

Dashboard Report

Period 12 2025/26

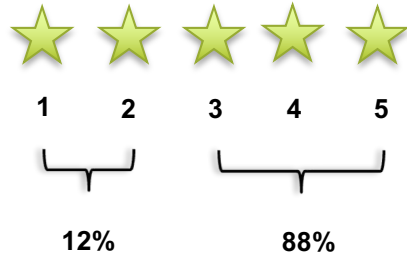
1st – 28th February 2026



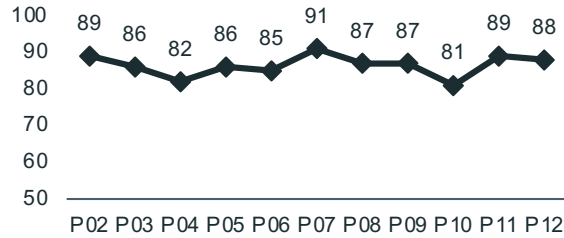
Caledonian Sleeper Passenger Satisfaction

Rail Period 12: 1st - 28th February 2026

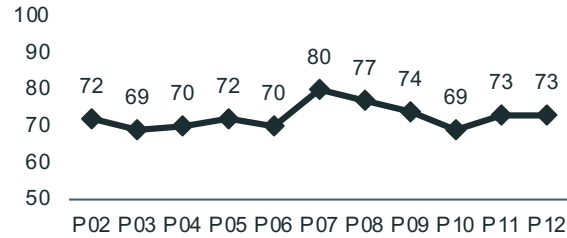
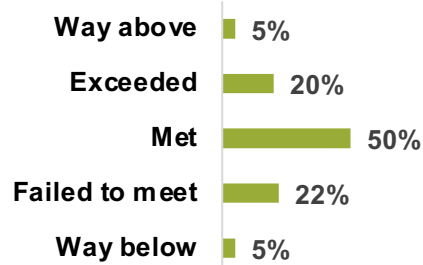
Overall journey experience



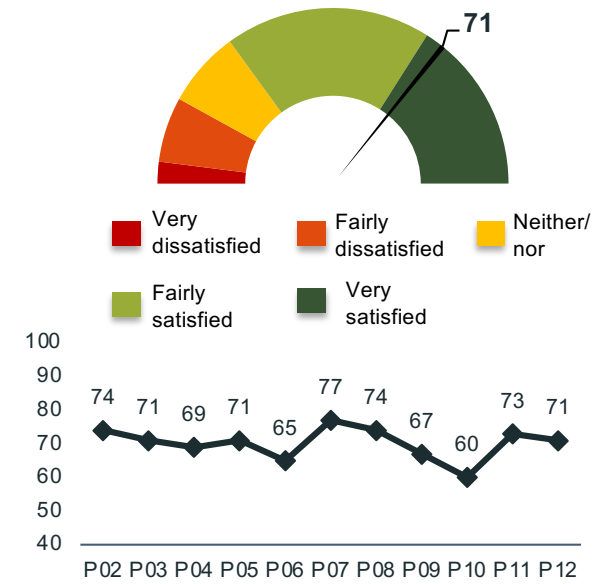
Ave – 3.8



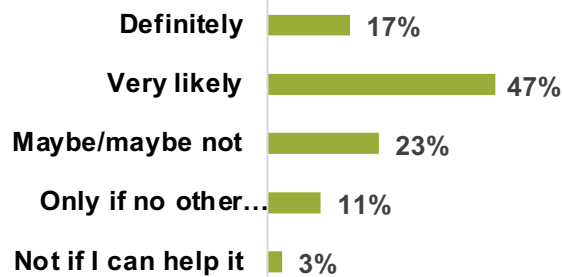
Expectation



Overall satisfaction



Likelihood of future use



	Lowlander	Highlander
Journey experience	89%	87%
Met / Above expectation	76%	70%
Overall satisfaction	72%	69%
Net Promoter Score	18	10
Future Use	62%	64%

Sample size: 197 (Lowlander 93, Highlander 104)

Net Promoter Score

14

👍 45

👎 32

Caledonian Sleeper Passenger Satisfaction

Rail Period 12: 1st - 28th February 2026

Expectations of the journey

Top five:

- 55% Looking forward to the experience
- 40% Sufficiently well informed about the journey ahead
- 38% Relaxed
- 33% Not expecting a good night's sleep
- 31% Excited

Bottom five:

- 8% Worried we might be late
- 7% Carefree
- 6% Anxious or nervous
- 5% Anticipating a sociable evening
- 4% Concerned I might have someone sharing my room/in the next seat

Journey Experience

(% 3-5 star rating)

88% Experience overall

Making me feel...

- 91% welcomed
- 89% looked after
- 86% relaxed
- 85% comfortable
- 66% I had a good night's sleep
- 89% Room rating
- 94% Club Car rating

Summing up the experience

Top five:

- 47% Practical
- 44% Efficient
- 35% Functional
- 33% Memorable
- 27% Exciting

Bottom five:

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

Sample size: 197

