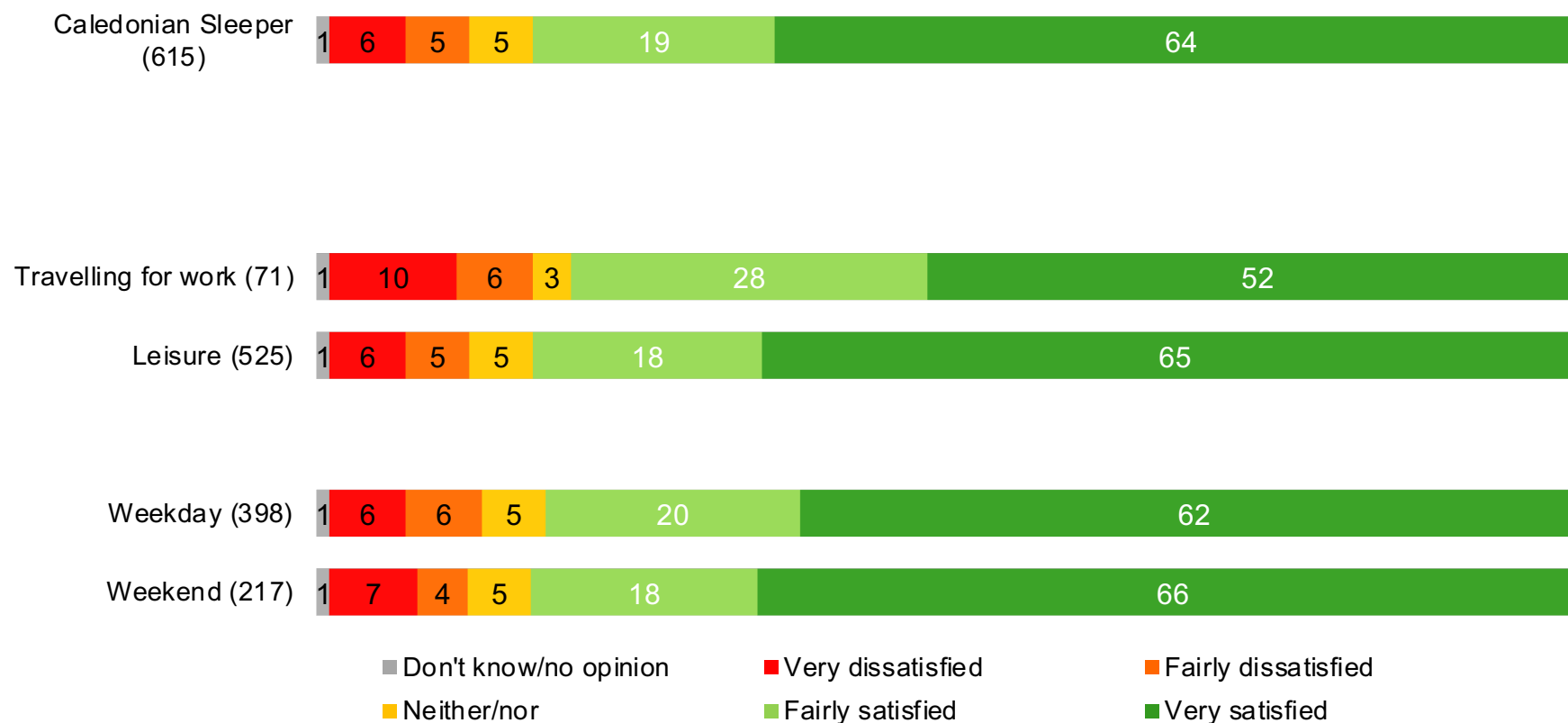
Overall cleanliness was an issue. Only one bathroom available for not even the entire journey, is far too little. The freezing temperatures and bright lights in the carriage effectively prevent you from sleeping. We had high expectations on the Caledonian, and we were so excited to come aboard that our disappointment felt even greater; please speak with your marketing team, as we did not find any of the beautiful and enticing things we saw on promotional videos.

The price for the standard of care and service is terrible. Add to that an uncomfortable sleepless night and it is just not worth it.

Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?



Punctuality and reliability by passenger group

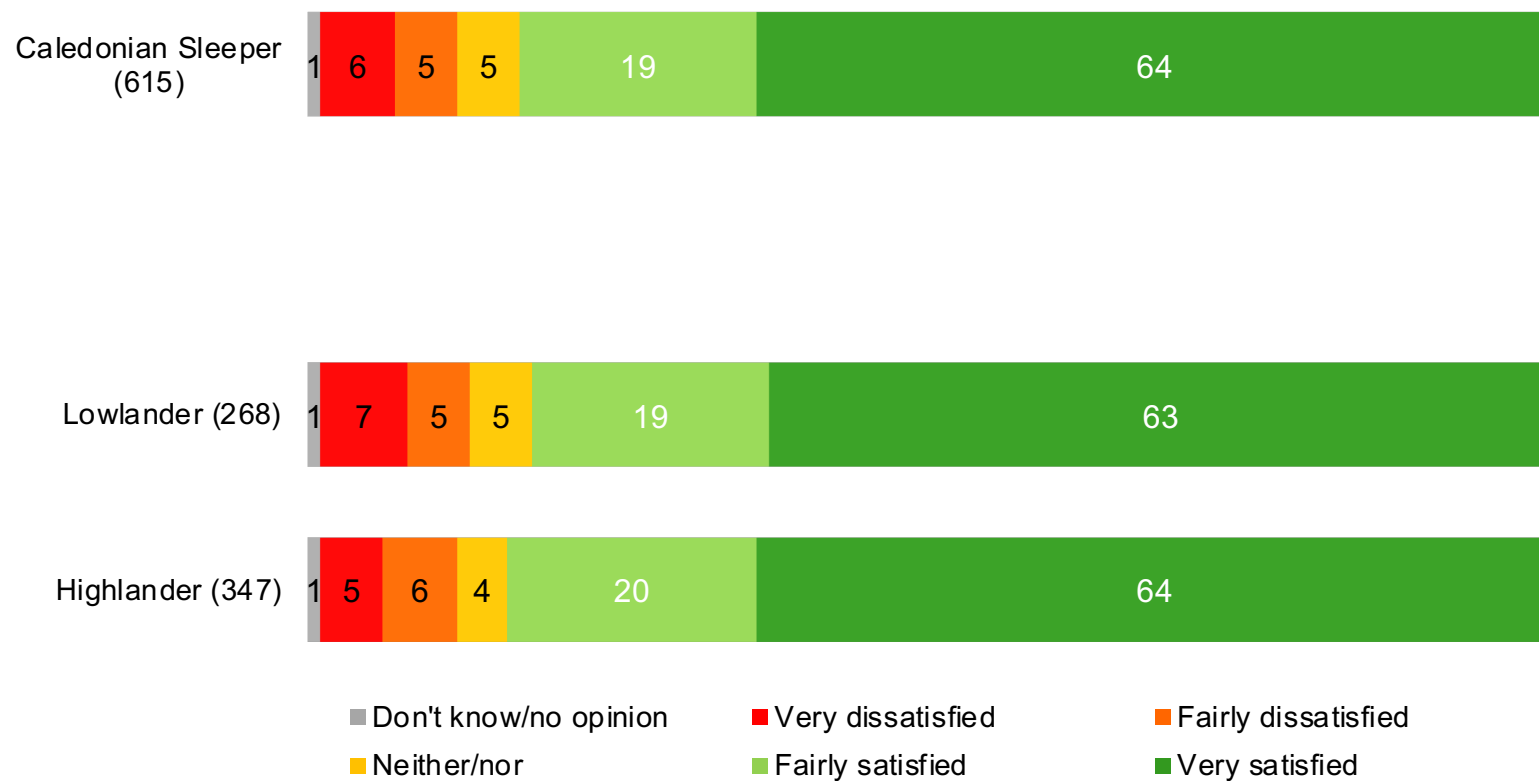


Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?

Base: in brackets above



Punctuality and reliability by route



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?

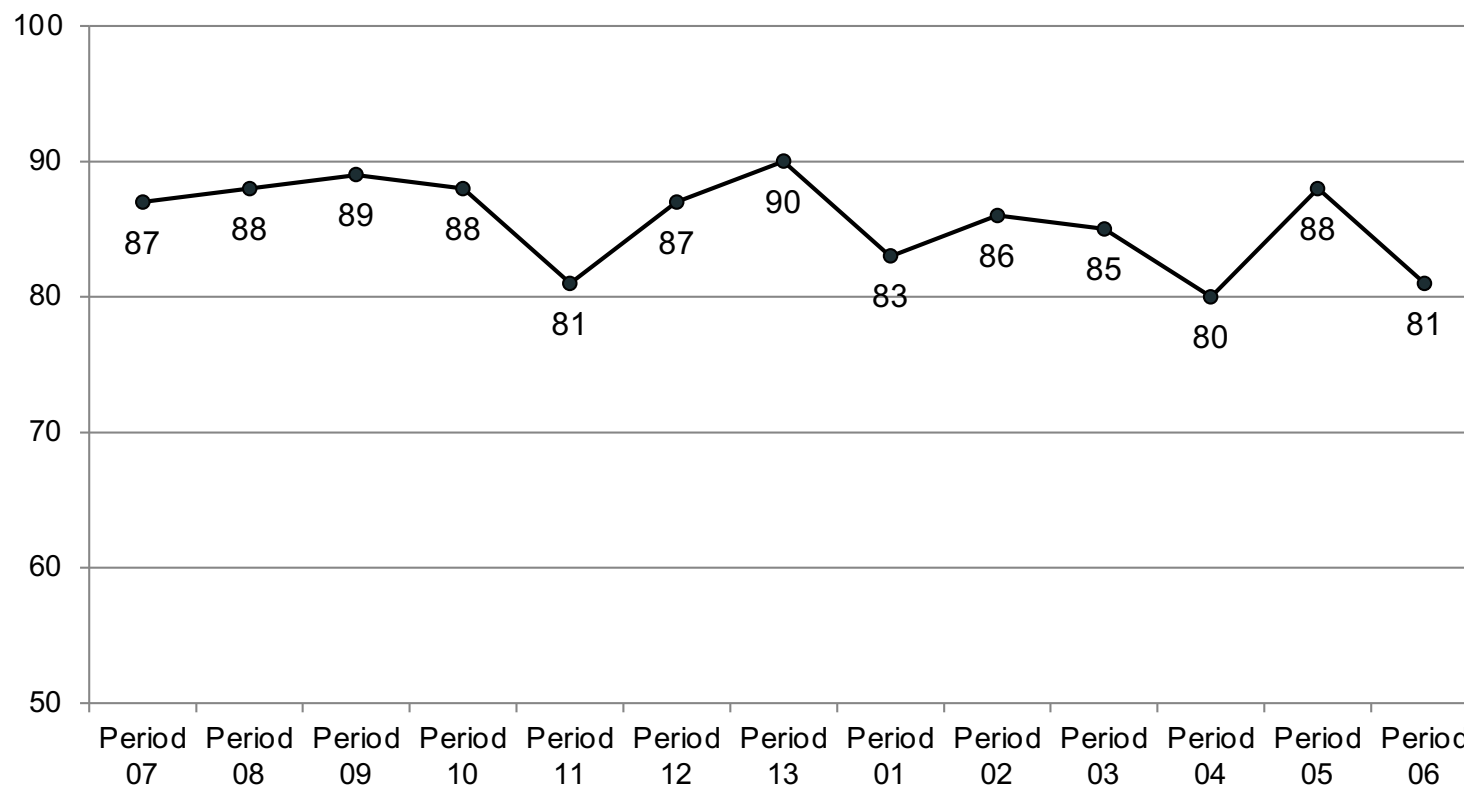
Base: in brackets above



Punctuality and reliability - trend

Punctuality and reliability

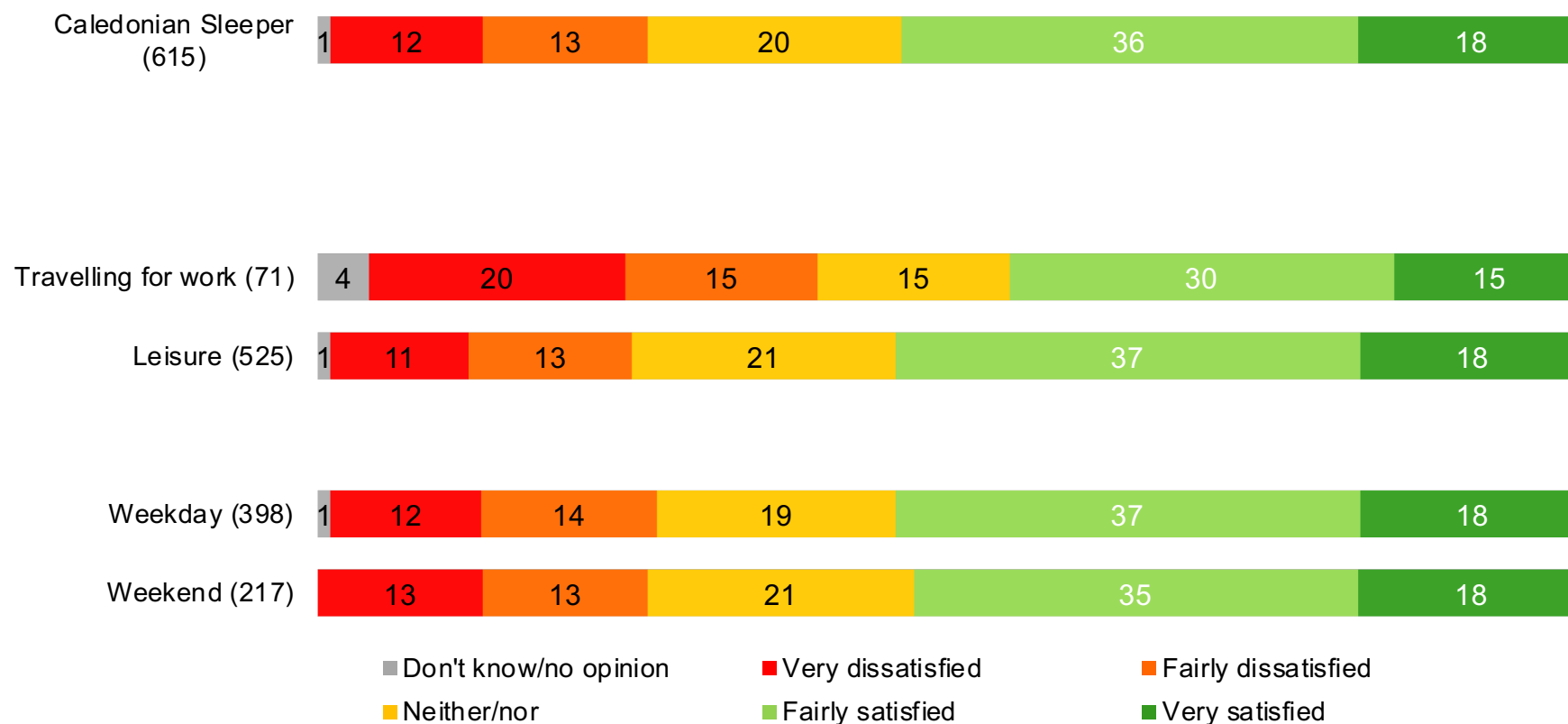
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?



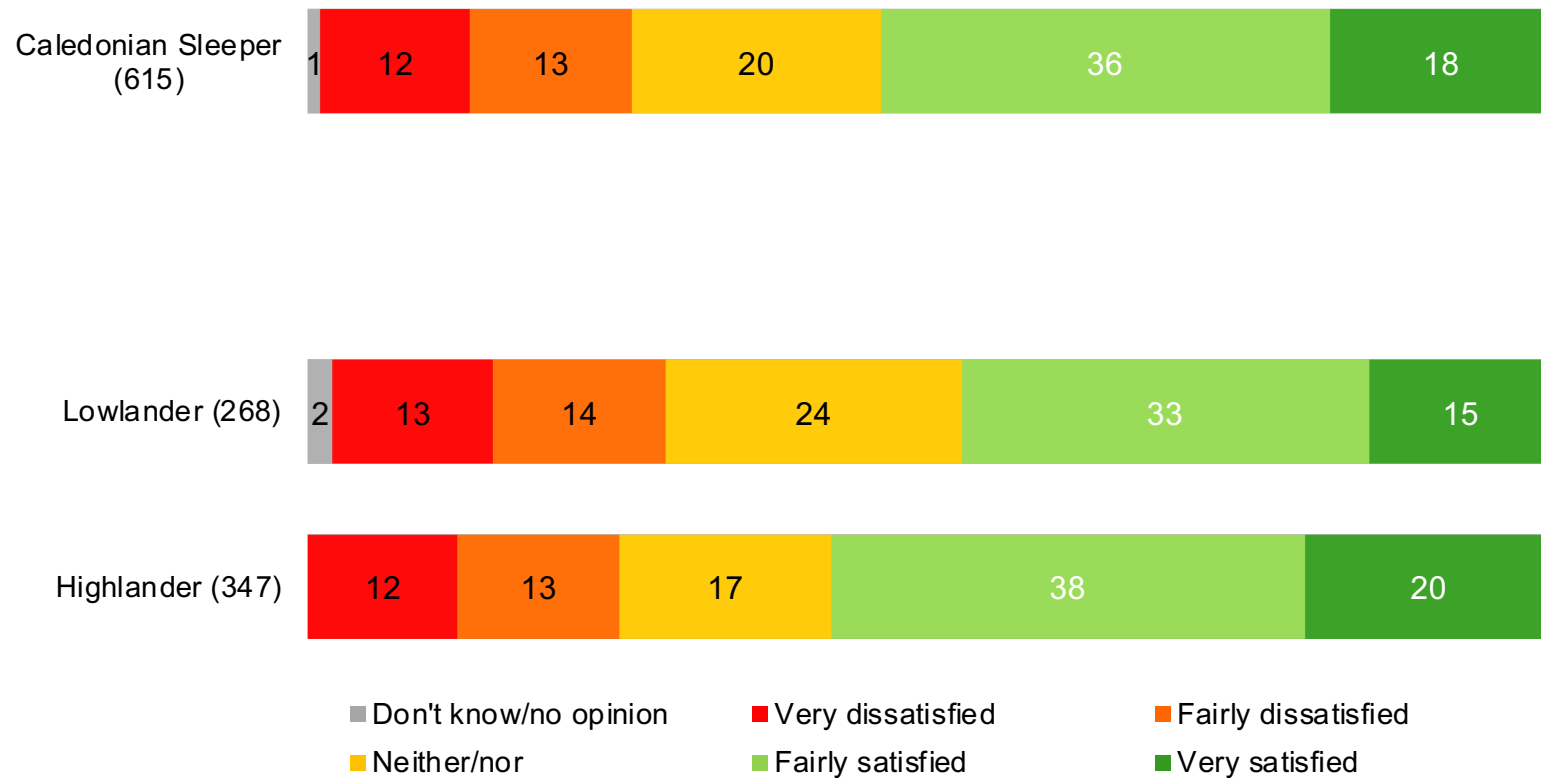
Value for money by passenger group



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
 Base: in brackets above



Value for money by route



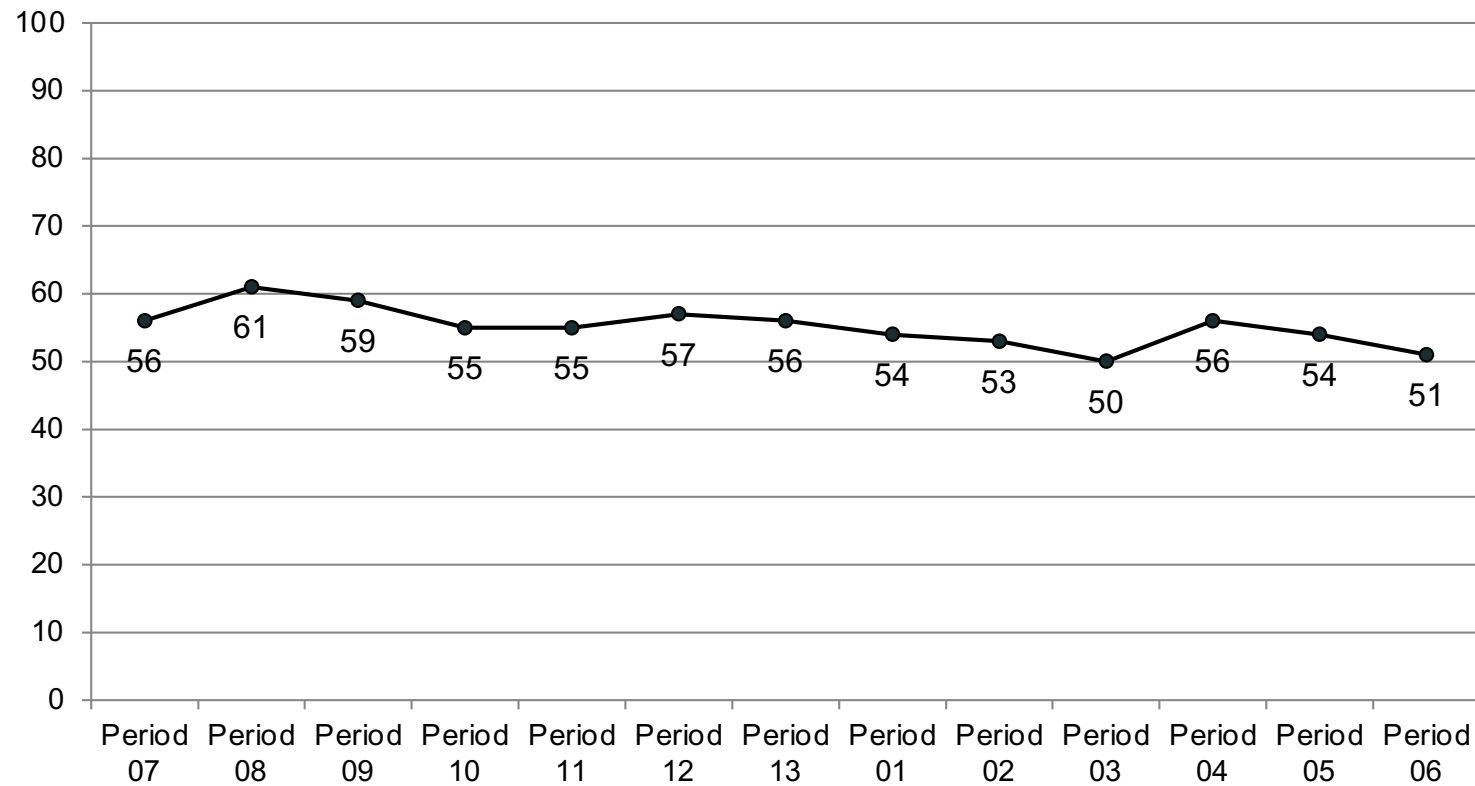
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money - trend

Value for money

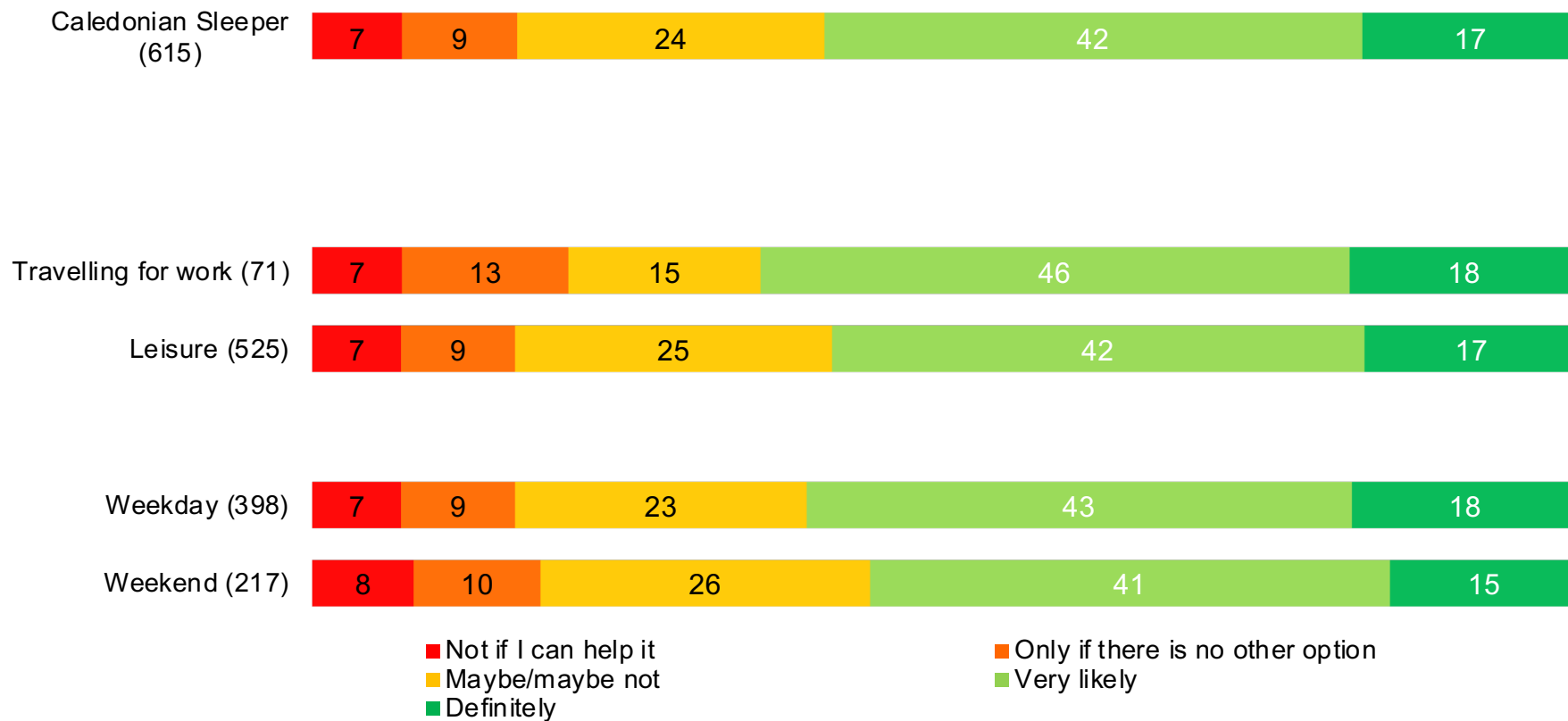
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?



Likelihood to use in the future by passenger group

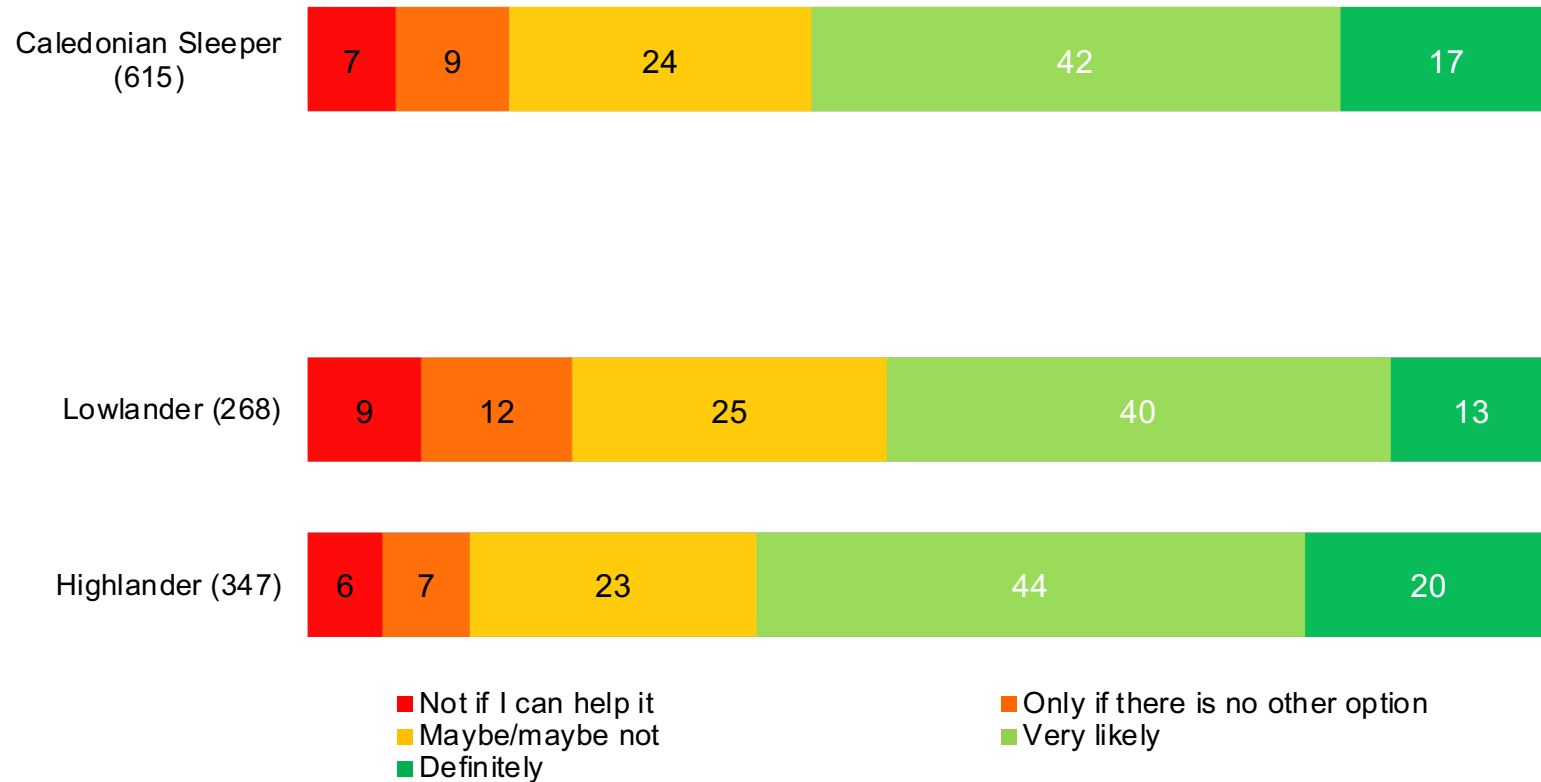


Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Likelihood to use in the future by route



Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Reason for doubt – customer comments

I like to use the sleeper but worried about reliability. Very disruptive when trains/bookings are cancelled with minimal notice.

It wasn't a very comfortable experience; I didn't sleep very well and didn't have access to almost any food.

I would love to use the Caledonian Sleeper again; it's a great way to travel but the cost of the Classic Rooms is still very high. Appreciate that for the quality of mattress/bed linen, food and drink etc the price probably can't come down much further but this was a one off treat for us after a significant bereavement. The financial cost is probably too high for us to do it again within the next 5 years at least.

I felt I had wasted 24 hours given that I had to catch up on lost sleep the next day. I may give it one more try but I feel it may be better to get a day train.

I love the sleeper but it's a pale shadow of what it was. It could be the most popular way of north-south travel but it's out of reach for many financially and feels like it's aimed at leisure / tourists and not people travelling in general.

Couldn't sleep. no entry to lounge at station, no entry to do dining carriage. Waste of time and money. Arrives at destination exhausted.

A premium service should have contingencies and provide a quality service even when things go wrong and that I felt you didn't do. You seemed unwilling to have contingency plans when the service is impacted, which although not a regular occurrence must be relatively easy to build in ways to avoid the utter lack of progress in our journey that we experienced. I felt it was just a case of, "well it wasn't our fault, so you cope with it".

As we're getting older would probably need a double not bunks. And doubles are hard to get. Cost is high compared to a plane, even with railcard. But would have to consider that there's no long trip to airport and less hanging about.

The journey was uncomfortable, and I got very little sleep. I was very tired and groggy that morning in Edinburgh and had to deal with it throughout the day. I would've rather slept in a hotel and took a high-speed train that morning.

I would rather take the day train which is much cheaper. The price is not worth the disappointing experience.

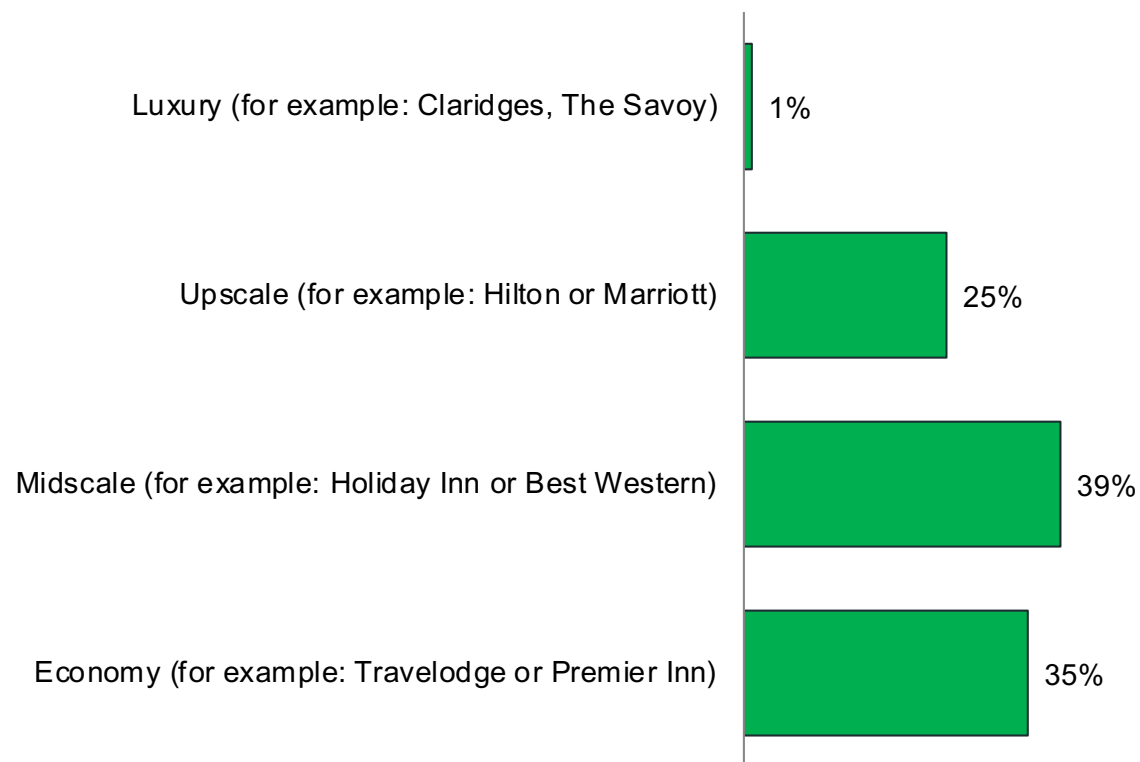
I have figured it will be easier, cheaper and more comfortable to get a normal train in day hours and book a normal hotel in London.

Q32b. Why do you say that?



If Caledonian Sleeper were hotel chain

Quarter 2 2025/26 %



Q34. And just for fun, if Caledonian Sleeper were a hotel chain, what category would you put it into?
Base: All with an opinion (562)



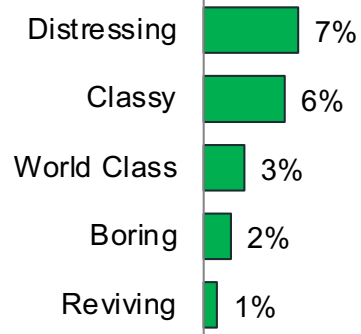
Overall description of journey

Quarter 2 2025/26 %

Top five



Bottom five



Q29. Thinking back how would you sum up your experience of the Caledonian Sleeper? What words best describe your journey?

Base: All (615)



Caledonian Sleeper

Journey expectations

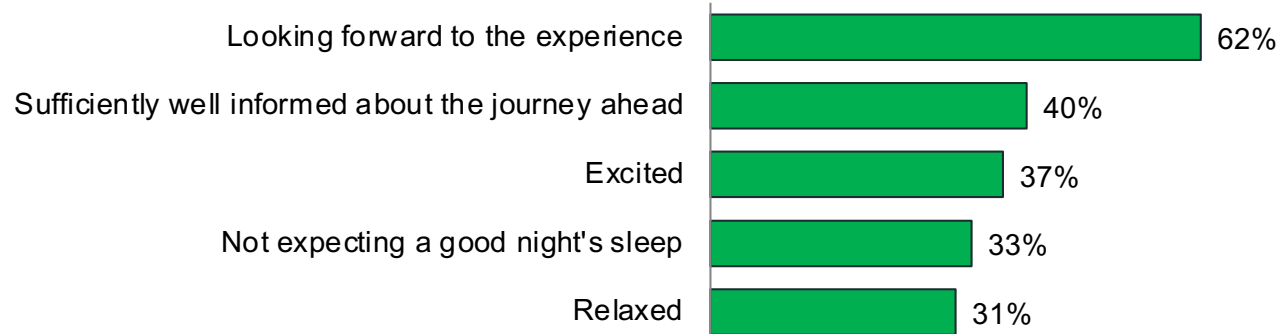


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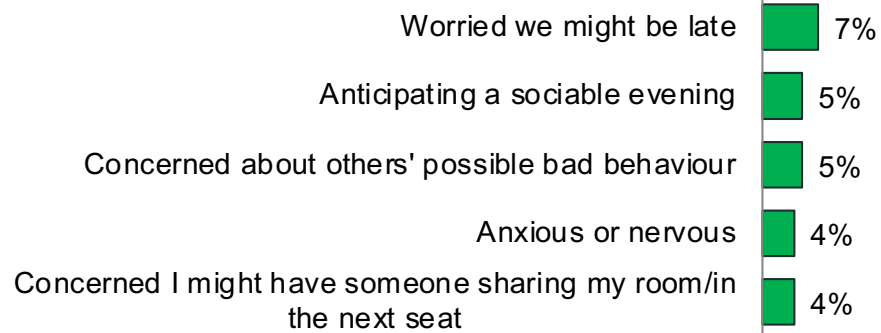
Thoughts and feelings pre-journey

Quarter 2 2025/26 %

Top five



Bottom five

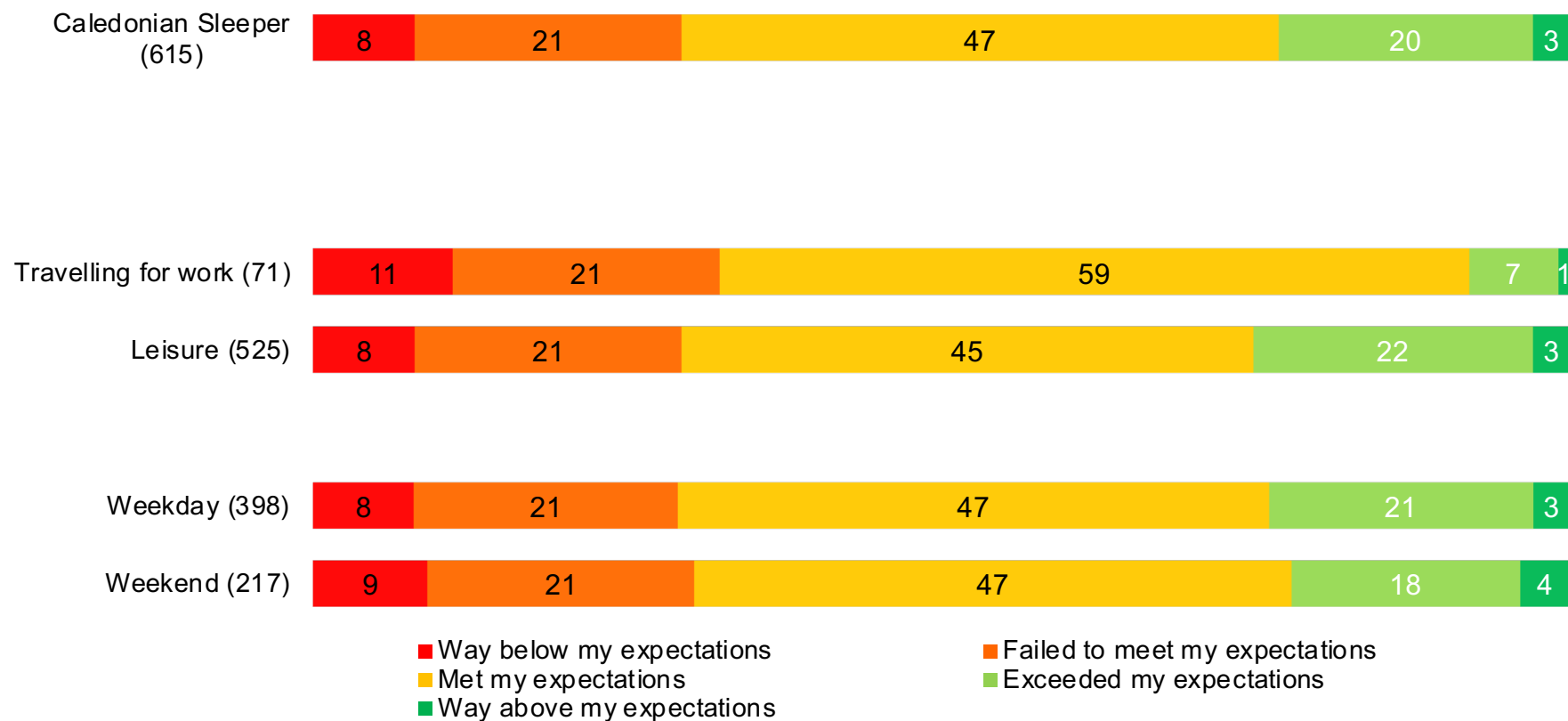


Q4. Thinking about the day you travelled, what were your feelings or thoughts before your journey on the Caledonian Sleeper?

Base: All (615)



Met expectations by passenger group

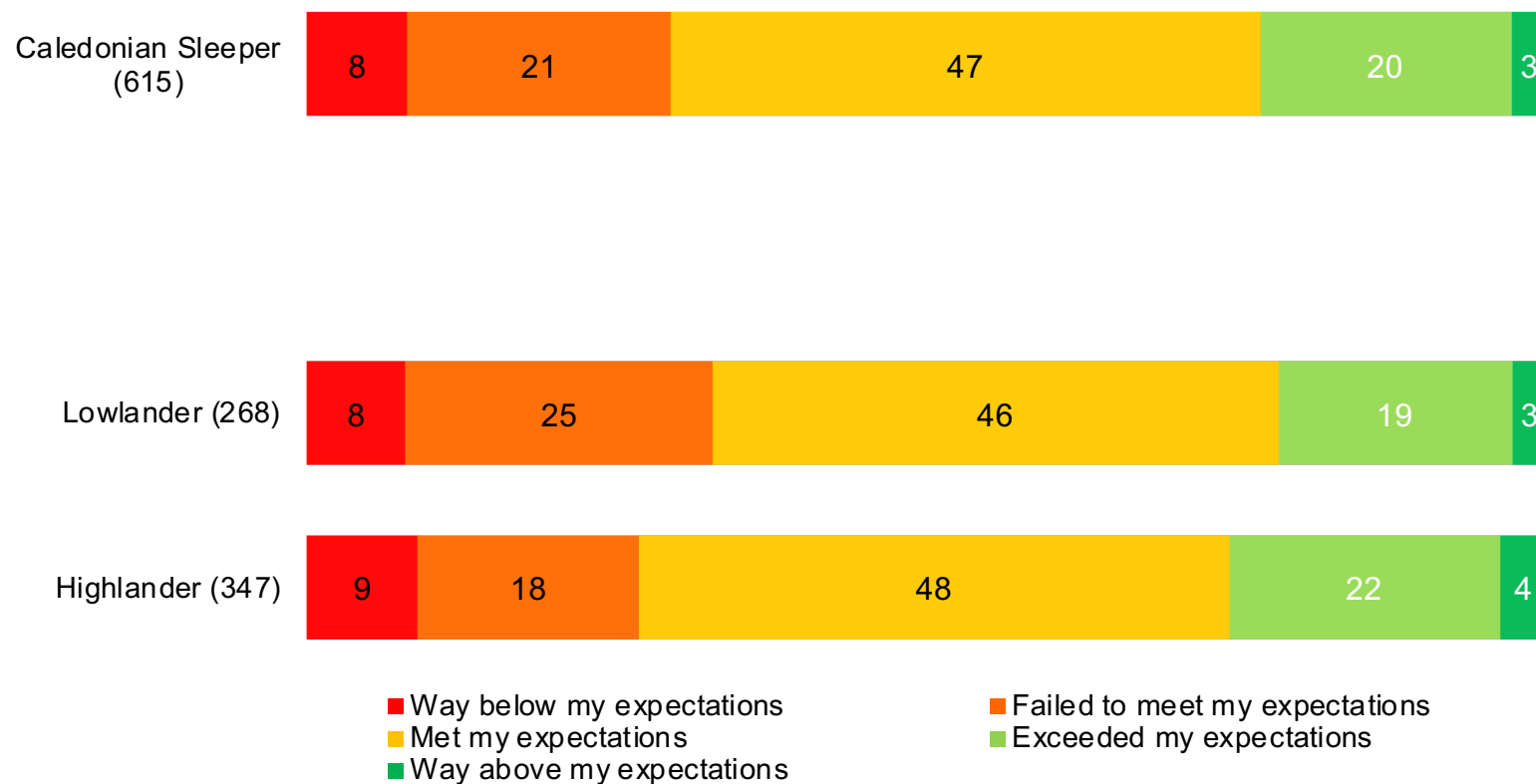


Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?

Base: in brackets above



Met expectations by route



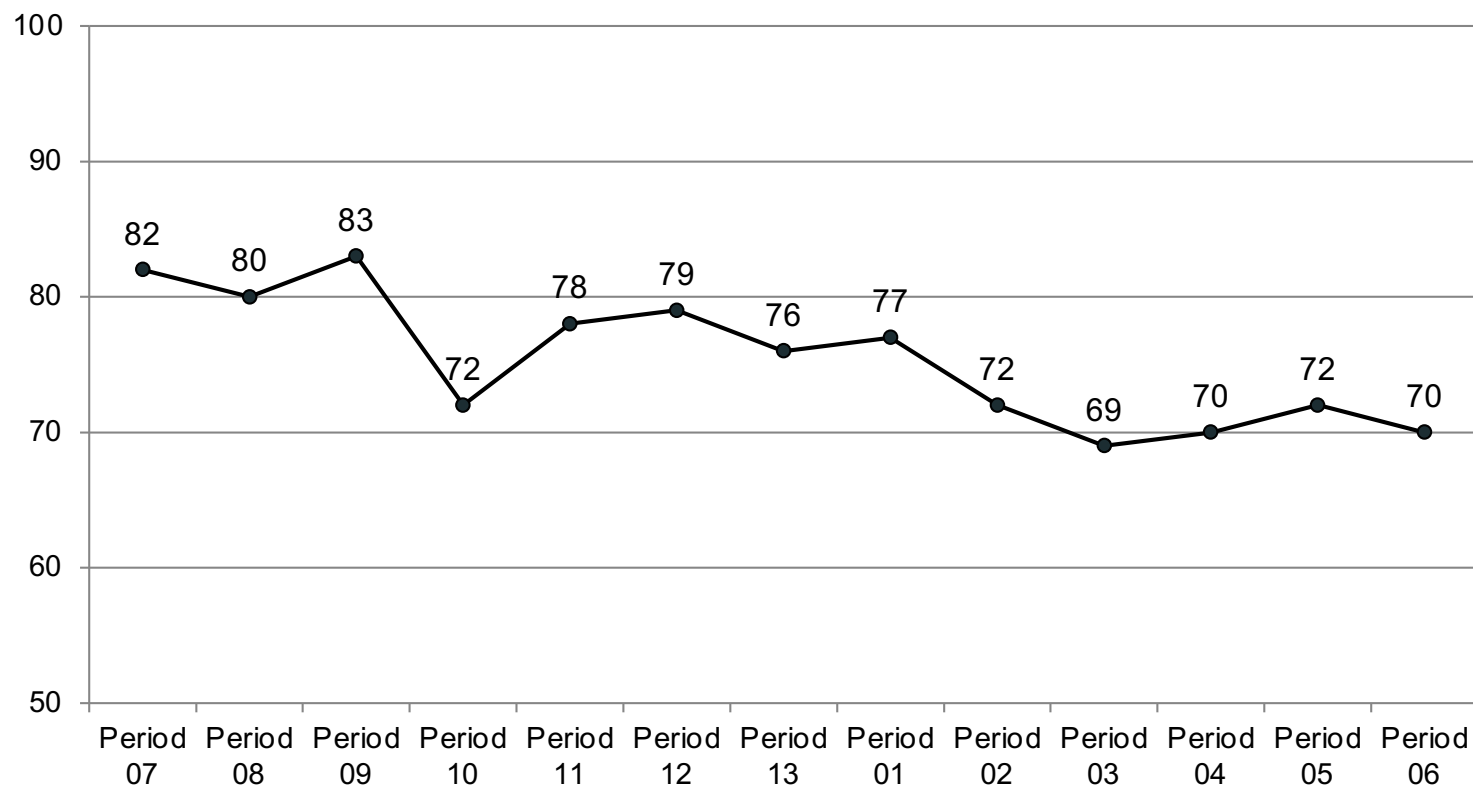
Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above



Met expectations - trend

Met expectations

Trend: % Way above/Exceeded/Met my expectations



Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?



Caledonian Sleeper

Making bookings

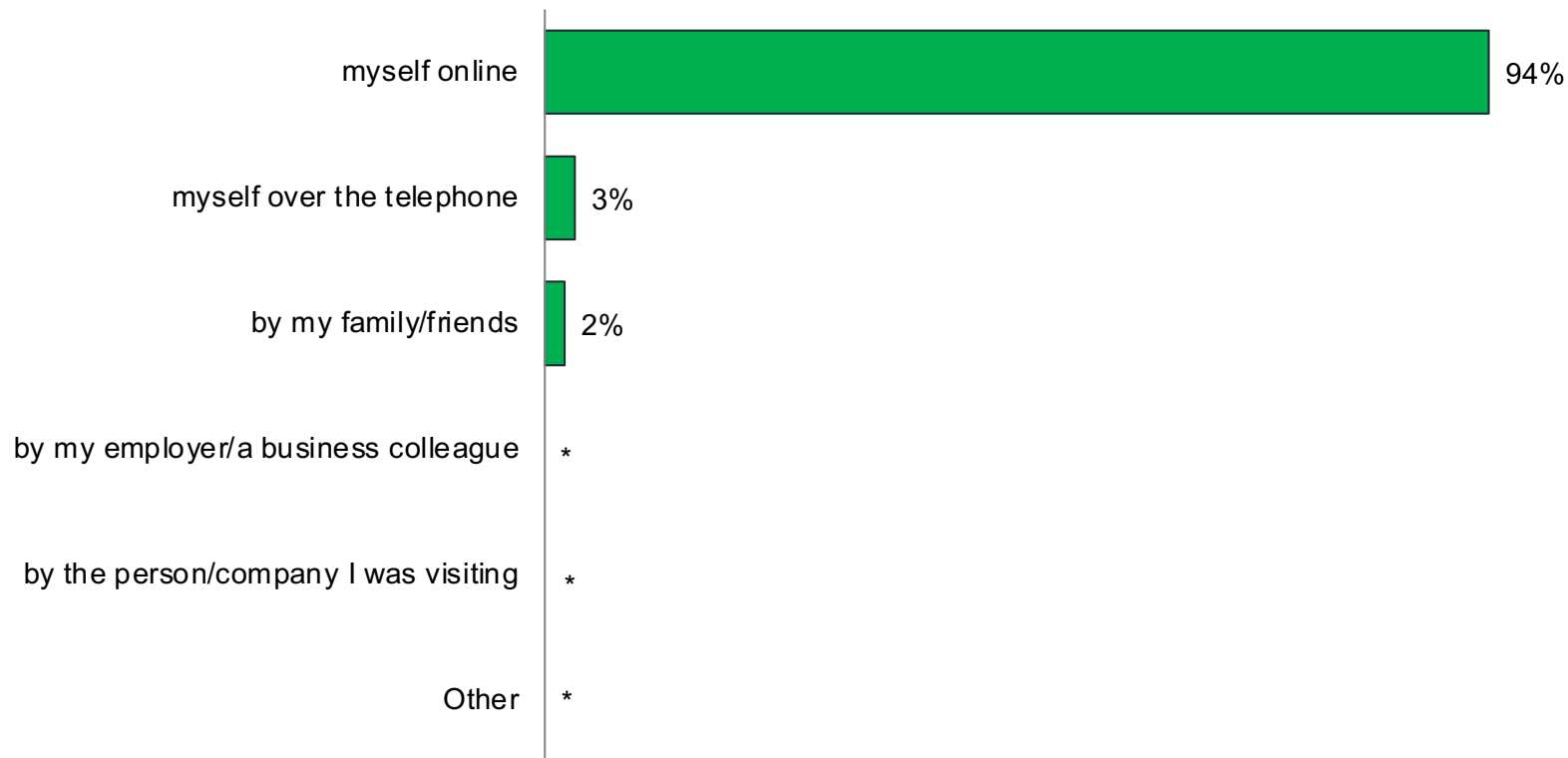


CALEDONIAN
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How booking was made

Quarter 2 2025/26 %

It was booked/I booked it...

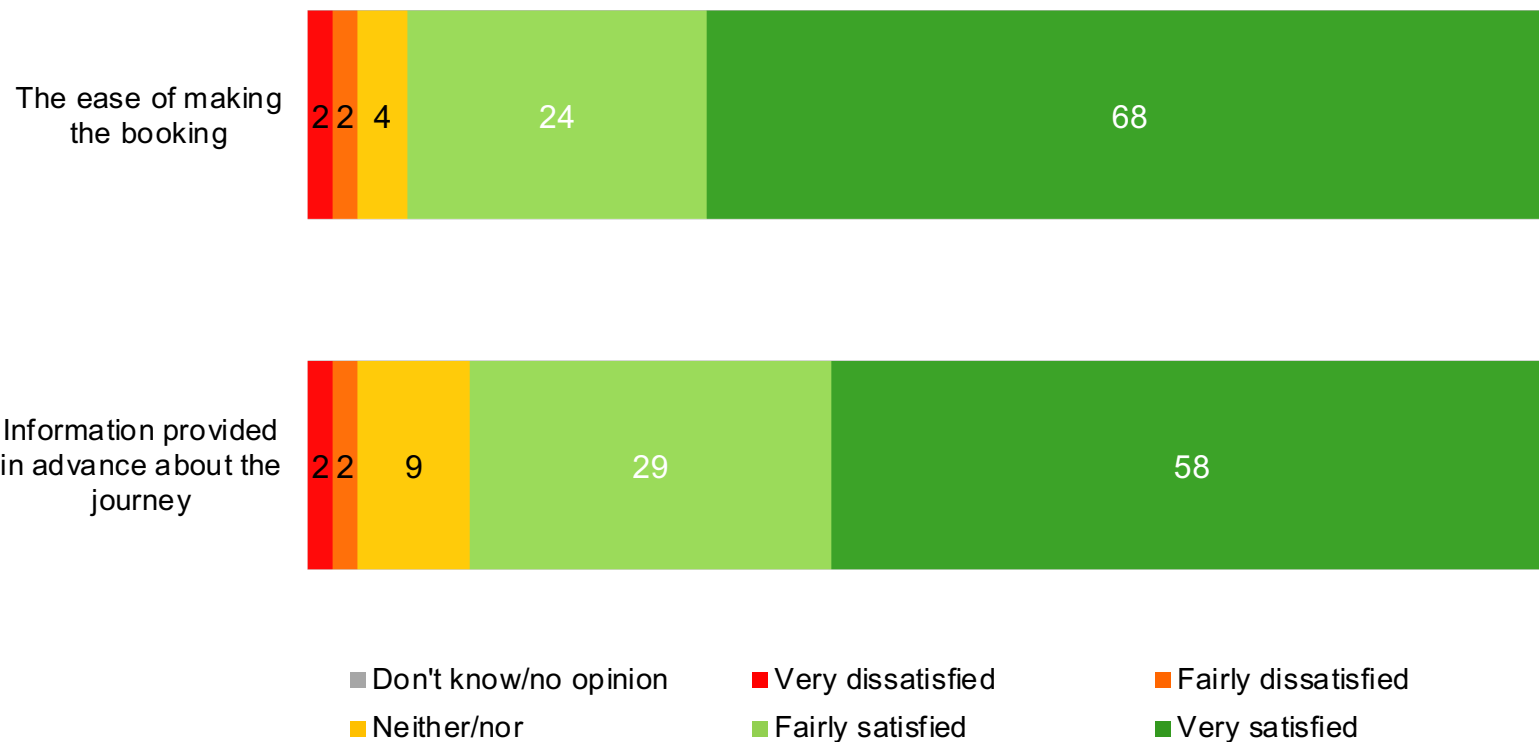


Q12 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?

Base: All (615) * Less than 1%



Satisfaction with booking process



Q13a. How satisfied were you with...?
Base: All who booked themselves (599)



Improvements to information provided about the journey – customer comments

Better description of size of room and restriction of under bed storage.

I didn't really get any information about process or procedure for trip.

Provide information on how to adjust the seat and on the cabin temperature. Tell us that there would be no hot drinks service in the morning.

Give a plan of the cabins. Confirm you're on your own in a cabin. Show all available stops on routes selected.

No information about where the Lounge is located at Inverness, and no information of where to check in and collect our keys.

Q13b. What should Caledonian Sleeper do to improve the information provided?



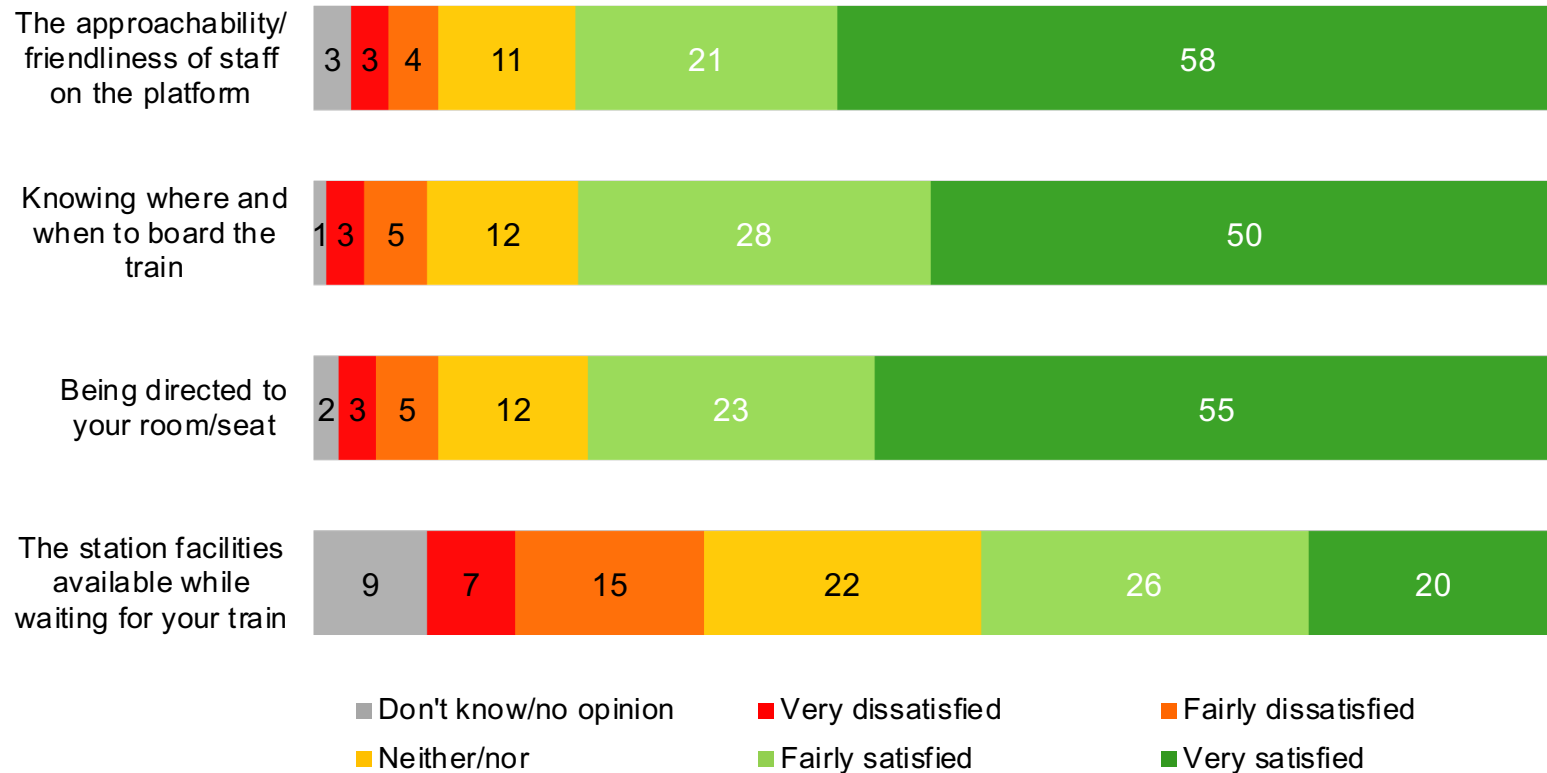
Caledonian Sleeper

Boarding and station facilities



CALEDONIAN
SLEEPER

Satisfaction with boarding process



Q14a. How satisfied were you with...?
Base: All (615)



How might staff have provided a better service? – customer comments

I asked three times where coach E was on the train. I was told each coach has a letter on the outside but not given any information on which way the letters run so I had to walk up and down to understand which way the letters were running on the train which was a waste of time especially with a 4-year-old and a dog.

Lack of communication from staff on platform and in lounge. Expected first class service, did not deliver

By not changing our booked cabins without consulting us, by correcting this without showing irritation, by not leaving us stranded on the platform for 30 minutes and by apologising.

An actual desk to find information and to check in would be better, like at Euston station.

There was no greeting when going to cabin, it was simply a check on are name and then a curt "your can go onboard". This is not Scottish hospitality.

By being professional and courteous, they may do this everyday but for most this is a once in a lifetime experience!

The person on the platform was just standing there. What was he going to do? There was nothing to do, so there was no need for him.

We booked club rooms but on arrival at Euston, we were told (in a very brusque way) that the lounge was full and so we had to wait behind the barrier to board along with all other passengers. Boarding was also delayed. I felt poorly treated considering we'd booked premium travel.

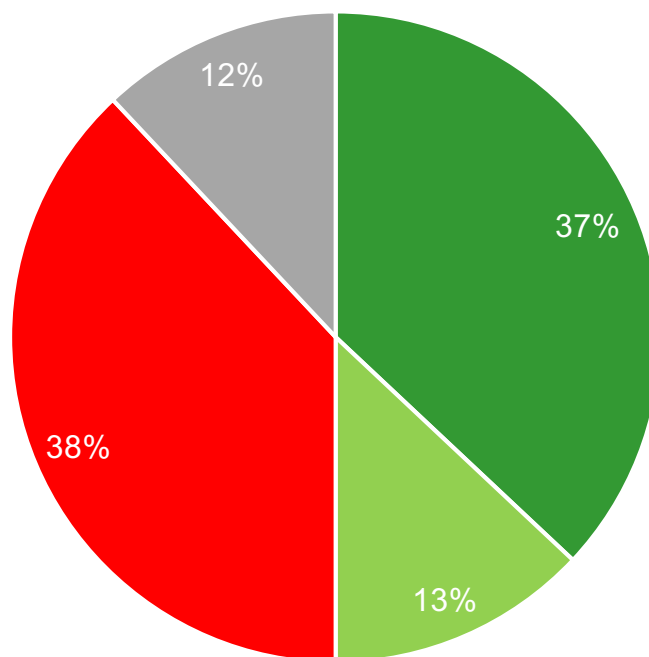
I (and others waiting with me) were told by staff on platform 1 that the platform was closed and that we can't go to the lounge, which was a massive inconvenience. Ultimately, this was a miscommunication between the staff on the platform, and they eventually let us through. So, more communication between themselves so that they don't disrupt or worry the customers.

Q14b. How might the staff on the platform have provided a better service to you?



Use of customer lounge

Quarter 2 2025/26 %



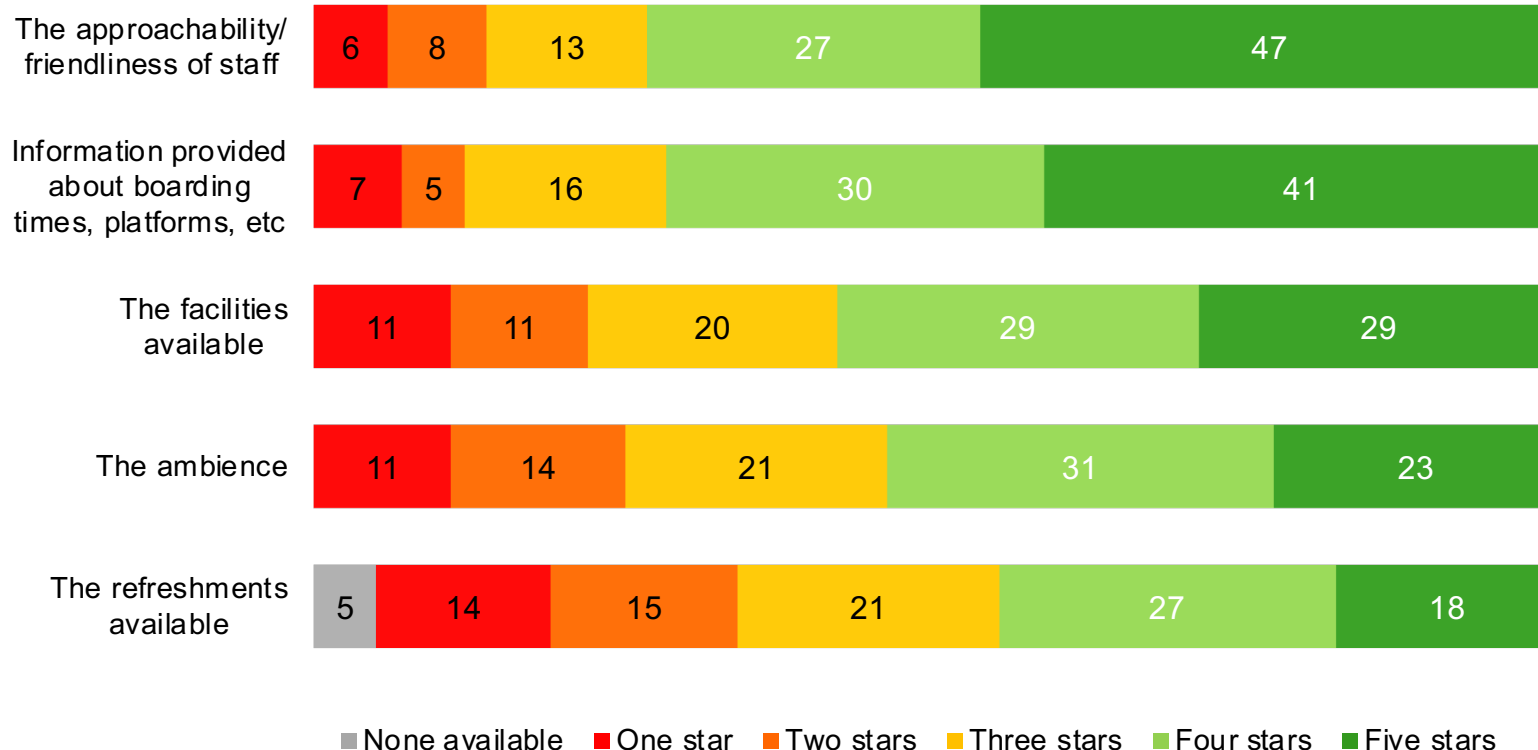
■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

Q15. Were you entitled to use the customer lounge at the station in x?

Base: All travelling from Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (572)



Rating of customer lounge at the station



Q16a. Thinking about your experience in the lounge at the station in x, how many stars do you give it for...?
 Base: All who used the customer lounge at the station (211)



Additional information required in the Customer Lounge – customer comments

Upon entering the lounge, I would like to have been informed of what refreshments were available, what facilities were available, such as shower/toilets et cetera. I would like the staff to have been friendlier, and more informative. The lounge was very crowded; the staff were not helpful.

We were placed in the Hotel lounge because the main lounge was full - as such there was no information available.

Advice about which catering car served our coach.

The lounge needs more space and staff need to be better at communicating delays.

Lounge should have display on arrival/departure trains.

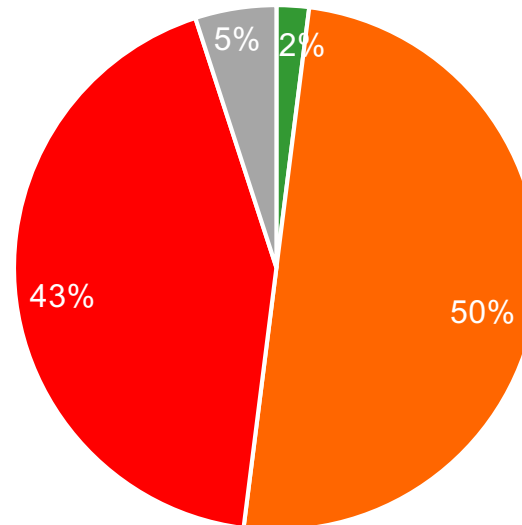
Q16b. What additional/better information would you like to have received?



Use of shower facilities on arrival

Quarter 2 2025/26 %

- Yes
- No, I did not know that shower facilities were available
- No, I knew that shower facilities were available and chose not to use them
- Shower facilities were not available



Q28a. Did you use the shower facilities at the station on arrival that morning?

Base: All travelling to Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (570)



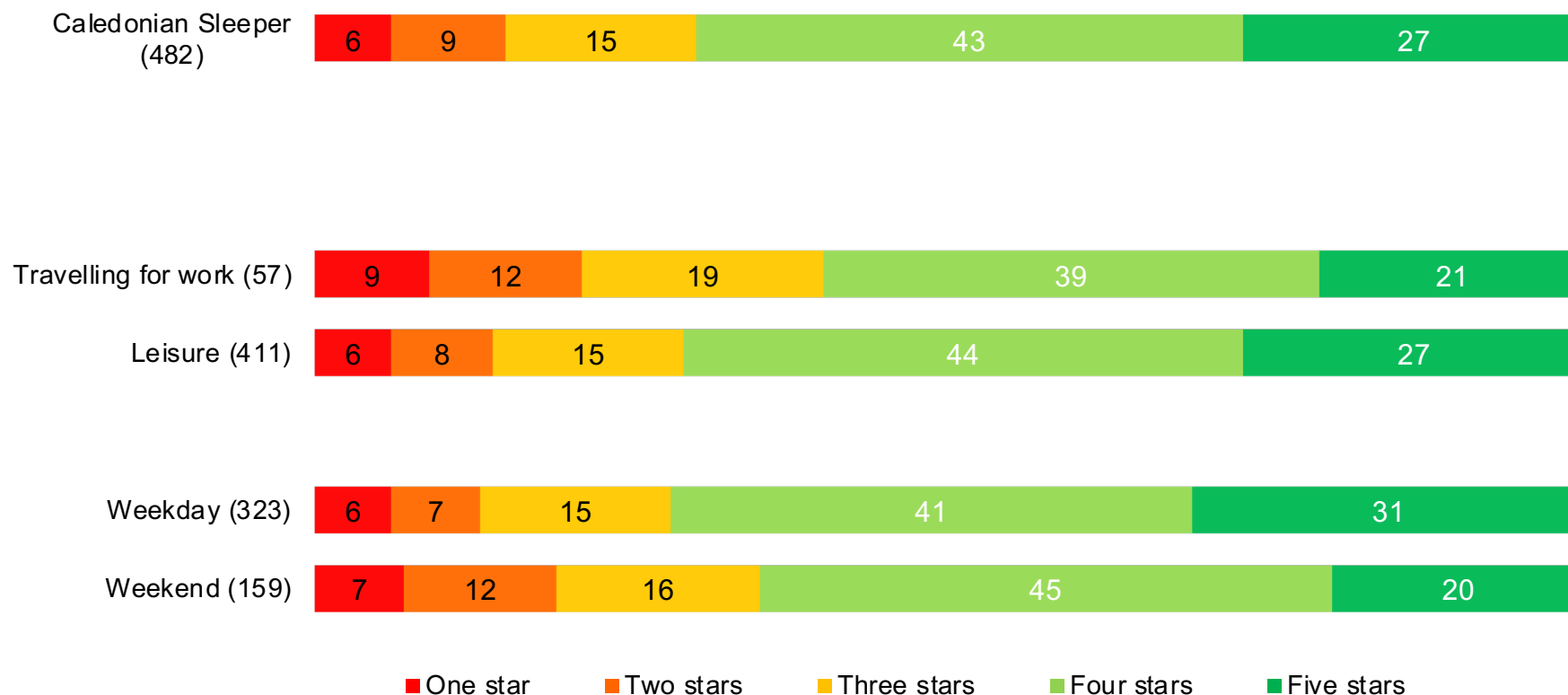
Caledonian Sleeper

Accommodation and train facilities



CALEDONIAN
SLEEPER

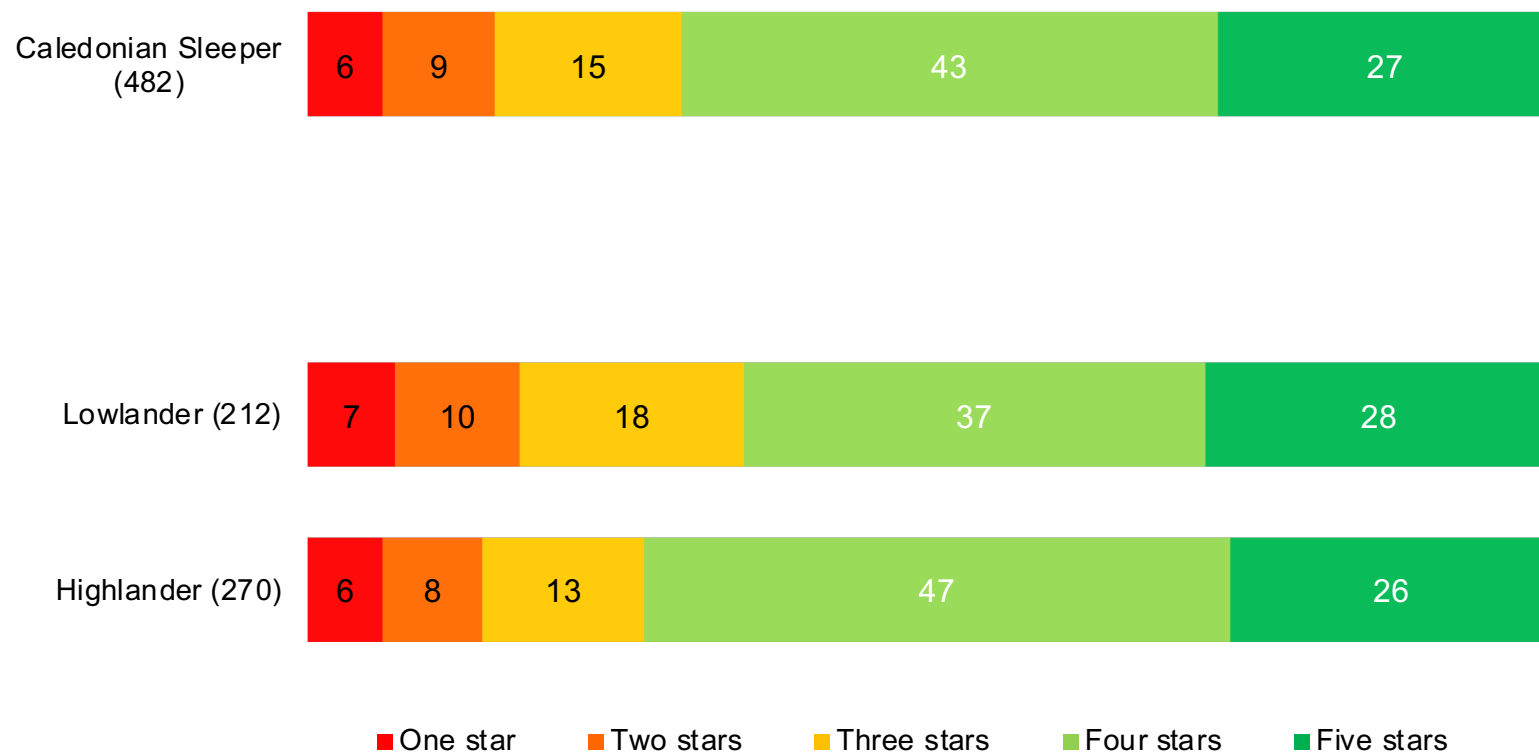
Overall rating of room by passenger group



Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room by route



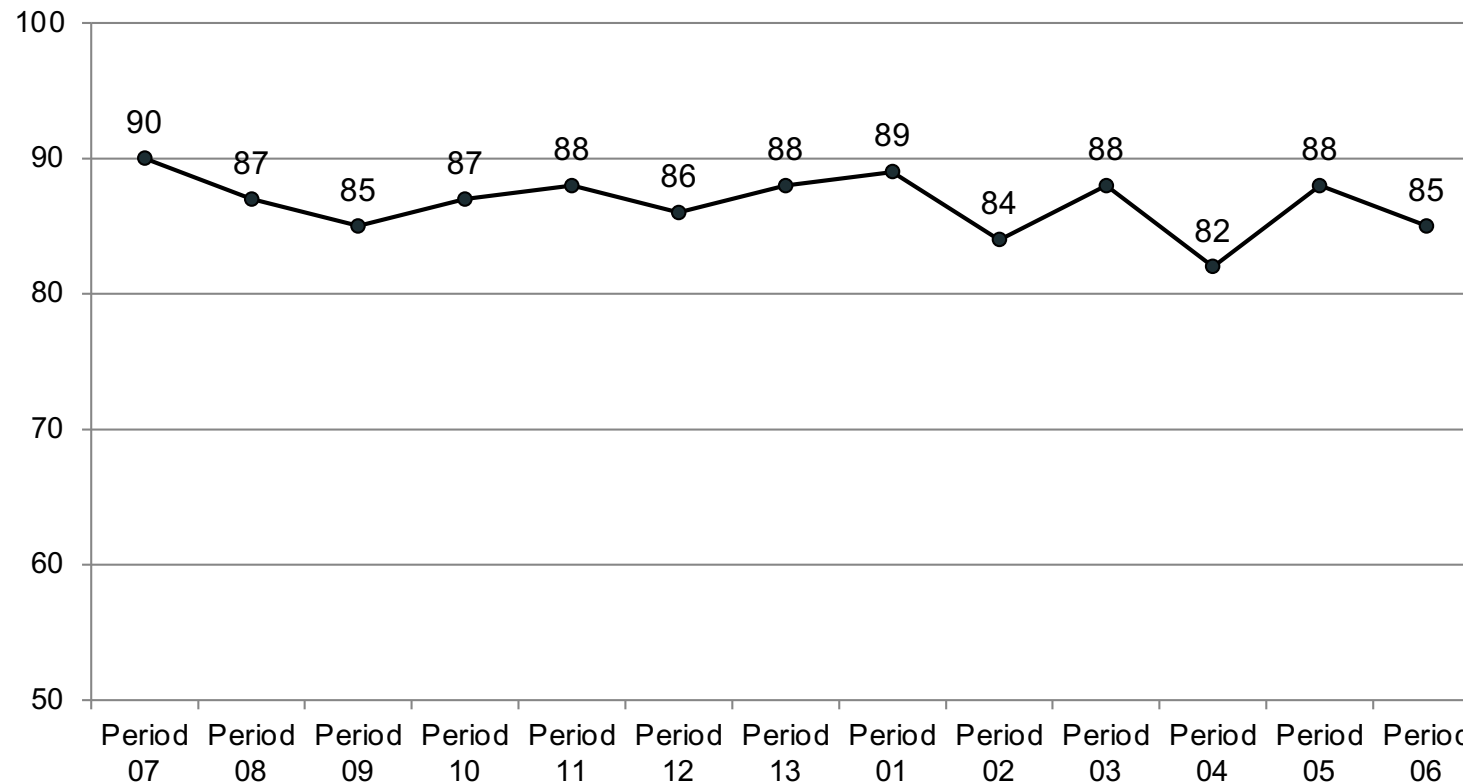
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room - trend

Rating of room

Trend: % Three/Four/Five stars



Q17a. How many stars do you give your room on the Caledonian Sleeper?



Overall rating of room – customer comments

Communicate how small the room is and find some way to handle luggage better. it was impossible to move about in the cabin without storing bags in the shower area.

There was no table to pull out under the sink for breakfast because it apparently it kept falling off. I had to put the coffee and sandwich thing on the floor. That could definitely be improved.

The shower head leaked all night causing a very wet floor when using the toilet. There should be information on how to use the shower (push button, short length of time for operation) as it was frustrating to figure out - and other passengers commented on how it did not work for them, and no attendant had responded to calls.

Aircon was not working in my cabin, and it made the room very hot and stuffy

The room was extremely small and access to the top bunk needs to be easier (I am relatively fit) and it was a realm challenge to get in. Additionally, the bed linen was not soft, and the mattress was thin and extremely uncomfortable.

Less light - button that lights up - door let light in around the edges etc. The ladder for the bunk - hard/painful on bare feet, it would have been better at an end of the beds not the middle.

Higher ceiling for the top bunk. Easily moveable ladder for seated ease.

A small pop out table (can be very small) by bed would be helpful as on planes. Generally the room was sensibly designed. "Mood" lighting would have added a touch of luxury and might help you with social media types!

Room was quite warm. Even with the temperature selector turned as cool as possible, I slept on top of the duvet for most of the night. I would like the room cooler. The mattress was amazingly comfortable!

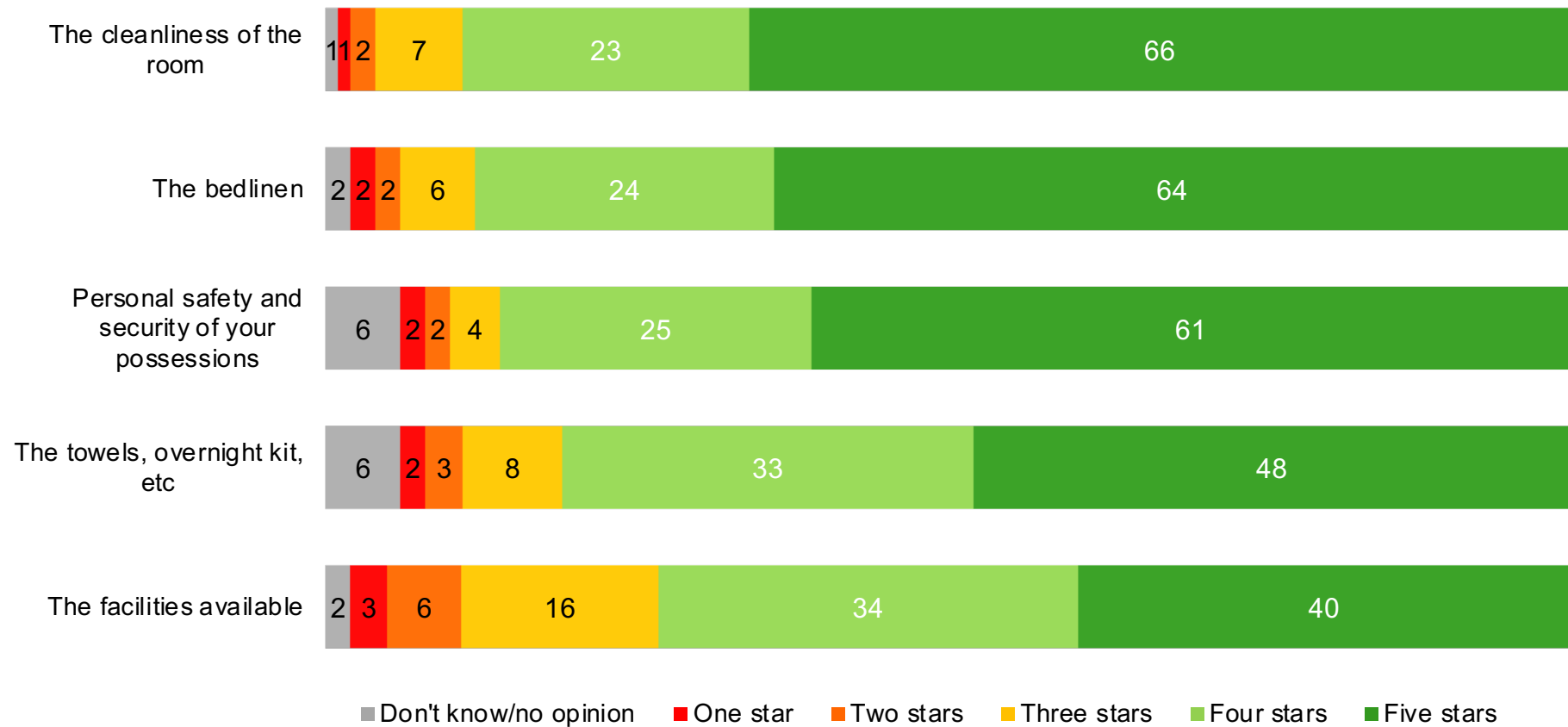
My husband and I are in our 70s and reasonably fit, but my husband has hurt his back and so I had to use the upper bunk. I found the ladder a bit tricky as it's so vertical. A handle to pull myself up would have helped.

It would be great to include an explanation of the how the door lock works. We accidentally unlocked it permanently and couldn't figure out how to fix it without assistance. There is no information available on any of the guides.

Q17c. You gave just a single/two stars overall for your room, what should Caledonian Sleeper do to improve this rating
Q17e. What, if anything, could Caledonian Sleeper do to improve the experience of your room?



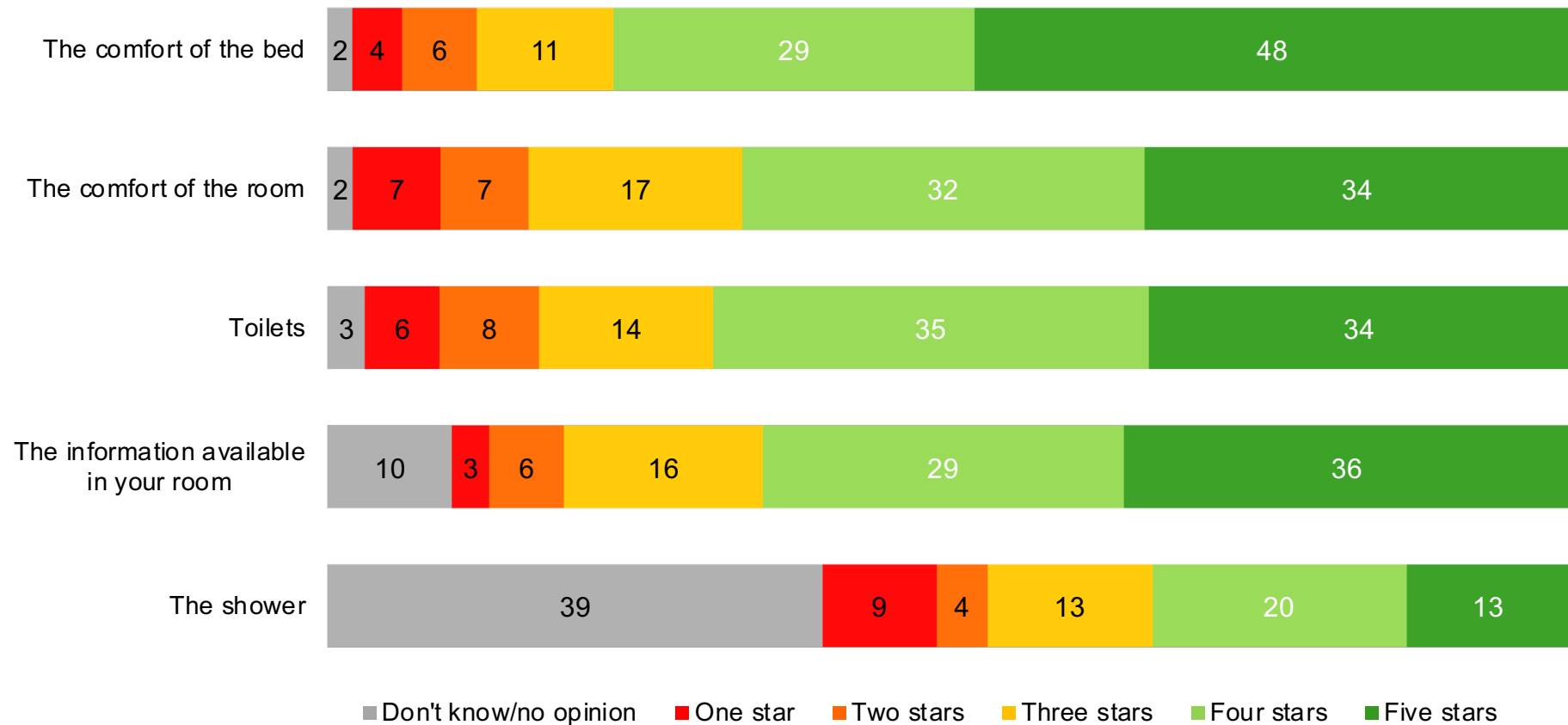
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (482)



Rating of the features of the room – bottom 5



Q17b. And how many stars do you give the room for..?

Base: All guests staying in a room/suite (482), room with en-suite shower (290)



Rating of features of the room – customer comments

Better thought through storage, move ladder to one end of the bunk. Ideally in interconnecting rooms allow more of the wall to be folded away to make a room (given that it isn't possible to use the dining car, seating area or anywhere else to sit together to play cards etc).

More hooks and hangers, and power outlets nearer the pockets where phone and tablet can sit.

I could not find a way to lock the door when going to the dining cart. Could not find an instruction guide inside either.

I was discouraged from using the shower due to it being so small and I was concerned that I would have caused water to leak into the adjoining room and make the toilet area wet for my fellow traveller.

More information leaflets will be helpful - on how to handle luggage, where is the shower/toilet for that particular room - we took time to realise how it works, could have been simpler with a picture leaflet.

There was minimal space to store luggage in the coach car, and the door did not fully close and lock. A more secure system would include a claim check and fully locked facility. As a victim of theft on an overnight train once, this is particularly important to me.

The shower is tricky to use. With the motion of the train rocking, the wastewater was sloshing from side to side and not draining quickly. Also, after the shower is used, the floor is wet. We just dried it with the bathmat but it's a utilitarian rather than pleasant experience using the shower.

It would be helpful to know the layout of the train, e.g. when we found the bar full, we walked the length of the train to see if there was another bar (knowing the train splits); as well as where the closest toilets are.

There was not enough space for our luggage. You cannot put backpacks under the bed. There are no facilities to have a meal in the room.

Provide a duvet for each bed.

Make the mattress thicker. Although its good quality its very thin and with ride rough its not comfortable. Could've done with more pillows as well.

My room could have done with a general overhaul, in the shower/toilet the grid in front of the extractor fan has come off and was just leaning against the wall, the table that should have been under the sink was missing, etc

Would be great if airconditioning could be cooler. Light switches are very bright when lights off. Window blind doesn't cut out all light.

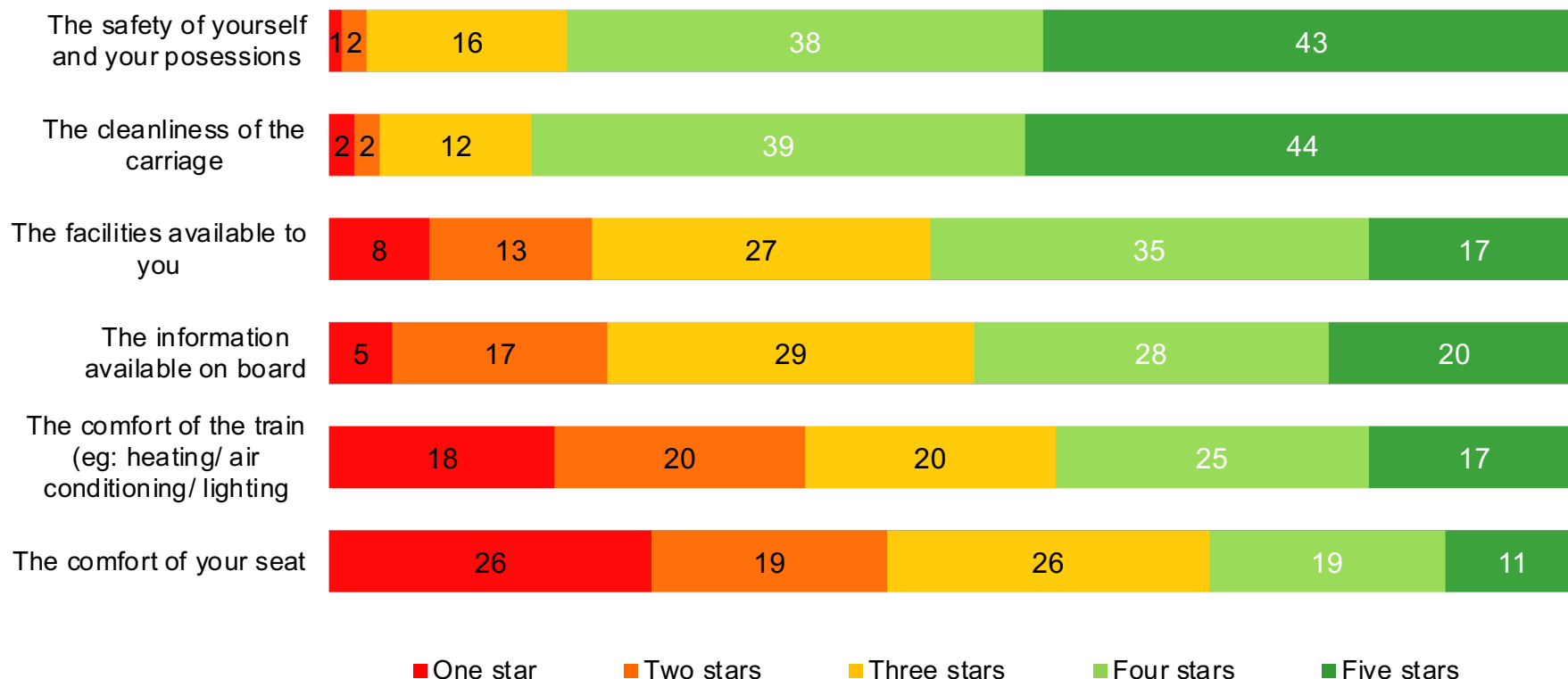
[The overnight kit] seems wasteful as the content of the package are largely unnecessary and it's therefore producing unnecessary waste.

Make sure toilets work and have adequate toilet paper for when they are working.

Q17d. You gave just a single/two stars for the facilities available / information provided / comfort of the room / cleanliness of the room / personal safety and security of your possessions / bedlinen / comfort of the bed / towels and toiletries / toilets / shower, what should Caledonian Sleeper do to improve this rating?



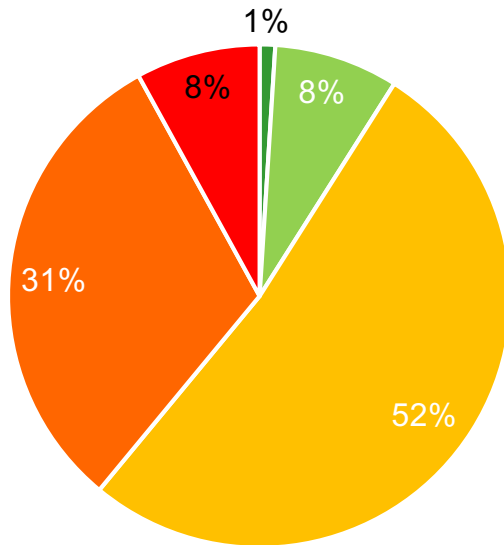
Rating of on-board features among seated guests



Q19. How many stars do you give the Caledonian Sleeper for..?
 Base: All seated guests (133)

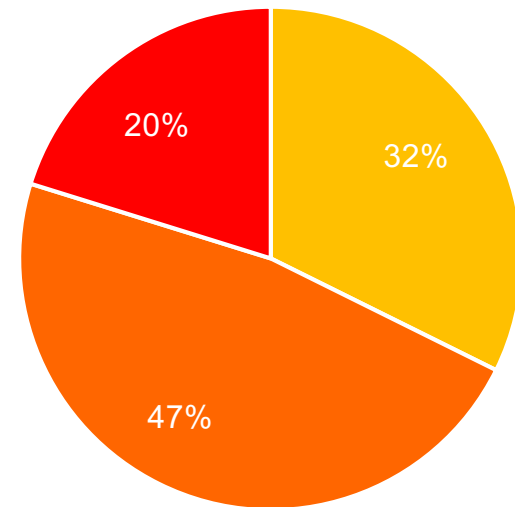


Quality of sleep



Room/Suite

- Better than being at home
- As good as being at home
- Pretty normal for a night in a strange bed / As good as can be expected
- Not good/restless
- I wasn't able to sleep at all



Seated guests

Q18 / Q20. How would you describe the quality of sleep that you enjoyed on board the Caledonian Sleeper?
Base: Those in a room/suite (482), seated guests (133)



Improving quality of sleep – customer comments

Better mattress. Better air conditioning. Improve the ride quality of the train or slow the train slightly even if it slightly effects journey times. Between Edinburgh to Aberdeen train was a lot smoother but London up to Scotland was not good. Lastly more pillows.

Having a working toilet in our carriage would have helped because the kids would have been comfortable going themselves and wouldn't have needed to wake us as often. Also obviously getting into rooms on time so sleeping can start would be best, but delays happen. I think having some additional time to sleep at the destination would have helped.

Noisy old train tracks and too much light pollution Also, knowing that the bikes were at one end of the train and we were sleeping at the other led for an anxious night worrying if we would get to the bikes at Crew in time. Would have been better to have a room nearer the bikes, not as far away as possible.

Power down at every station turned off partner's medical device (CPAP) So getting warned about that would have been appreciated. Being told about multi room options for family would have been helpful.

Temperature control: it was beyond freezing. Light control: the lights stayed on most journey.

The lights should be shut or at least dimmed much more than they were. It was like still a full glare. The seats built in cushion lowered Recline position to offer more leg support even if the seat doesn't lie back the leg rest could com up more Encourage passengers boarding at later stops to be quiet for passengers sleeping It was cold - need a better ambient temperature.

The phones ringing all night long disturbed our sleep, as did the staff talking outside our room which was next to their station.

Air conditioning was blowing too cold.

Don't think it can be improved, it's not their fault I can't sleep in such an environment. My husband and one of my kids actually slept well so it really depends on the person.

Provide a wake-up call. One reason I didn't sleep well was worrying about not waking in time for breakfast and my husband didn't sleep well partly due to being too hot.

Nothing - the bed was very comfortable. I am just not used to sleeping on a train!

Provide a blanket even if it's just a light one. It's cold and having experienced it going up to Edinburgh I wore more on the way back, but I was still cold.

I realise that a seat is never going to be as comfortable as a bed, but they are far too uncomfortable to even try to sleep. They need to be more padded with some recline. There are no instructions by the chair.

Q21. What, if anything, could Caledonian Sleeper or their staff have done to improve the quality of your sleep?



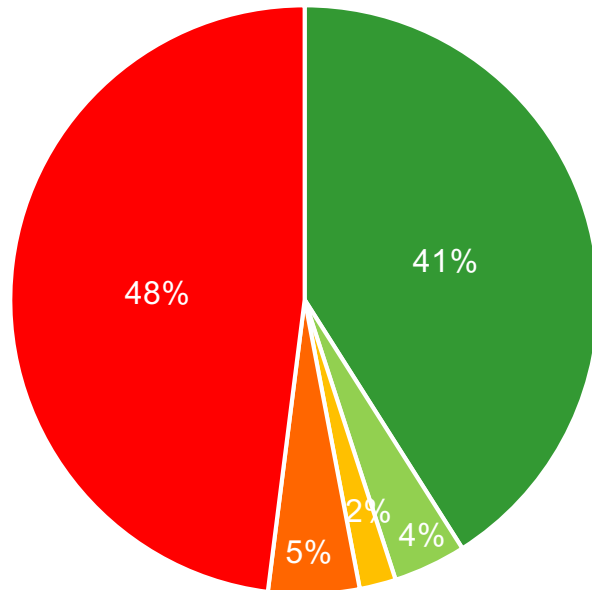
Caledonian Sleeper

Club car and catering



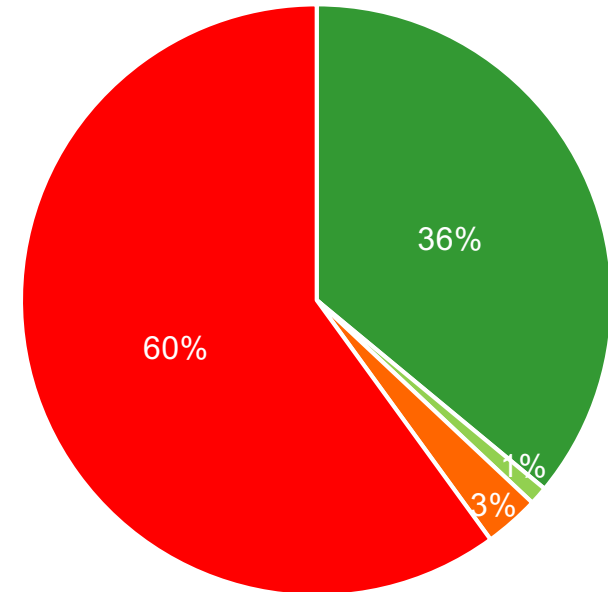
CALEDONIAN
SLEEPER

Visiting the Club Car



Evening Use

- Yes, to sit/ spend time there
- Yes, to buy something to take away
- I was unable to get a seat, so I just took away something
- I wasn't able to get a seat, so I went away without buying anything
- No, I didn't visit the lounge car

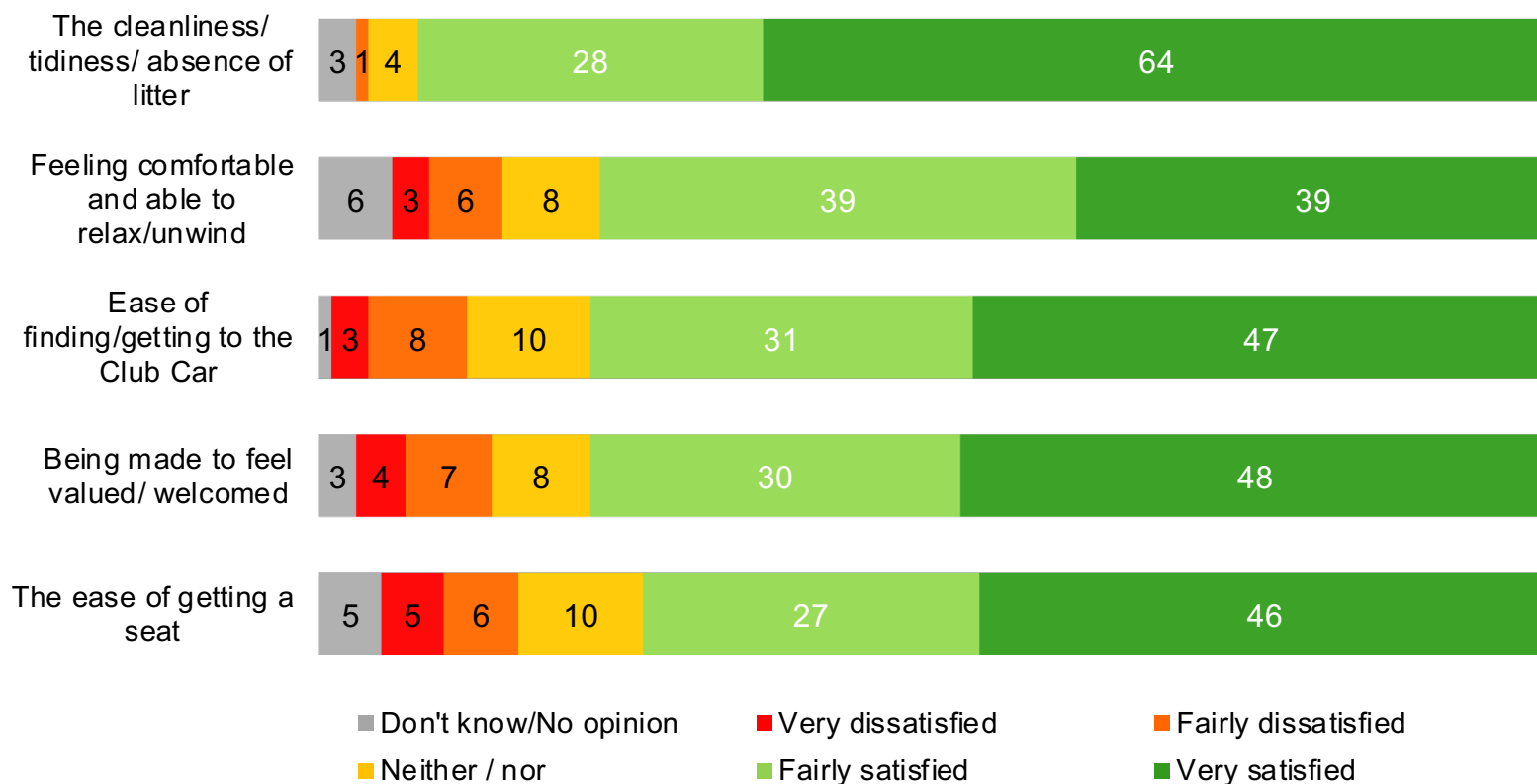


Morning Use

Q22a/b. Thinking about the evening/morning of your trip on the Caledonian Sleeper, did you visit the Club Car?
Base: All (482)



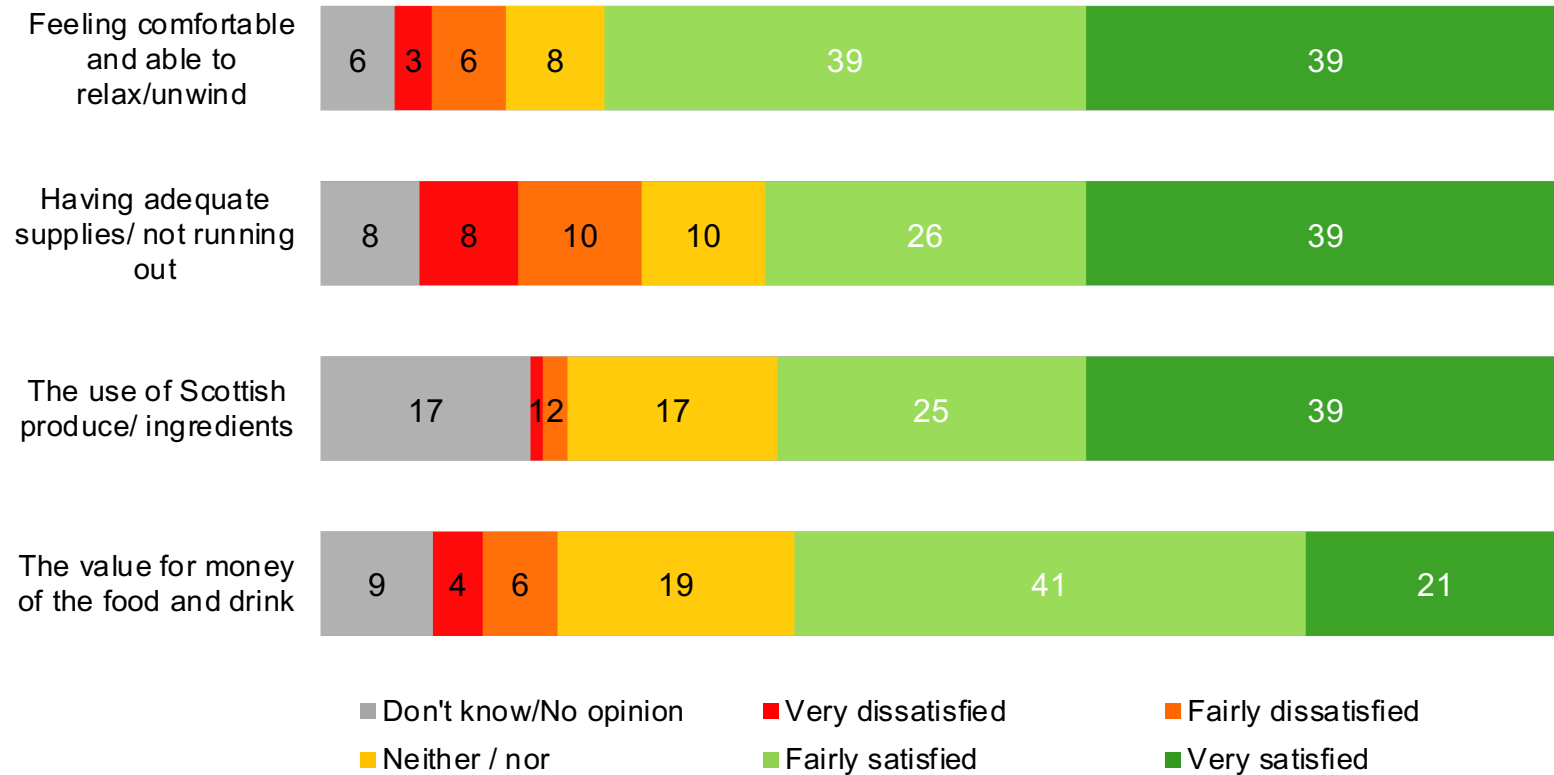
Satisfaction with features of the Lounge Car – top 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (277)



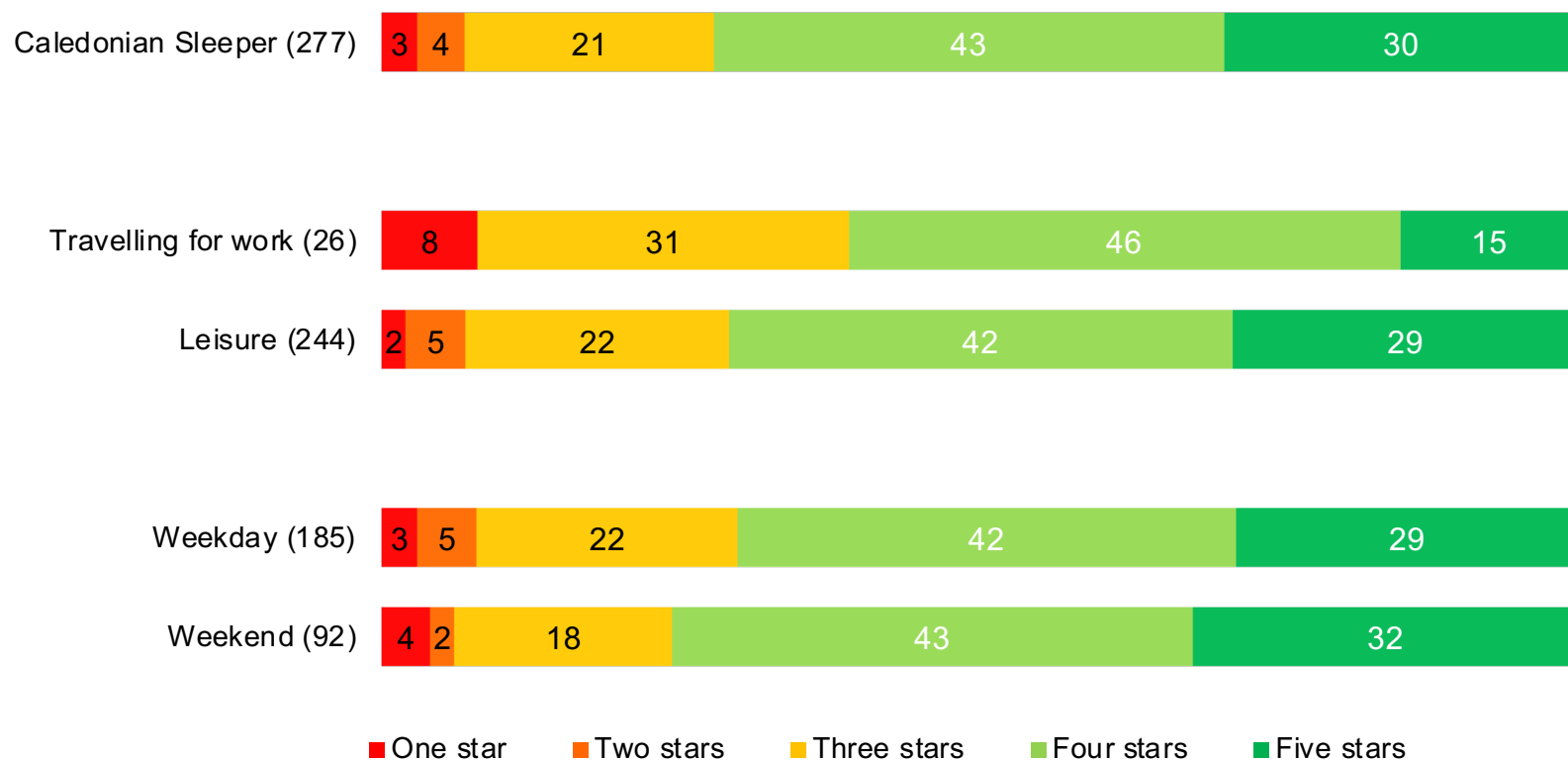
Satisfaction with features of the Club Car – bottom 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (277)



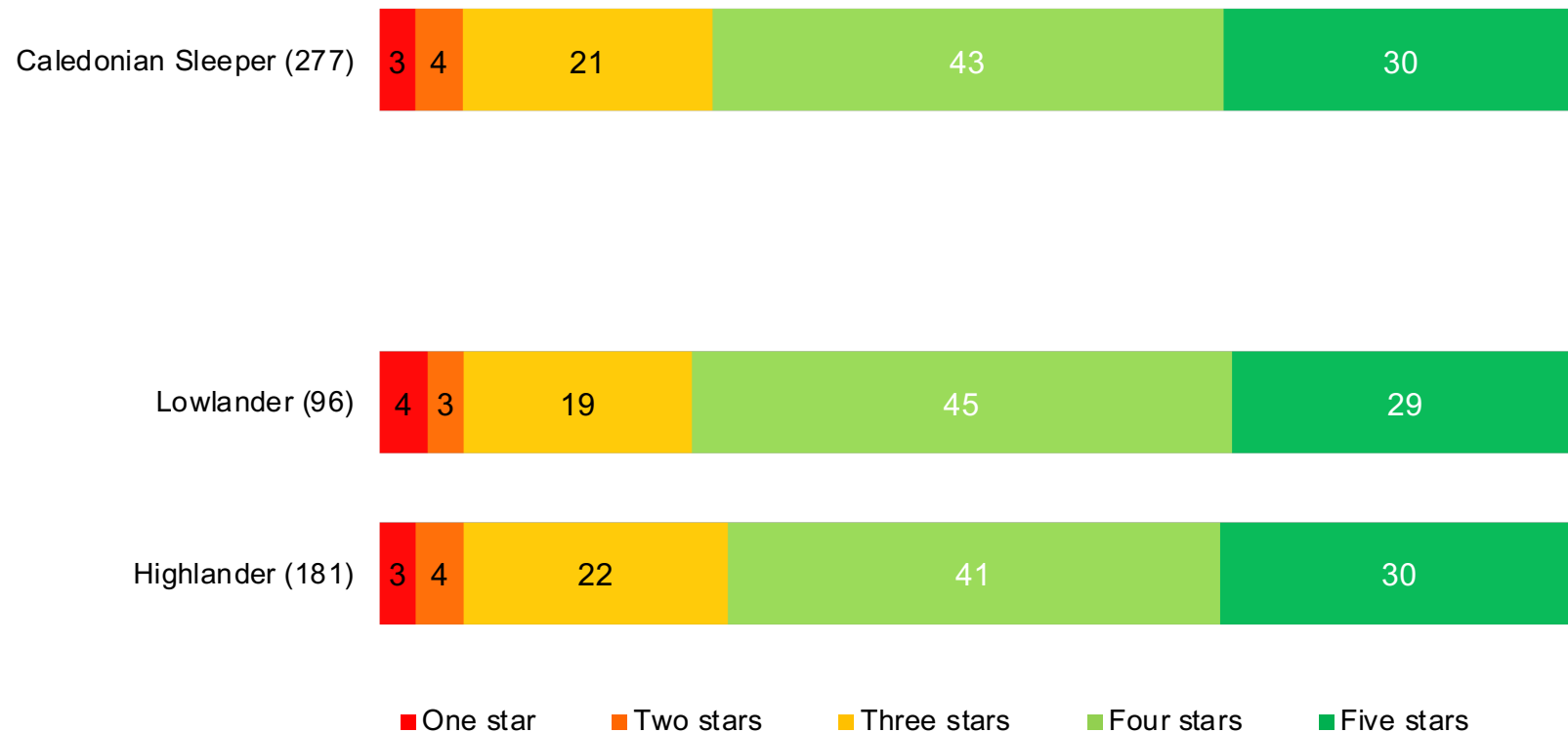
Overall rating of Club Car by passenger group



Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car by route



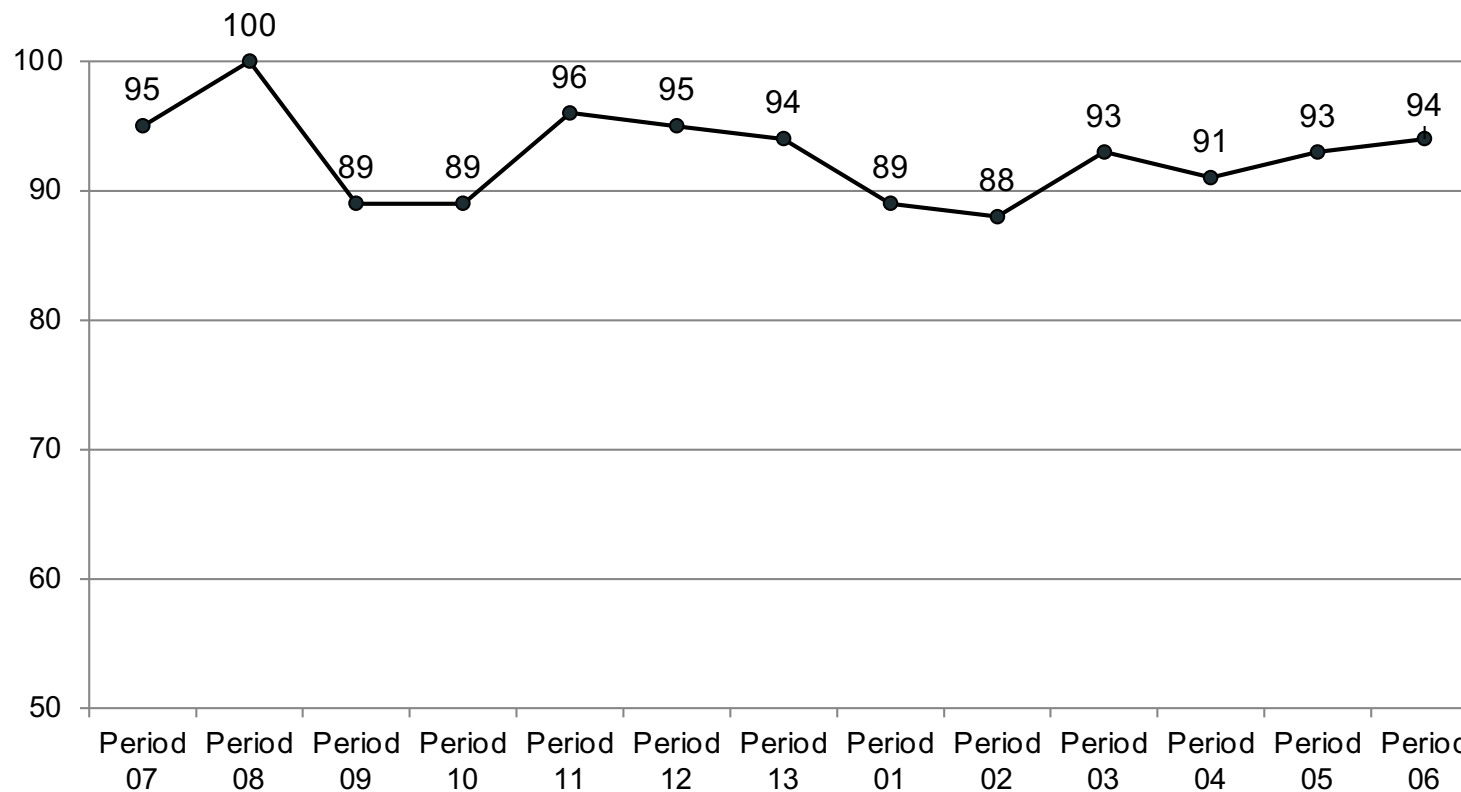
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car - trend

Rating of lounge car

Trend: % Three/Four/Five stars



Q24a. How many stars overall do you give the Lounge Car on the Caledonian Sleeper?



Rating of the Club Car overall – customer comments

The staff was at minimal level, we asked for water and never received it. When we went to the service area to retrieve it ourselves the staff was leaning against the counter chatting. They were not well suited to the hospitality industry.

Allow all guests to use it. We were shooed away like naughty children for having tried to get a seat because it was for “club guests only”

It was a summer Friday evening so I knew it would be busy. The staff gave preference to double and club passengers - fair enough. So I was asked to come back to the club car at 10pm - very late to eat but the staff were exceptionally lovely which compensated very well.

The staff were wonderful, however the menu could have more variety for those with food intolerance/allergies, such as dairy intolerance. Menu could perhaps also be a little more sophisticated, to reflect the up market/sophisticated aim of the entire Caledonian sleeper brand/experience.

Nothing really given the space available. Sadly, there just isn't enough space for everyone who wants to use the club car.

Lemon slice for gin and tonic please (first world problem but you are competing with airlines).

Its just way too small for the number of people that want to use it. It was rammed whenever we tried DC to get in. We ended up squeezing 5 of us into a tiny booth, just so we could eat dinner together.

We would have preferred to be offered proper seats for breakfast as I found it uncomfortable to perch on a stool at my age and with an injured knee. Breakfast was fine but the use of disposable dishes and cutlery disappointing.

The swivel seats were not very comfortable - there should be more table seating and at mid seventies swivel bar stools should be allocated to younger travellers.

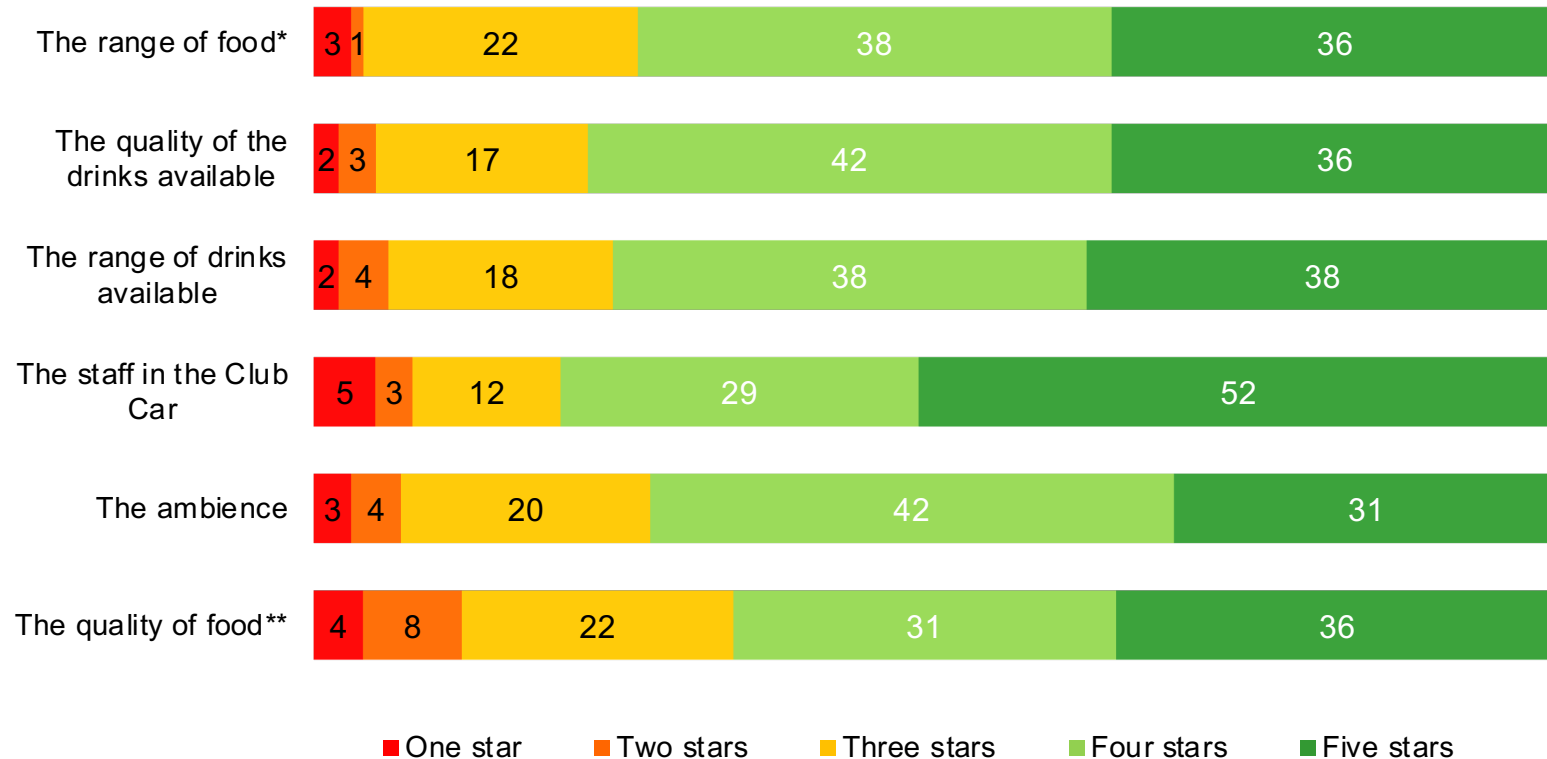
The stools were not at all comfy, more like just a perch.

Given that the club car configuration changes during the night, there should be clear indicators on the display board in each carriage indicating the direction to the club car. Moving about on the train is not easy because of the narrow corridors, and it is a pain to find you've gone a long way in the wrong direction.

Q24c. You gave just a single/two stars overall for the Club Car, what should Caledonian Sleeper do to improve this rating
Q24e. What, if anything, could Caledonian Sleeper do to improve the experience of the Club Car?



Rating of features of the Club Car



Q24b. How many stars do you give the Club Car for..?

Base: All using the Club Car (277), *those who looked at the menu (174), **those who ate a meal (134)



Rating of features of the Club Car – customer comments

Improve or reconsider the furnishing - more luxurious -, have more subdued lighting, better background music. I cannot finish this without mentioning that we were served with plastic glasses and paper plates/cup - that was very poor. We travelled up on LNER 1st class, and they use glass and ceramics.

Renovate to make [the Club Car] elegant with tablecloths.

The staff at night were a bit dismissive of customers and other guests also complained about this and it was quite difficult to get their attention to order, so I would say be more attentive. The ladies in the morning (changed staff at Lockerbie) were absolutely excellent, and I would give them 5 stars if it wasn't for the bad service on the night from the prior staff.

Try to encourage staff to walk up and down the club car every couple of minutes to check if anyone needs anything.

The coffee was tepid and terrible - tasted like instant coffee which I did not expect in the Club Car. Juice was not offered, and when requested, was told it was 'extra' cost. This was a surprise. There should be the same availability of hot and cold drinks in the Club Car for Club members as in the guest lounge. In the guest lounge in London, I was able to get much better coffee, juices, and snacks than were offered on the Sleeper.

More vegan options.

The modern design, clearly for efficiency and maximizing capacity has in my view destroyed the sociability of the opposite seating 2x2 facing style in the classic pullman livery. Its now more akin to an internet cafe, with the angled single spaces on half diamond table inserts to the side wall, and horseshoe booths, the later which id fine for a family of 4 but of no value for seating strangers together. Whilst we should not live in the past, the timeless style of the Pulman should be the ambition of Scotrail if they are genuinely trying to upgrade and enhance the Sleeper experience to compete with the Airlines. At the moment, the only advantage is the overnight travel, so no cost in lost time during the day and not having to procure a hotel room.

Have better coffee, not instant coffee, potentially using a machine that produces individual hot drinks. The quality of the cold non-alcoholic drinks was limited and not good. Try to offer local/Scottish apple juice if available.

The microwaved nacho chips in the evening - and the microwaved eggs in the morning were disappointing - and not of the best quality that I was looking forward to.

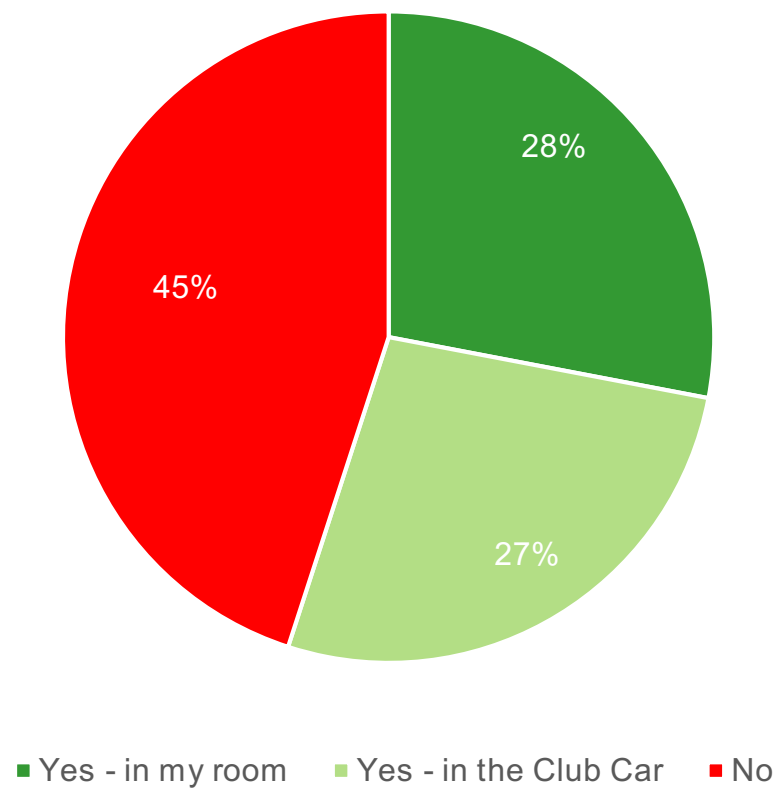
By the time we got our table and ordered certain basics had run out, like chips. This affected the deals on the menu, but our host was lovely and accommodating. (We'd also done the thing of looking at the menu ahead and getting excited only to be sad when the items were sold out) If you know the service is going to be busy maybe staff it and stock it accordingly?

Q24d. You gave just a single/two stars for the ambience of the Club Car / staff in the Club Car / range of hot and cold drinks available / quality of the drinks available / range of food available / quality of food available, what could Caledonian Sleeper do to improve this rating?



Breakfast

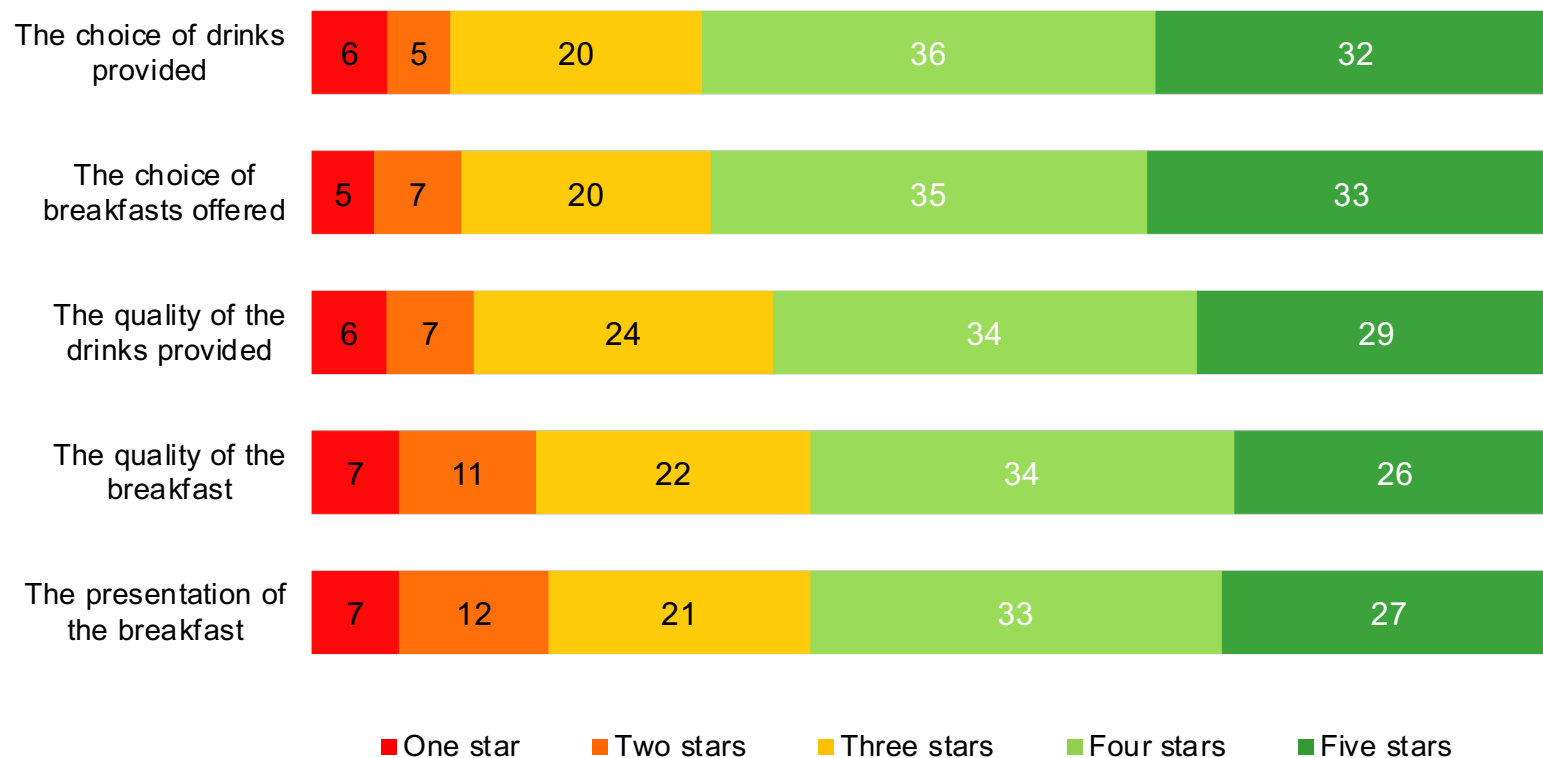
Quarter 2 2025/26 %



Q25a. Did you eat a Caledonian Sleeper Breakfast on the train?
Base: All (615)



Rating of features of breakfast



Q25b. How many stars would you give for..?

Base: All eating a Caledonian Sleeper breakfast on the train (340)



Rating of features of the breakfast – customer comments

The coffee machine was "broken." There was no opportunity for hot drinks. This is something that should be prioritized and fixed quickly.

I prefer a real coffee instead of a coffee bag and a cup of hot water.

I'm not sure how it could be done, but we had coffee and tea, and they were both absolutely disgusting. Completely undrinkable, in addition, no non-dairy alternative was provided for milk and tea.

A paper bag with 2 bagged bacon rolls with some sachets of sauce slung in the bottom, and two paper cups with a make it yourself coffee bag. If you are presenting yourself as quality travel, the food falls well short.

Daughter's coffee was mediocre. The quality of teabag for my tea was excellent but ruined by an offering of that horrible UHT milk. Why not bring out a little jug of milk. So much nicer. And there was nowhere to put the teabag. It was ridiculous. I had to drink my orange juice and use the plastic cup for the teabag. Why was the juice served in plastic cups? Why not glass? A couple of small adjustments could really raise the game.

Appalling breakfast which consisted of a sausage in a plain bread roll. No butter, no trimmings, no condiments, no love. And the cappuccino ordered the night before rolled out to be a black coffee.

Two slices of dry white bread on a plate with overcooked fake bacon does not look appetising. It's like the person making the sandwich got bored halfway through and gave up. Orange juice is disposable plastic cups - why? Tea served with the teabag in the mug and nowhere to put the teabag. UHT milk - so depressing.

Granola should be fresh and crunchy, not soggy. Apple and Orange juice were horrible cheap supermarket: poor.

Bring back the full vegan breakfast.

The full range wasn't available, and it couldn't be served in club car. I had a Lorna sausage sandwich which had a tiny piece of sausage. Also, this takeaway option used lots of card and packaging

Bacon roll in a bag. Some of bacon over cooked and some barely cooked. Tepid water for coffee to make our own bagged coffee.

The rolls were given to us in a bag. Felt like a takeaway, if I had come on a plate or even a box maybe it would have felt a bit more worth the price?

Q25c. You gave just a single/two stars for the choice of the breakfast offered / quality of the breakfast / choice of drinks offered / quality of the drinks provided / presentation of the breakfast, what could Caledonian Sleeper do to improve this rating?



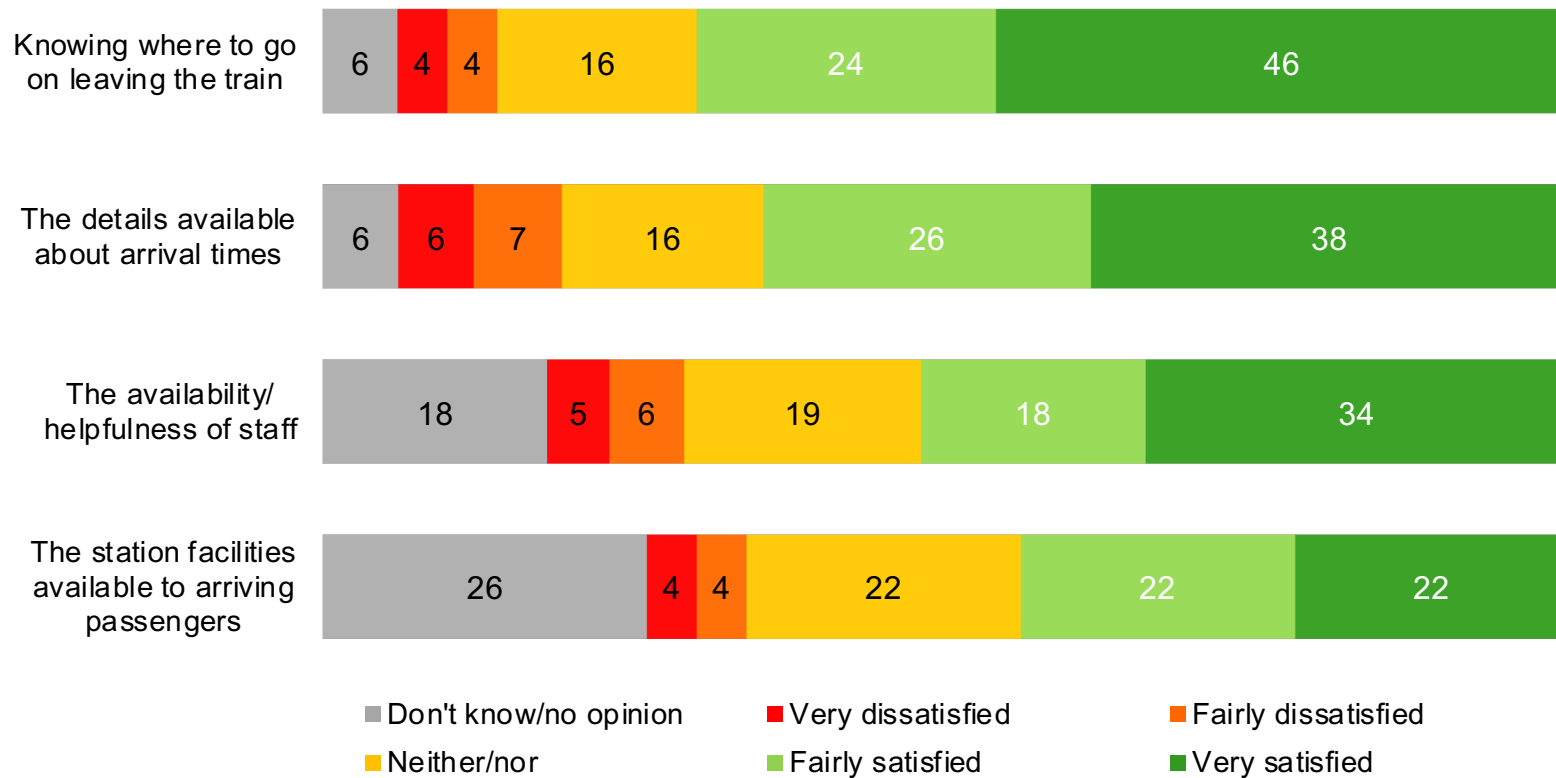
Caledonian Sleeper

Arrival



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Satisfaction with features of arrival at the destination



Q26. Thinking about arrival in x in the morning, how satisfied were you with..?
 Base: All (615)



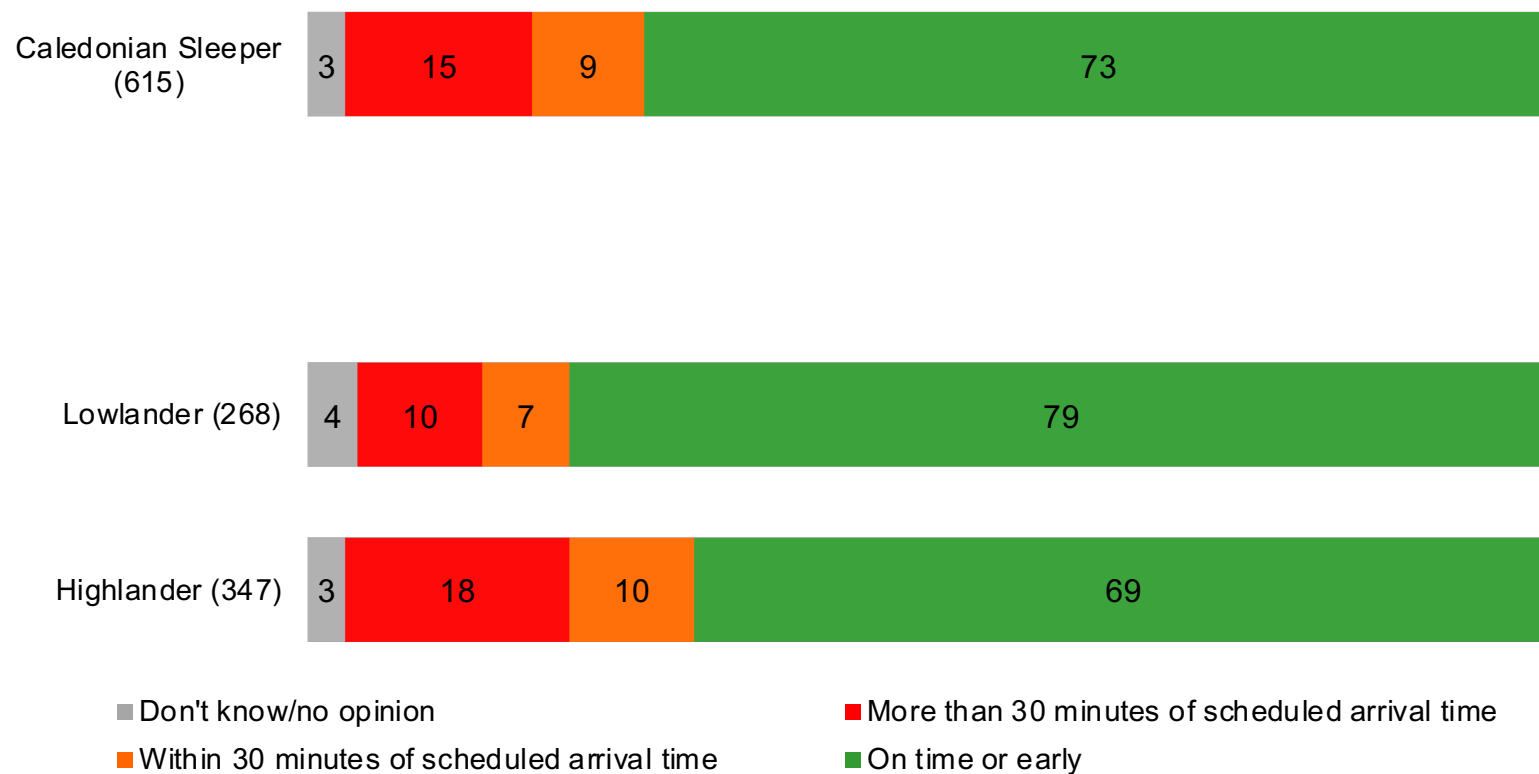
Caledonian Sleeper

Delay



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Punctuality of service by route



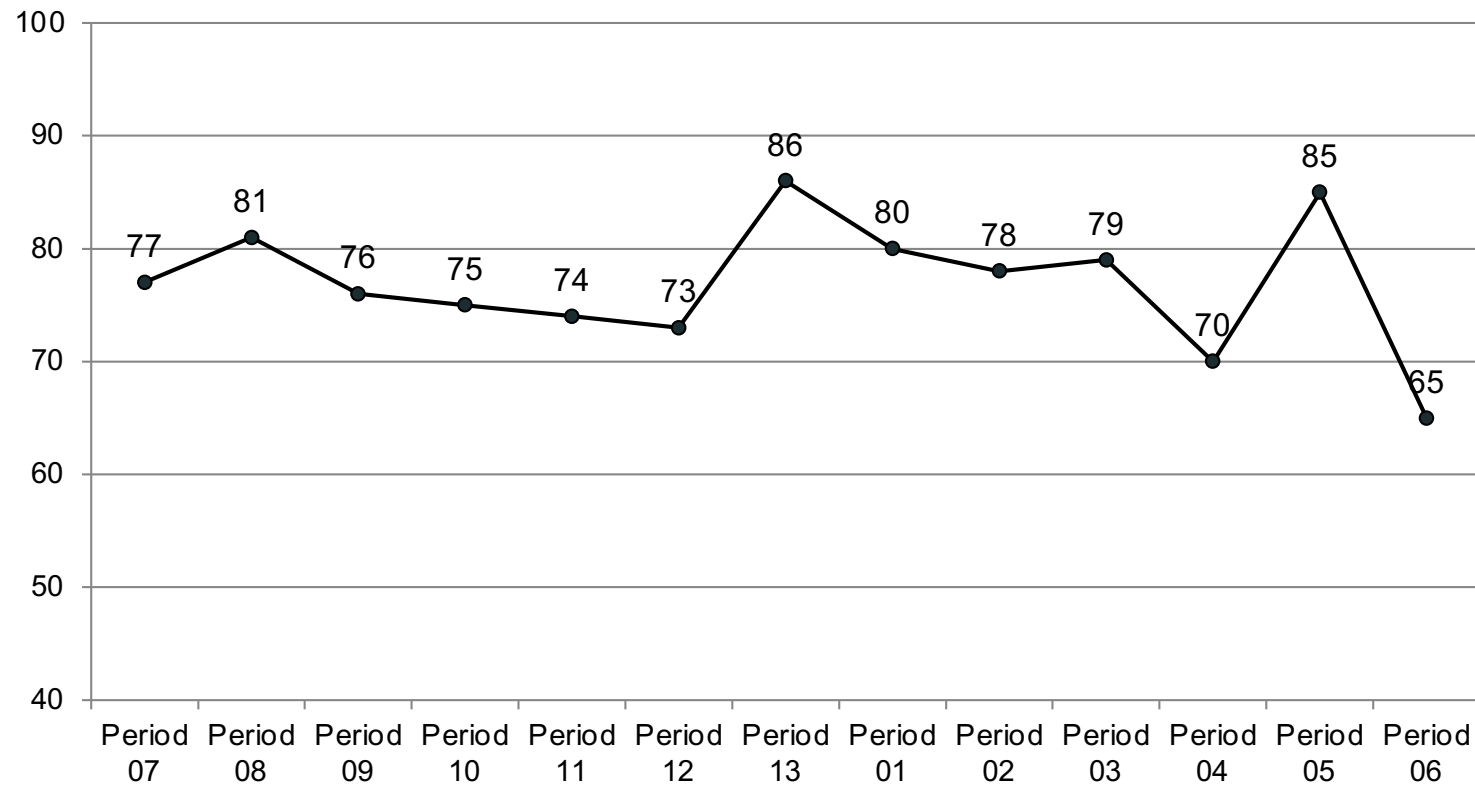
Q27a. Did your train arrive on time?
Base: in brackets above



Punctuality of service - trend

Rating of experience

Trend: On time or early



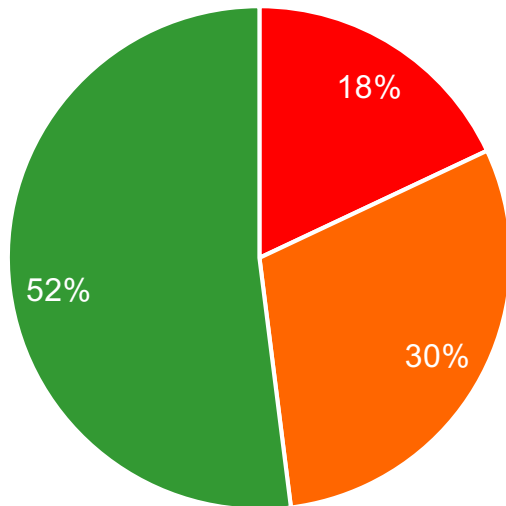
Q27a Did your train arrive on time?



Impact of delay

Quarter 2 2025/26 %

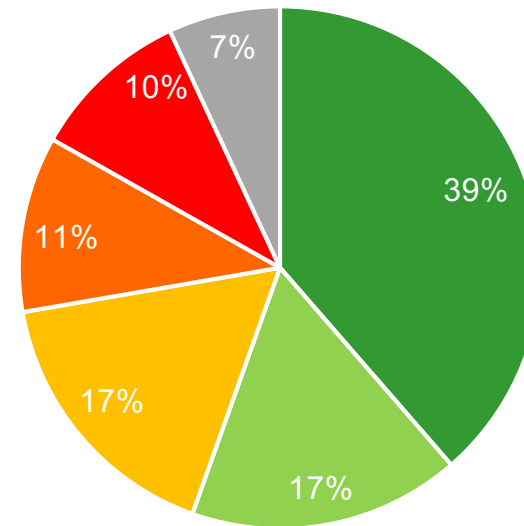
- Yes, it was a serious inconvenience
- Yes, it was a minor inconvenience
- No, it did not inconvenience me



Impact of the delay

Q27b. Did this affect your plans for the day?
Base: All who experienced a delay (145)

- Very well
- Neither/nor
- Very poorly
- Fairly well
- Fairly poorly
- Don't know/no opinion



How well delay was dealt with

Q27c. How well did Caledonian Sleeper deal with this delay in terms of keeping you informed and providing any assistance needed?
Base: All who experienced a delay (145)



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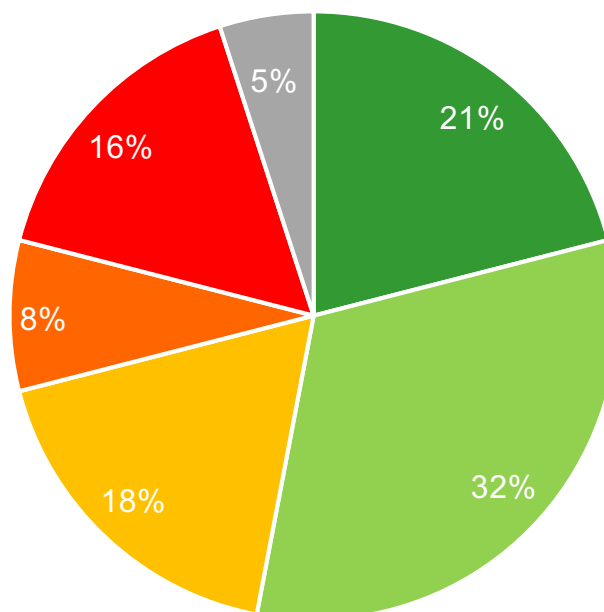
Facilities for those with a disability or illness



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Satisfaction that Caledonian Sleeper provides a service suitable to needs

Quarter 2 2025/26 %



■ Very satisfied ■ Fairly satisfied ■ Neither/nor
■ Fairly dissatisfied ■ Very dissatisfied ■ Don't know/no opinion

Q40b. How satisfied are you that Caledonian Sleeper provides a service which is suitable to your personal needs?
Base: All those who have a disability or illness that affects their ability to travel on the Caledonian Sleeper (38*) *Caution – low base



Providing a service suitable to needs – customer comments

Power points could not cater for sleep apnoea machine. I had to get a charging power pack in order to sleep on the Sleeper.

A private toilet and a shower, room on all sides of the bed, a more comfortable bed and less noise.

Bigger room I couldn't get in the bed for the fixed ladders to top bunk.

Board at the advertised time to avoid waiting around on the platform. Provide electric buggy transport up and down the very long platform. Wider bunks.

As I am undergoing treatment for cancer, I needed access to the lounge and paid for Club class for the convenience of being able to travel with a little comfort. I do not wish to pay extra for an accessible room- which does not have a toilet/shower and the accessible double room is a ridiculous price.

Q40c. What could Caledonian Sleeper do to improve its service to you?



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Appendix



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Sample profile – journey details

Sample size	615 %	Sample size	615 %	Sample size	529 %
<u>Age</u>		<u>Journey Purpose</u>		<u>Disability or Illness</u>	
16-34	11	Travelling for work/business	11	None	93
35-54	36	Company business	8	Vision	1
55+	50	Personal Business	3	Hearing	1
Not stated	3	Regular travel between home and workplace	>1	Mobility	3
<u>Gender</u>		Leisure	86	Hidden disability	3
Male	46	Visiting friends/ relatives	16	Speech or language impairment	-
Female	50	Holiday/ short break	63	Mental health	1
Not stated	3	Attending a sporting/ musical/ theatrical/ charity event	7	Other	2
<u>Working status</u>		Other	3		
Full time	55				
Part time	13				
Not working	3				
Retired	22				
Student	2				
Not stated	5				
<u>Residence</u>					
UK	69				
Non-UK	31				



Sample profile – journey details

Sample size	615 %	Sample size	615 %	Sample size	615 %
<u>Travelling party</u>		<u>Return journey mode</u> (those making outward journey)		<u>Travel to departure station</u>	
Alone	35	Caledonian Sleeper	38	Train	36
With a business colleagues(s)	1	Daytime train	31	Underground/ Tram/ Subway	24
With family (adults only)	38	Plane	17	Bus/ Coach	8
With family (adults/children)	20	Coach	1	Taxi	12
With friends	6	Own Car	1	Own car/ Dropped off	11
<u>Accommodation</u>		Hire car	2	Hire car	4
Seat	22	Other	8	On foot	21
Room	31	Don't know	2	Bicycle	3
En-suite room (with shower)	47	<u>Outward journey mode</u> (those making return journey)		Other	2
<u>Journey direction</u>		<u>Travel from arrival station</u>			
Outward	62	Caledonian Sleeper	49	Train	38
Return	38	Daytime train	34	Underground/ Tram/ Subway	14
One way	-	Plane	10	Bus/ Coach	9
		Coach	1	Taxi	12
		Own Car	-	Own car/ Dropped off	6
		Hire car	2	Hire car	7
		Other	4	On foot	23
				Bicycle	3
				Other	5



Sample profile – journey details

<i>Sample size</i>	<i>615 %</i>	<i>Sample size</i>	<i>615 %</i>	<i>Sample size</i>	<i>615 %</i>
<u>Service Day</u>		<u>Accommodation type</u>		<u>Transaction value</u>	
Weekday	65	1 st class	48	£0-£49.99	2
Weekend	35	Standard	31	£50-£99.99	14
<u>Direction</u>		Seated	22	£100-£149.99	5
Northbound	52	<u>Party size</u>		£150-£199.99	14
Southbound	48	Single traveller	37	£200-£249.99	6
<u>Train Type</u>		Two people	48	£250-£299.99	13
Highlander	56	Three or more people	15	£300 or more	46
Lowlander	44			<u>Transaction value by guest</u>	
<u>Crew</u>				£0-£49.99	6
Aberdeen	6			£50-£99.99	23
Edinburgh	11			£100-£149.99	16
Fort William	8			£150-£199.99	30
Glasgow	10			£200-£249.99	25
Inverness	15				
London	50				



Sample profile – journey details

Sample size	615 %	Sample size	615 %	Sample size	615 %
<u>Return journeys between Scotland and London</u>		<u>Number of journeys using Caledonian Sleeper</u> (making at least 2 journeys between Scotland and London)		<u>When first travelled on Caledonian Sleeper</u> (previously travelling by Caledonian sleeper)	
12 or more	6	(237)			(455)
4-11	13	12 or more	6	More than 20 years ago	29
2-3	20	4-11	12	15-19 years ago	6
First journey in last 12 months	35	2-3	35	10-14 years ago	5
First ever journey	21	1 Journey	30	5-9 years ago	7
Have never made a journey between Scotland and the London area	5	None	17	3-4 years ago	8
Don't know	-			In the last 1-2 years	45



Methodology overview

The Caledonian Sleeper Customer Satisfaction Survey provides feedback about customer experience and opinions of the Caledonian Sleeper. The survey is carried out as an online survey.

Passengers who have recently travelled on the Caledonian Sleeper are invited to take part in the online survey. Fieldwork is continuous and started 13th July 2017. A dashboard report is provided at the end of every Rail Period, and a more detailed report is provided every quarter.

This report contains results for the second quarter of fieldwork for the year 2025/26, combining Rail Periods 04, 05 and 06.

Fieldwork for quarter 2 2025/26 took place between 25 July and 29 September 2025. This covered journeys made between 22 June and 13 September 2025.

615 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 2, 2025/26

Rail Periods 04, 05 and 06



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