

Caledonian Sleeper

Quarterly Report

Quarter 3, 2025/26

Rail Periods 07, 08, and 09



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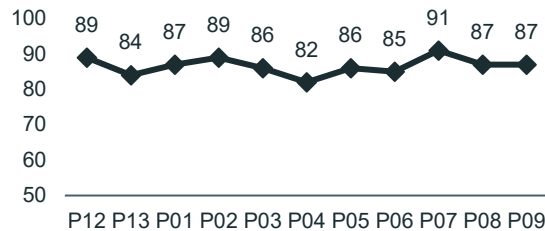
Caledonian Sleeper Passenger Satisfaction

Quarter 3: 14 September – 6 December 2025

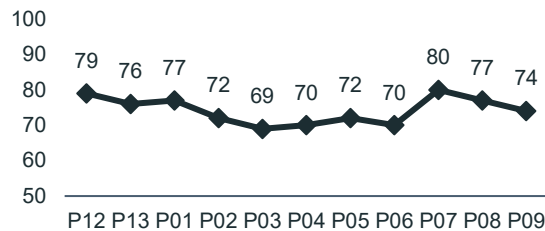
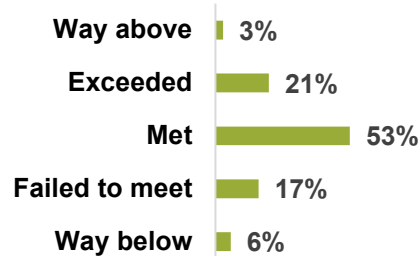
Overall journey experience



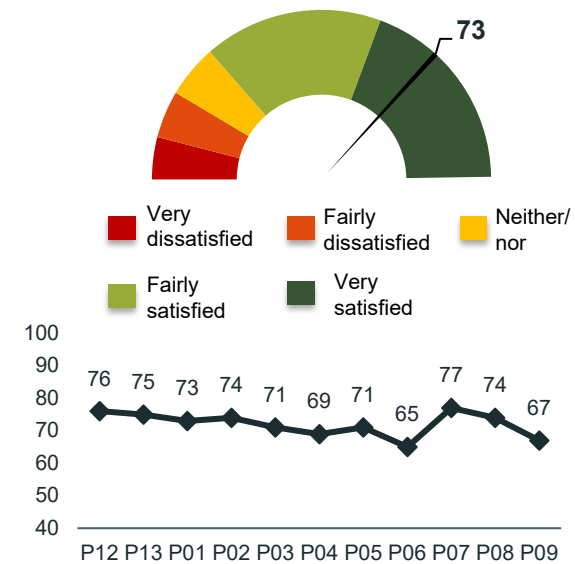
Ave – 3.8



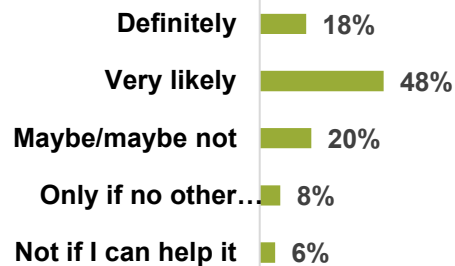
Expectation



Overall satisfaction



Likelihood of future use



Net Promoter Score

19

47
28

	Lowlander	Highlander
Journey experience	82%	92%
Met / Above expectation	74%	78%
Overall satisfaction	70%	74%
Net Promoter Score	9%	26%
Future Use	60%	70%

Sample size: 620 (Lowlander 239, Highlander 381)



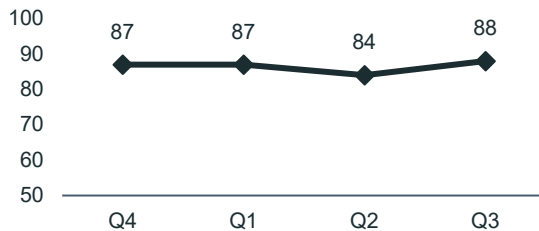
Caledonian Sleeper Passenger Satisfaction

Quarter 3: 14 September – 6 December 2025

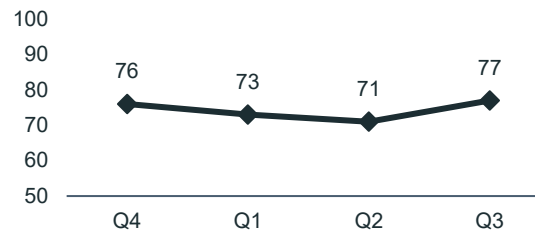
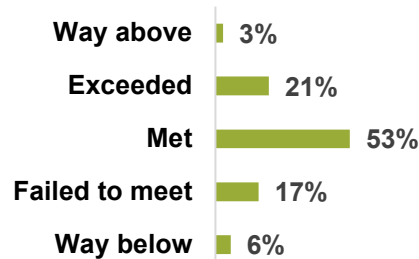
Overall journey experience



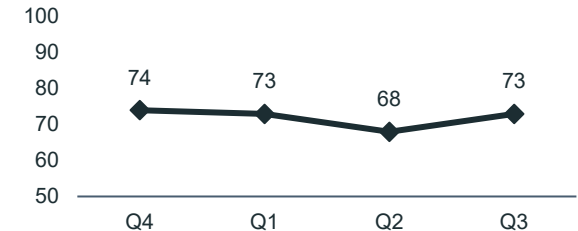
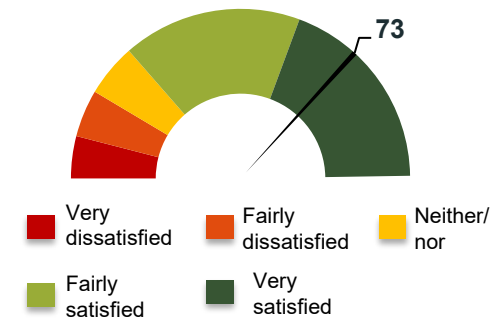
Ave – 3.8



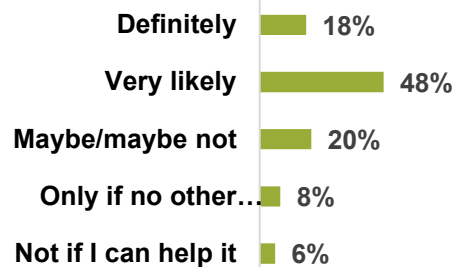
Expectation



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Caledonian Sleeper Passenger Satisfaction

Quarter 3: 14 September – 6 December 2025

Expectations of the journey

Top five:

- 53%** Looking forward to the experience
- 41%** Sufficiently well informed about the journey ahead
- 38%** Relaxed
- 33%** Looking forward to bed
- 31%** Excited

Bottom five:

- 6%** Concerned I might have someone sharing my room/in the next seat
- 5%** Worried we might be late
- 5%** Concerned about other passenger's possible bad behaviour
- 4%** Anticipating a sociable evening
- 4%** Anxious or nervous

Journey experience

(% 3 - 5 star rating)

88% Experience overall

Making me feel...

- 93%** welcomed
- 87%** looked after
- 86%** relaxed
- 84%** comfortable
- 70%** I had a good night's sleep
- 87%** Room rating
- 91%** Club Car rating

Summing up the experience

Top five:

- 46%** Practical
- 41%** Efficient
- 38%** Functional
- 28%** Relaxing
- 28%** Memorable

Bottom five:

- 4%** Distressing
- 3%** World Class
- 2%** Chaotic
- 0%** Boring
- 0%** Reviving

Sample size: 620



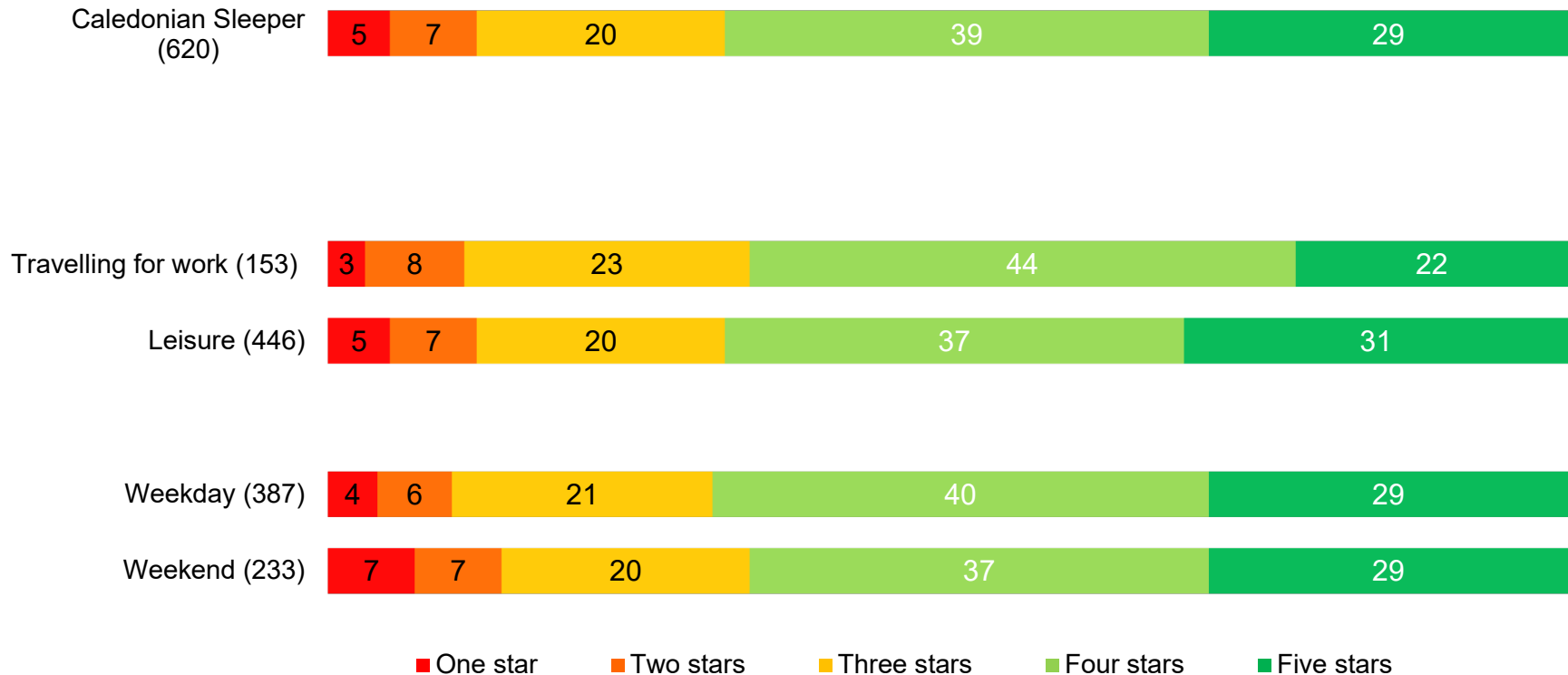
Caledonian Sleeper

On-board experience



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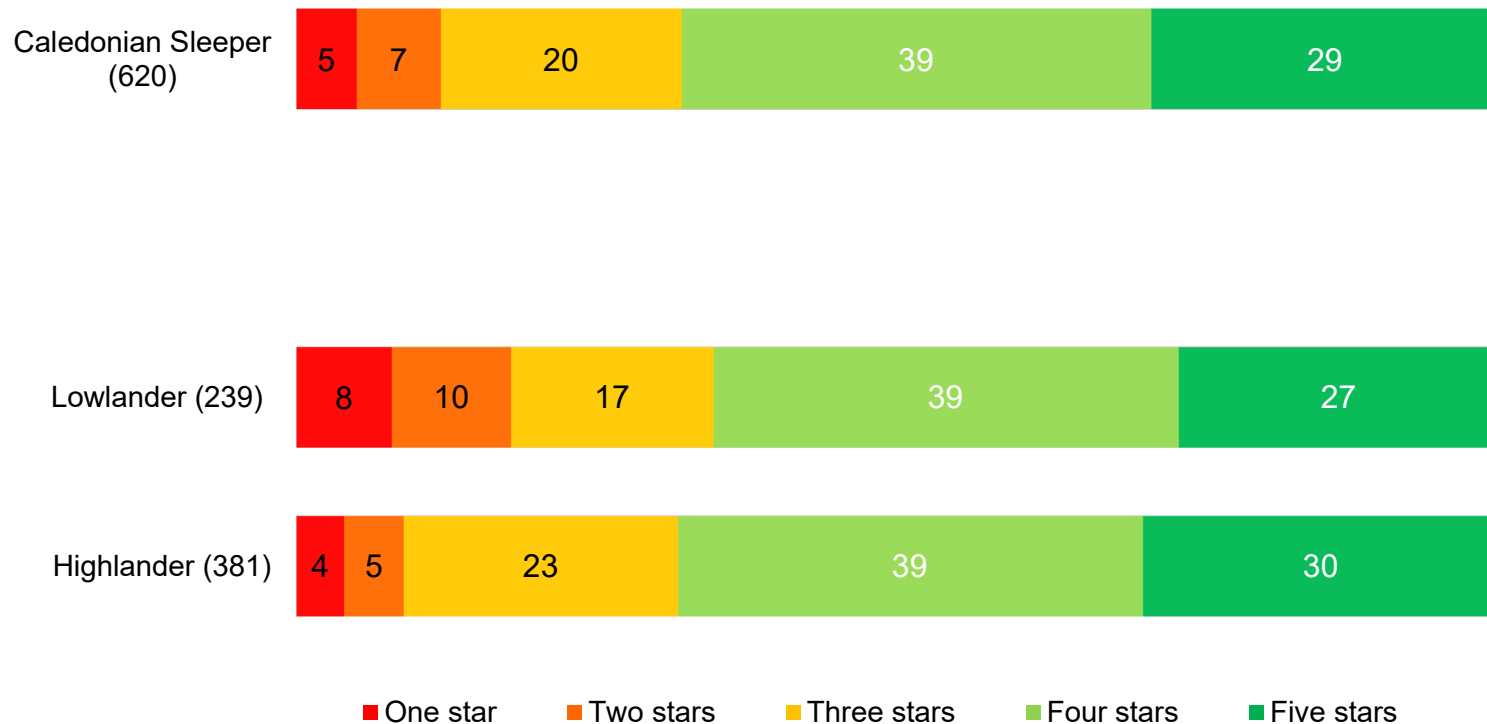
Overall rating of experience by passenger group



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience by route



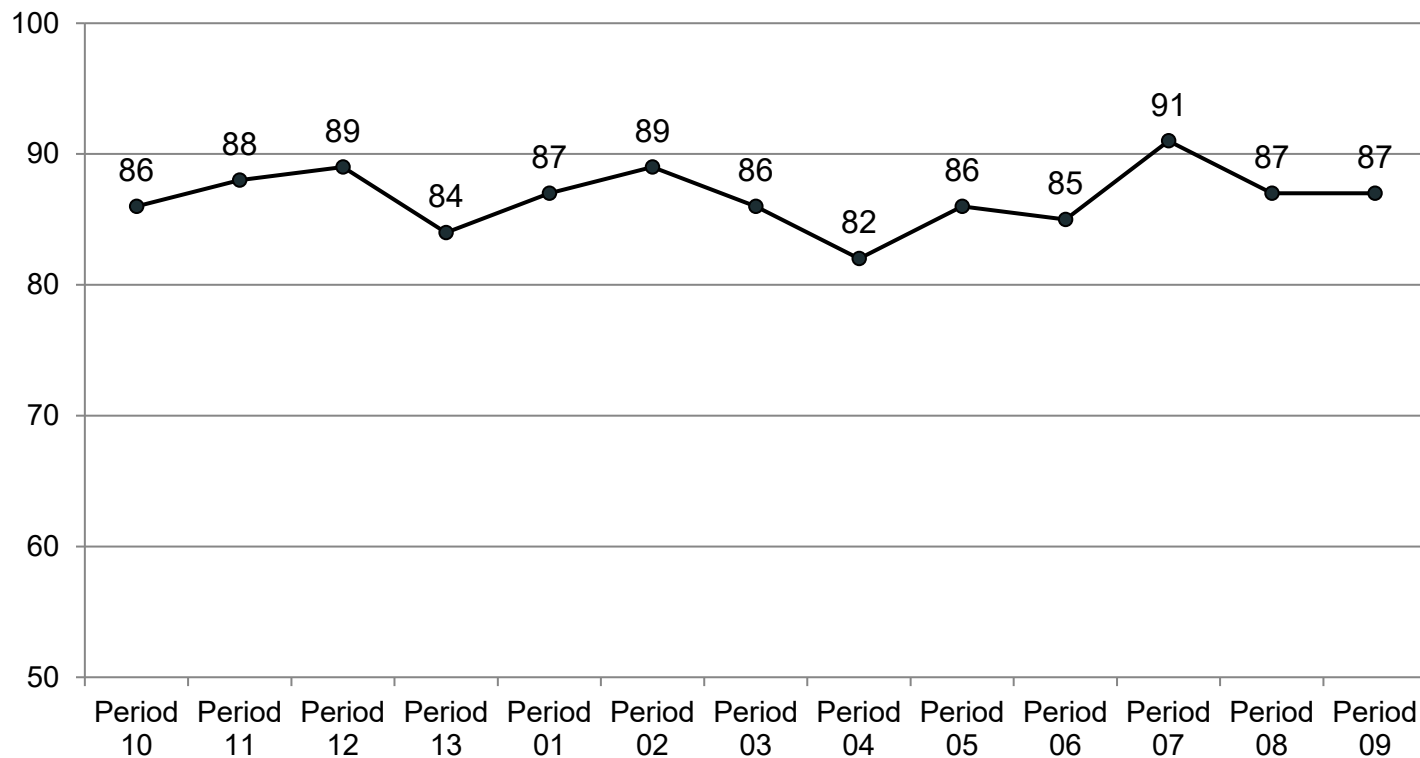
Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience - trend

Rating of experience

Trend: % Three, four or five stars



Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?



Overall rating of experience – customer comments

The only difficulty we ran into was that we were not able to book a dining car experience because there are not enough seats in the club car for the amount of people that had booked overnight in the train. It would be nice if there was more opportunity for seating to eat instead of having to eat on our beds.

The lounge in Euston is definitely letting the overall experience down. It was overcrowded, had a poor food and beverage selection (the person at the door said no hot food due to staff shortages - this is not acceptable at the price charged, and should have been communicated in advance). The stampede to get a slot in the club car was a bit stressful. I would not recommend the Sleeper to an older person because of this.

Very little space in the room, I am small and felt very cramped. I appreciate there is limited space but for over £300 I expected more. Noise of train prohibited much sleep. Felt exhausted all day today as a result. The point of using the sleeper was to get home early in the day and be able to take part in activities. Next time I will stay an extra night and fly home the next day.

The trains were so fast. Awake us during the night. I think that could be slower for a more calm night.

It would have been nice before boarding to know there was an area to store our large luggage that wouldn't fit in our cabin.

*1- Have an arrangement with a local taxi company to arrange onward travel at Leuchars. An absolute nightmare to find a taxi company willing to pick up at 5:40.
2- possibly have a reservation / time slot service for the restaurant car. It's very nice but lots of people want it.*

I think the lighting could be improved to be softer, less like daylight since we're travelling in the evening. I felt this both in the room and in the club car - warmer ambience would do a lot!

My first experience of the Caledonian Sleeper was excellent. My only disappointment was the lack of access to decent shower facilities on arrival into Edinburgh because LNER didn't have enough staff to open their lounge and didn't seem to care one bit about CS customers. Part of booking was that I could be washed and ready for work in Edinburgh that morning but ended up a hassle to get changed and ready for work – thankfully, a friendly cleaner at the station helped me access the public showers. If I am able to rely on this service, then access for facilities guaranteed is a must.

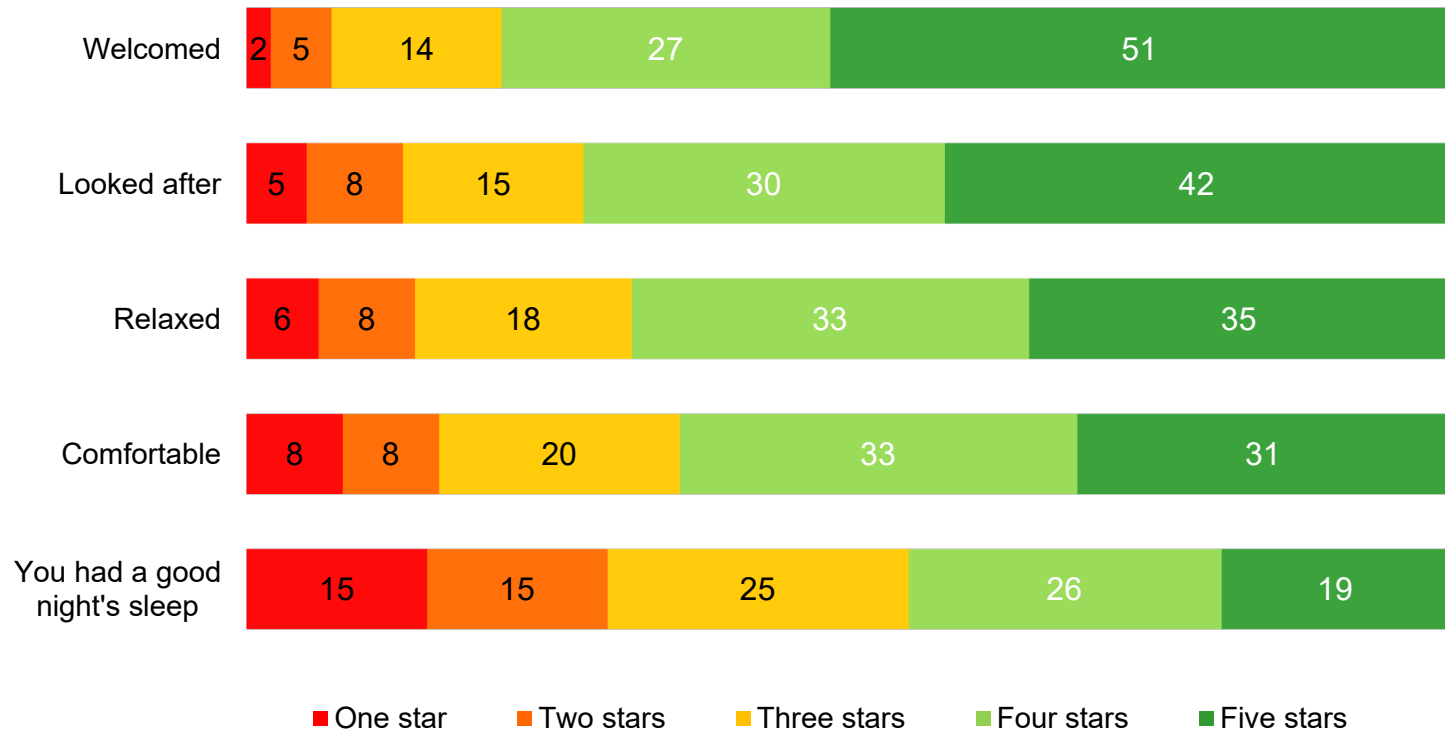
Very cramped room and there was so much noise in it through the night (door rocking to and fro just by my head) and the starting and stopping of the train at various junctures was disturbing.

Q11c. You gave just a single/two stars overall, what should Caledonian Sleeper do to improve this rating

Q11e. What, if anything, could Caledonian Sleeper do to improve the experience on board?



Rating for making guests feel...



Q11b. And how many stars do you give the Caledonian Sleeper for making you feel...?
Base: All (620)



Rating of features of the journey – customer comments

I felt we were purchasing an 'experience' as a family, but it felt a bit like we were getting on the 8:02 from Aylesbury to Marylebone. Only one member of staff seemed to be really pumped up for everyone. He was awesome and went above and beyond.

Better info and communication when boarding at Euston. Boarding started late (although train did depart on time) and no info while waiting to board. Gate staff on this occasion not very friendly or welcoming.

I'm not sure there's much that can be done as the discomfort is primarily due to the size of the room. Also not having enough room to sit upright on the top bunk is uncomfortable.

Arrival at Euston station has, in the past, felt like a welcoming and helpful experience, with staff carefully directing you and making sure the boarding process felt organised. Not on this occasion, I was met by a chaotic pile of people, no direction given and had to ask several members of staff where to board my train.

The temperature in the carriage was very low. I spent the whole night trying to curl under my coat, which made for very uncomfortable journey. To improve, you could provide blankets, increase temperature, write advance warning to bring sleeping bags. Also, I enjoyed looking at the menu but wasn't sure how to order. I'd feel more relaxed knowing how to do it.

The seats just require to recline slightly. I felt I was sitting at a right angle all night. Apart from that the spacing between seats was good

More time to settle in, a place to sit and relax before boarding - no space to store luggage, area for sleeping was cramped. very comfortable beds though!

We had to ask three times for the door between our adjacent rooms to be unlocked, despite staff saying they would do it upon departure - this sounds minor but prevented us from getting the children to bed. Breakfast was not what we ordered with no time to sort out before arrival. Staff were not as friendly or welcoming as on previous trips with the children.

Having to wait on a cold platform whilst being denied access to the lounge did not make for a relaxing start to our journey. Neither did witnessing people being turned away from the club car due to lack of space.

I always find it hard to get a good sleep while in a seat so wasn't expecting it to be brilliant anyway. I found I was a little cold in the night so being able have use of or pre-book a blanket would have been nice, and perhaps also a pillow for more neck support.

Q11d. You gave just a single/two stars for making you feel welcomed / looked after / relaxed / comfortable / you had a good night's sleep, What should Caledonian Sleeper do to improve this rating?



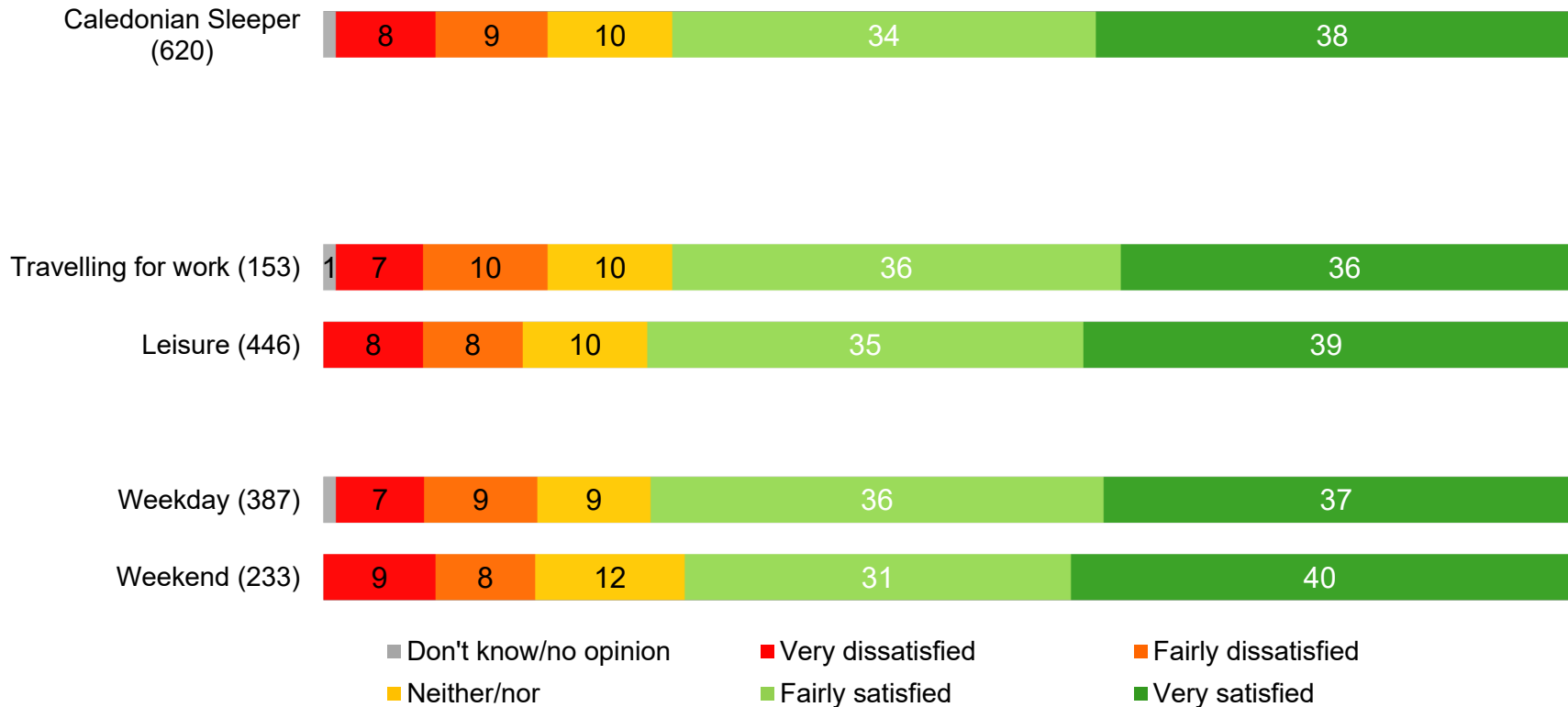
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



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Overall journey satisfaction by passenger group

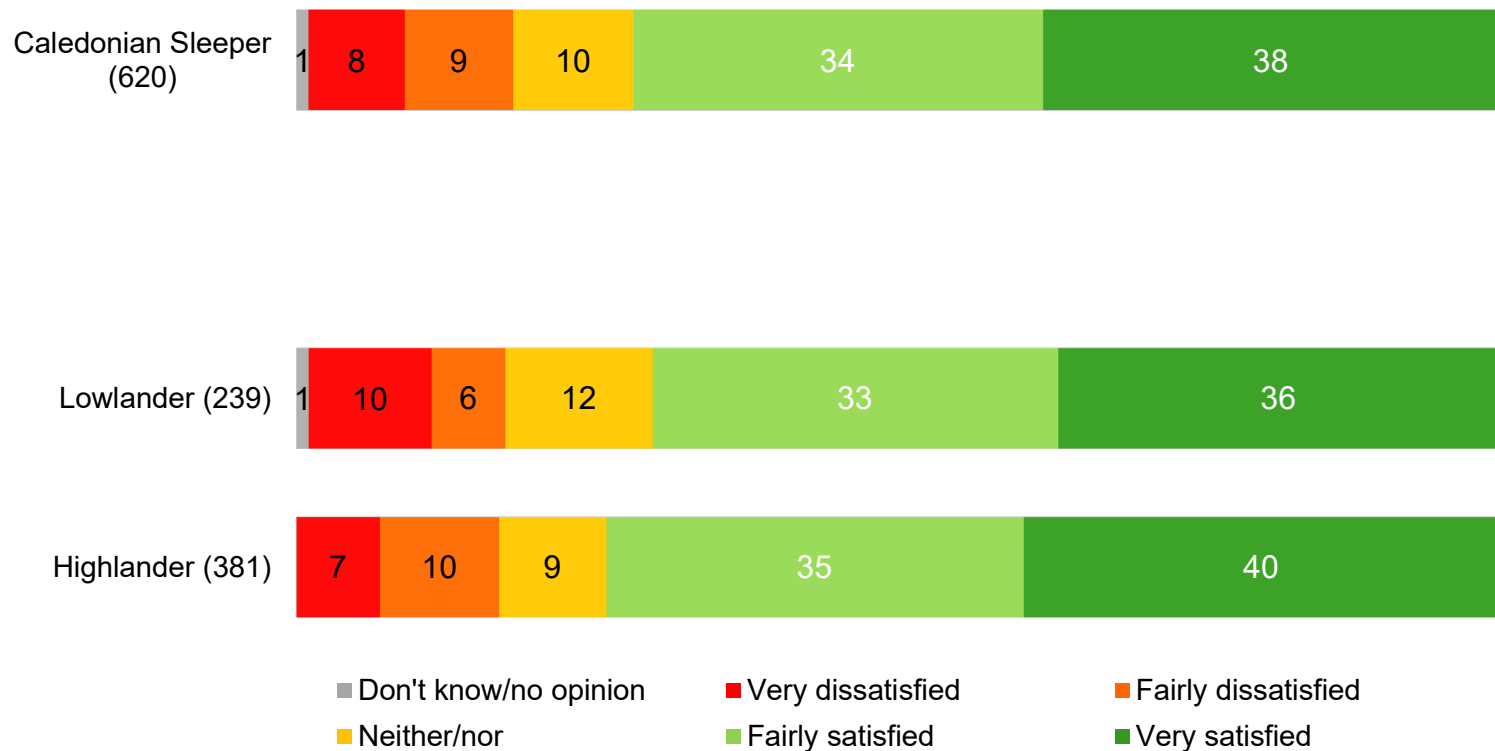


Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?

Base: in brackets above



Overall journey satisfaction by route



Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?

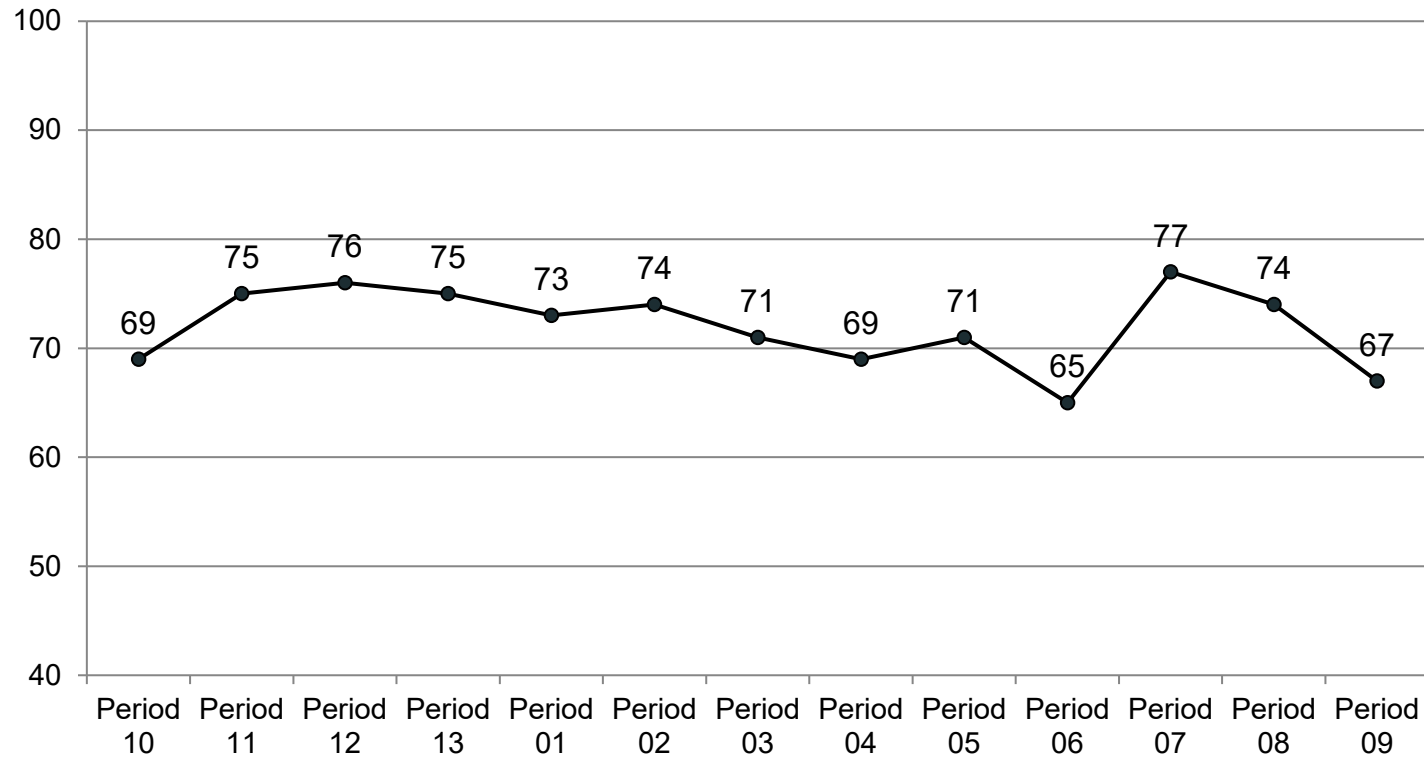
Base: in brackets above



Overall journey satisfaction - trend

Overall journey satisfaction

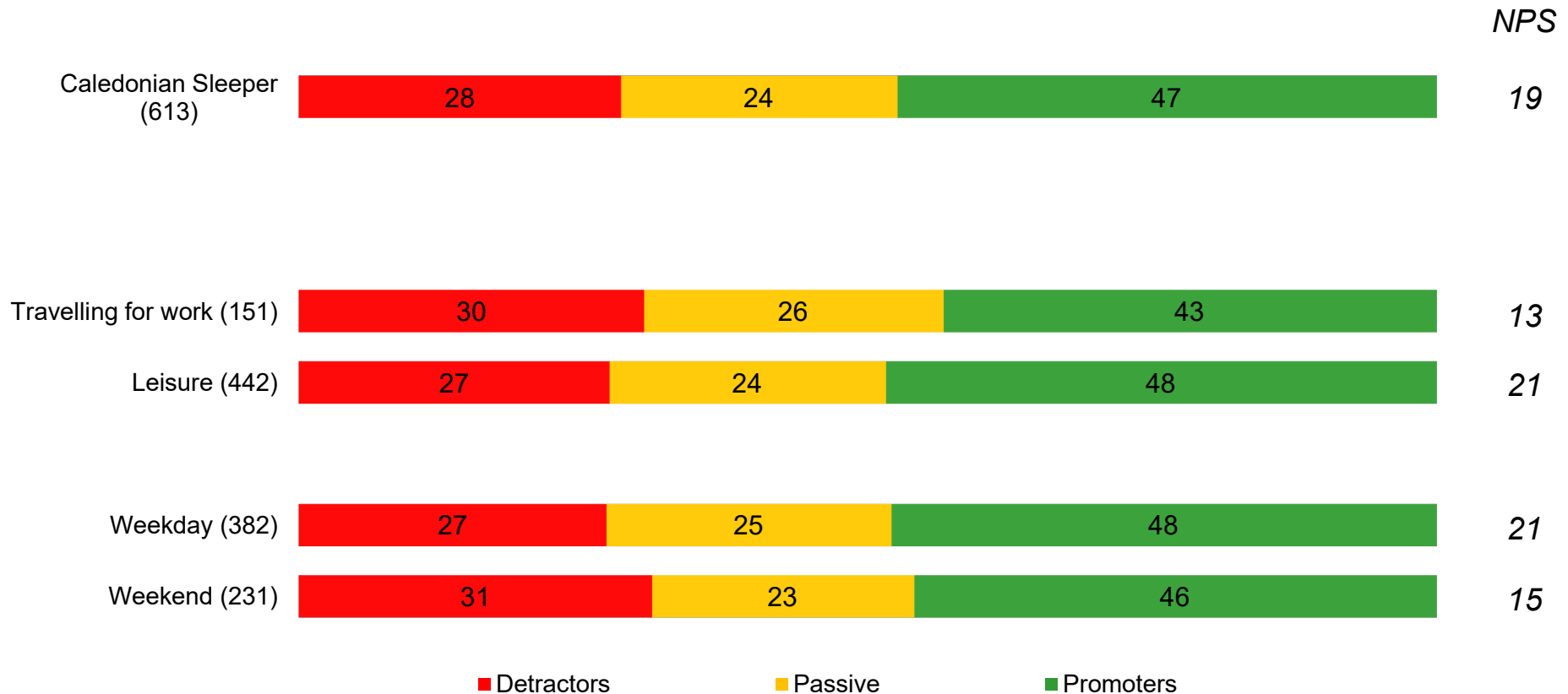
Trend: % very/fairly satisfied



Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?



Net Promoter Score by passenger group

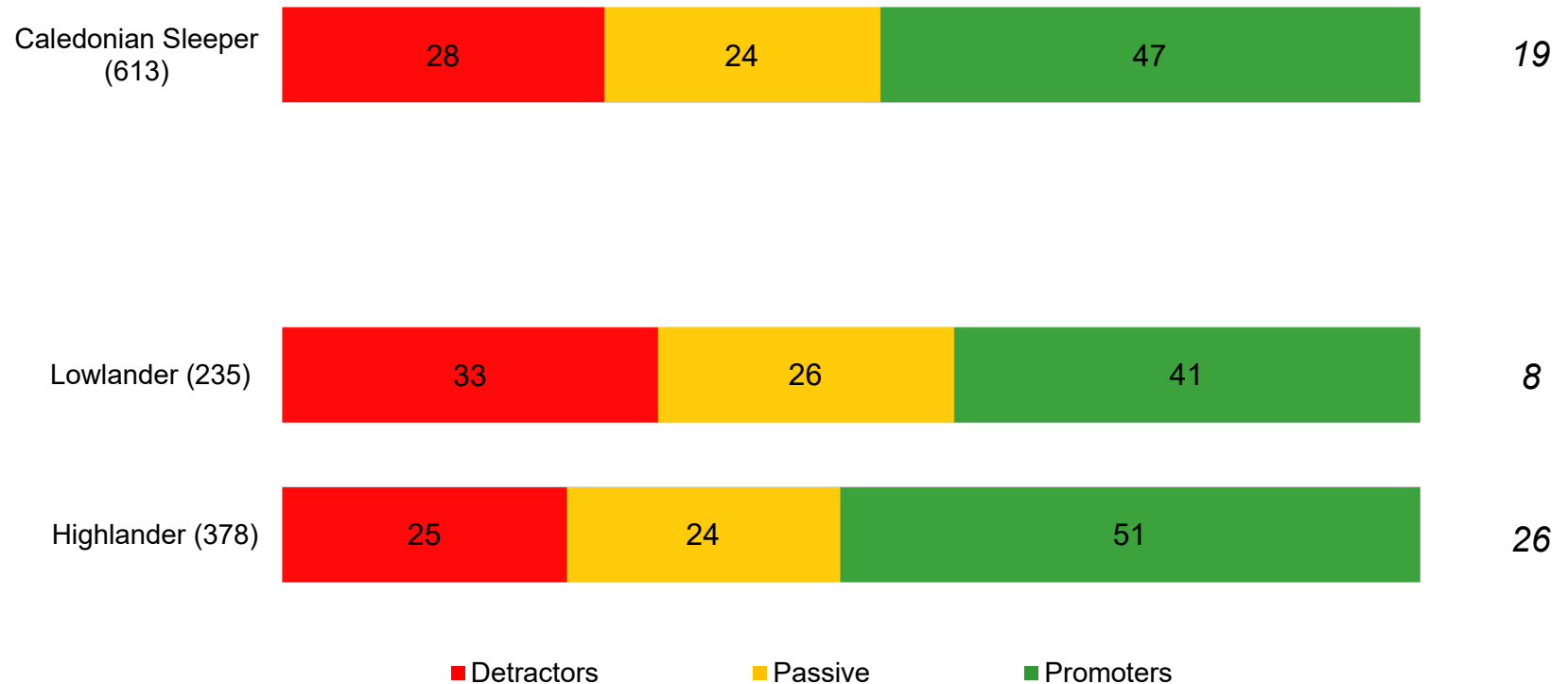


Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion



Net Promoter Score by passenger group

NPS



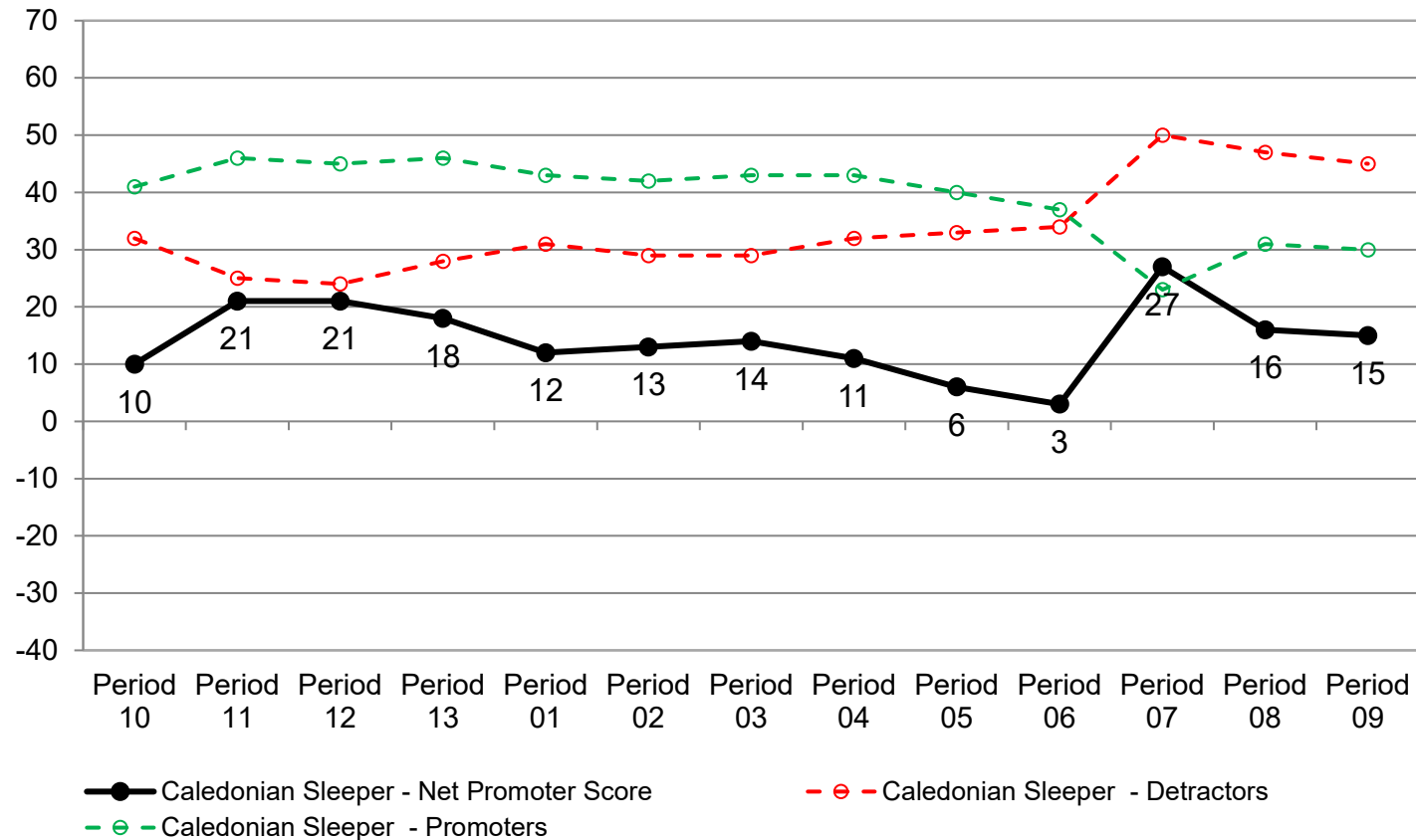
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion



Net Promoter Score trend

Net promoter score

Trend: % promoters, detractors & Net Promoter Score



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?

Promoters(9-10) Detractors (0-6)



Reason for Net Promoter Score – customer comments

Promoters (9-10)

It was such a fun experience and a fantastic way to travel to a conference, i'd had a full night sleep whereas colleagues who got up early to get a flight did not.

I live on the Isle of Mull. It is very difficult and expensive to get to London in a day by train - because of the ferries and restrictions on railcards etc. I've looked at every option many times. Taking the sleeper from Crianlarich is an extremely practical, time saving and comfortable way to get to London and back for work. I do hope the service will continue from Crianlarich - it's very important for the Highlands and Islands.

Overall, it was a relaxing and easy way to get to Inverness without all the hassle of flying. Will happily do it again.

It was a novel experience with comfortable surroundings and friendly staff with minimal inconvenience.

Passive (7-8)

It definitely has its place - for a seated ticket then cheaper than a lot of day tickets while also giving you more time in London. It was quieter than expected and I felt safe. However it is hard to get a good night's sleep while sitting in a seat. I personally don't mind the train noises, but I can understand why they might keep people awake as well.

In general, it is a practical and time efficient way to travel, and the rooms are good. However, a lot of noise travels between rooms and the price of a room even without en-suite is high and increasing.

It's good but it's not for everyone - it serves a really good function for me.

I think the customer service just was very lacking and for new people and people travelling alone it can be a little stressful not to have all the information you need to enjoy the experience to the max.

Detractors (0-6)

Overall, I felt it was very poor value as the fares were very expensive and we got very little sleep. The train was very noisy and swayed and bumped around all night. The catering was pretty dire. We had to ask for a second cup of tea at breakfast and there was very little flexibility in the choice which there should be for the price we paid.

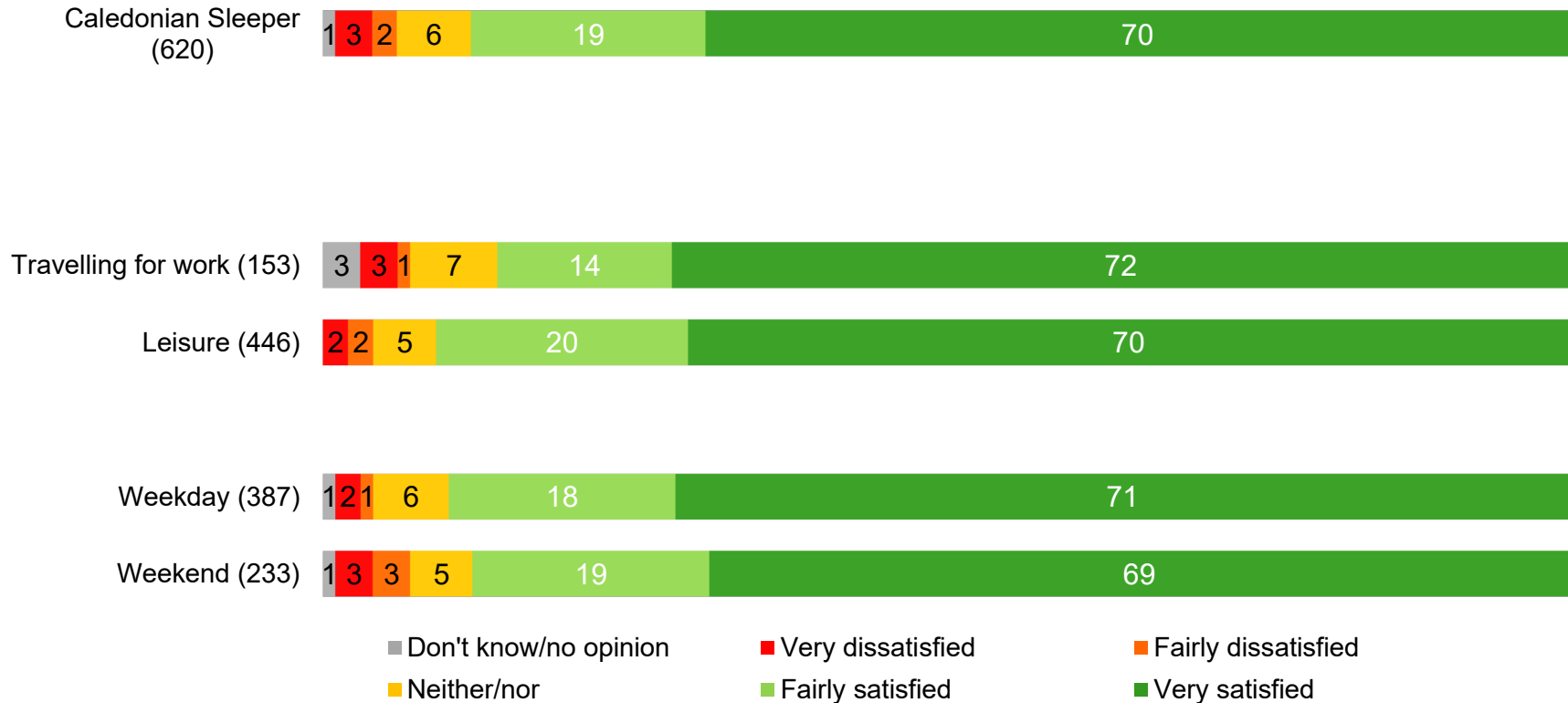
Simply because I don't think the price is justified by what you actually get for that money when on board, or in the lounge. To be clear, I have no issue with the room (as it was very clear what the room looked like and its size before booking) or its comfort, although I think it lacked a few things such as a flip down bedside table and the facility to put some sort of board over the sink to convert it into a table.

Because the name 'sleeper' implies you will be able to sleep and I didn't get any sleep on either journey. I spent the week on holiday trying to recover from the lack of sleep on the train.

Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?



Punctuality and reliability by passenger group

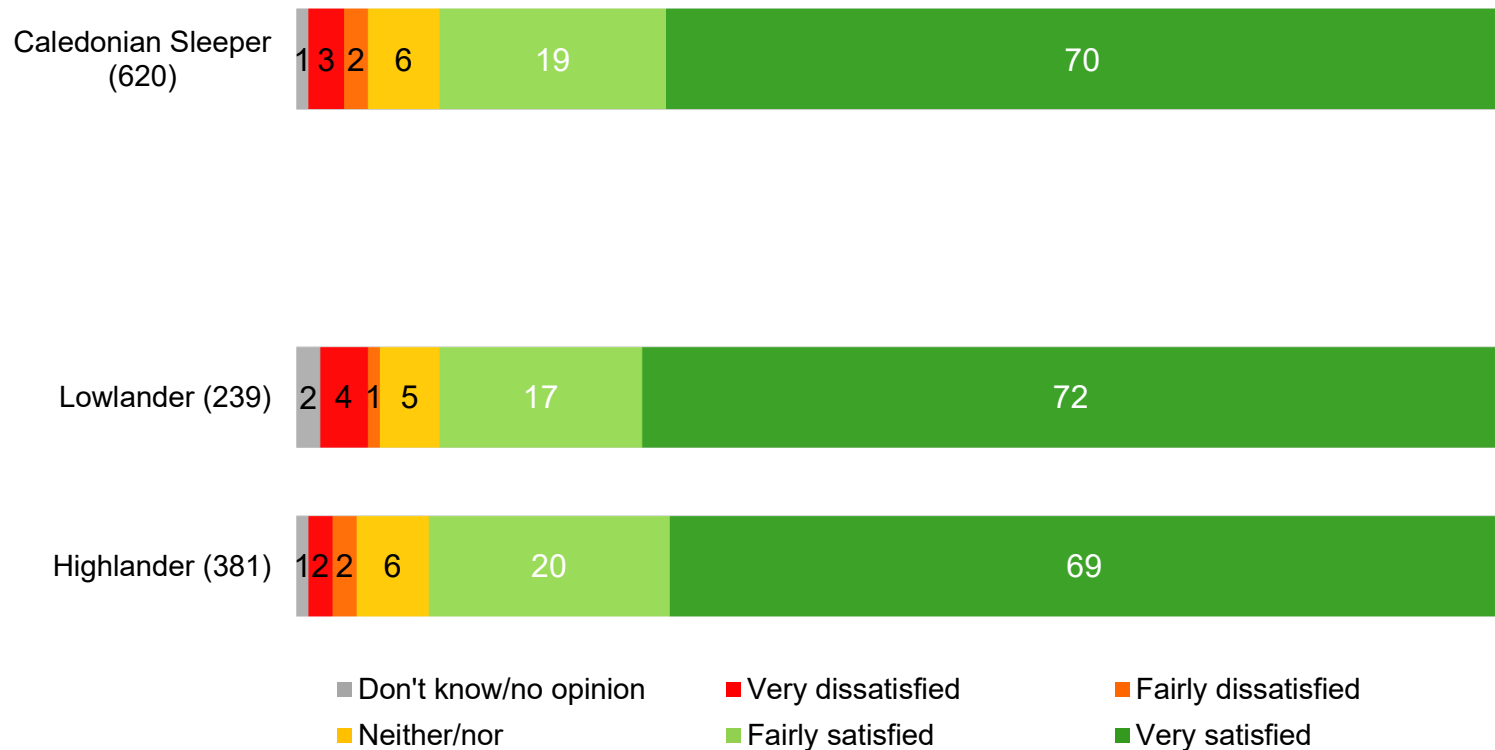


Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?

Base: in brackets above



Punctuality and reliability by route



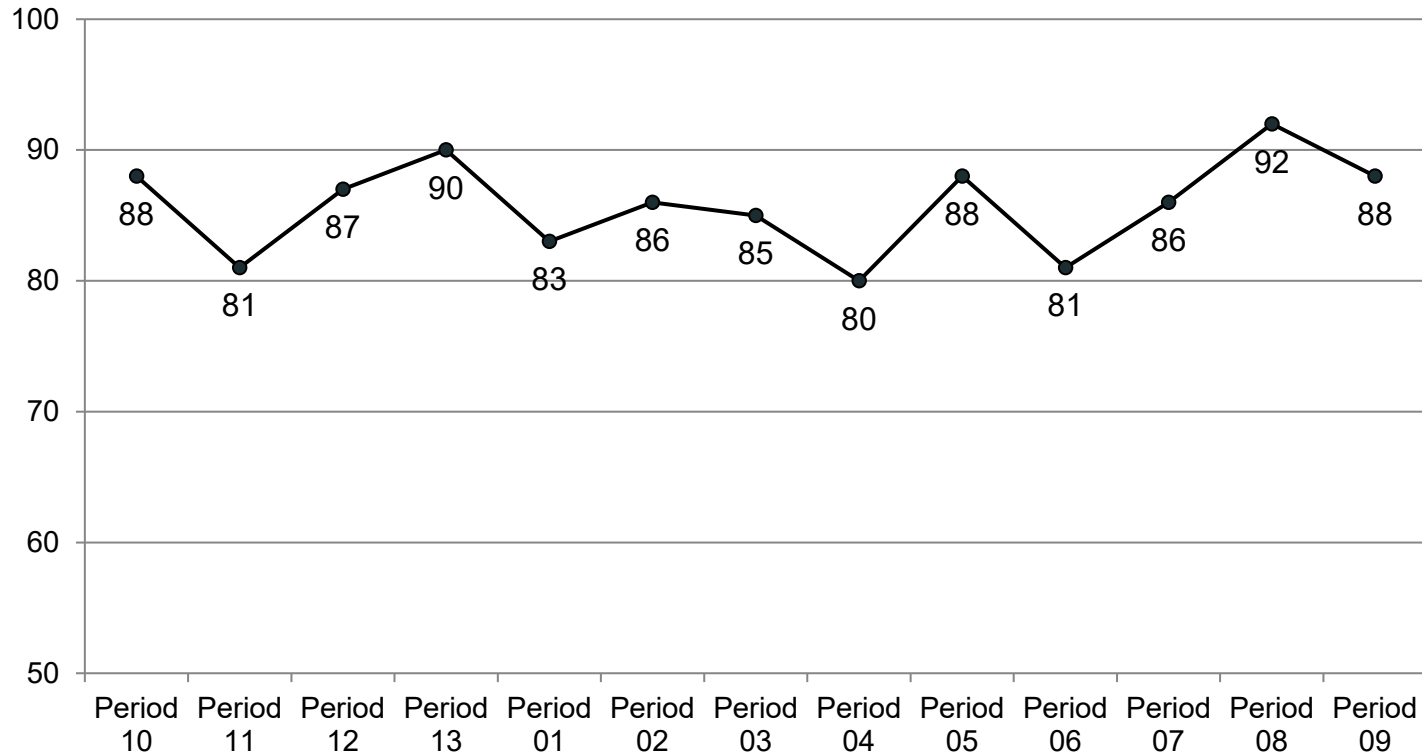
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?
Base: in brackets above



Punctuality and reliability - trend

Punctuality and reliability

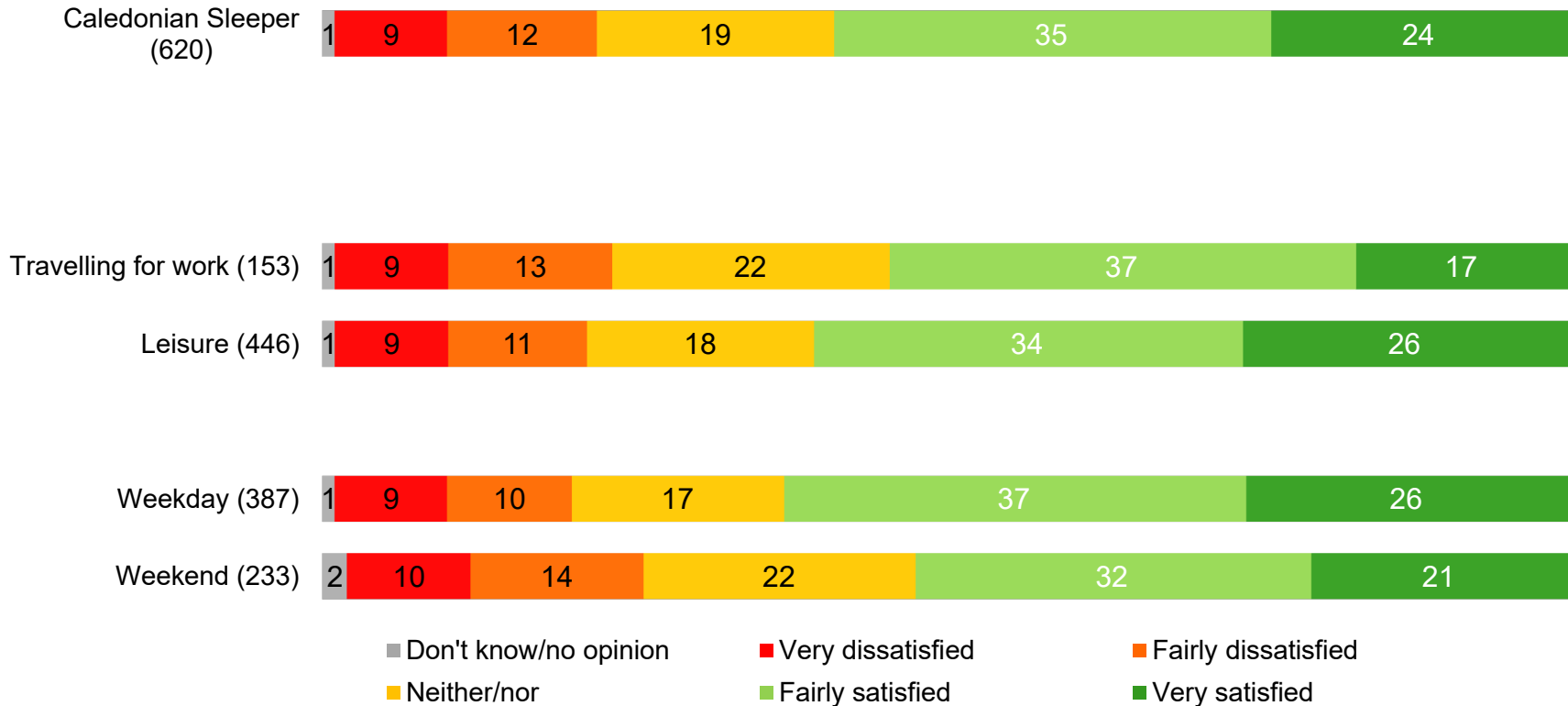
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?



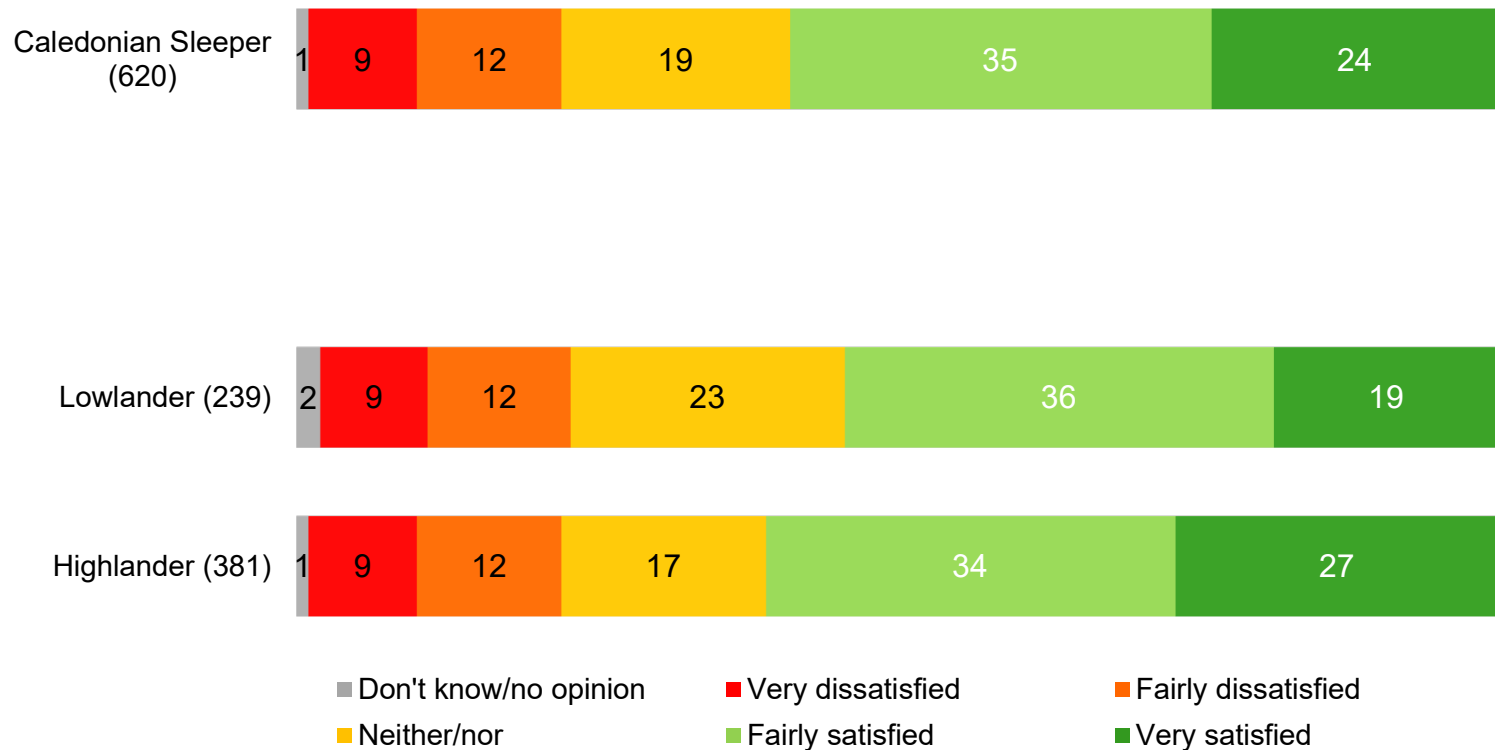
Value for money by passenger group



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
 Base: in brackets above



Value for money by route



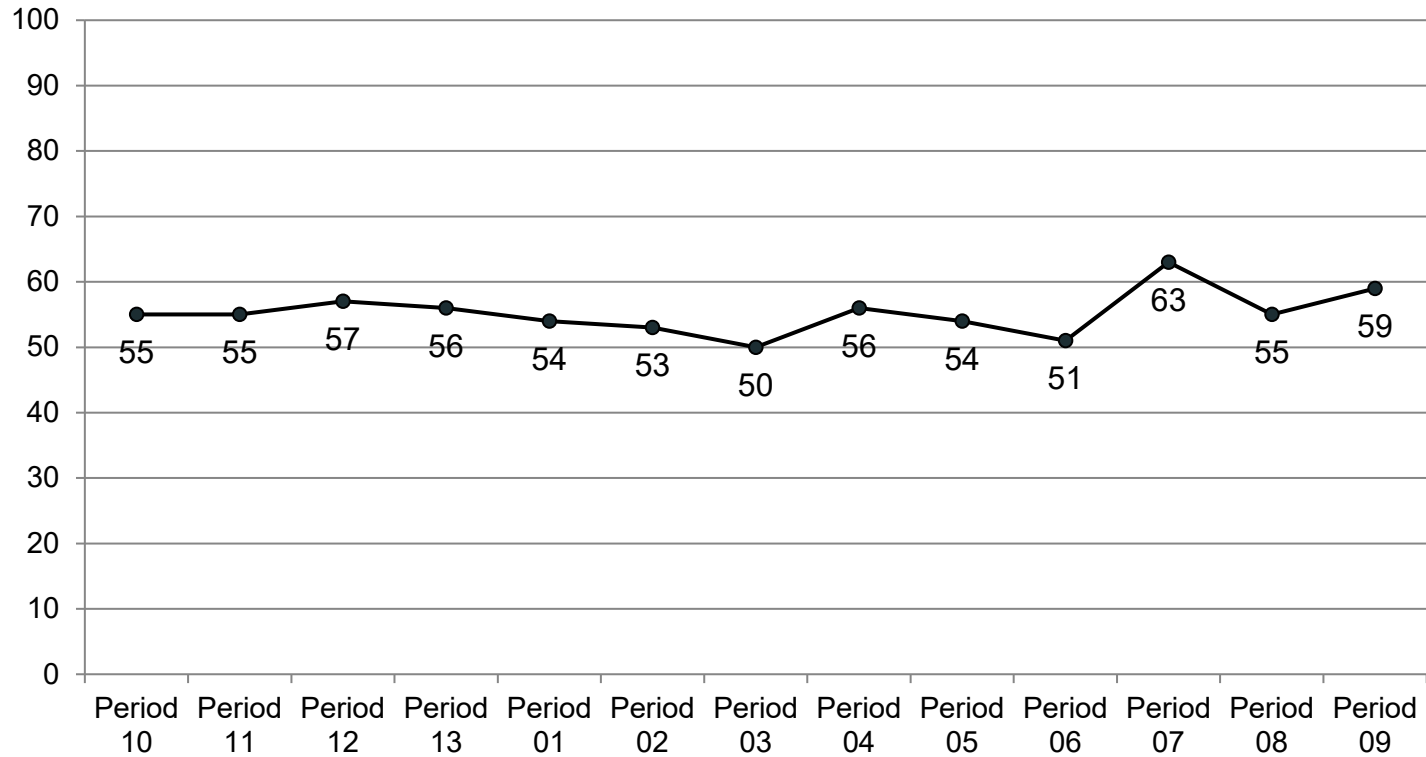
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money - trend

Value for money

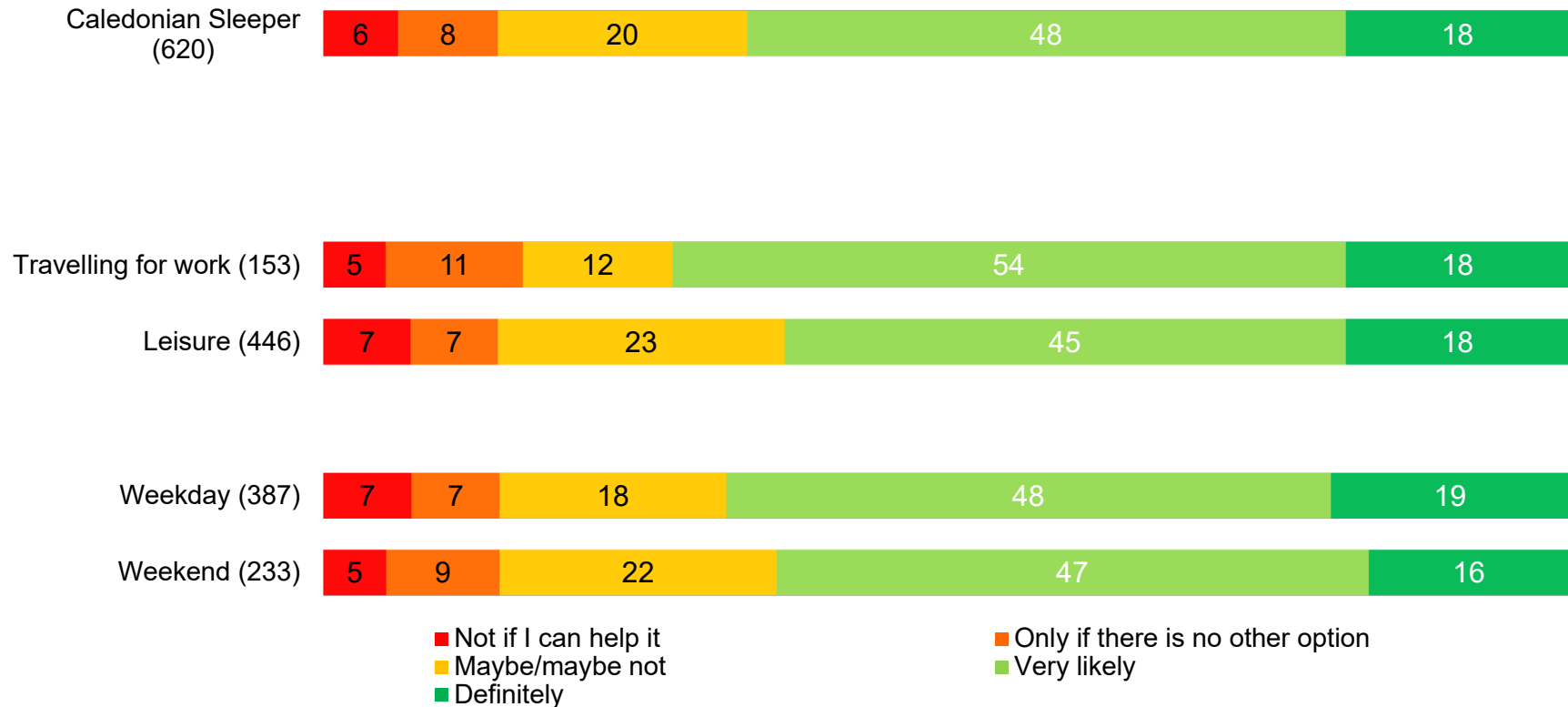
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?



Likelihood to use in the future by passenger group

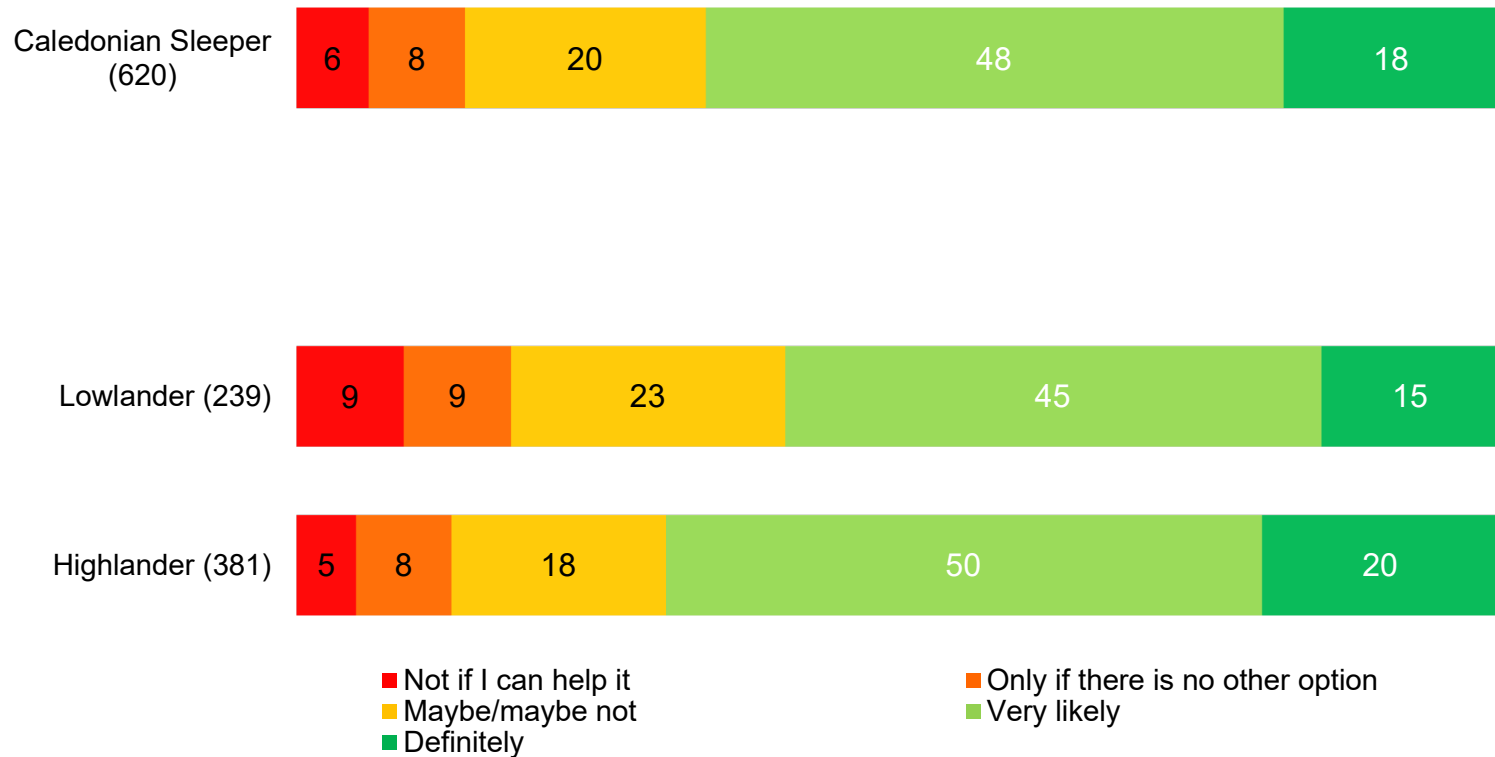


Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Likelihood to use in the future by route



Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

Base: in brackets above



Reason for doubt – customer comments

Because I got zero sleep and was charged 520 quid for it. I could've flown and booked a hotel for much cheaper.

Cramped accommodation, poor facilities in the room, although the ensuite is a very good idea and worked well, once one had squeezed into it.

I make an annual visit to go mountain bikepacking with friends. There aren't enough bike spaces to accommodate us, so we won't be using this service as a group. The old service with a guard's van was much better for bikes. This is the same across much of the UK rail system where bicycles have been increasingly restricted despite policies to encourage their use. Profit (seat numbers) is prioritised over function.

Had very little sleep which impacted the first day of my holiday. Expensive and while the right thing to do environmentally the experience wasn't good enough for the cost.

My expectations were not met. You have a great product to offer, but the way it is presented to the customer vs. reality is a letdown. Make some simple changes with bedding, food quality, pre-ordering online, pre-selection of seating and times in the club car, and you'll have a great product in which customers would gladly pay a little more. I would love to oversee these changes myself, honestly. So much potential.

Because I only got 2-3 hours sleep and that was of poor quality, so I was exhausted the next day. That had a significant negative impact on Day 1 of my 3-day conference in terms of my enjoyment of the day, ability to contribute to the discussions, and retention of the things discussed.

I loved this experience, but I am very unlikely to travel again on Caledonian Sleeper due to the fares being too expensive.

I think if I had an overnight schedule and it made sense, I would do it again especially now knowing what to expect. I don't think I would pay for a double which is something I considered doing and I would instead pay for the cheapest sleeper you have.

In terms of time, comfort, and cost, the Sleeper doesn't really compete with flying.

It's convenient but with limited sleep and a shower that can't be relied on, it's a bit of a gamble

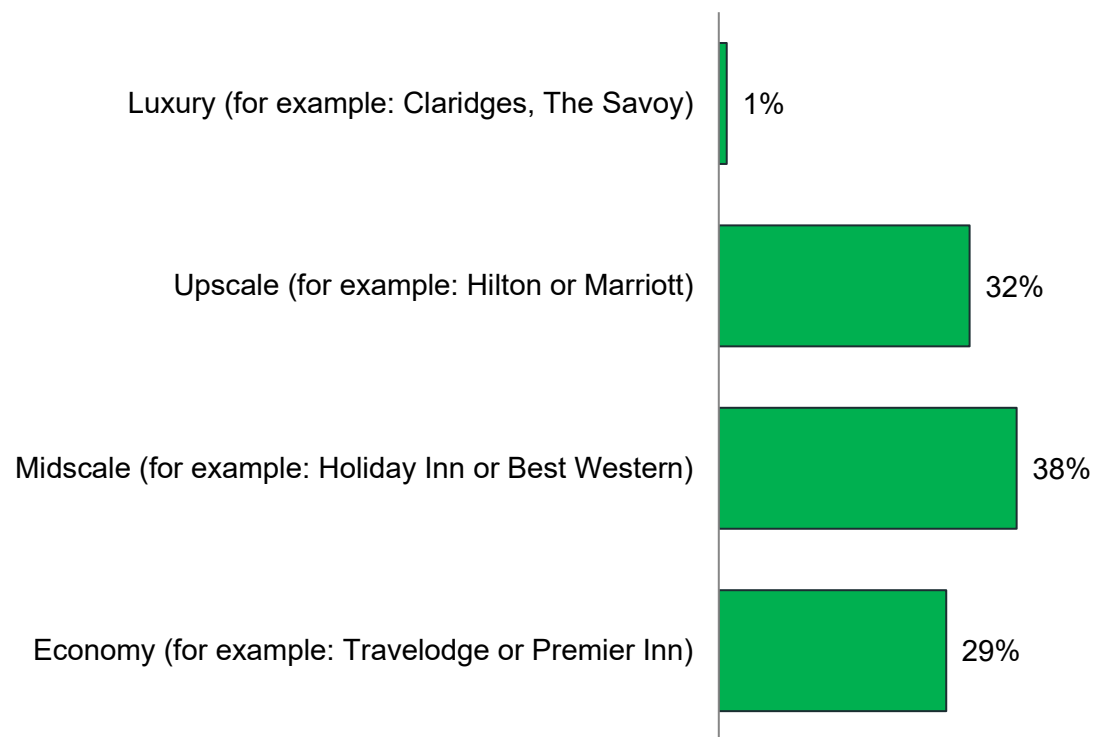
Because I would most likely be travelling on my own and it's not good value for money. On this occasion, I was using an interrail pass, which makes a slight difference.

Q32b. Why do you say that?



If Caledonian Sleeper were hotel chain

Quarter 3 2025/26 %



Q34. And just for fun, if Caledonian Sleeper were a hotel chain, what category would you put it into?

Base: All with an opinion (573)



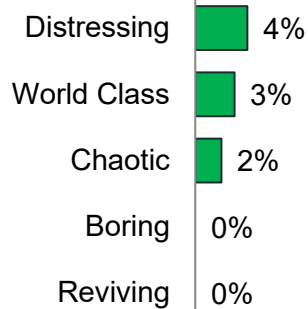
Overall description of journey

Quarter 3 2025/26 %

Top five



Bottom five



Q29. Thinking back how would you sum up your experience of the Caledonian Sleeper? What words best describe your journey?

Base: All (620)



Caledonian Sleeper

Journey expectations

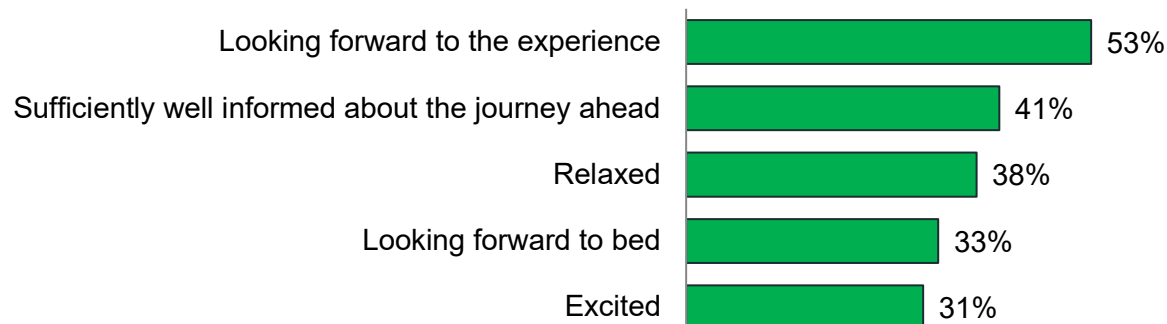


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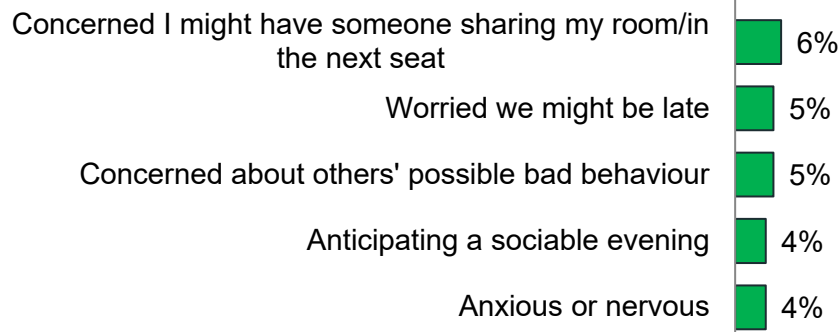
Thoughts and feelings pre-journey

Quarter 3 2025/26 %

Top five



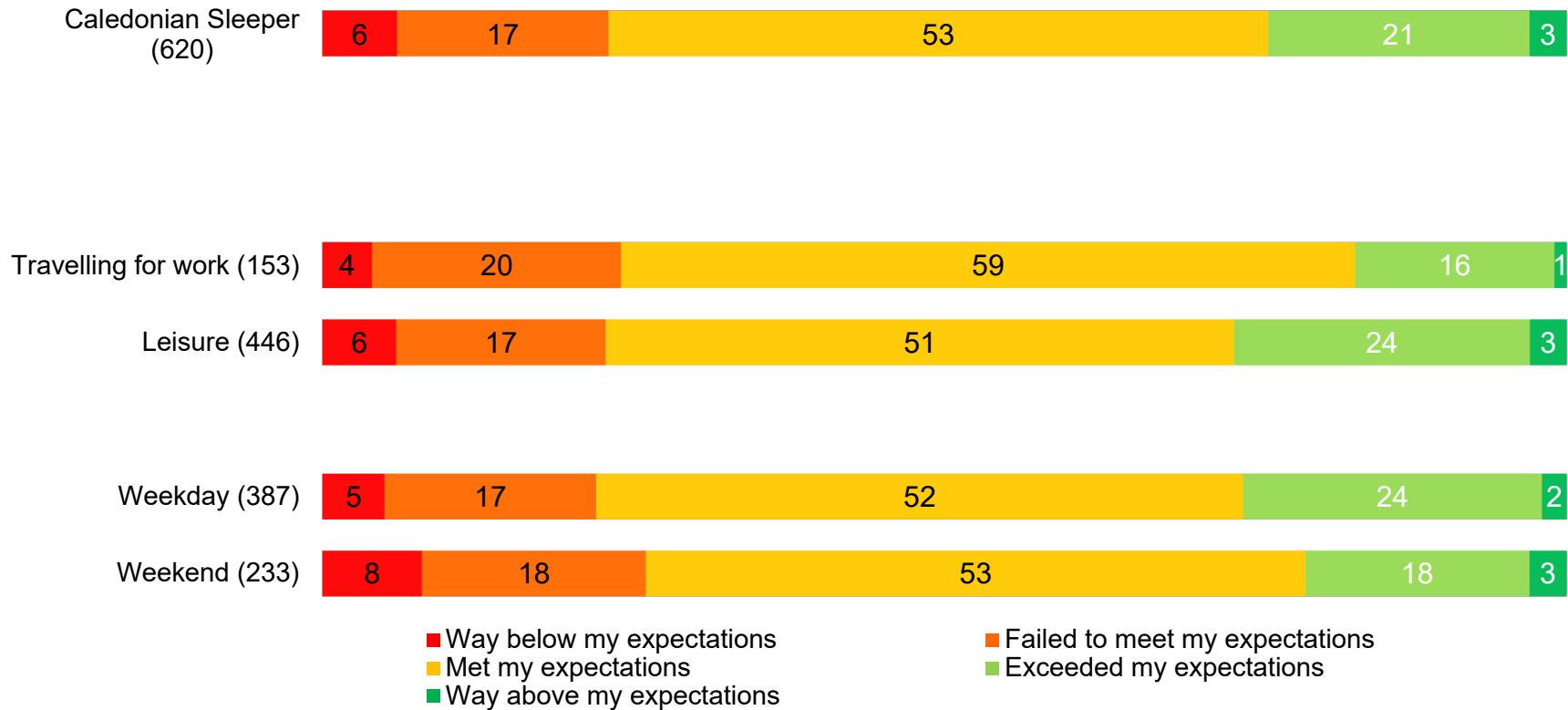
Bottom five



Q4. Thinking about the day you travelled, what were your feelings or thoughts before your journey on the Caledonian Sleeper?
Base: All (620)



Met expectations by passenger group



Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above



Met expectations by route

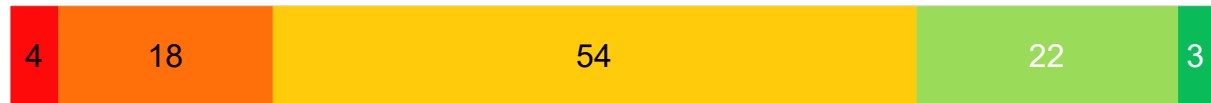
Caledonian Sleeper
(620)



Lowlander (239)



Highlander (381)



■ Way below my expectations
■ Met my expectations
■ Way above my expectations

■ Failed to meet my expectations
■ Exceeded my expectations

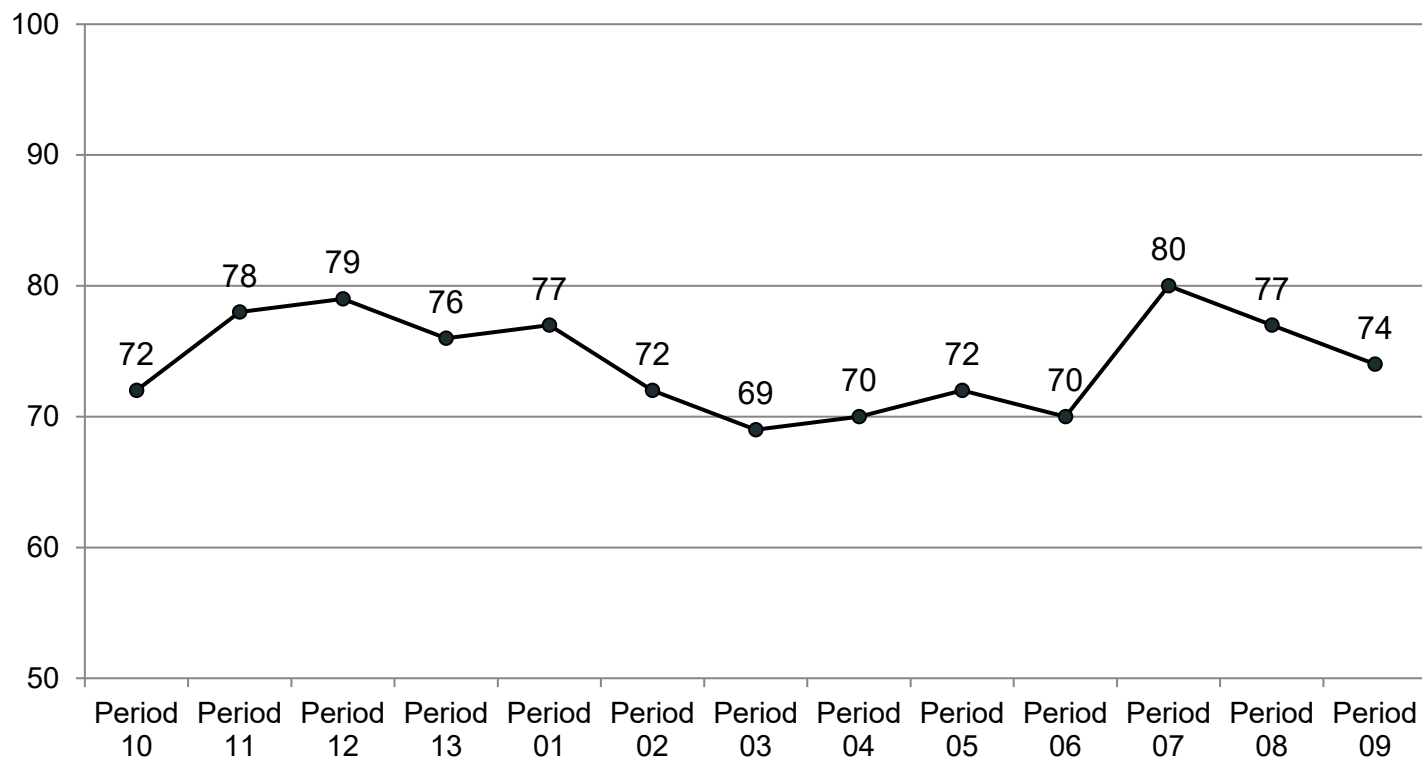
Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above



Met expectations - trend

Met expectations

Trend: % Way above/Exceeded/Met my expectations



Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?



Caledonian Sleeper

Making bookings

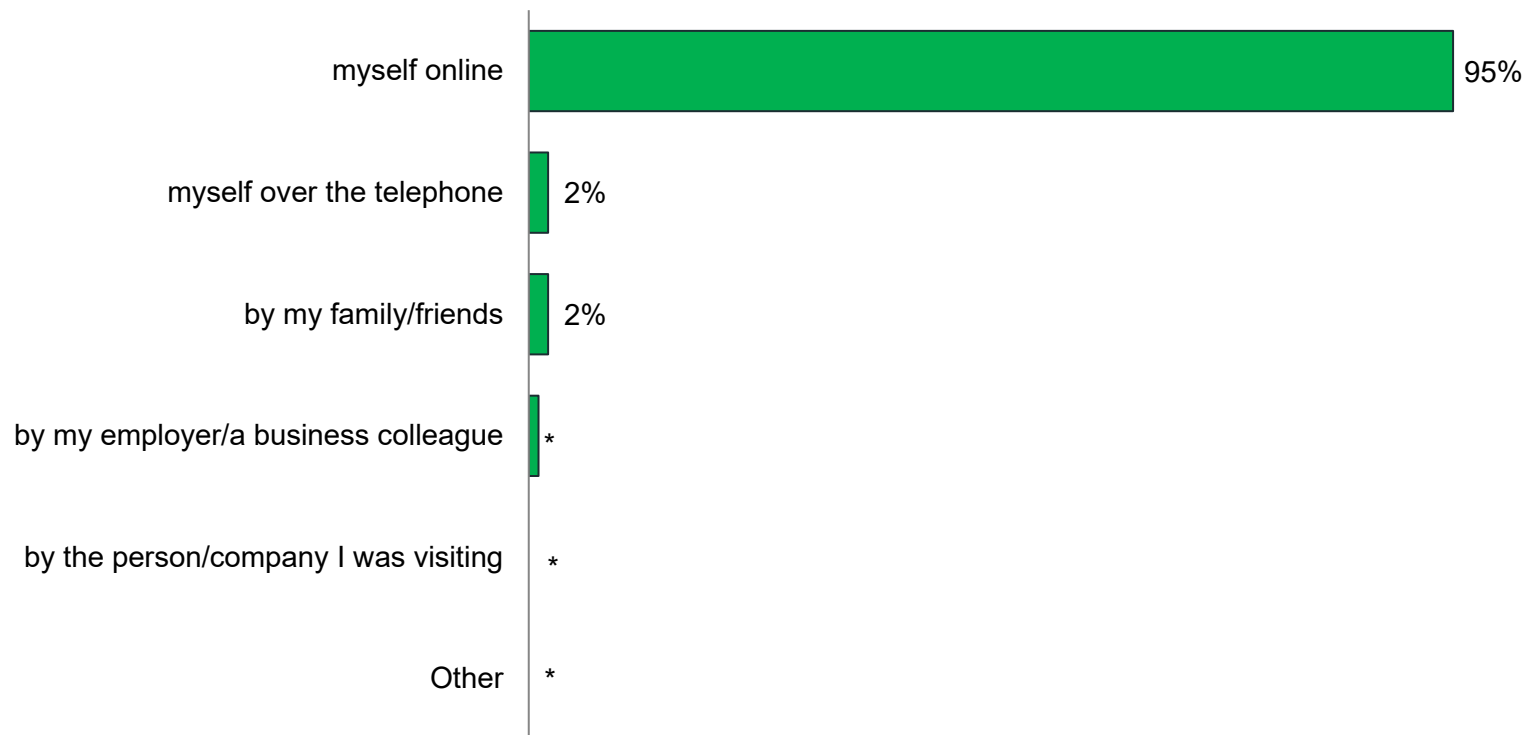


CALEDONIAN
SLEEPER

How booking was made

Quarter 3 2025/26 %

It was booked/I booked it...

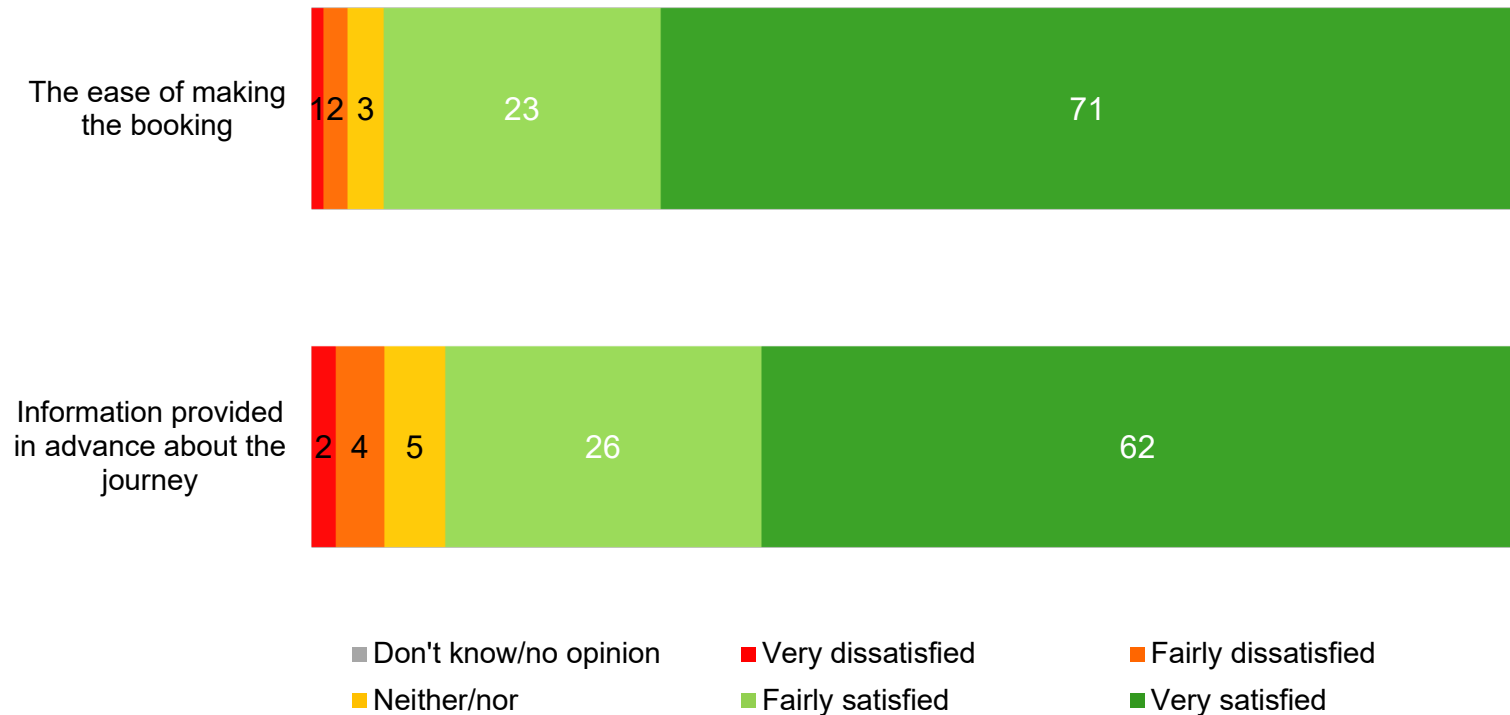


Q12 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?

Base: All (620) * Less than 1%



Satisfaction with booking process



Q13a. How satisfied were you with...?
Base: All who booked themselves (603)



Improvements to information provided about the journey – customer comments

Fewer emails. Make it easier to see - and be consistent in all emails - where to download the tickets. Be clear about who can and cannot access the lounge. Give info about where the lounge can be found and when it opens. Be realistic about refreshments. Small packs of tiny pretzels and cookies are small snacks, not more than that. Refreshments to me implies something more substantial.

It was unclear from the email received where my ticket was. I have booked another Caledonian sleeper train through another provider, and this was much more clear. Just attach pdfs of the ticket rather than a hidden download link.

Provide more information about what to expect for the journey. Pretty much the only communication I got from Caledonian sleeper was promotional on buying their merch.

There were so many emails! Way too many! It made it hard to search for the ticket. Stop emailing me!

You need to tell people about the luggage space/size at the point of booking. Tell them about what to expect. How they can best prepare. The information about the key card is incorrect.

Note on ticket which car luggage should be placed for guests using suites. If you're going to charge for food in the lounge and club car, it should be clearly stated. We were disappointed to find out we were being charged for food and drink. Another disappointment is finding out the menu in the lounge is identical to the menu in the club car. A mention of that along with a posting of the menu online would be nice to know in advance.

It wasn't clear at first that we get to use the lounge at Euston station. It also wasn't clear what time breakfast would be served and how we can choose the food we'd like to eat. This all became apparent when we were on board, but I would have liked to know in advance.

Q13b. What should Caledonian Sleeper do to improve the information provided?



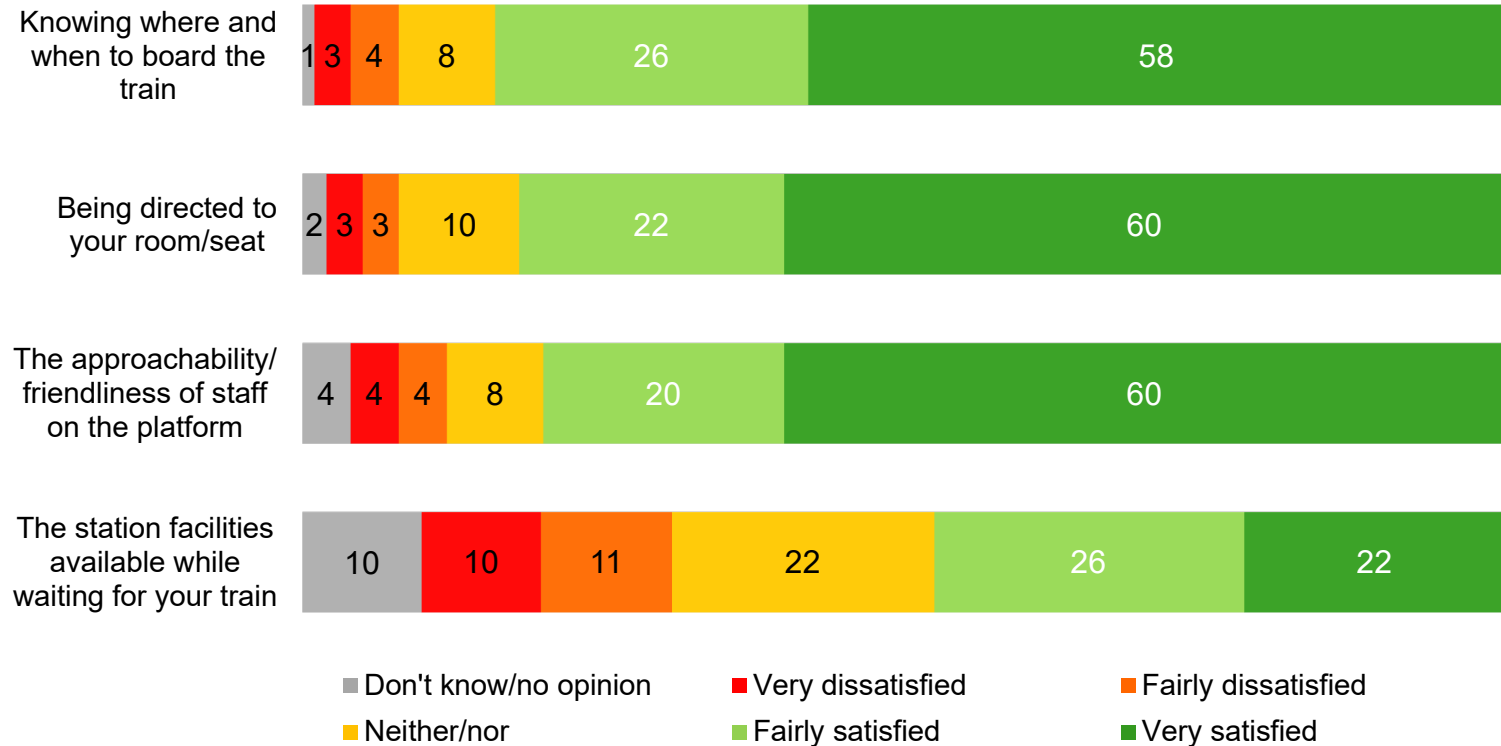
Caledonian Sleeper

Boarding and station facilities



CALEDONIAN
SLEEPER

Satisfaction with boarding process



Q14a. How satisfied were you with...?
Base: All (620)



How might staff have provided a better service? – customer comments

A return, please, to the previous experience of being welcomed and directed to a member of staff on the platform who would check you in and ensure you knew where to go next.

Offered assistance with luggage. Been more helpful with directions for Edinburgh and Glasgow.

I think taking the time to explain how it all works. "You'll go to your room, you'll be along as you have booked a solo room, feel free to get comfortable, toilets won't work until we start moving, in the meantime drop your bags in the room and feel free to walk around to the dinner cart etc" Just felt like they assumed I had done the journey before, handed me my key pointed to the couch D, and I had to figure out the rest.

Returning the lounge as this gave a welcoming environment especially at night. It also had excellent services and a staff that had the knowledge and experience.

We went to the lounge to wait before getting on the train (amazing service there) but despite the train not leaving until 9 we were kicked out of the lounge at 8.15. we'd been planning to spend another 30 mins in the lounge before going to the cabin. We left the lounge about 5 minutes after most people (8.20) because there was an announcement it was final boarding (40 mins before the train went?) and no one showed us which way to go along the train, which door to use or what to do with big cases.

Boarding started late so appreciate staff might have felt rushed but on this occasion I didn't find the staff friendly at all compared to previous journeys.

They could have actually helped me instead of standing around chatting with each other especially as I had a heavy bulky suitcase and needed help to board.

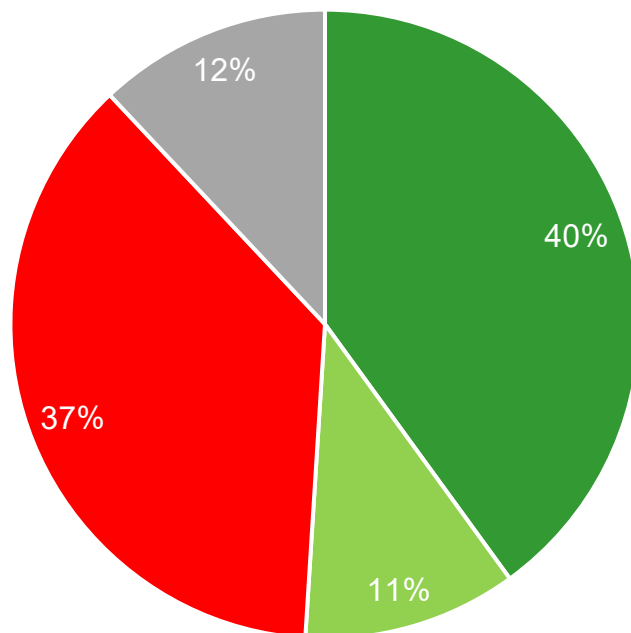
The staff on the platform basically said, 'keep on going, you can board'. No detail about the procedure or anything, I don't really know why they were there as we had already checked in in the lounge. Was a bit pointless.

Q14b. How might the staff on the platform have provided a better service to you?



Use of customer lounge

Quarter 3 2025/26 %



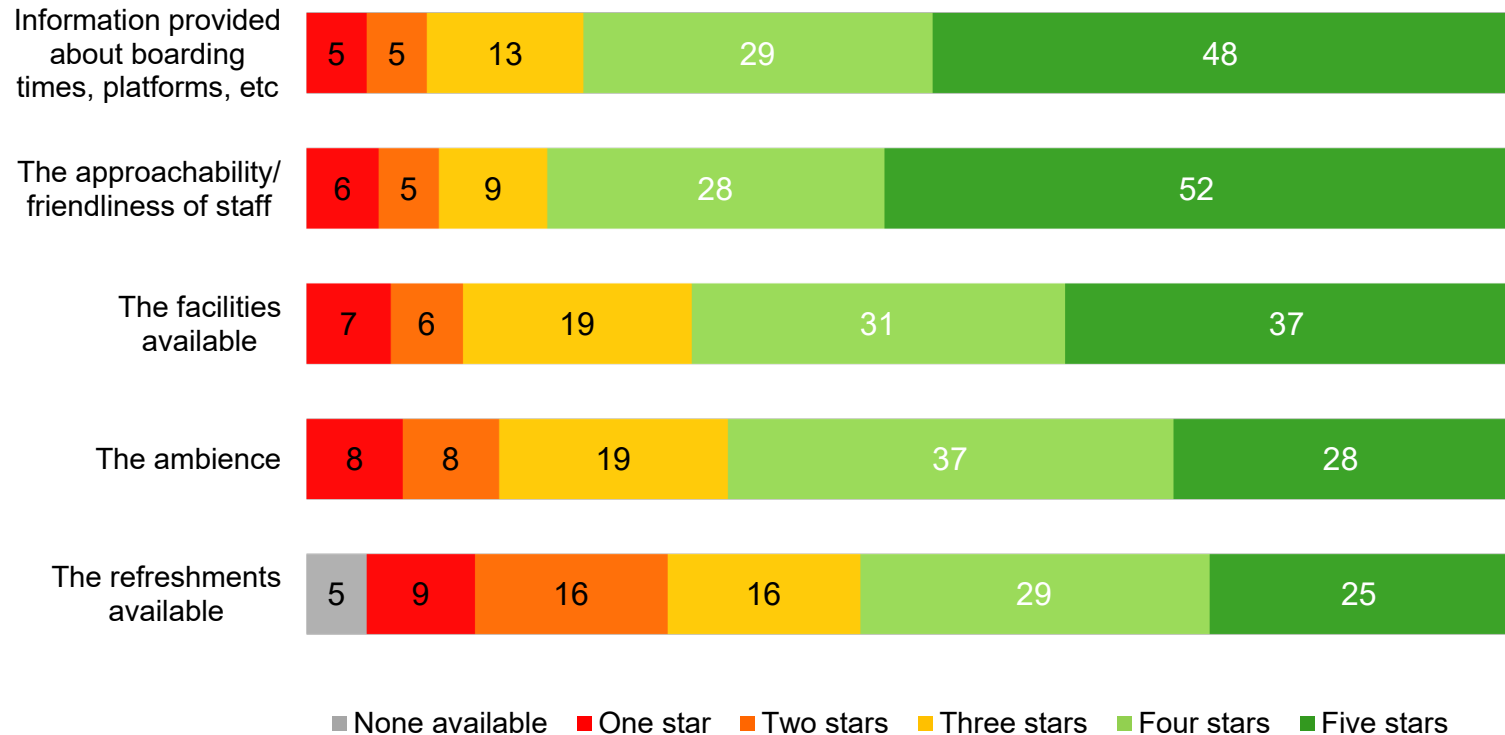
■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

Q15. Were you entitled to use the customer lounge at the station in x?

Base: All travelling from Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (555)



Rating of customer lounge at the station



Q16a. Thinking about your experience in the lounge at the station in x, how many stars do you give it for...?
Base: All who used the customer lounge at the station (220)



Additional information required in the Customer Lounge – customer comments

We were given great information beforehand, but at 8.20 we were told I was final boarding for the train and had to leave the lounge even though the train didn't go until 9.

There was a lot of confusion regarding our journey to Inverness. We were told we had to disembark at 5.00 in Dundee and get a bus to Inverness. This caused a lot of upset. Eventually we were told we had to stay on the train, the staff in the lounge didn't seem to know what was happening.

If the lounge is not staffed, then some information about what to do at boarding time or have one of the crew come and guide passengers to the train at boarding time

Directions to the platform would have helped.

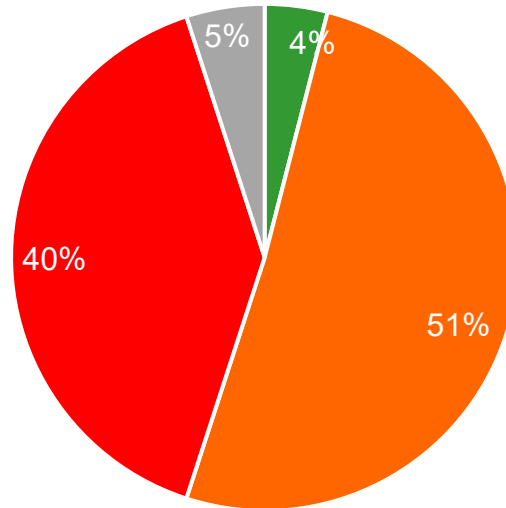
Q16b. What additional/better information would you like to have received?



Use of shower facilities on arrival

Quarter 3 2025/26 %

- Yes
- No, I did not know that shower facilities were available
- No, I knew that shower facilities were available and chose not to use them
- Shower facilities were not available



Q28a. Did you use the shower facilities at the station on arrival that morning?

Base: All travelling to Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (560)



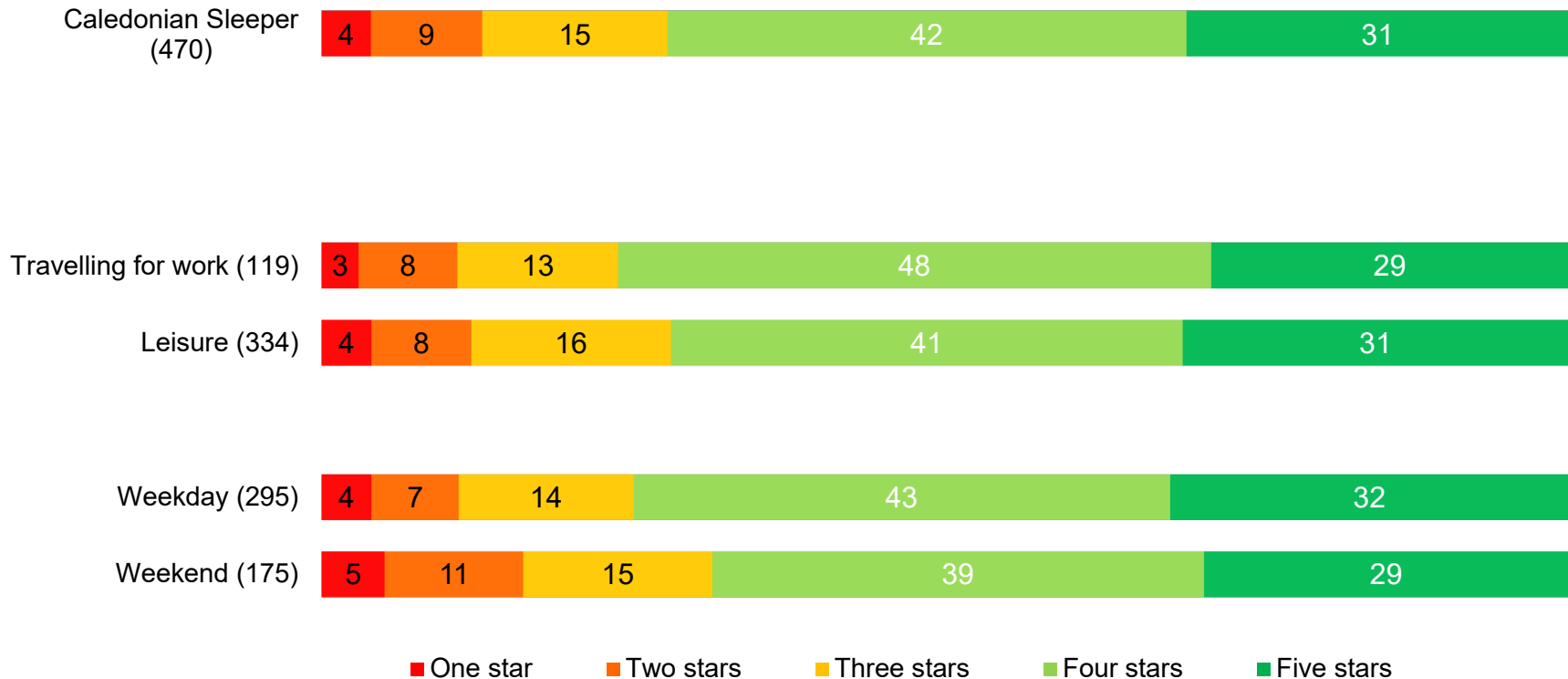
Caledonian Sleeper

Accommodation and train facilities



CALEDONIAN
SLEEPER

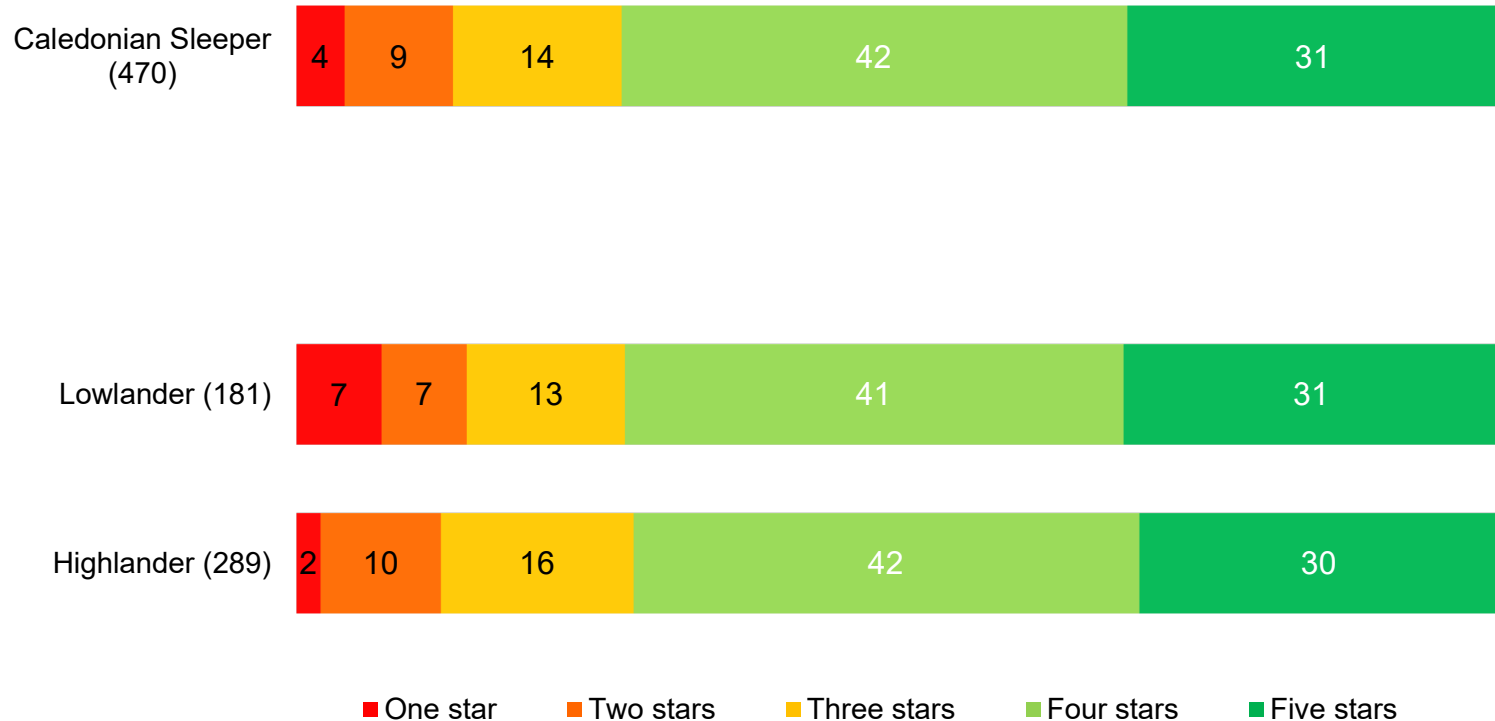
Overall rating of room by passenger group



Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room by route



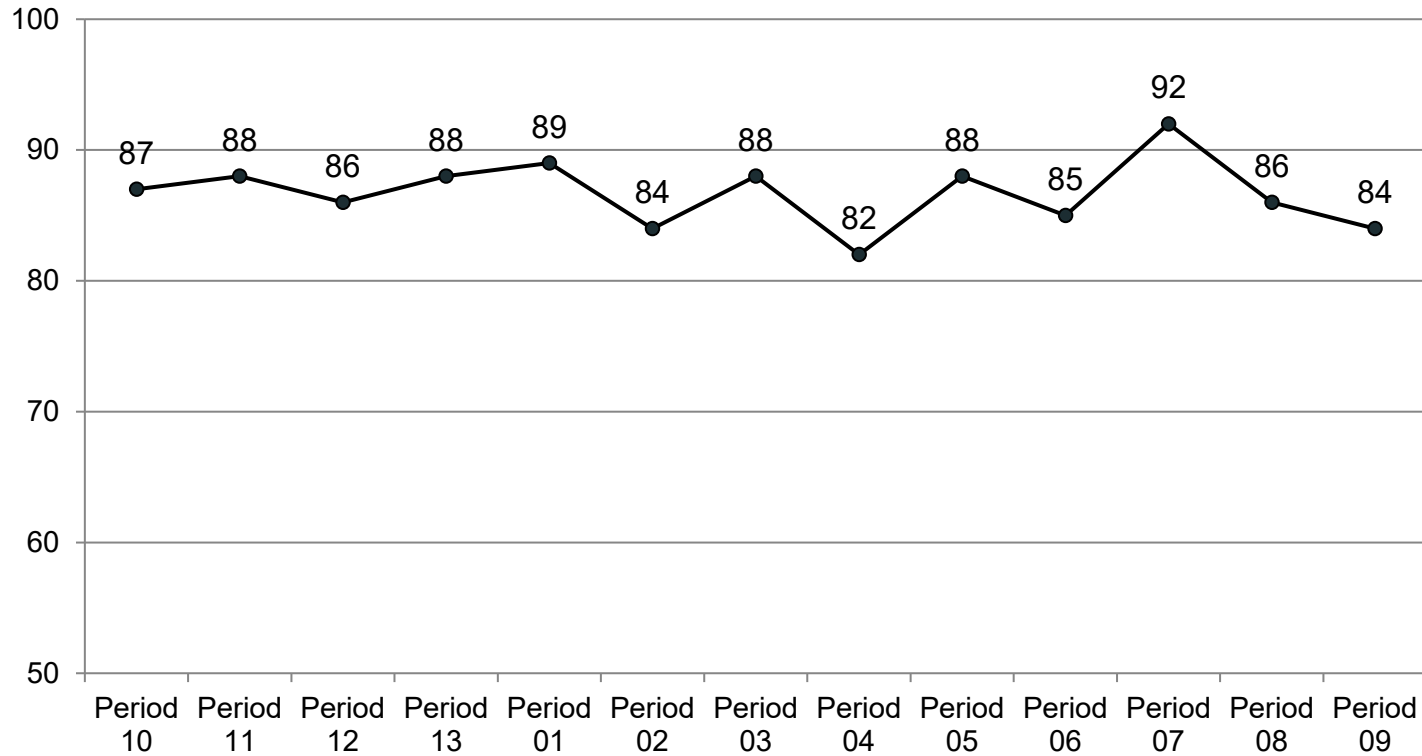
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room - trend

Rating of room

Trend: % Three/Four/Five stars



Q17a. How many stars do you give your room on the Caledonian Sleeper?



Overall rating of room – customer comments

Make it possible to slide the ladder along if only one person in the room or remove it so that it's easier to get in and out of the bed. Also provide a tray or some surface that can be put across the sink so as to be able to put hot drinks and snacks there.

Just the space generally. It was so cramped. We had a case with us, and it didn't fit under the bed, so we had to try to move round it all the time. Also, there were so many little lights, I couldn't sleep.

For the price we paid for the room I expected something nicer. Also, and I wasn't expecting this and I'm just sort of daydreaming, I would have loved an option to purchase a blanket or other souvenir to have waiting for us in our room. I'm sure it wouldn't happen and would be a logical nightmare, but having the online store mail you something after the fact just doesn't feel as special and this was a once in a lifetime trip.

Perhaps a less bright light in the en suite. I woke my partner when I went to the loo in the night.

Luckily, we had very little luggage as no real space to store anything. Didn't use shower as nowhere to put wet towels. Room very small.

No where to put food when it was delivered. The cushion at the back of the bed made turning over difficult and made sleep even harder. Very noisy from rooms/toilets either side. Could hear conversations through their intercoms.

The ladder unfortunately blocked the space under the bed to store our suitcases.

There is a pull-out table under the sink, but I notice now it has been removed? Was useful.

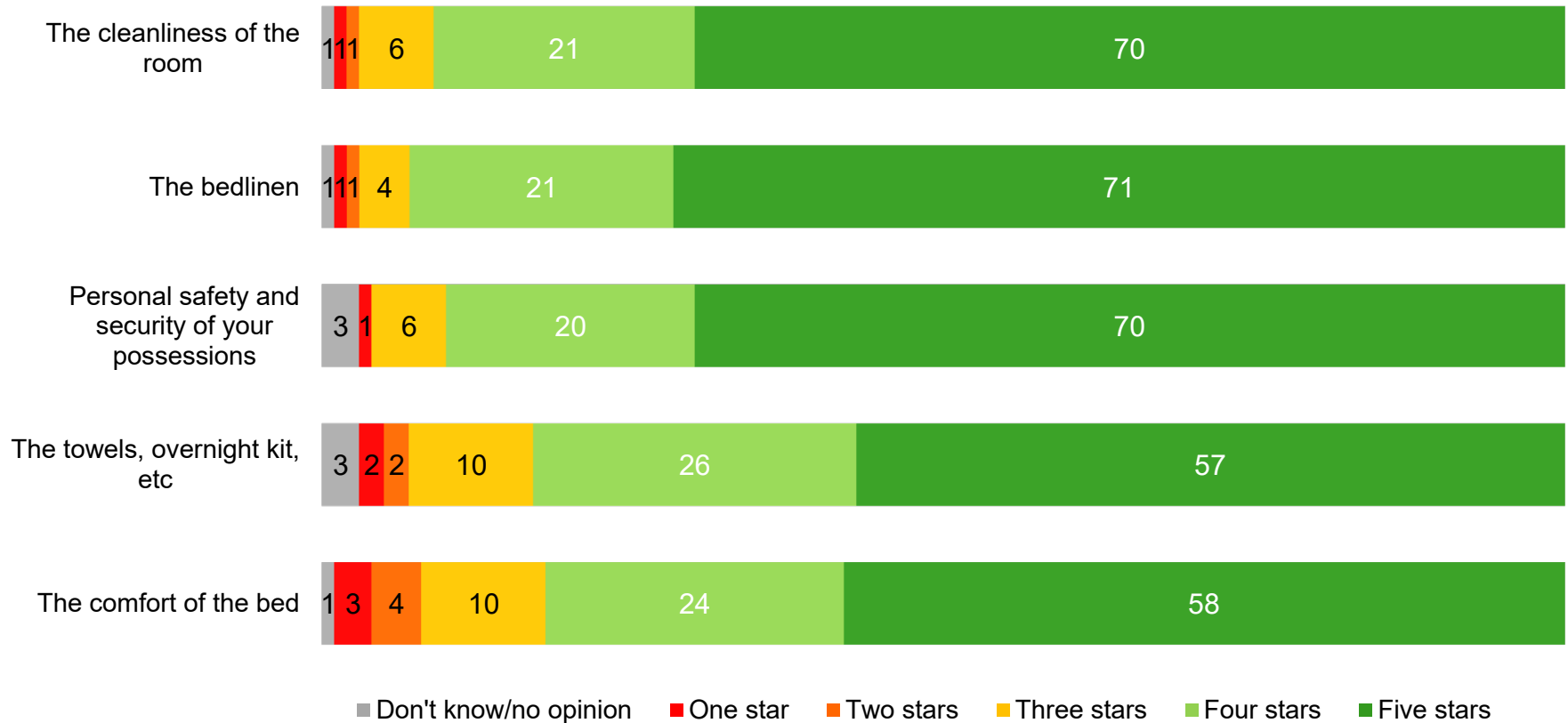
The bunks are not very accessible, particularly for tall people. The entry into the lower bunk is too small because of the position of the ladder while getting on and particularly off the top bunk is awkward because the ladder is narrow and vertical. The shower over the toilet is ingenious but not really an attractive selling point - I'd rather wait till the arrival lounge for a shower. The cabin overall has a cramped feel, trying to pack too much into a small space, but hey it's a sleeper.

I was very impressed with the room - I liked the storage under the beds but wish there had been more storage say around the bed areas (for example, to place my jewellery I didn't want to wear while sleeping and my book).

Q17c. You gave just a single/two stars overall for your room, what should Caledonian Sleeper do to improve this rating
Q17e. What, if anything, could Caledonian Sleeper do to improve the experience of your room?



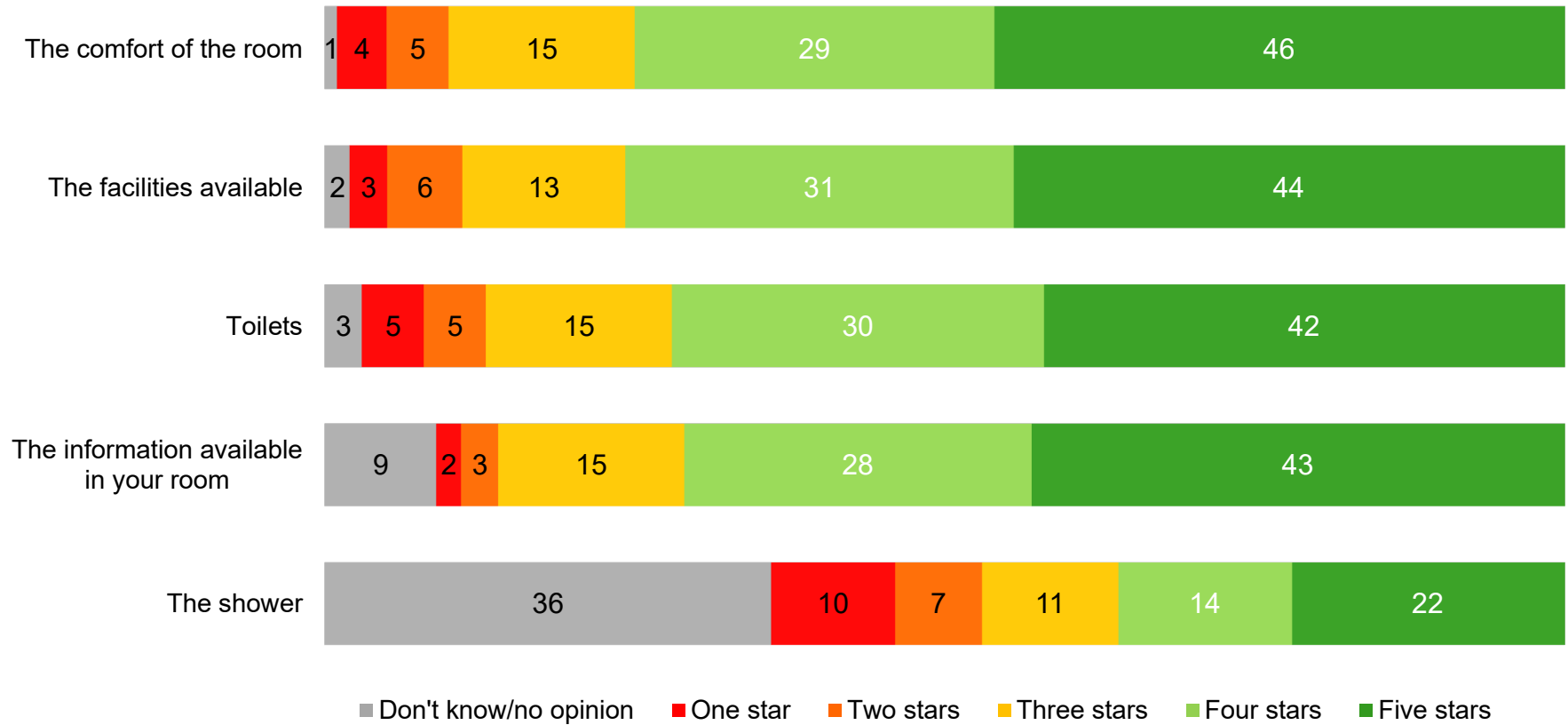
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (470)



Rating of the features of the room – bottom 5



Q17b. And how many stars do you give the room for..?

Base: All guests staying in a room/suite (470), room with en-suite shower (297)



Rating of features of the room – customer comments

In other night trains such as the Austrian ones there are way more hooks and nets to store everything you need. Additionally, having the sink in the main room instead of the bathroom wastes a lot of space and comfort.

More information on the bar/restaurant. Availability of meals, opening hours, need to reserve a table (or not).

Would have been nice to have a leaflet about where the Club Car was, and detail around the train and the journey. For example, we actually arrived EARLIER than we were texted about, so it was a mad rush at the end.

Table/ tablet was missing under the sink, which would make working/eating more comfortable.

The room was pretty hot, and the heating controls didn't seem to help making the room cooler. There was a lot of light leaking into the room from the doors and window, as well as indicator lights on the light controls which kept the room pretty bright.

There are no shelves only two hooks. You can hardly store anything. Very tight space and we were travelling very light.

I would have liked a dedicated locker or storage facility for our luggage. security was fine, I was not worried about our possessions.

The bed was fine but could have been more sprung - I have experienced greater comfort on sleeper trains in Europe.

[The bedlinen] isn't breathable. Found myself sweating beneath the covers then cold once I uncovered to avoid sweating. Back and forth all night limited quality of sleep.

Sweet wrappings and a half-empty water bottle were left in my room.

Regular checks on cleanliness [of toilets], maintenance of door locks, better washing and drying facilities, more space.

Better quality towels, liquid soap would be better than the little bar.

Bed was very hard, found during the night back would ache if sleeping on back or hip would ache after a while if sleeping on side so had to keep turning over during the night. A thicker mattress or offer a mattress topper especially for larger/heavier travellers.

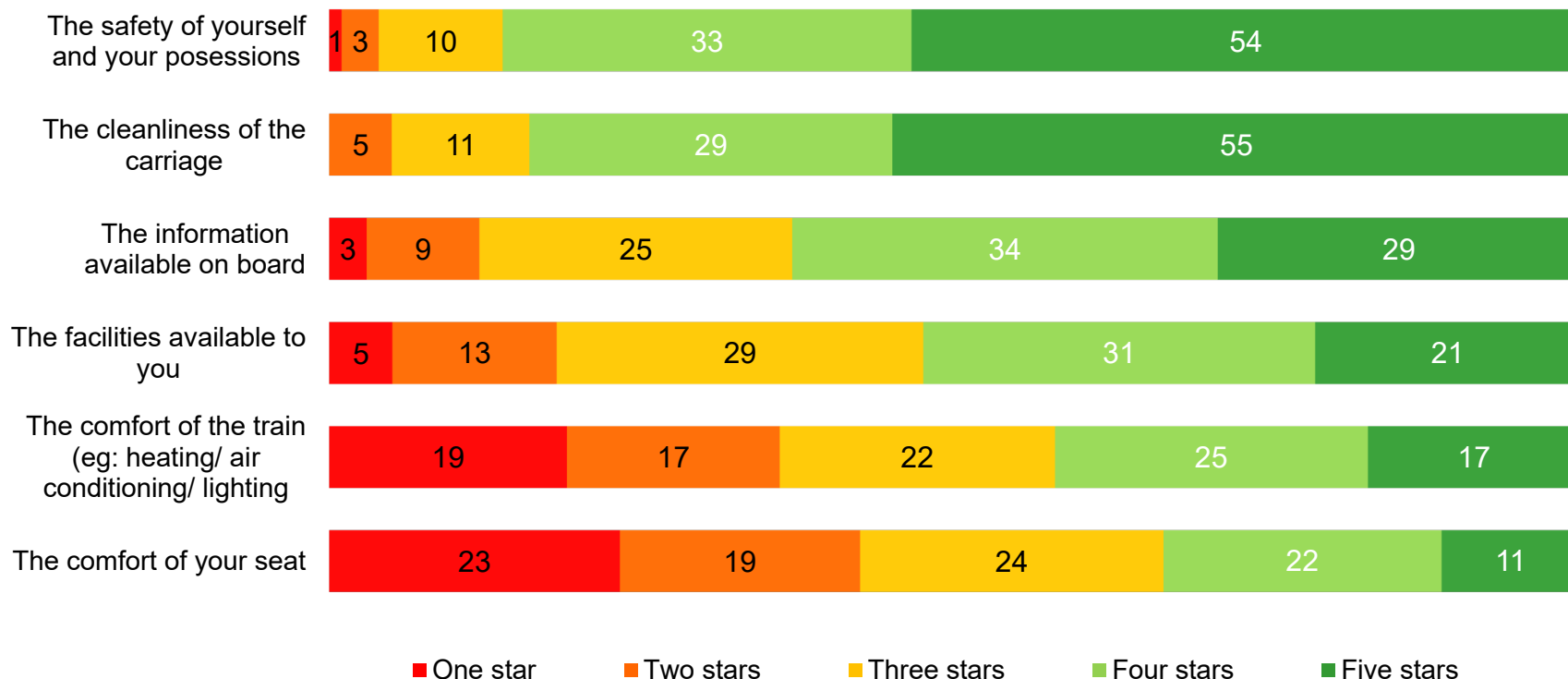
Water was entirely tepid; make a more comfortable temperature available. Also difficult to arrange the shower head to do anything other than point the water at my face. I wanted to angle it down a bit!

The shower was adequate (and a pleasant surprise after my previous sleeper experience many years before) but the door catch did not work. Needs closer care to maintenance.

Q17d. You gave just a single/two stars for the facilities available / information provided / comfort of the room / cleanliness of the room / personal safety and security of your possessions / bedlinen / comfort of the bed / towels and toiletries / toilets / shower, what should Caledonian Sleeper do to improve this rating?



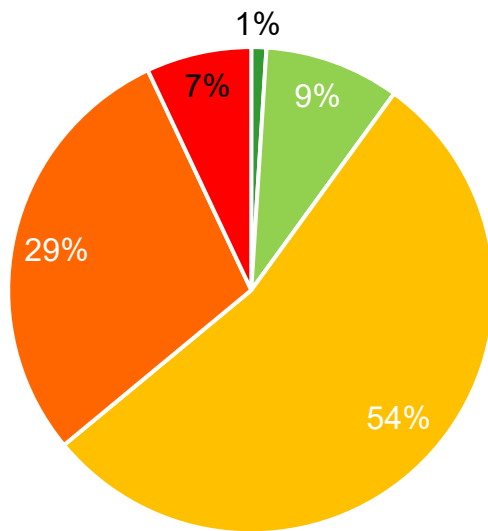
Rating of on-board features among seated guests



Q19. How many stars do you give the Caledonian Sleeper for..?
Base: All seated guests (150)

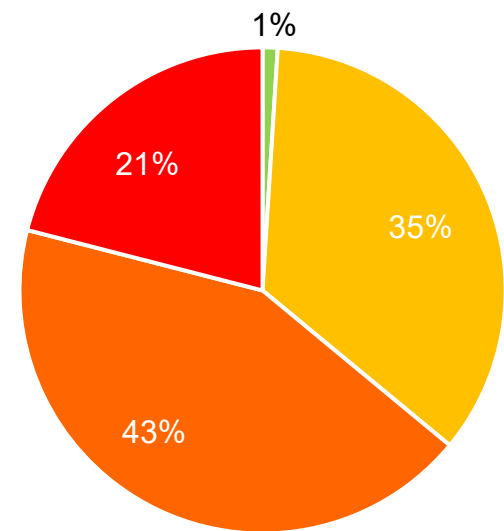


Quality of sleep



Room/Suite

- Better than being at home
- As good as being at home
- Pretty normal for a night in a strange bed / As good as can be expected
- Not good/restless
- I wasn't able to sleep at all



Seated guests

Q18 / Q20. How would you describe the quality of sleep that you enjoyed on board the Caledonian Sleeper?
Base: Those in a room/suite (470), seated guests (150)



Improving quality of sleep – customer comments

Not much could do. Bed quite hard, train jolted a lot. Perhaps some more sophisticated way to regulate temperature thermostatically controlled heating with degrees displayed to get perfect preferred temperature.

Firstly, they could have visited with everyone individually or collectively to let them know that blankets were available. On my first sleeper journey with Caledonian Sleeper I was unaware. In this instance I asked and was (it seemed grudgingly) brought blankets. The seats do not really recline in the strictest sense, you can simply relax the upright posture somewhat. But this compromises the angle that one's legs can take under the seat in front. Far from ideal posture for sleeping.

Probably not much, but the design of the train meant that there were all kinds of extraneous noises, like pumps, which were quite loud and more distracting than the general train noise.

I think it was all about the motion of the train. A lot of surprisingly violent loading/unloading crashes at different points in the night, as if a herd of elephants all jumped onto the roof at once.

Allow boarding earlier / to disembark later. Maybe something about the noise from outside the cabin?

Carriage could have been warmer or blankets offered. (I was fine, had big blanket shawl, but heard other customers were cold.) when I checked in advance it said blankets weren't included for seats, but heard a staff member saying they could be given out.

Make sure that announcement in the cabin can clearly be heard and understood, and over bed button lights are shielded or dimmable.

Breathable bed linens, slightly more firm pillows, and ability to darken room further without having to use the sleep mask.

Better soundproofing

The seat wasn't particularly comfortable but not really sure how to make it better. One thing that could definitely be changed was the strength of the AC because it was much too strong and very cold.

Provided seats which actually reclined and dim the lights overnight.

Drive the train much slower. Less rocking side to side. Turn the lights off. Warm the cabin up.

Please could we board earlier?

Improve seat comfort. Long-haul economy seats are more comfortable for a night's sleep. Turn down cabin lights Remove / reduce volume of the toilet door voice - it's a sleeper service...

Q21. What, if anything, could Caledonian Sleeper or their staff have done to improve the quality of your sleep?



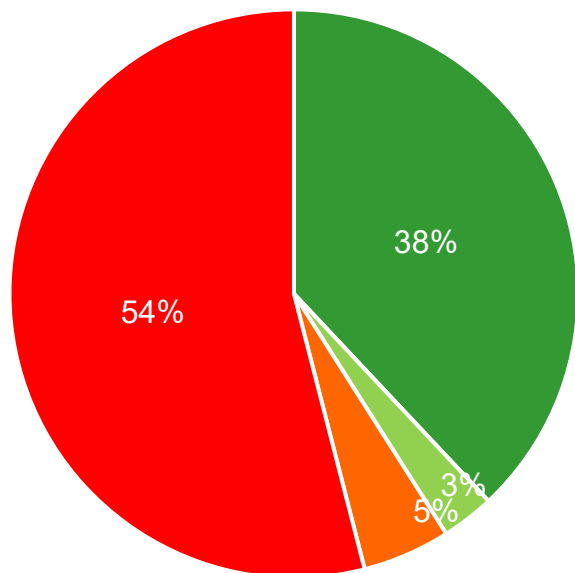
Caledonian Sleeper

Club car and catering



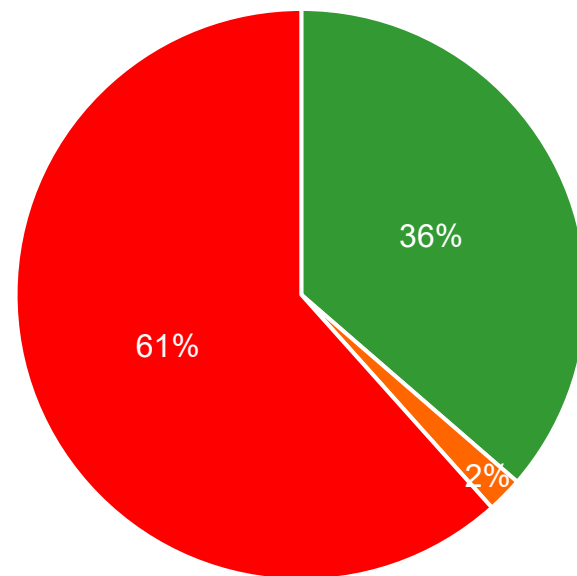
CALEDONIAN
SLEEPER

Visiting the Club Car



Evening Use

- Yes, to sit/ spend time there
- Yes, to buy something to take away
- I was unable to get a seat, so I just took away something
- I wasn't able to get a seat, so I went away without buying anything
- No, I didn't visit the lounge car



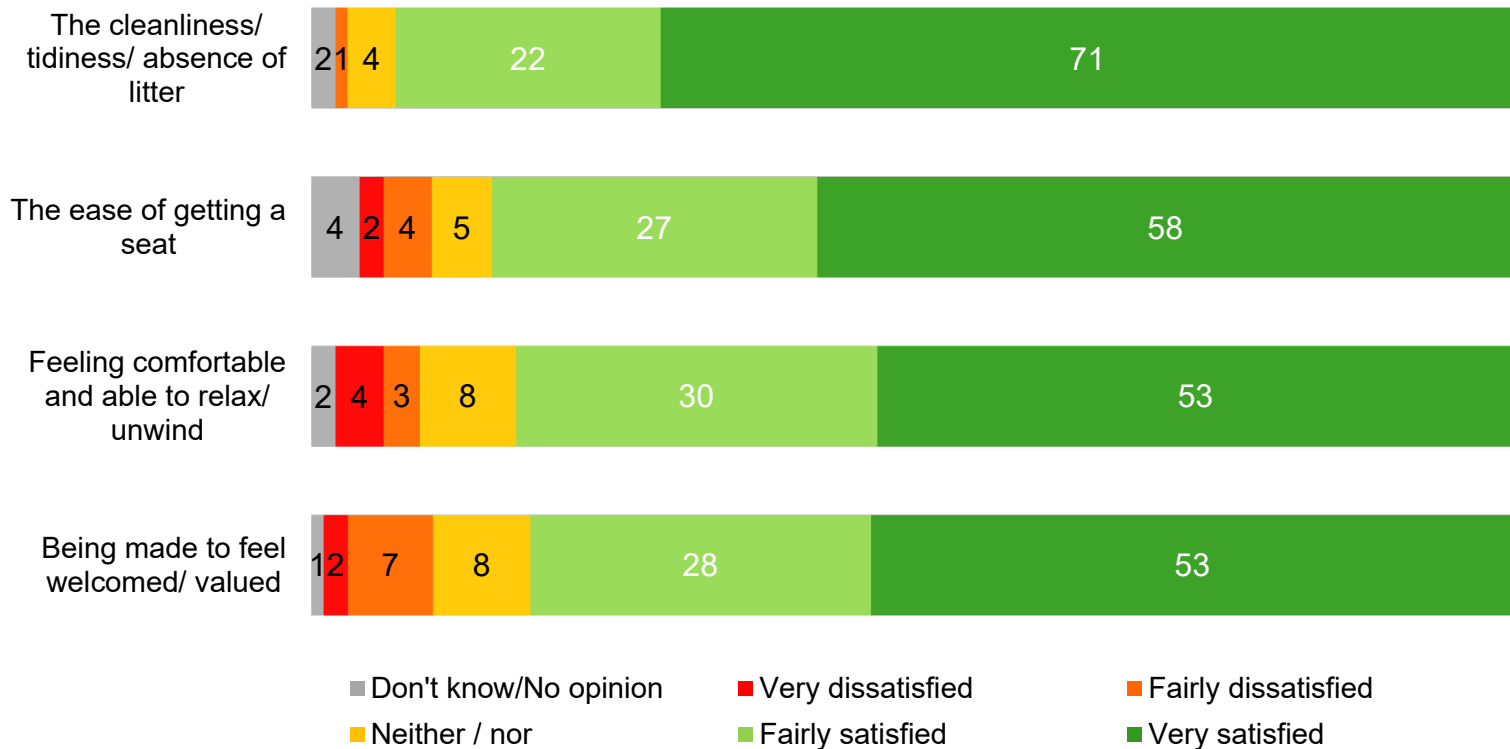
Morning Use

Q22a/b. Thinking about the evening/morning of your trip on the Caledonian Sleeper, did you visit the Club Car?

Base: All (470)



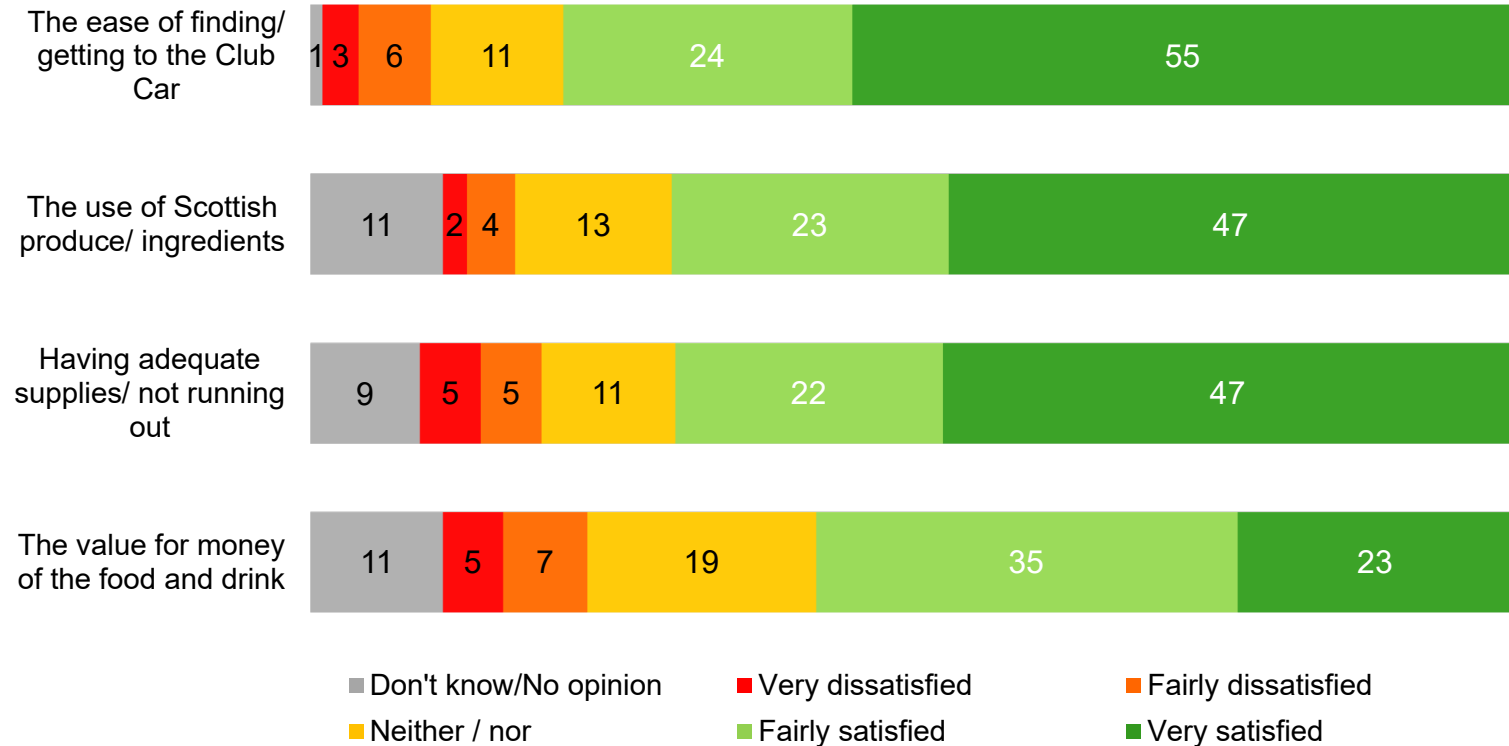
Satisfaction with features of the Lounge Car – top 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (255)



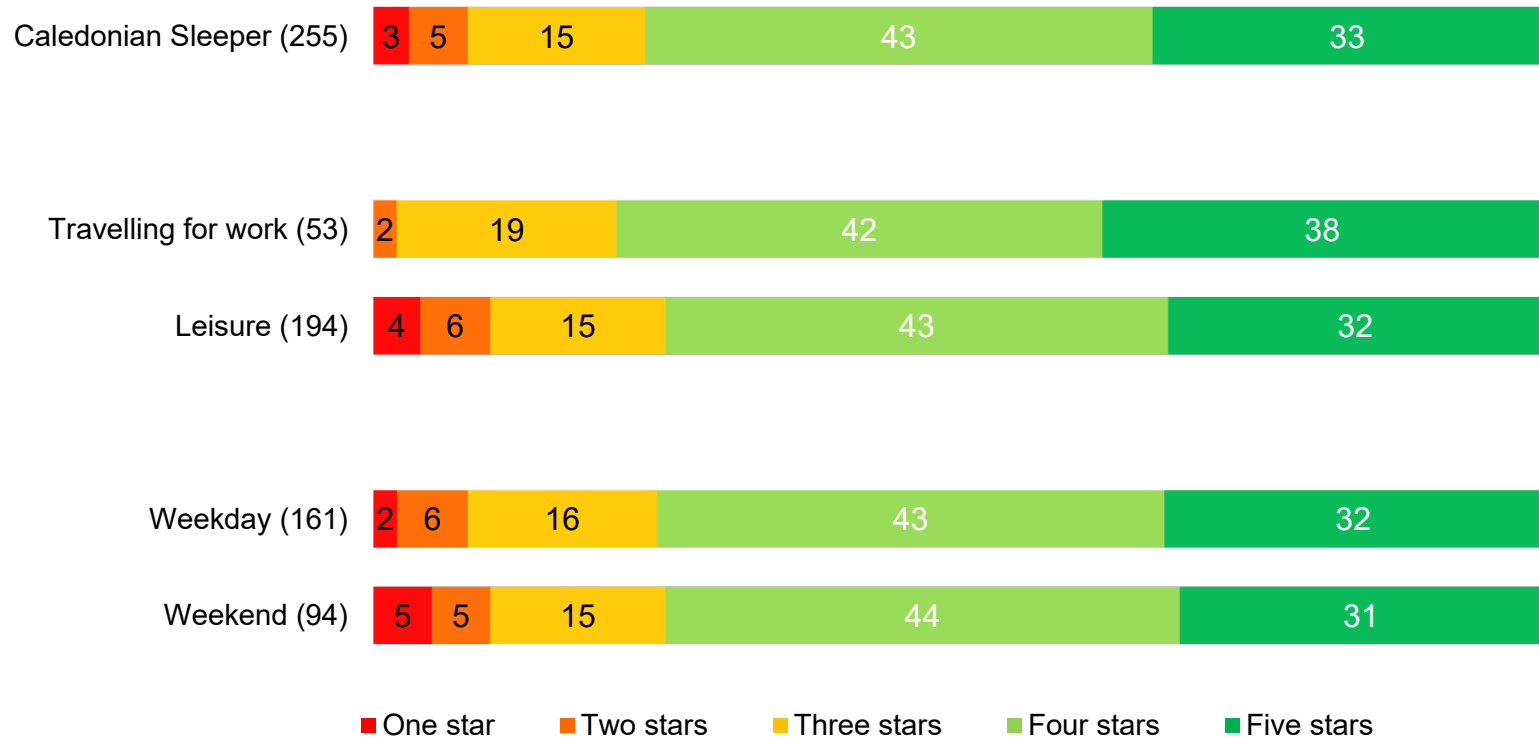
Satisfaction with features of the Club Car – bottom 4



Q23. Thinking about your experience of the Club Car on the Caledonian Sleeper, how satisfied were you with..?
 Base: All those using the Club Car (255)



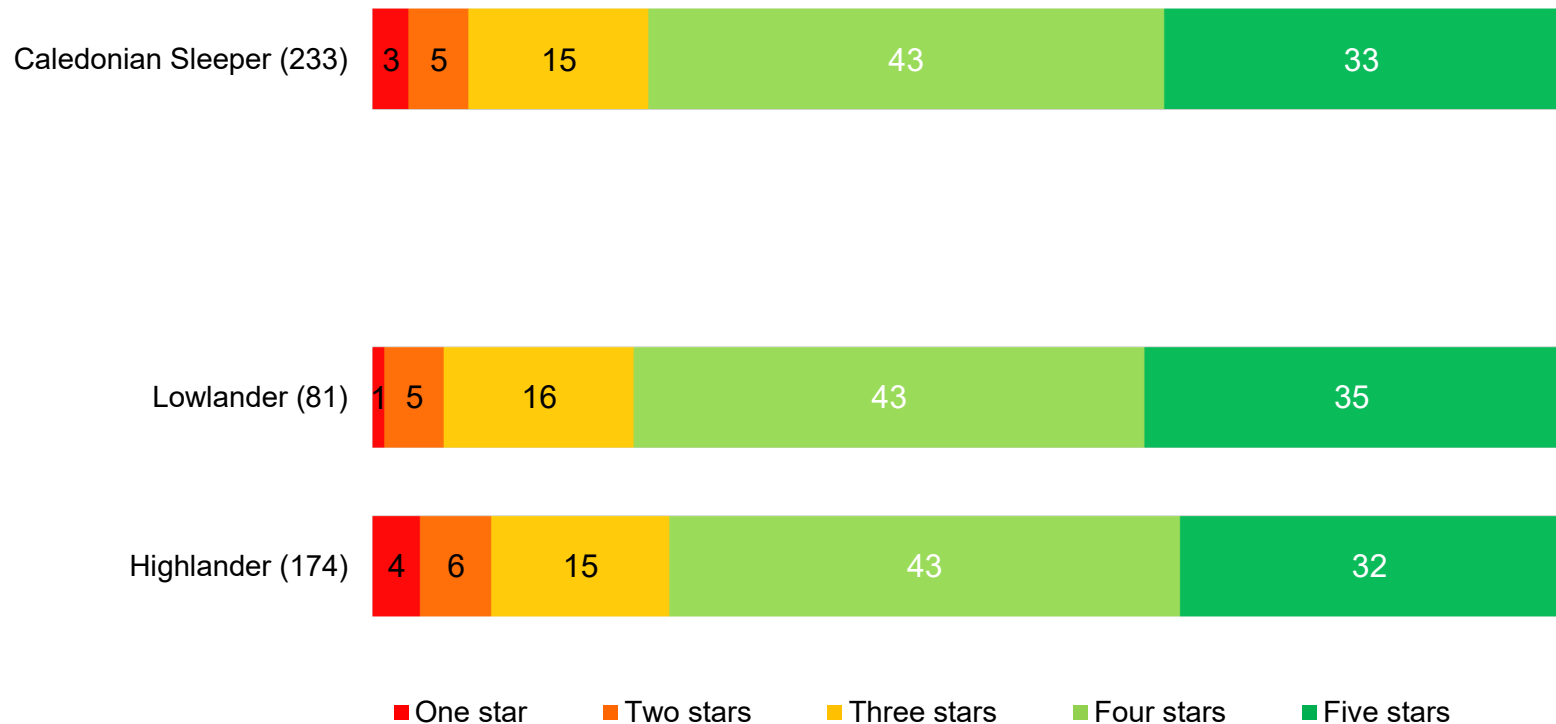
Overall rating of Club Car by passenger group



Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car by route



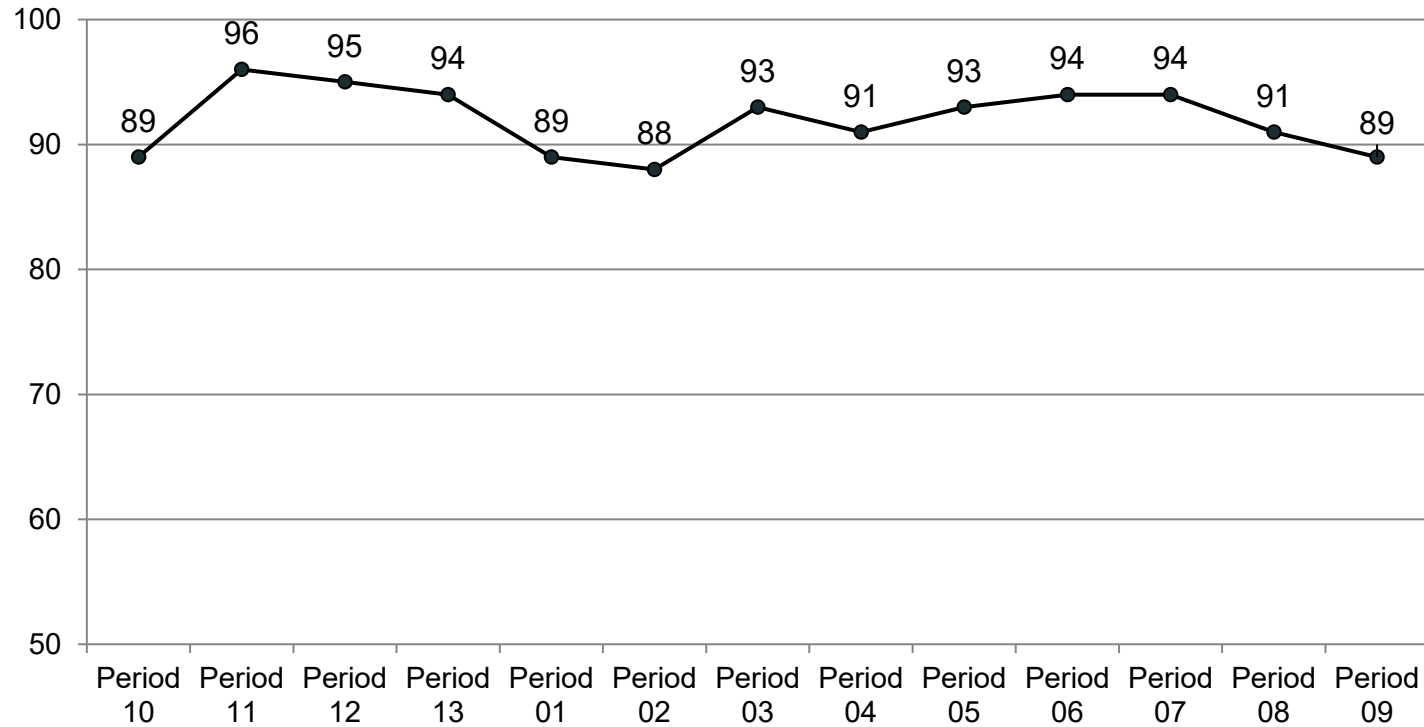
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



Overall rating of Club Car - trend

Rating of lounge car

Trend: % Three/Four/Five stars



Q24a. How many stars overall do you give the Lounge Car on the Caledonian Sleeper?



Rating of the Club Car overall – customer comments

I went there in the evening and there was no where to sit so I just bought a drink to takeaway and paid for the following morning's breakfast. It seemed like there was nowhere to stand while I was making the purchase and that I was in the way of the waiting staff.

Have hot drinks available to have with breakfast. We had to have these delivered to our room before or after eating in the Club Car. The option to reserve a seat for evening meal so you didn't have to rush to go straight there to ensure a seat was available. Especially as we were celebrating a special birthday.

If you don't have an ensuite room, then you have to sit on the stools along the side. This would have been fine, but the stools are slanted slightly so you are constantly fighting not to slide forwards which made it uncomfortable.

Is there a better way of asking who's entitled to go in the club car than the slightly diversionary / passive aggressive "what room are you in?" ... perhaps not.

I think tone down the lighting, too bright. Softer lighting. Maybe also having the ability to order and pay via a QR code would be useful.

Basic hospitality: be cheerful and welcoming. So hard to get someone to take our order and they just seemed annoyed and bothered the whole time.

Please add oat milk as an alternative milk option! The coffee was nice (loved the large mug) but a bit average as far as barista coffees go.

Add capacity if possible. Or arrange bookable slots in advance.

Breakfast was served 25 minutes after the time it had been booked for, then briskly cleared away after 10-15 minutes. Not a very relaxed atmosphere. Item was missing from the hot breakfast. Food was below average quality (microwaved?, no toast?) Coffee was poor quality and not refilled. No fresh milk available. The serving staff at breakfast spent most of the time complaining about how hard working nightshift on the train was, making quite an unwelcome atmosphere.

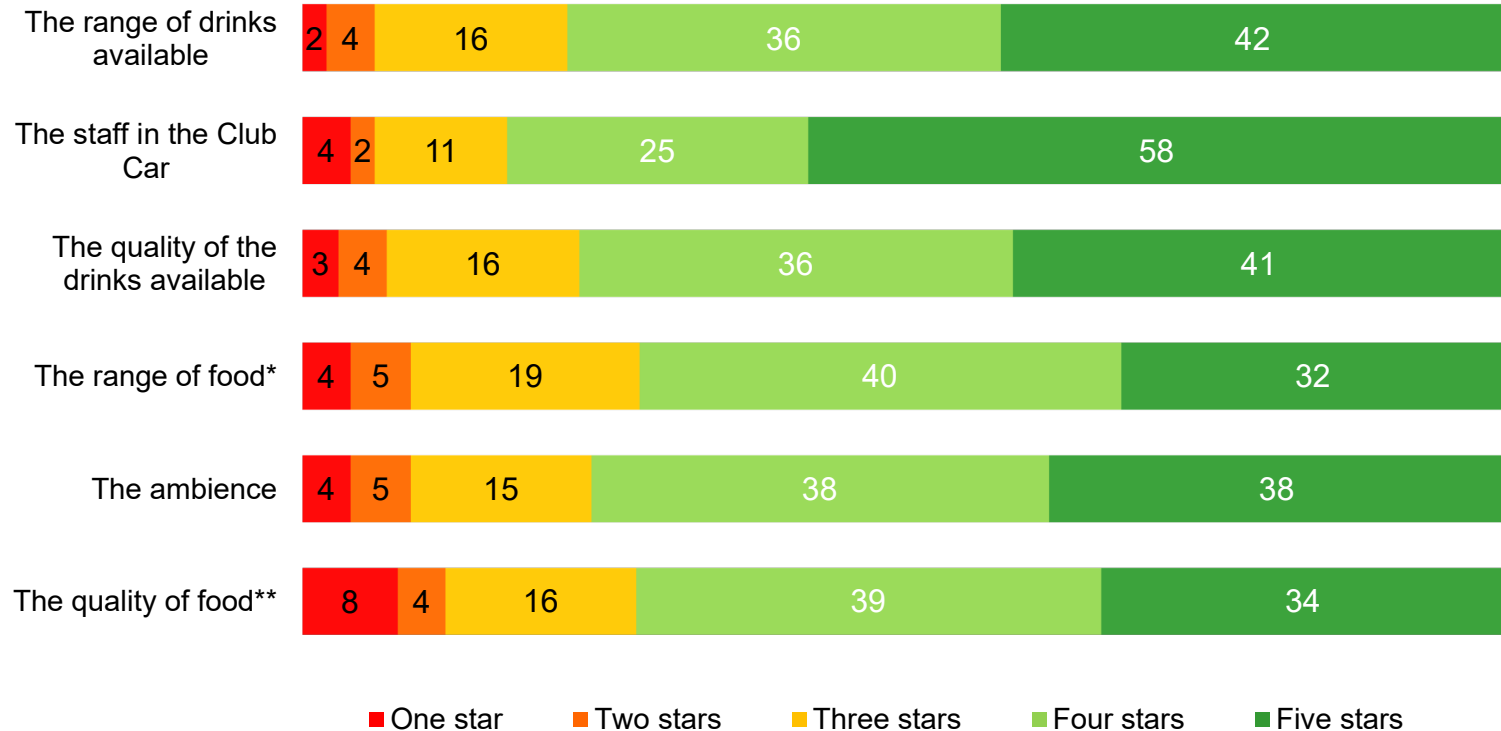
The capacity is the capacity and designed to get as many people seated comfortably in the available space on a first come first served basis. Not surprisingly some people were disappointed. But the staff did their best to accommodate as many people as possible. I'm not sure what was said to those disappointed and the staff may well have said 'would you be happy to share a booth'. We were actually asked by a couple in a booth to join them and we had a really nice night with them.

Q24c. You gave just a single/two stars overall for the Club Car, what should Caledonian Sleeper do to improve this rating

Q24e. What, if anything, could Caledonian Sleeper do to improve the experience of the Club Car?



Rating of features of the Club Car



Q24b. How many stars do you give the Club Car for..?

Base: All using the Club Car (255), *those who looked at the menu (140), **those who ate a meal (106)



Rating of features of the Club Car – customer comments

The problem is getting a table, someone has to go there early to reserve a space, and it feels as if people are just sitting there, taking up space for those that may wish to eat or drink. The high seats are ok for singles or couples but don't help larger groups.

I wasn't sure if I was entitled to use the club car, as I was in a classic room, so I only went to ask for some ice. I would have liked to sit there but the information wasn't clear.

We tried the pizza and it was not good. It had no real taste and far too much crust to topping ratio. Only redeeming factor was the sun-dried tomatoes.

[The food] was hot and well cooked. I have had better food on trains years ago. It has no more or less than I expected.

Too bright in the club car. A little dimming of the light would give off a more comfortable ambience for the tightness of the car in general.

I went in at 6.15am and I was the first one there, so not much ambience! In terms of decor of both the club car and room, I think a darker colour palette would go a long way to make the space feel cosier. It felt a bit clinical with the light colours and bright lights.

Draught beer would be nice; and certainly, larger glasses that can take a whole can. Cans could be colder.

Staff were not friendly or helpful. A couple at another table wanted more orange juice. The people serving said the kitchen was closed. I find it hard to believe that more juice could not have been found for them. It is not reasonable to ask for more food, but it certainly should be reasonable to ask for more juice.

I wasn't offered a menu or told what range of food/drinks were available. I was just asked 'can I help you?' to which I responded I'll have a coffee please. That was it, so I left the Club Car.

Some drink options (e.g. wines) have multiple options, where there are other popular drinks (e.g. ciders) which barely feature.

Seemed like pre-made supermarket food. It was arranged well but tasted bland and microwaved.

The coffee needed to be hotter and a second cup offered.

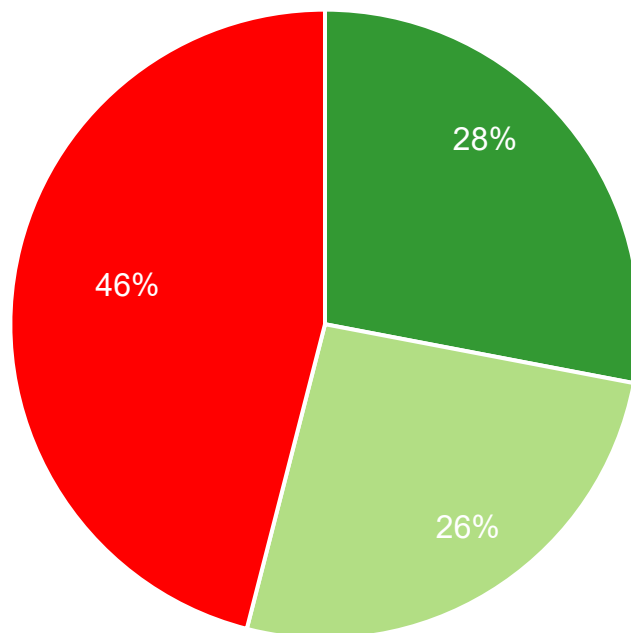
Improve the range and quality of hot food offered, ensure menu items are routinely available.

Q24d. You gave just a single/two stars for the ambience of the Club Car / staff in the Club Car / range of hot and cold drinks available / quality of the drinks available / range of food available / quality of food available, what could Caledonian Sleeper do to improve this rating?



Breakfast

Quarter 3 2025/26 %

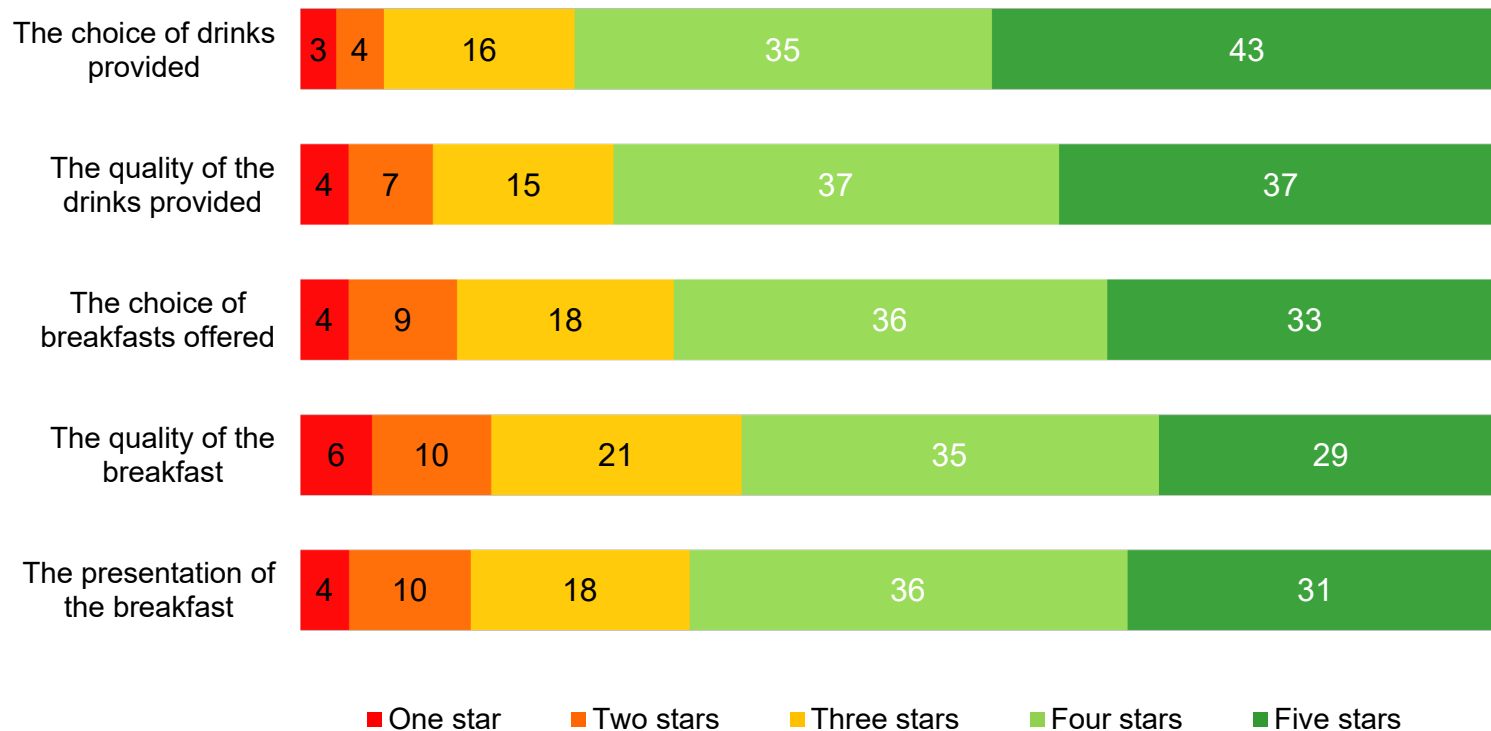


■ Yes - in my room ■ Yes - in the Club Car ■ No

Q25a. Did you eat a Caledonian Sleeper Breakfast on the train?
Base: All (620)



Rating of features of breakfast



Q25b. How many stars would you give for..?

Base: All eating a Caledonian Sleeper breakfast on the train (335)



Rating of features of the breakfast – customer comments

It was great to be offered a Scottish cooked breakfast but there was no opportunity to select. There were no bans or tomatoes, so it was very dry. I wanted just egg bacon beans tomato. None of the other stuff.

There was a limited selection on the service, and my choice was not available.

There were limited vegetarian/vegan offerings that included protein. It would be nice to see more options for vegetarians that include protein.

I ordered the vegan cooked breakfast. It comes in a bag on a cardboard tray all lumped together. It made the majority of the food soggy and inedible, the potato scone was diabolical, and it was the bit I was most looking forward to. The coffee was like dishwater. Fortunately, I drink black coffee as in spite of specifying that I was vegan I was given cows milk.

A higher grade of food quality is this only thing that will help this rating. This food quality is very similar to class-c/d airline food.

Remove the truly dismal pancake from the Continental breakfast and return to a croissant and return to the previous fish fruit/muesli/yoghurt offering.

The coffee in a bag was very poor, would be better to just have instant or filter coffee.

Serve with proper plates / cups / cutlery.

Cardboard trays. Difficult to manage as my table was missing.

There were too many packaged products - fresh ones are preferred

I feel that a choice of coffee styles could easily be provided. Latte, flat white, cappuccino etc.

Quality of tea sold/served in general has declined greatly so I wouldn't single Caledonian Sleeper out for this, but the tea was made with water that was not boiling and hence is only suitable (for me) to drink it black. In any case I wouldn't drink tea with UHT milk.

Q25c. You gave just a single/two stars for the choice of the breakfast offered / quality of the breakfast / choice of drinks offered / quality of the drinks provided / presentation of the breakfast, what could Caledonian Sleeper do to improve this rating?



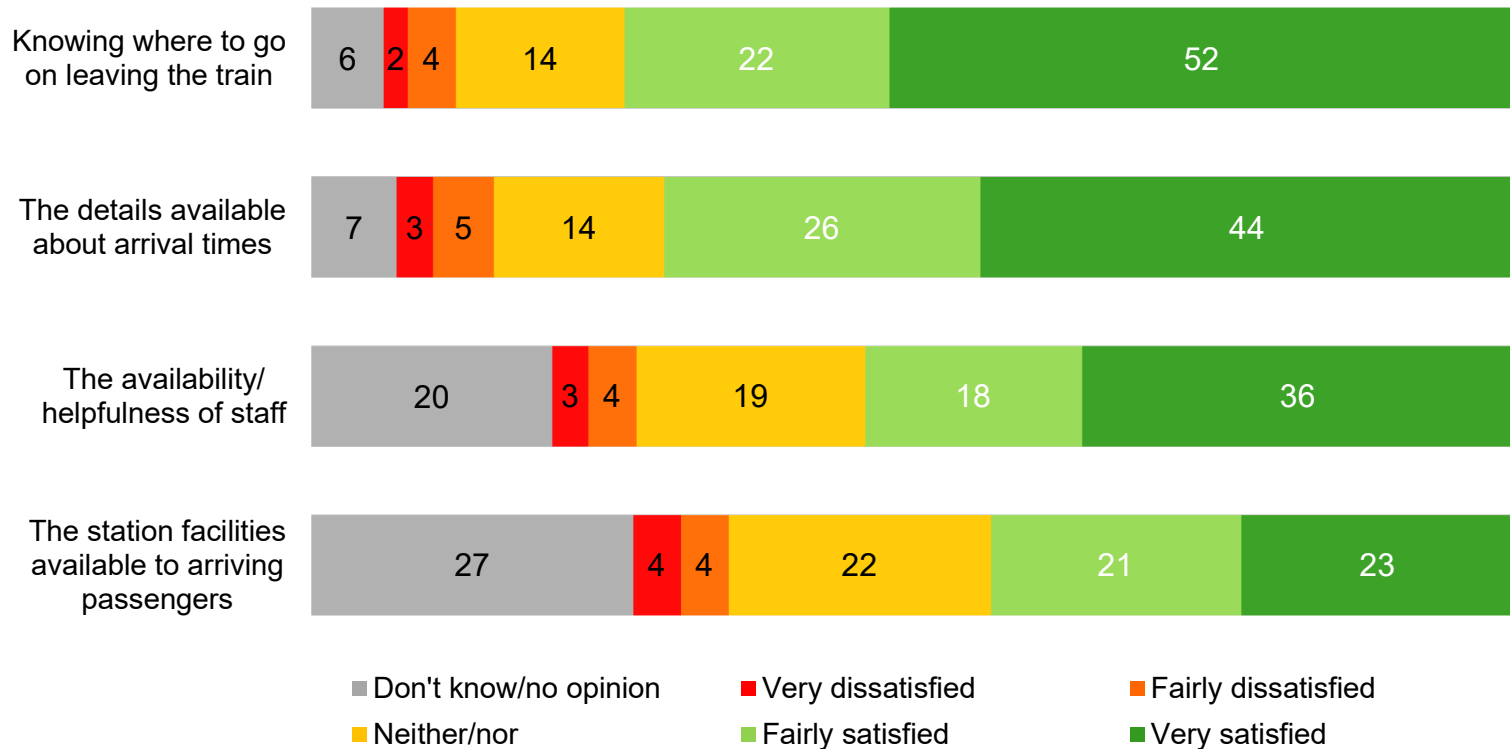
Caledonian Sleeper

Arrival



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Satisfaction with features of arrival at the destination



Q26. Thinking about arrival in x in the morning, how satisfied were you with..?
 Base: All (620)



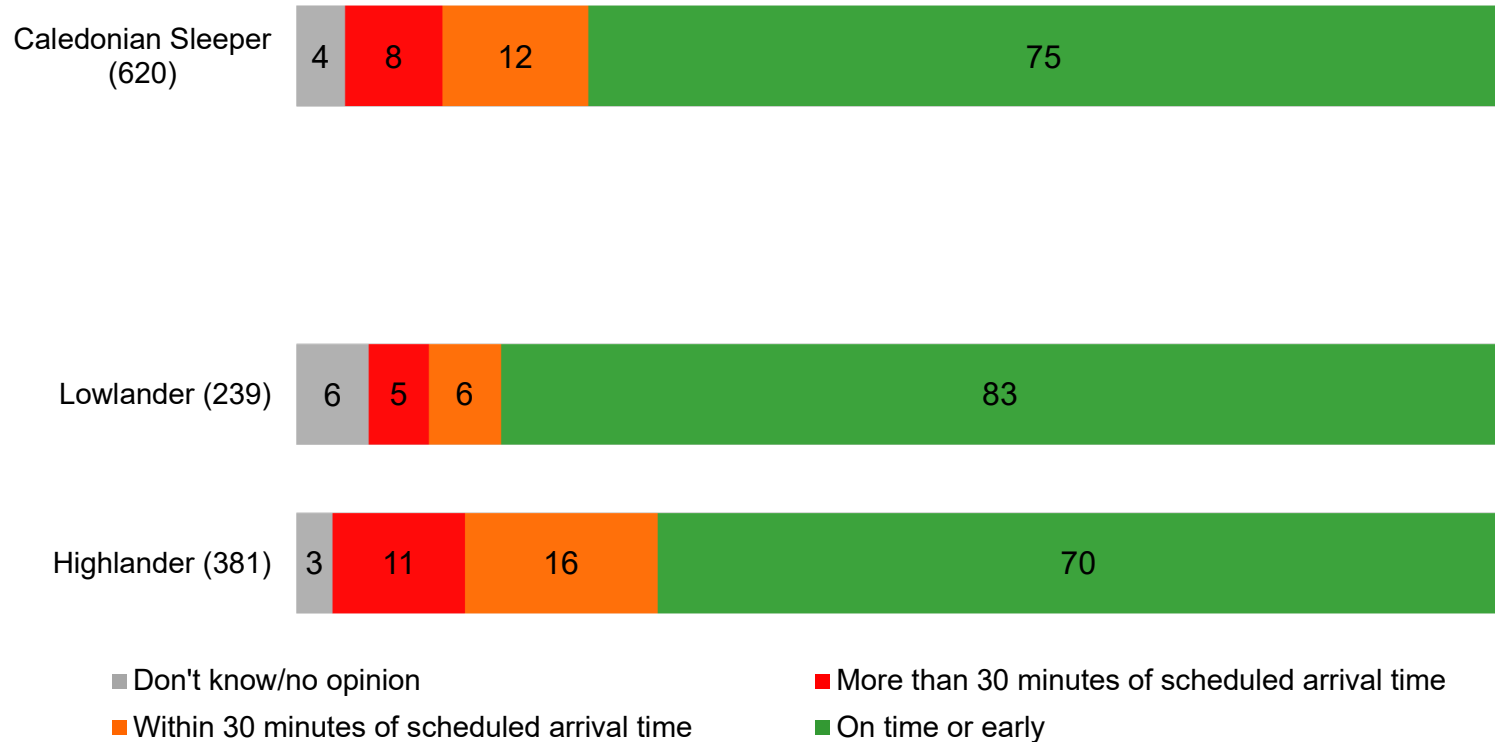
Caledonian Sleeper

Delay



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SLEEPER

Punctuality of service by route



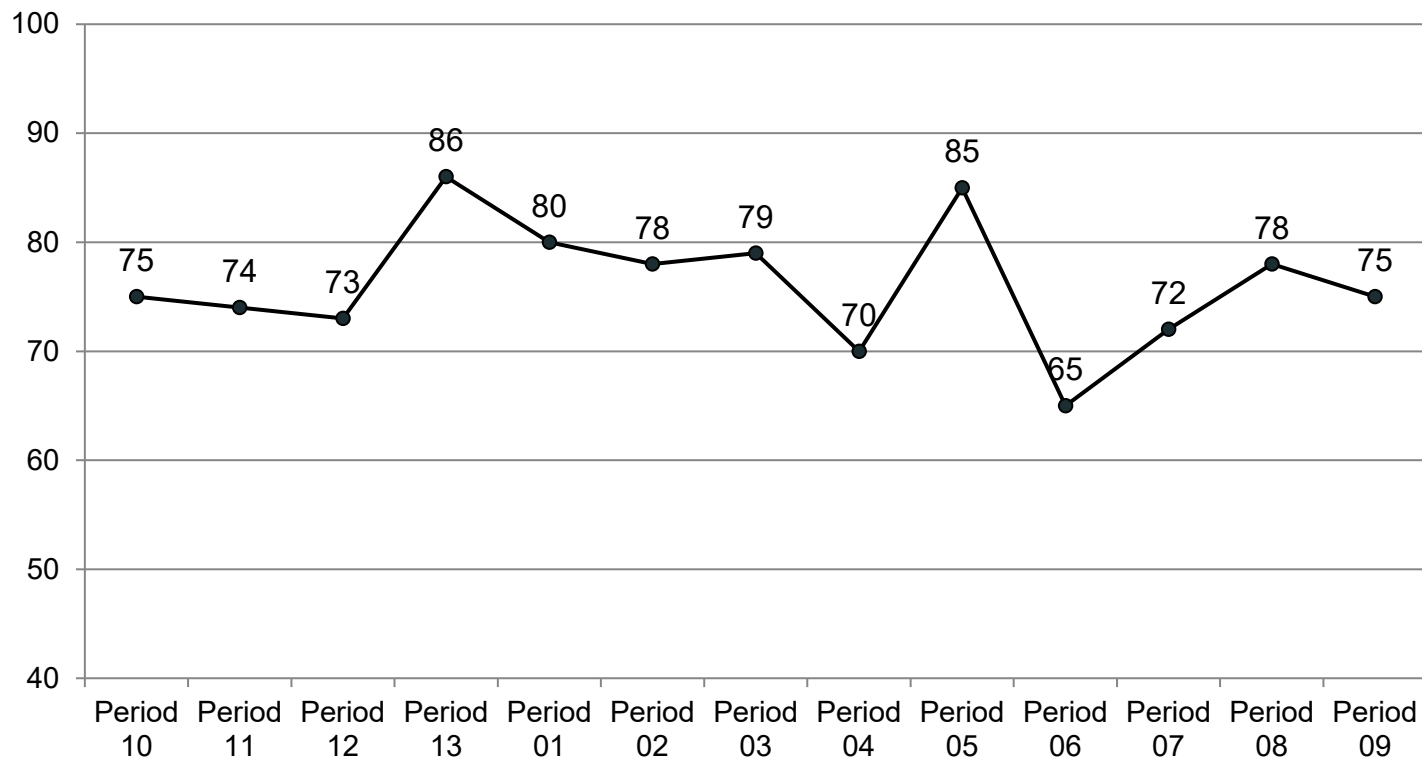
Q27a. Did your train arrive on time?
Base: in brackets above



Punctuality of service - trend

Rating of experience

Trend: On time or early



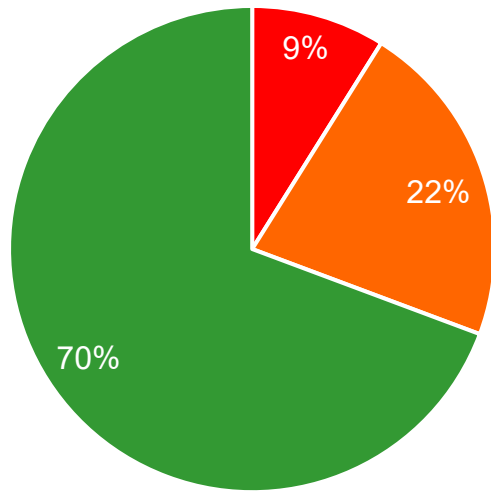
Q27a Did your train arrive on time?



Impact of delay

Quarter 3 2025/26 %

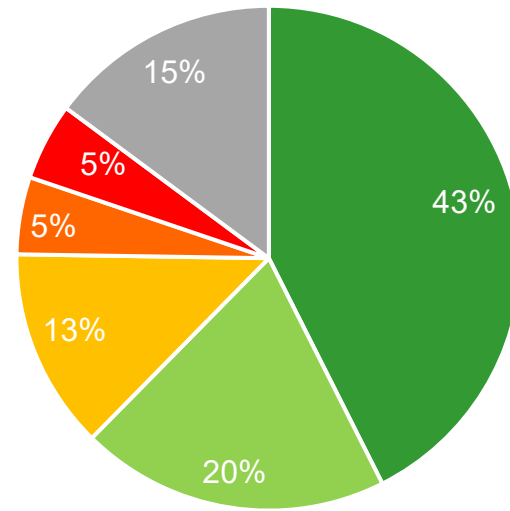
- Yes, it was a serious inconvenience
- Yes, it was a minor inconvenience
- No, it did not inconvenience me



Impact of the delay

Q27b. Did this affect your plans for the day?
Base: All who experienced a delay (128)

- Very well
- Neither/nor
- Very poorly
- Fairly well
- Fairly poorly
- Don't know/no opinion



How well delay was dealt with

Q27c. How well did Caledonian Sleeper deal with this delay in terms of keeping you informed and providing any assistance needed?
Base: All who experienced a delay (128)



Caledonian Sleeper

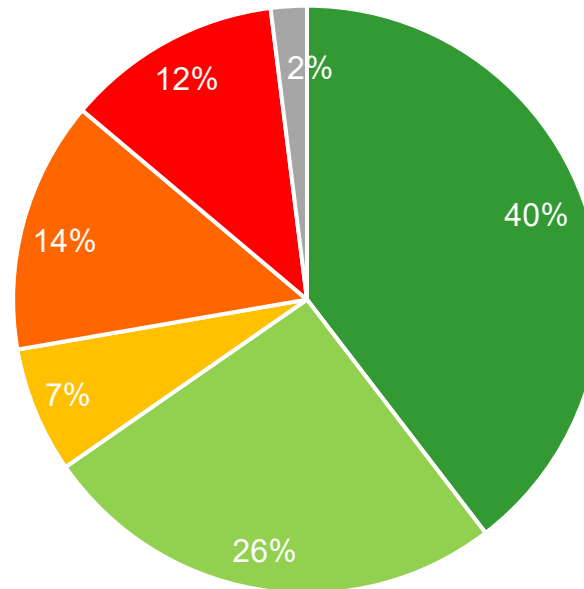
Facilities for those with a disability or illness



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Satisfaction that Caledonian Sleeper provides a service suitable to needs

Quarter 3 2025/26 %



- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied
- Don't know/no opinion

Q40b. How satisfied are you that Caledonian Sleeper provides a service which is suitable to your personal needs?

Base: All those who have a disability or illness that affects their ability to travel on the Caledonian Sleeper (43*) *Caution – low base



Providing a service suitable to needs – customer comments

I have some mobility problems. In order to get into the bunk I have to remove the ladder, despite a notice that implies I should not do this.

Ensure that the toilets close to assessable rooms work.

Assistance to board with luggage. Berths that are easier to access for those with mobility issues.

Pay more attention to having working water systems in the ensuite rooms - these are needed as my son's autism means he has a strong phobia of shared loos but needs functioning washing systems for his regular insulin injections.

It might be a policy to not be touching passenger luggage, but when the assistance booking had failed, it would have been nothing for one of them to lift my bag on to the train for me, it was pretty light for the average person but very tricky for me with my disability. It says very little about your staff quality, even if the rules were not to do it. I certainly couldn't stand by and watch someone struggle with a bag.

Q40c. What could Caledonian Sleeper do to improve its service to you?



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Appendix



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Sample profile – journey details

Sample size	620 %	Sample size	620 %	Sample size	620 %
<u>Age</u>		<u>Journey Purpose</u>		<u>Disability or Illness</u>	
16-34	11	Travelling for work/business	25	None	93
35-54	37	Company business	18	Vision	>1
55+	49	Personal Business	5	Hearing	>1
Not stated	3	Regular travel between home and workplace	2	Mobility	4
<u>Gender</u>		Leisure	71	Hidden disability	3
Male	47	Visiting friends/ relatives	22	Speech or language impairment	-
Female	50	Holiday/ short break	45	Mental health	1
Not stated	3	Attending a sporting/ musical/ theatrical/ charity event	4	Other	2
<u>Working status</u>		Other	3		
Full time	55				
Part time	14				
Not working	2				
Retired	23				
Student	1				
Not stated	5				
<u>Residence</u>					
UK	84				
Non-UK	17				



Sample profile – journey details

Sample size	620 %	Sample size	620 %	Sample size	620 %
<u>Travelling party</u>		<u>Return journey mode</u> (those making outward journey)		<u>Travel to departure station</u>	
Alone	53	Caledonian Sleeper	37	Train	37
With a business colleagues(s)	1	Daytime train	37	Underground/ Tram/ Subway	24
With family (adults only)	30	Plane	17	Bus/ Coach	8
With family (adults/children)	8	Coach	-	Taxi	10
With friends	8	Own Car	1	Own car/ Dropped off	13
<u>Accommodation</u>		Hire car	-	Hire car	2
Seat	24	Other	4	On foot	23
Room	28	Don't know	3	Bicycle	2
En-suite room (with shower)	48	<u>Outward journey mode</u> (those making return journey)		Other	2
<u>Journey direction</u>		<u>Travel from arrival station</u>			
Outward	57	Caledonian Sleeper	53	Train	34
Return	43	Daytime train	29	Underground/ Tram/ Subway	22
One way	-	Plane	14	Bus/ Coach	10
		Coach	-	Taxi	12
		Own Car	2	Own car/ Dropped off	10
		Hire car	-	Hire car	4
		Other	3	On foot	25
				Bicycle	2
				Other	3



Sample profile – journey details

<i>Sample size</i>	<i>620 %</i>	<i>Sample size</i>	<i>620 %</i>	<i>Sample size</i>	<i>620 %</i>
<u>Service Day</u>		<u>Accommodation type</u>		<u>Transaction value</u>	
Weekday	62	1 st class	48	£0-£49.99	4
Weekend	38	Standard	25	£50-£99.99	17
<u>Direction</u>		Seated	28	£100-£149.99	6
Northbound	53	<u>Party size</u>		£150-£199.99	15
Southbound	47	Single traveller	55	£200-£249.99	11
<u>Train Type</u>		Two people	39	£250-£299.99	17
Highlander	61	Three or more people	6	£300 or more	31
Lowlander	39			<u>Transaction value by guest</u>	
<u>Crew</u>				£0-£49.99	6
Aberdeen	8			£50-£99.99	21
Edinburgh	10			£100-£149.99	15
Fort William	6			£150-£199.99	28
Glasgow	8			£200-£249.99	30
Inverness	17				
London	52				



Sample profile – journey details

<i>Sample size</i>	<i>620 %</i>	<i>Sample size</i>	<i>620 %</i>	<i>Sample size</i>	<i>620 %</i>
<u>Return journeys between Scotland and London</u>		<u>Number of journeys using Caledonian Sleeper</u> (making at least 2 journeys between Scotland and London)		<u>When first travelled on Caledonian Sleeper</u> (previously travelling by Caledonian sleeper)	
12 or more	6		(360)		(514)
4-11	24	12 or more	4	More than 20 years ago	33
2-3	27	4-11	15	15-19 years ago	6
First journey in last 12 months	25	2-3	36	10-14 years ago	11
First ever journey	13	1 Journey	34	5-9 years ago	10
Have never made a journey between Scotland and the London area	4	None	11	3-4 years ago	5
Don't know	-			In the last 1-2 years	36



Methodology overview

The Caledonian Sleeper Customer Satisfaction Survey provides feedback about customer experience and opinions of the Caledonian Sleeper. The survey is carried out as an online survey.

Passengers who have recently travelled on the Caledonian Sleeper are invited to take part in the online survey. Fieldwork is continuous and started 13th July 2017. A dashboard report is provided at the end of every Rail Period, and a more detailed report is provided every quarter.

This report contains results for the second quarter of fieldwork for the year 2025/26, combining Rail Periods 07, 08 and 09.

Fieldwork for quarter 3 2025/26 took place between 17 September and 23 December 2025. This covered journeys made between 14 September and 6 December 2025.

620 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 3, 2025/26

Rail Periods 07, 08 and 09



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