

Dashboard Report

Period 09 2025/26

9th November – 6th December 2025



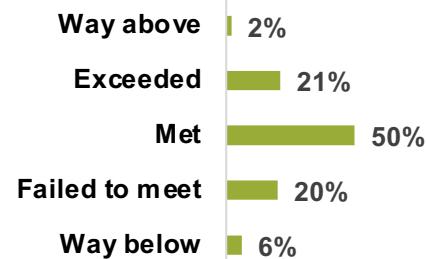
Caledonian Sleeper Passenger Satisfaction

Rail Period 09: 9th November – 6th December 2025

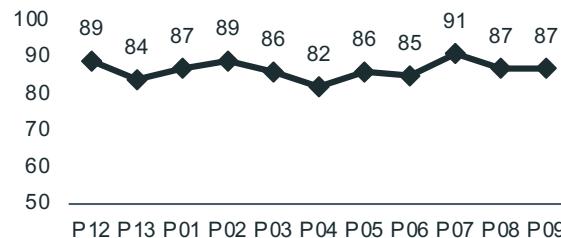
Overall journey experience



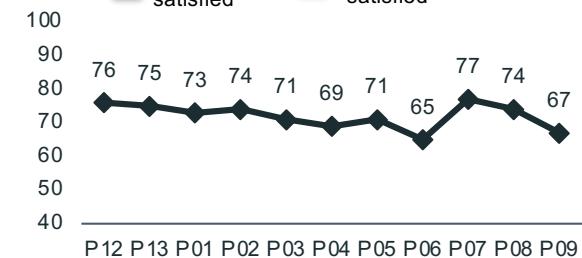
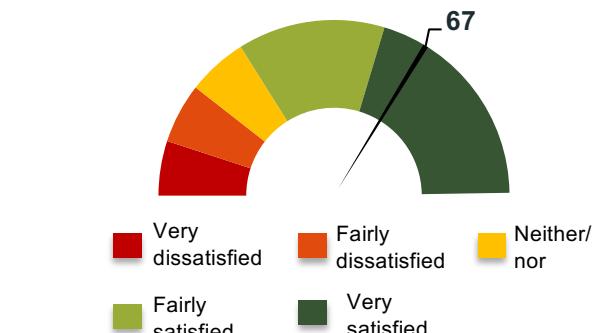
Expectation



Ave – 3.8



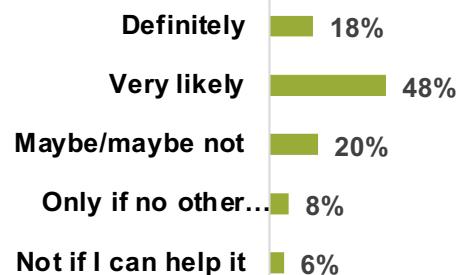
Overall satisfaction



Net Promoter Score



Likelihood of future use



Lowlander

Highlander

	Lowlander	Highlander
Journey experience	79%	92%
Met / Above expectation	69%	77%
Overall satisfaction	64%	69%
Net Promoter Score	0	24
Future Use	58%	66%

Sample size: 205 (Lowlander 78, Highlander 127)



Caledonian Sleeper Passenger Satisfaction

Rail Period 09: 9th November – 6th December 2025

Expectations of the journey

Top five:

- 47% Looking forward to the experience
- 39% Sufficiently well informed about the journey ahead
- 31% Excited
- 31% Relaxed
- 30% Looking forward to bed

Bottom five:

- 8% Concerned about other passengers' possible bad behaviour
- 7% Unsure about the toilets
- 6% Worried we might be late
- 4% Anxious or nervous
- 2% Anticipating a sociable evening

Journey Experience

(% 3-5 star rating)

87% Experience overall

Making me feel...

- 93% welcomed
- 84% looked after
- 83% relaxed
- 83% comfortable
- 68% I had a good night's sleep

84% Room rating

89% Club Car rating

Summing up the experience

Top five:

- 50% Practical
- 40% Functional
- 40% Efficient
- 30% Relaxing
- 25% Memorable

Bottom five:

- 3% Distressing
- 3% World Class
- 1% Chaotic
- 1% Boring
- 0% Reviving

Sample size: 205

