

Dashboard Report

Period 06 2026/27

23rd August – 19th September 2026

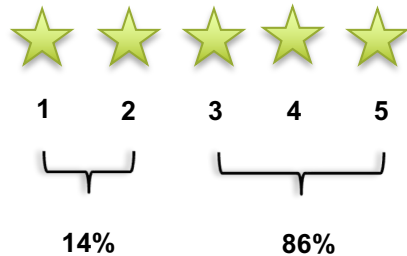


CALEDONIAN
SLEEPER

Caledonian Sleeper Passenger Satisfaction

Rail Period 05: 23rd August – 19th September 2026

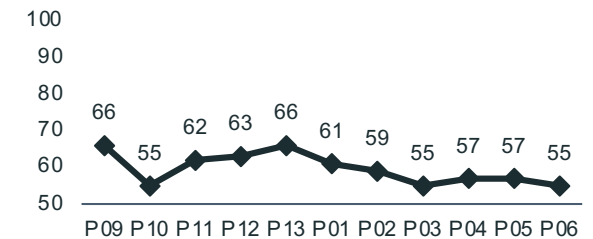
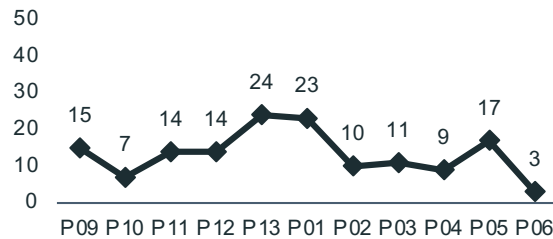
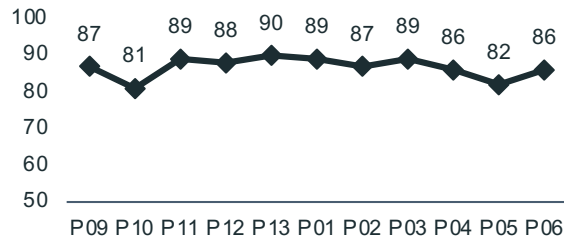
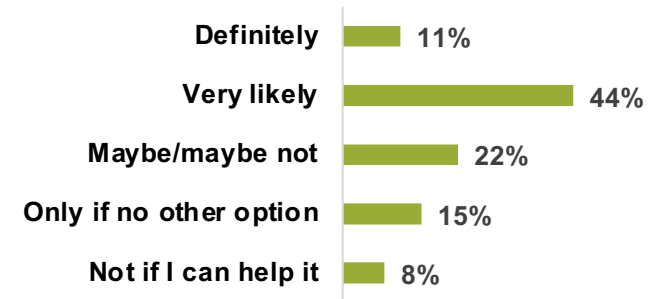
Overall journey experience



Net Promoter Score



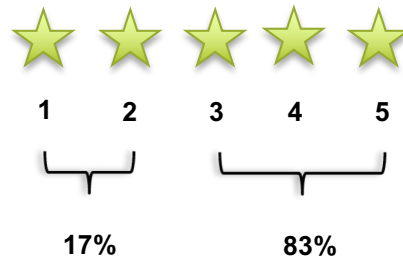
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	85%	87%
Net Promoter Score	-4	9
Future Use	54%	56%
Room Rating	87%	84%
Club Car Rating	85%	81%

Sample size: 263 (Lowlander 114, Highlander 149).
Guests in a room: 194. Users of the Club Car: 72

