

Dashboard Report

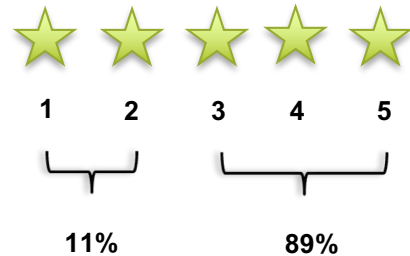
Period 03 2026/27

31st May – 28th June 2026

Caledonian Sleeper Passenger Satisfaction

Rail Period 03: 31st May – 28th June 2026

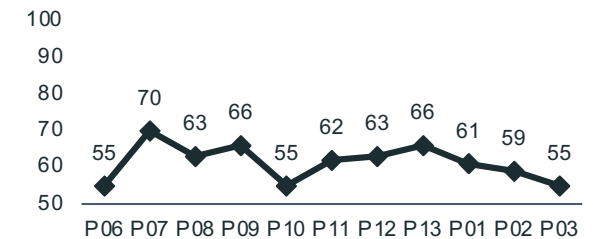
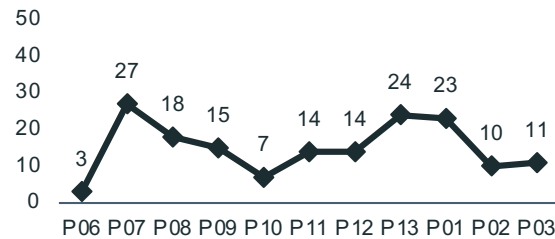
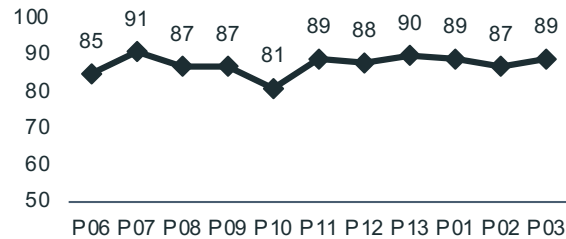
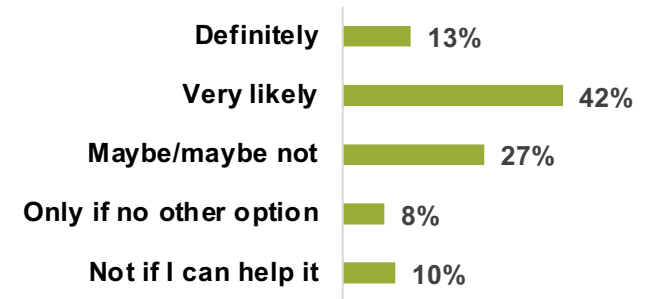
Overall journey experience



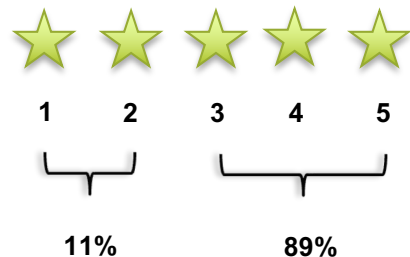
Net Promoter Score



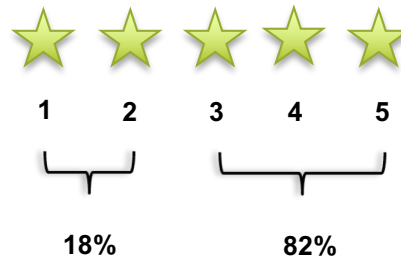
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	90%	88%
Net Promoter Score	8	12
Future Use	53%	56%
Room Rating	85%	99%
Club Car Rating	91%	86%

Sample size: 285 (Lowlander 115, Highlander 170).
Guests in a room: 214. Users of the Club Car: 101

