

Dashboard Report

Period 13 2025/26

29th February – 31st March 2026



CALEDONIAN
SLEEPER

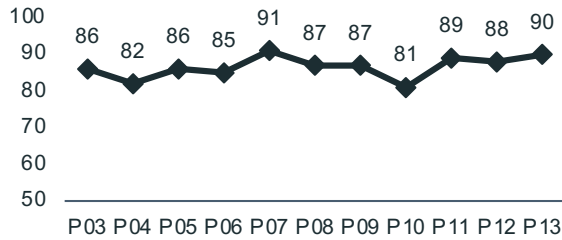
Caledonian Sleeper Passenger Satisfaction

Rail Period 13: 29th February – 31st March 2026

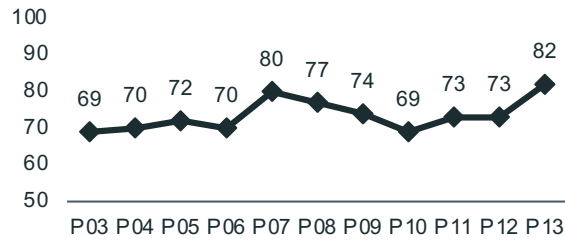
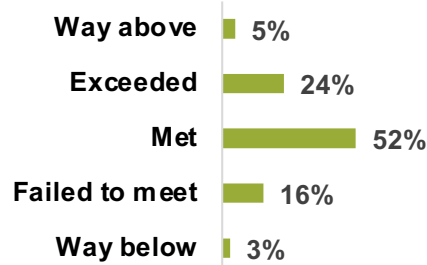
Overall journey experience



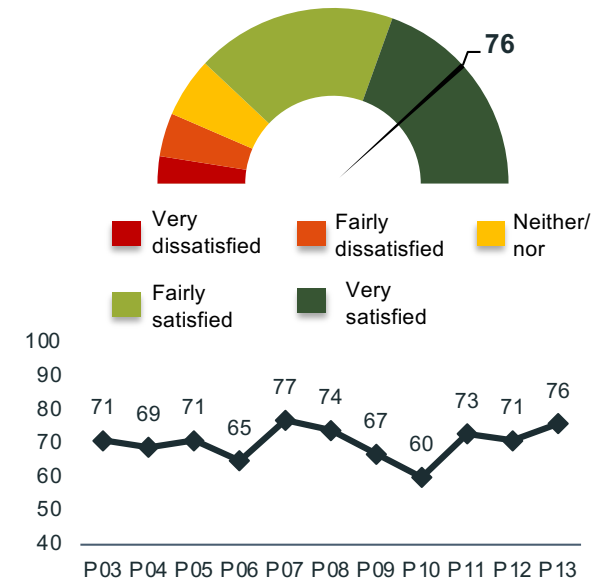
Ave – 3.9



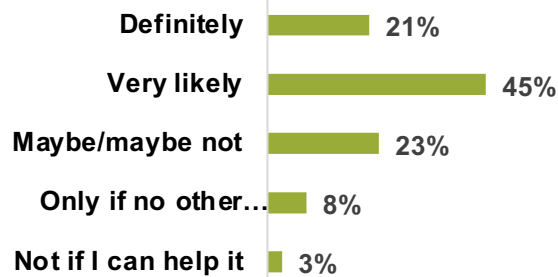
Expectation



Overall satisfaction



Likelihood of future use



	Lowlander	Highlander
Journey experience	89%	91%
Met / Above expectation	77%	84%
Overall satisfaction	75%	77%
Net Promoter Score	14	31
Future Use	59%	70%

Sample size: 238 (Lowlander 93, Highlander 145)

24

Net Promoter Score

49

24



Caledonian Sleeper Passenger Satisfaction

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Expectations of the journey

Top five:

- 53% Looking forward to the experience
- 44% Sufficiently well informed about the journey ahead
- 34% Relaxed
- 32% Not expecting a good night's sleep
- 30% Excited

Bottom five:

- 5% Anxious or nervous
- 5% Concerned about other passengers' possible bad behaviour
- 5% Worried we might be late
- 4% Concerned I might have someone sharing my room/in the next seat
- 3% Anticipating a sociable evening

Journey Experience

(% 3-5 star rating)

90% Experience overall

Making me feel...

- 94% welcomed
- 91% looked after
- 90% relaxed
- 84% comfortable
- 71% I had a good night's sleep
- 88% Room rating
- 94% Club Car rating

Summing up the experience

Top five:

- 47% Practical
- 43% Efficient
- 37% Functional
- 31% Memorable
- 29% Relaxing

Bottom five:

- 4% World Class
- 3% Distressing
- 2% Reviving
- 2% Chaotic
- 1% Boring

Sample size: 238

