

Dashboard Report

Period 02 2026/27

3rd – 30th May 2026

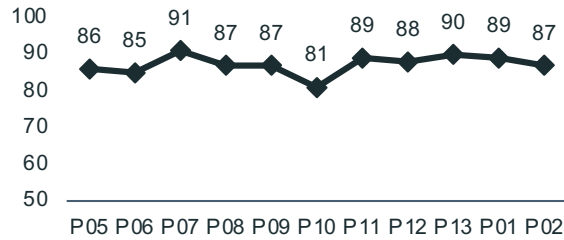
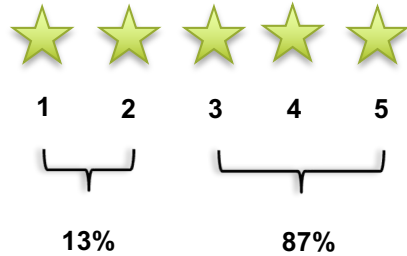


CALEDONIAN
SLEEPER

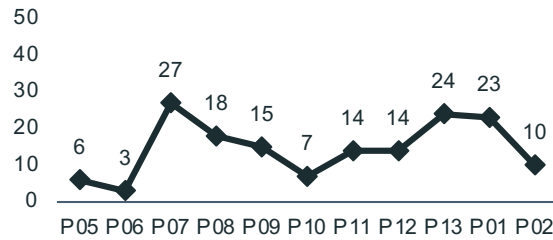
Caledonian Sleeper Passenger Satisfaction

Rail Period 02: 3rd – 30th May 2026

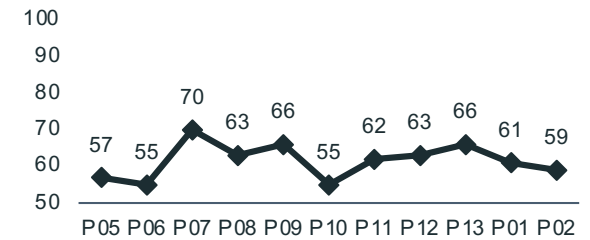
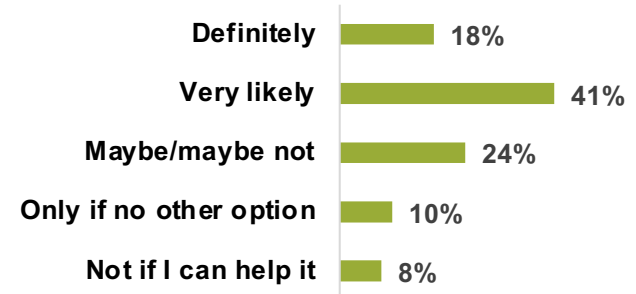
Overall journey experience



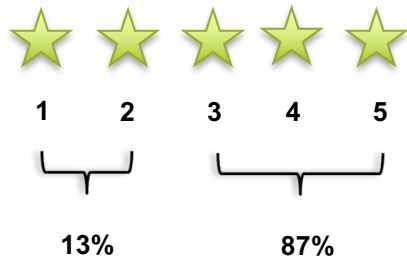
Net Promoter Score



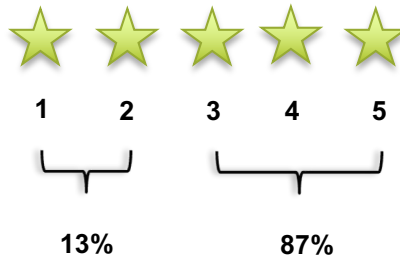
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	85%	89%
Net Promoter Score	0	17
Future Use	49%	65%
Room Rating	85%	99%
Club Car Rating	91%	86%

Sample size: 251 (Lowlander 99, Highlander 152).
 Guests in a room: 201. Users of the Club Car: 116

