

Dashboard Report

Period 01 2026/27

1st April – 2nd May 2026



CALEDONIAN
SLEEPER

Caledonian Sleeper Passenger Satisfaction

Rail Period 01: 1st April – 2nd May 2026

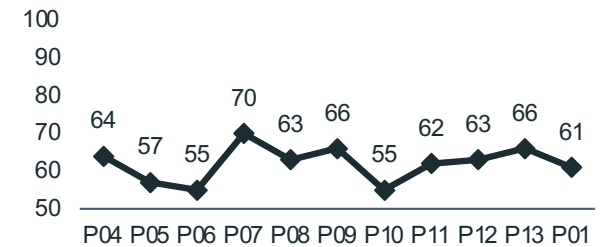
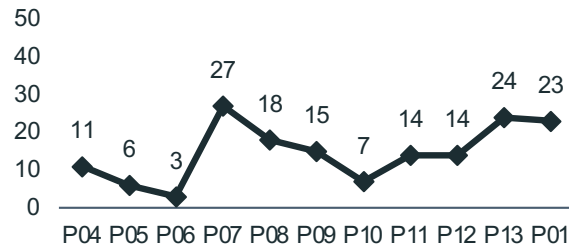
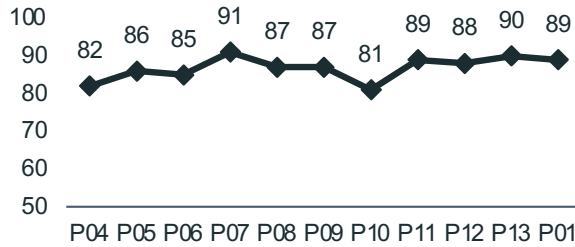
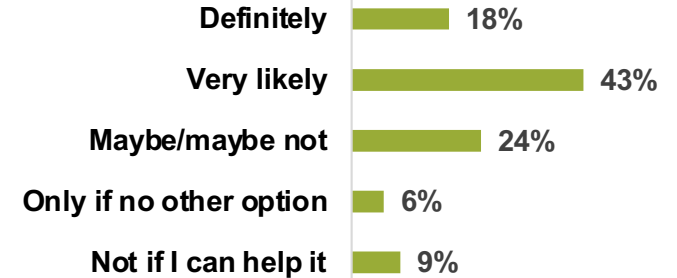
Overall journey experience



Net Promoter Score



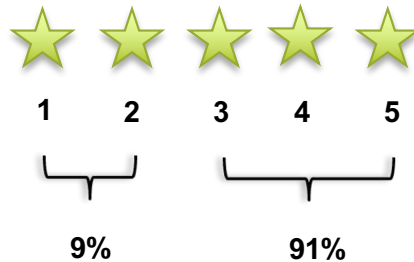
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	86%	91%
Net Promoter Score	3%	38%
Future Use	51%	68%
Room Rating	91%	91%
Club Car Rating	85%	95%

Sample size: 285 (Lowlander 104, Highlander 150).
 Guests in a room: 205. Users of the Club Car: 127

