

Caledonian Sleeper

Quarterly Report

Quarter 4, 2025/26

Rail Periods 10, 11, 12, and 13



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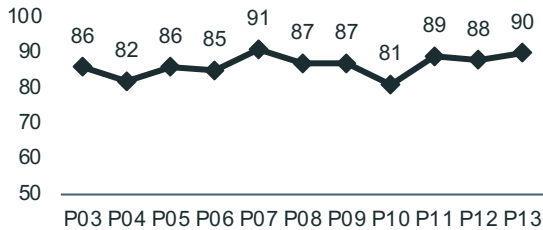
Caledonian Sleeper Passenger Satisfaction

Quarter 4: 7 December 2025 – 31 March 2026

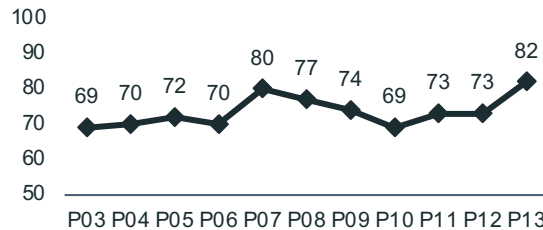
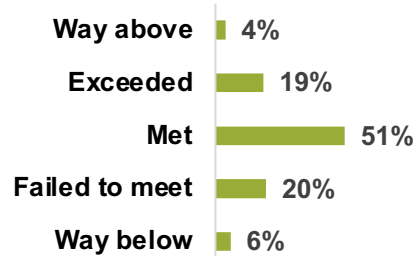
Overall journey experience



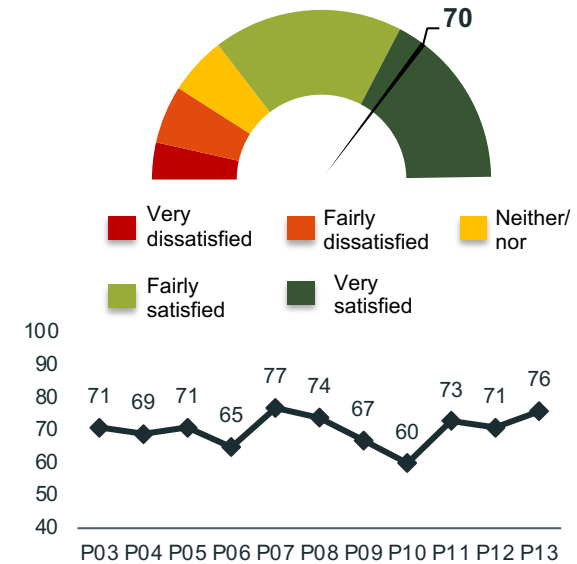
Ave – 3.7



Expectation



Overall satisfaction

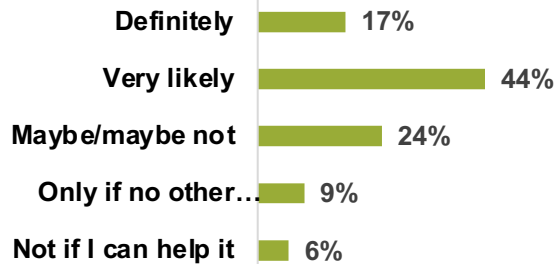


Net Promoter Score

15

45
30

Likelihood of future use



	Lowlander	Highlander
Journey experience	87%	87%
Met / Above expectation	76%	73%
Overall satisfaction	72%	68%
Net Promoter Score	13%	15%
Future Use	59%	63%

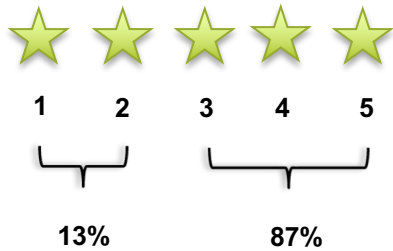
Sample size: 889 (Lowlander 388, Highlander 501)



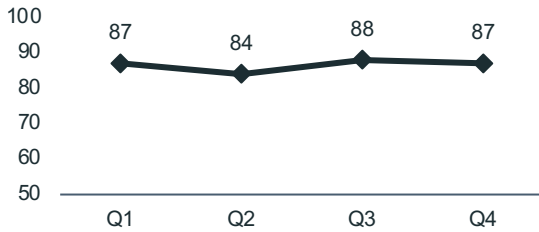
Caledonian Sleeper Passenger Satisfaction

Quarter 4: 7 December 2025 – 31 March 2026

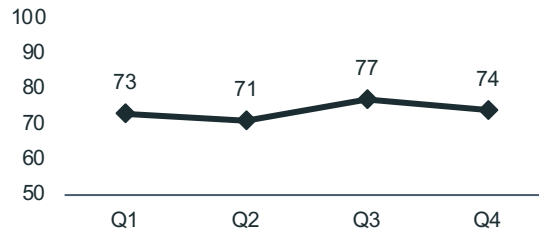
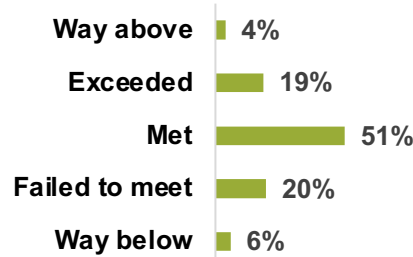
Overall journey experience



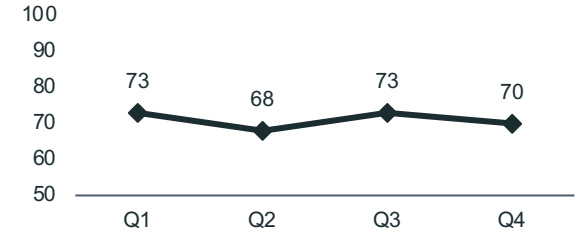
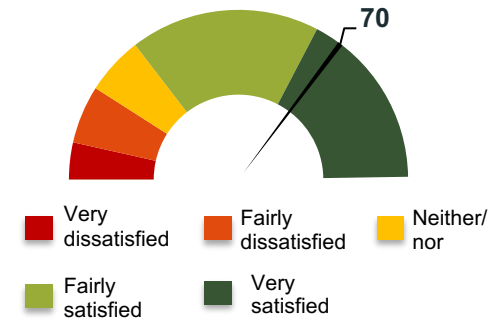
Ave – 3.7



Expectation



Overall satisfaction

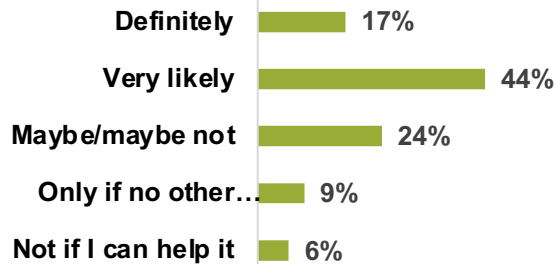


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Sample size: 889 (Lowlander 388, Highlander 501)



Caledonian Sleeper Passenger Satisfaction

Quarter 4: 7 December 2025 – 31 March 2026

Expectations of the journey

Top five:

- 56% Looking forward to the experience
- 39% Sufficiently well informed about the journey ahead
- 36% Relaxed
- 31% Excited
- 29% Looking forward to bed

Bottom five:

- 7% Worried we might be late
- 6% Concerned about other passenger's possible bad behaviour
- 6% Anxious or nervous
- 4% Anticipating a sociable evening
- 4% Concerned I might have someone sharing my room/in the next seat

Journey experience

(% 3 - 5 star rating)

87% **Experience overall**

Making me feel...

- 90% welcomed
- 87% looked after
- 85% relaxed
- 82% comfortable
- 69% I had a good night's sleep
- 86% Room rating
- 92% Club Car rating

Summing up the experience

Top five:

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

Bottom five:

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

Sample size: 889



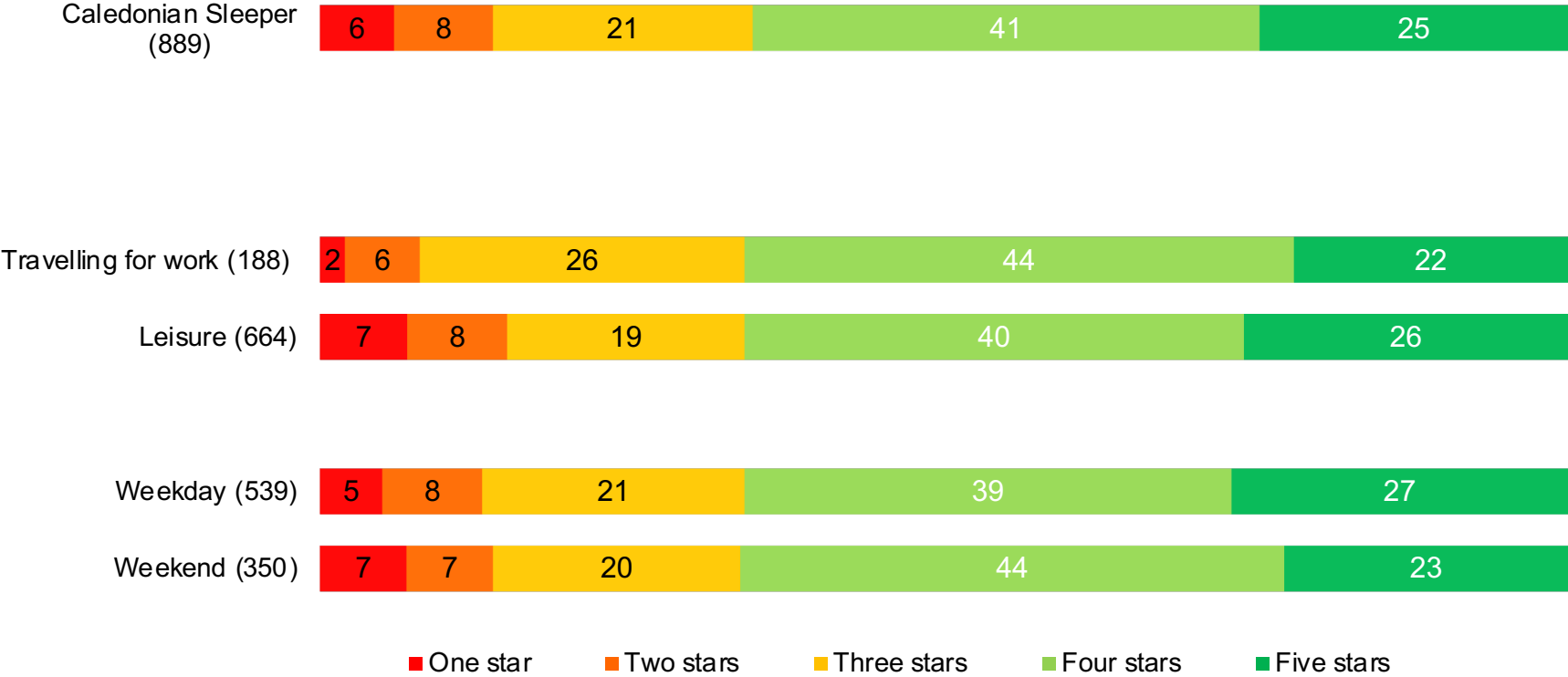
Caledonian Sleeper

On-board experience



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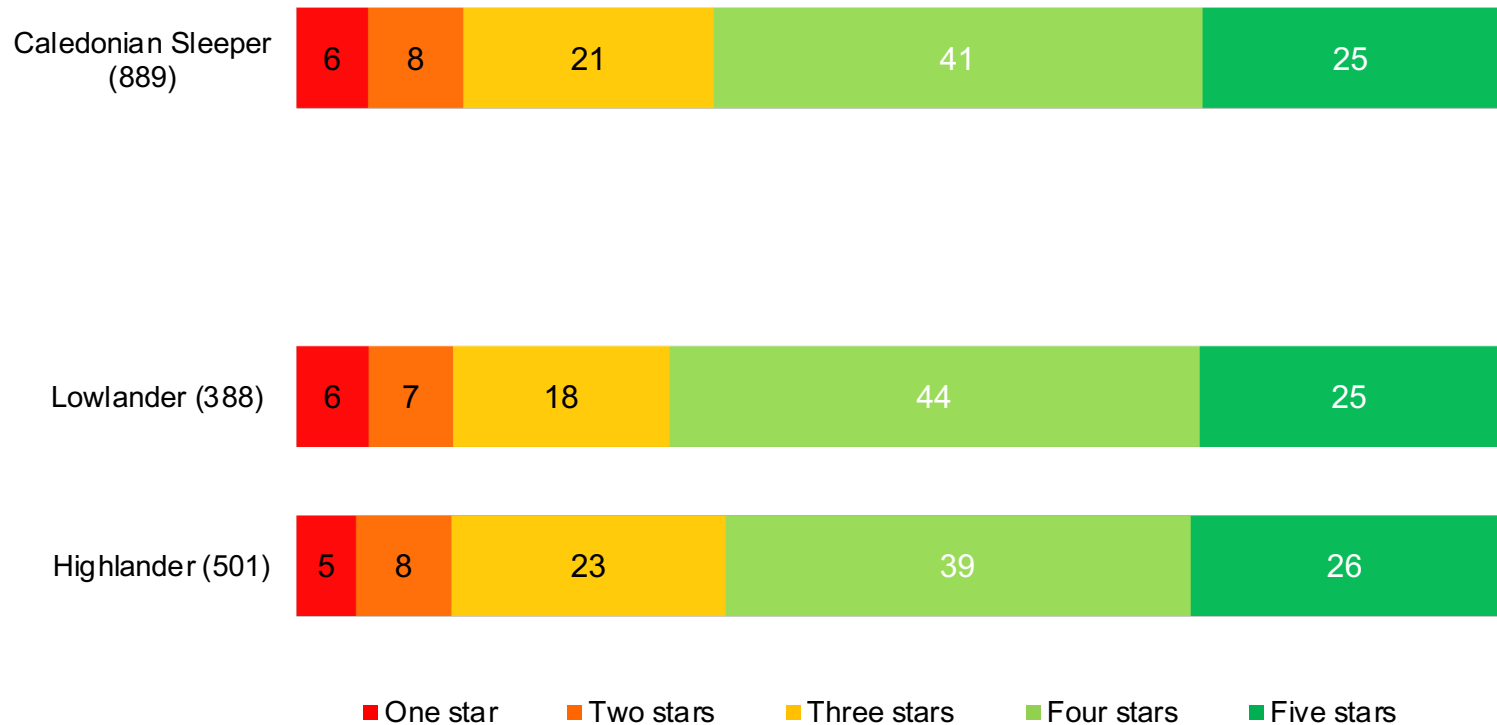
Overall rating of experience by passenger group



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



Overall rating of experience by route



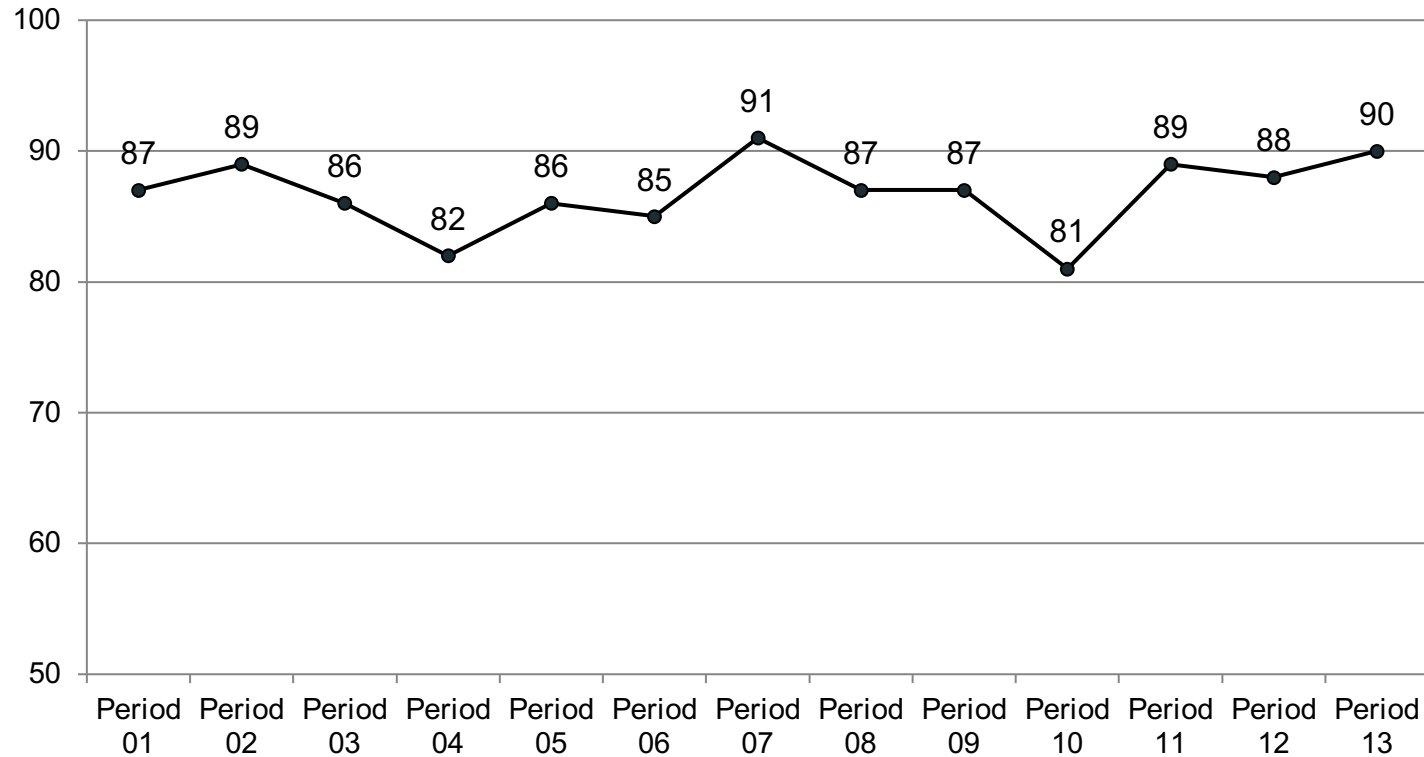
Q11a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



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

Until I read the information while in our cabin, I did not realize that if we wanted to check our larger suitcase that we had that option. Maybe I missed it in the pre-emails, but it was not mentioned by staff when checking us in at the train station itself.

The weather conditions leaving Aberdeen were terrible, so delay was completely understandable. What was unforgivable was the failure to communicate as we approached London. This meant I wasted money on a taxi to get me to Waterloo for my pre-booked connecting train (2 hours after scheduled arrival time of the sleeper) - when I never stood a chance of getting it. Sitting in Wembley with no updates - and no chat facility on the website or useful information available anywhere - undid a great deal of the goodwill your excellent staff had otherwise created!

A more modern carriage with more comfortable seat with headrest you can sleep better. With a screen into order good and drinks and watch movies. If there was, I would have ordered food and drinks.

Despite the best efforts of the staff, the communication was poor. We were told on departure that the train would arrive at Euston at 8.30am so planned accordingly when it actually arrived at 6.45 and we're rushed off the train, consequently missing breakfast on board.

With young families it does leave a little late (we did know this prior to booking and made an informed decision to still go). It would be nice if we could have left even an hour earlier but otherwise everything was great.

The journey this time was made better by having attentive staff (guard, steward, guard on preceding train) who looked after me (NB this wasn't always the case on previous journeys, even when I booked passenger assistance). I also chose this particular seat as I know it was close to the loo and also has legroom. I actually get more sleep in the seat than in the cabin because the cabins are too cramped and the train sways too much. If I could guarantee that level of customer service every journey, I'd be very happy.

keep the service and quality up to a high standard - staff were great, food was lovely - just keep it up to this standard.

I think when you book make it clearer to people what they can expect. That you will be seen before boarding and provided with your key etc

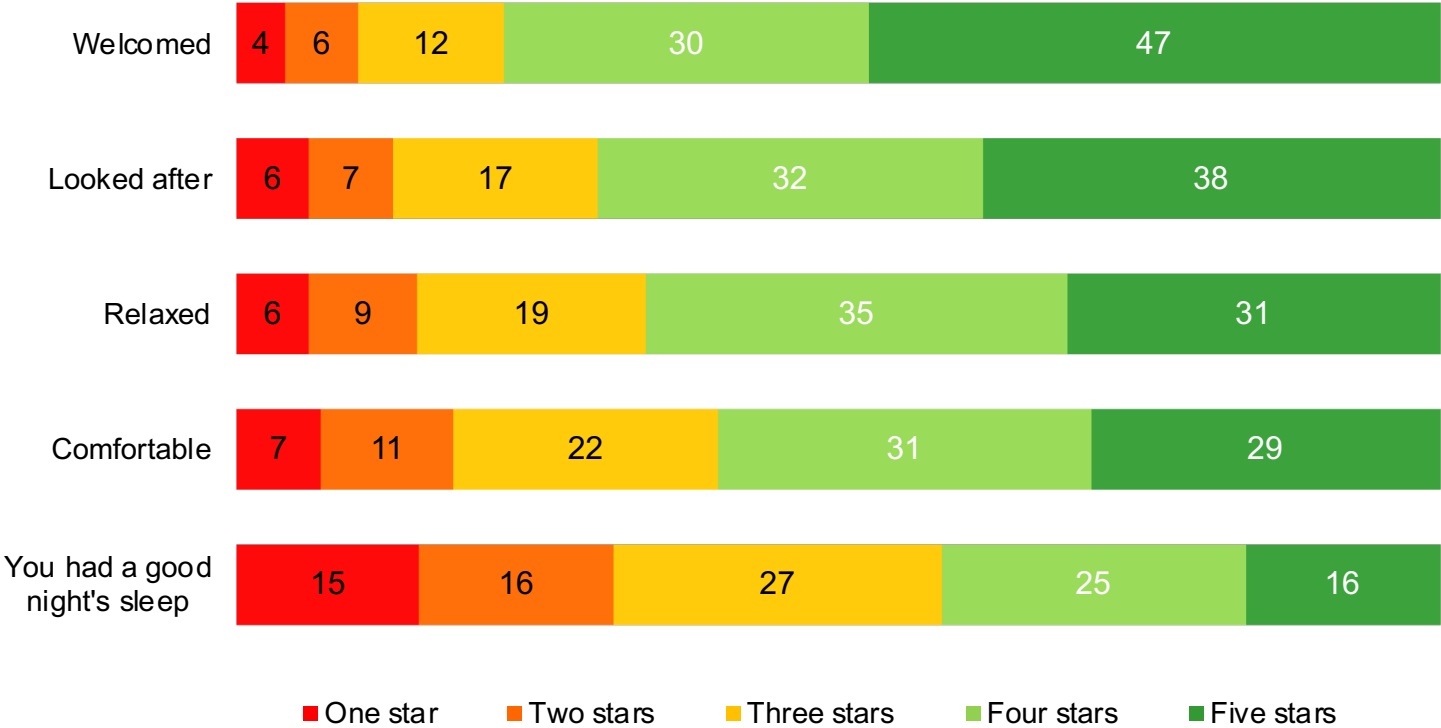
It would be wonderful to be able to board earlier - 2130 would be ideal - I find it hard to stay awake after 2100 usually and I could do with the extra sleep.

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 (889)



Rating of features of the journey – customer comments

The gentleman who greeted us at the station was not particularly friendly. He was brief with us, didn't tell us where we could store our luggage until we tracked him down to ask, pointed down the train at our travel car and then left us on our own to find where we were going.

Welcome can vary, depends on steward but simply stepping towards passengers with a smile makes a big difference ...and not first waving a clipboard!

No one welcomed me into my carriage. No one came to my cabin to check if I was ok. I had to go out and ask for everything. The only time someone came to me was when we were about 20 minutes from Aviemore.

The cabin was smaller than I had expected and I hadn't taken on board that there wouldn't be any seating in the cabin other than the bunks. I appreciate that this can't really be changed but I was unaware of any communal area to sit and socialise such as a restaurant/food carriage.

Maybe ask if passengers happy for a quick check before 9.30 that all is good with them rather than them going looking for a steward. Also steward to tell you where they are located. I know there is a host call button, but it would be more reassuring to know where a person can be found too.

I had no interaction with staff other than a cursory ticket check at the gateline at Euston. Nothing I would consider to be 'looking after'.

Improve the comfort of the seats with extra padding and more recline. Improve the temperature, it was far too hot for the first half of the journey. Dim the lights, they were blinding in the single seats.

There's not consistency in the wake-up calls. In the last year this has ranged from 6.10am (far too early!) to none at all. It should be at a set time, and repeated, to ensure everyone gets off the train. Say a first call at 6.45am approaching London; another 10 mins later. Consistency would be good and help to keep the experience relaxing.

I think this is just in the nature of a sleeper, I slept slightly more than I expected to which was great, but I kept waking up and wondering where we were because I was interested!

At one point I pressed the call button to ask for advice on which way to go to the club car, but no one ever responded. It was a bit stressful wandering up and down the train trying to find out where to go

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?



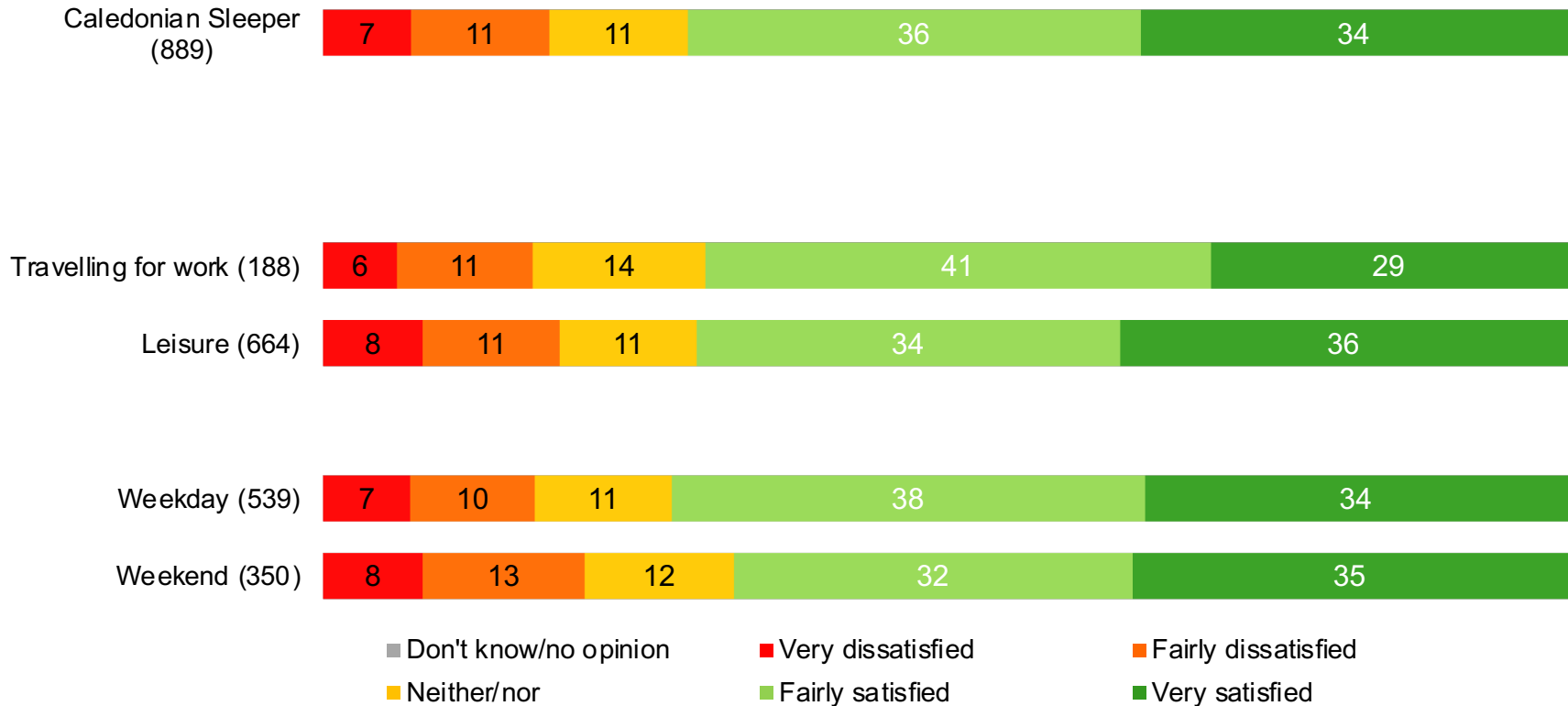
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



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Overall journey satisfaction by passenger group

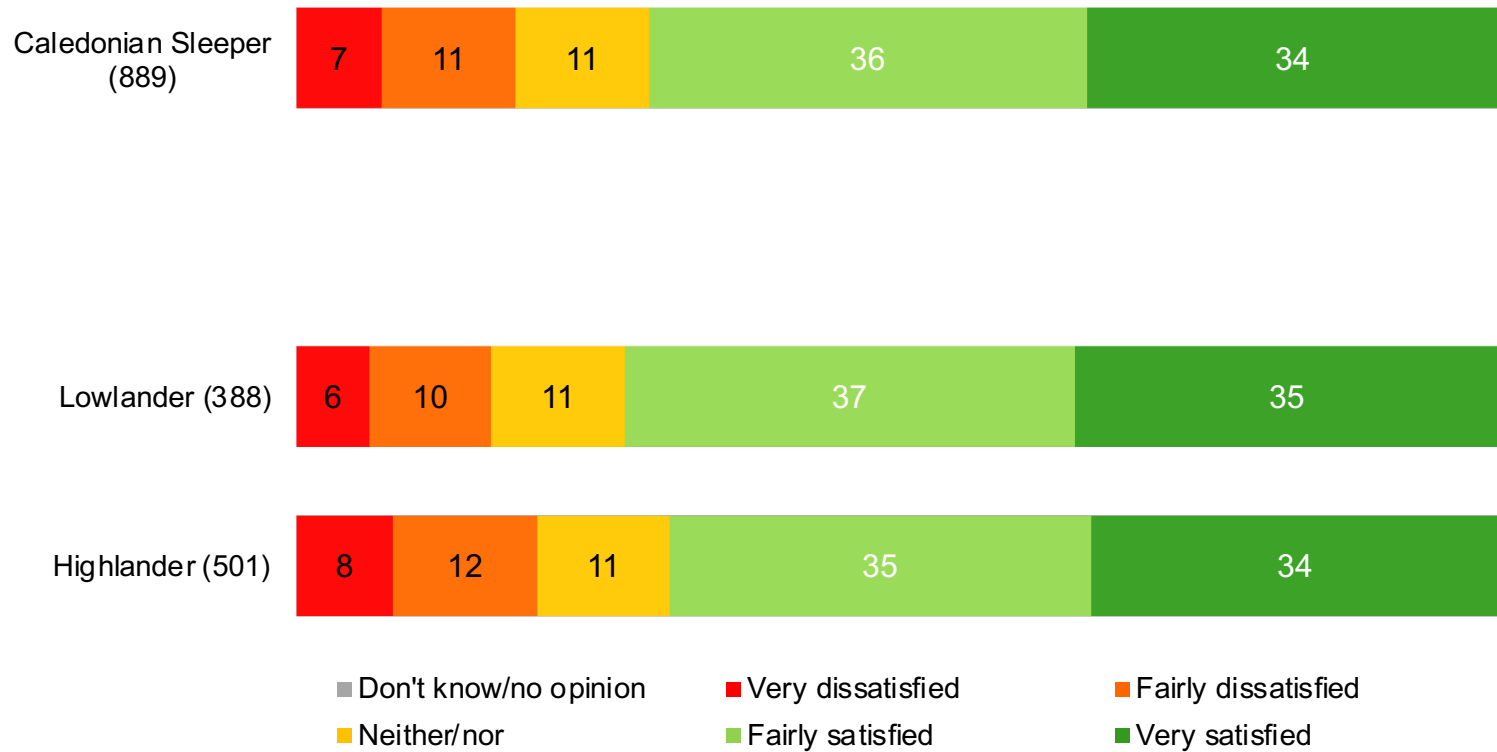


Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?

Base: in brackets above



Overall journey satisfaction by route



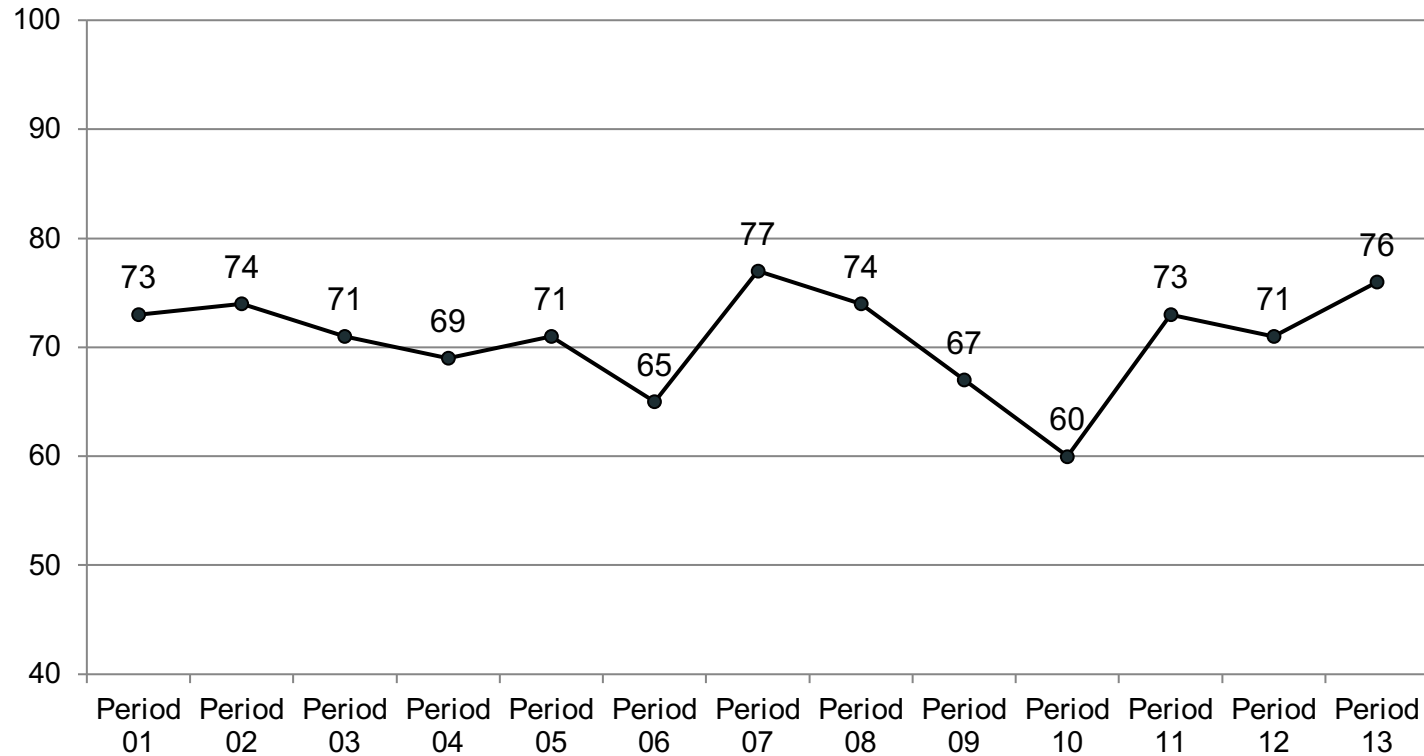
Q30. Taking everything into account about your journey from x to y, how satisfied were you with your journey?
Base: in brackets above



Overall journey satisfaction - trend

Overall journey satisfaction

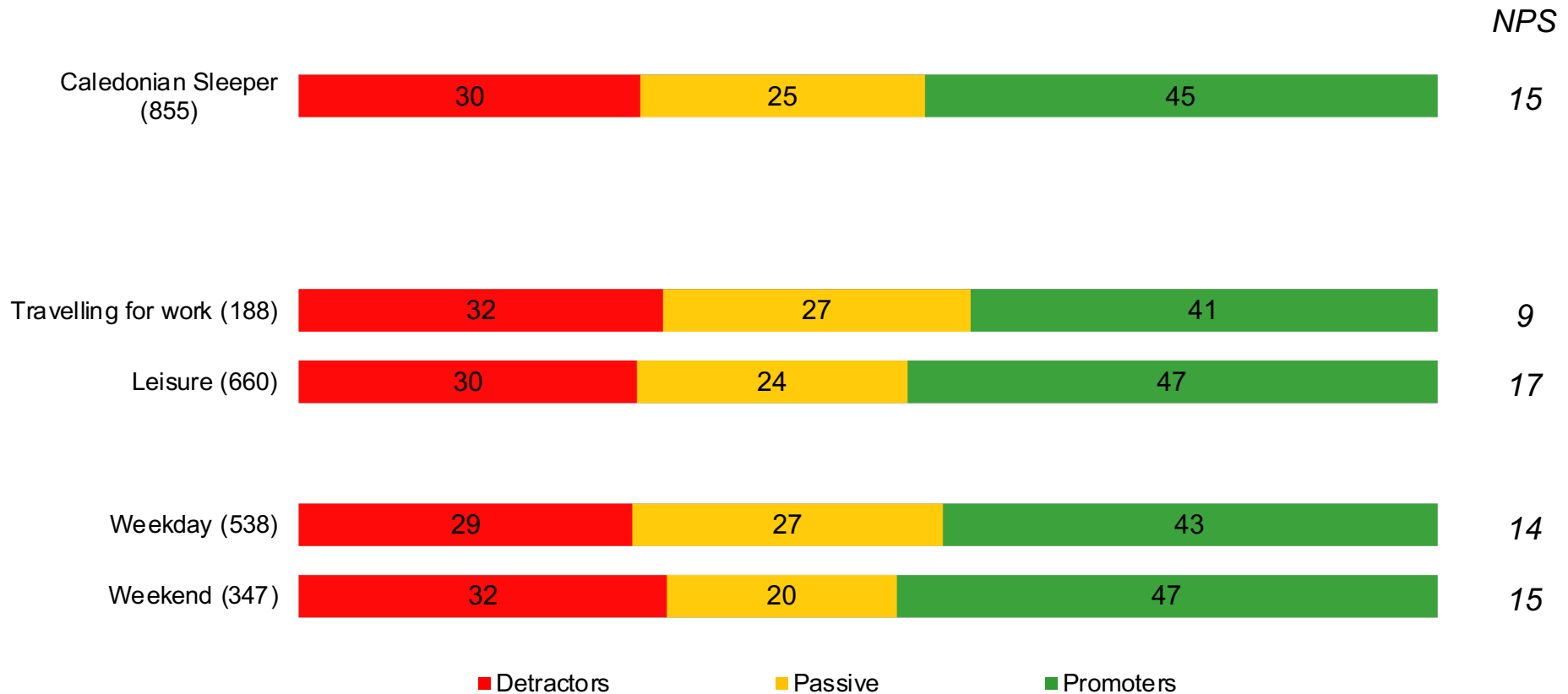
Trend: % very/fairly satisfied



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



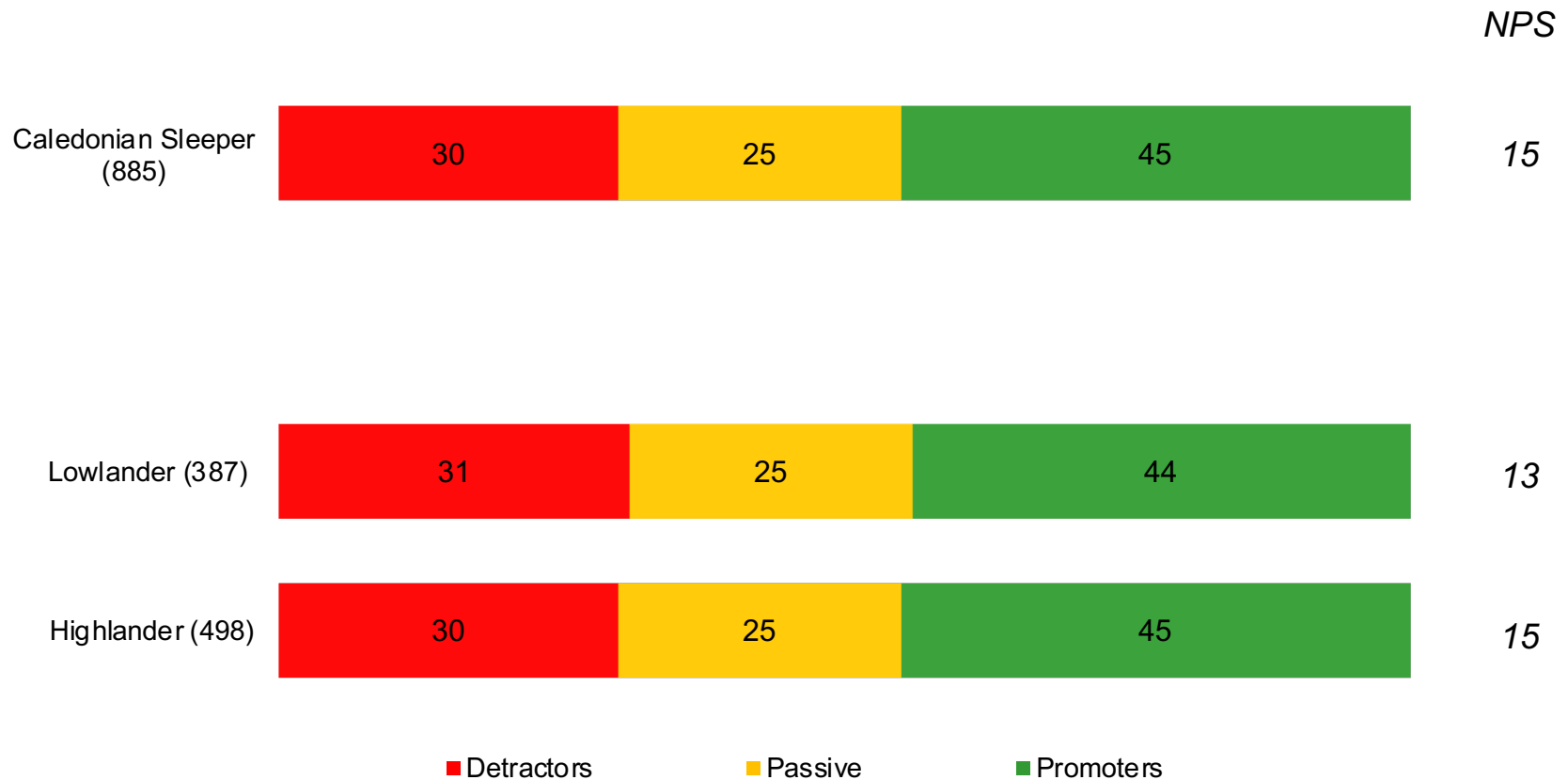
Net Promoter Score by passenger group



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



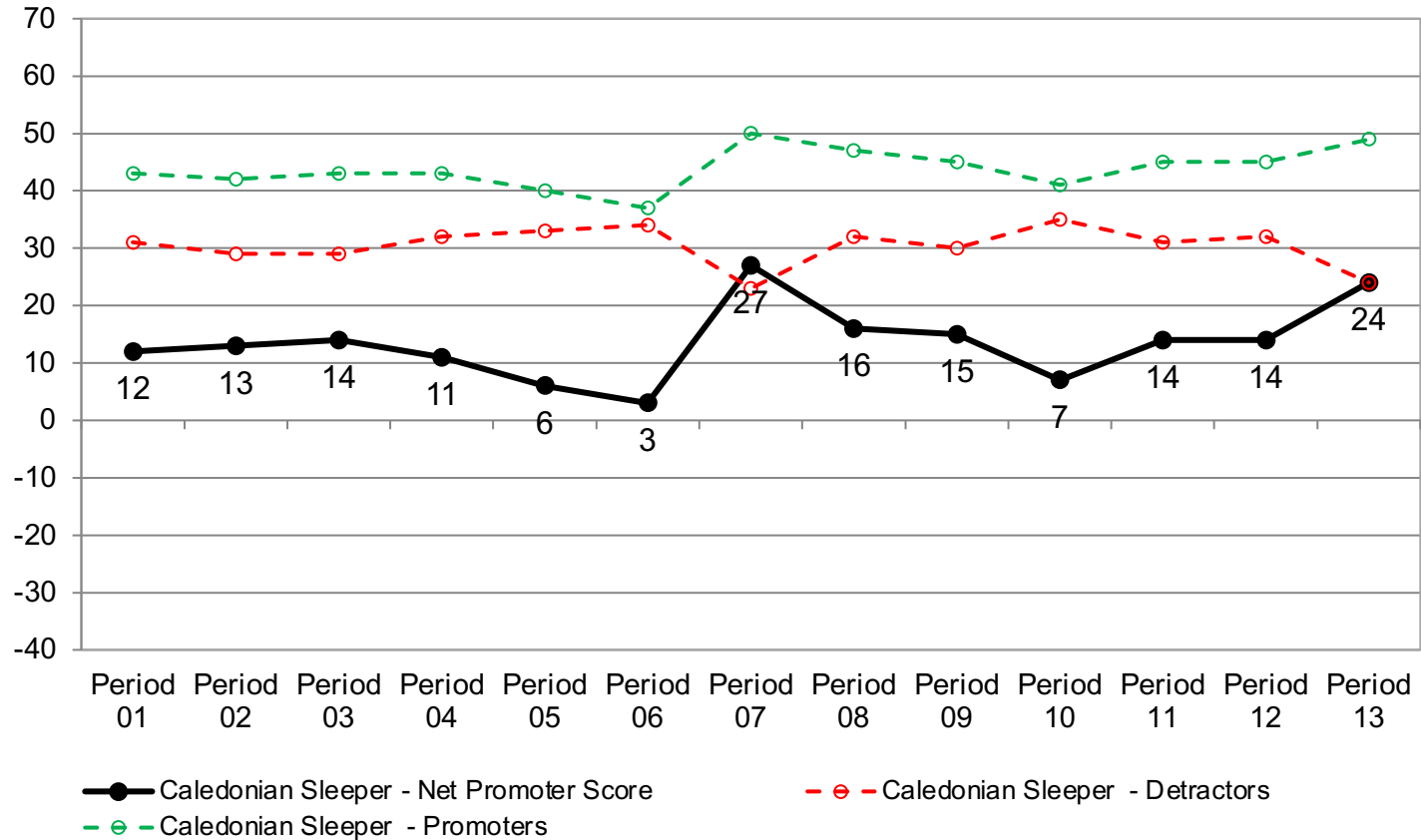
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion



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)

I had a pleasant meal in Aberdeen, went to bed with a wee dram from my hip flask to aid my slumber... and I woke up in London. No stress. No drama. No motorways or airports. Wonderful.

I loved the whole experience, it's a fantastic way to travel to London. I'd always wanted to travel on the sleeper train for many, many years, and I found everything to be just perfect. Can't wait to do it again.

The staff are fabulous. We travel with a dog and there isn't a more relaxing or comfortable way to travel between Aberdeen and London.

It is the most environmentally sustainable and time efficient way to travel.

It was far more interesting than flying, seamless travel and very comfortable. It was really relaxing and I wish we had been able to travel further on the train than Stirling.

Passive (7-8)

It is convenient for an early arrival into London but is not as comfortable as daytime rail first class or flying. The lounge needs to be more comfortable for departures, the accommodation and food better, the facilities need warm water and the arrivals lounge in Euston wasn't open for the first 20 minutes after arrival - overall, service seems cheap.

Well, it's a difficult question! I wholeheartedly recommend it to people who need to work on a certain day and be in London first thing the next day, or vice versa, and I wholeheartedly recommend it to people who can't stand other passengers on the day train, and I mostly recommend it to people that know that trains around peak periods like the Christmas holidays are annoying, see above for the comment on other passengers, but it's also very, very, very expensive, and it's never a great night's sleep, so if those things are important to a friend or colleague, I probably wouldn't recommend it.

Detractors (0-6)

The. Size. Of. The. Rooms. A perfect experience, completely let down by this key crucial single factor. Our group of four were unanimous about it. Never doing it again and could never dare recommend to others - purely and solely on account of the too small cabin size.

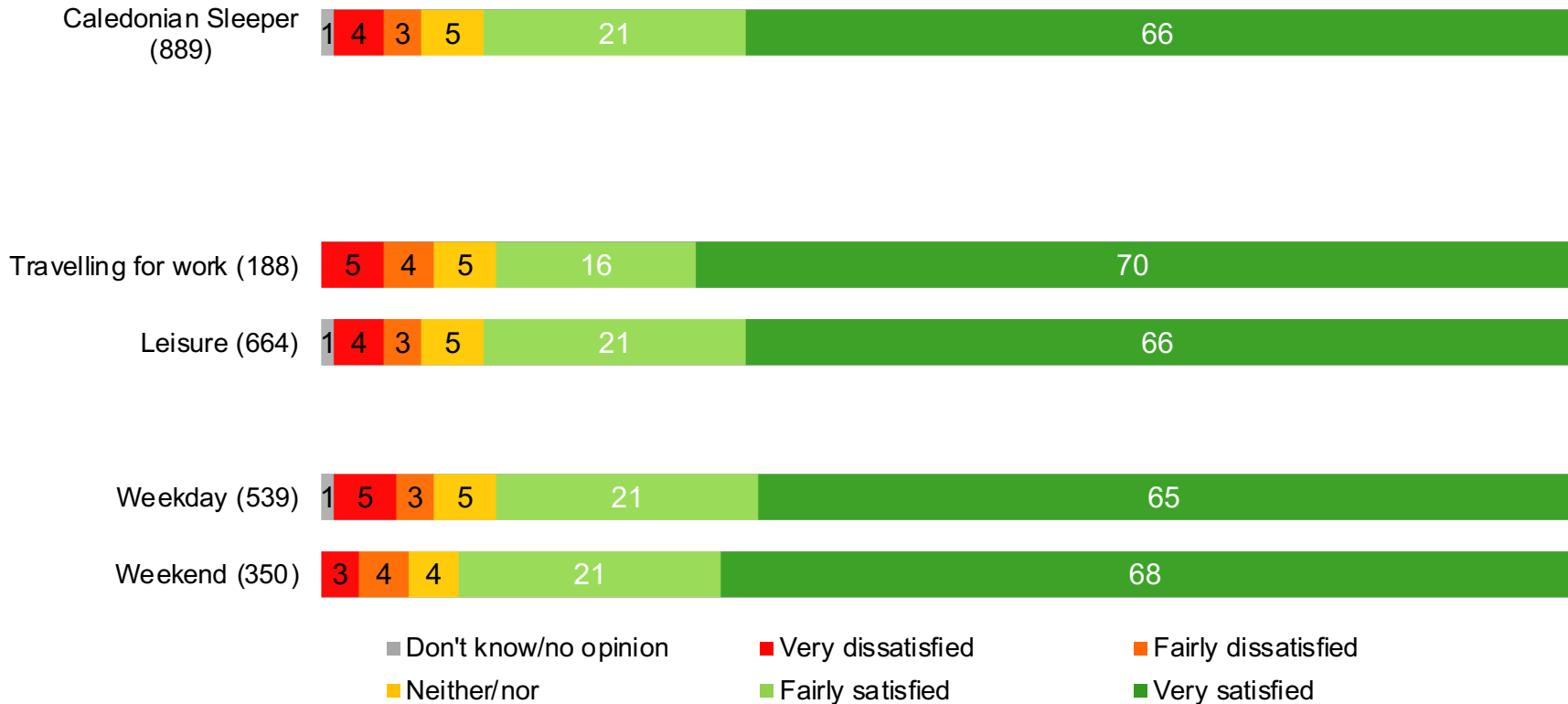
A very poor night sleep at a price much higher than taking a day train and paying for a night in a premier Inn or Travelodge. For the price I was expecting a much better experience and better quality - e.g mattress and sound insulation. This has put me off taking night trains in future.

The price was extortionate for the quality we were given. I could have booked a first-class train for two all the way home (which would have included food AND drinks) plus also a night at the Scotsman in Edinburgh for the price we paid for the sleeper Club double. I'm sorry we booked it.

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?



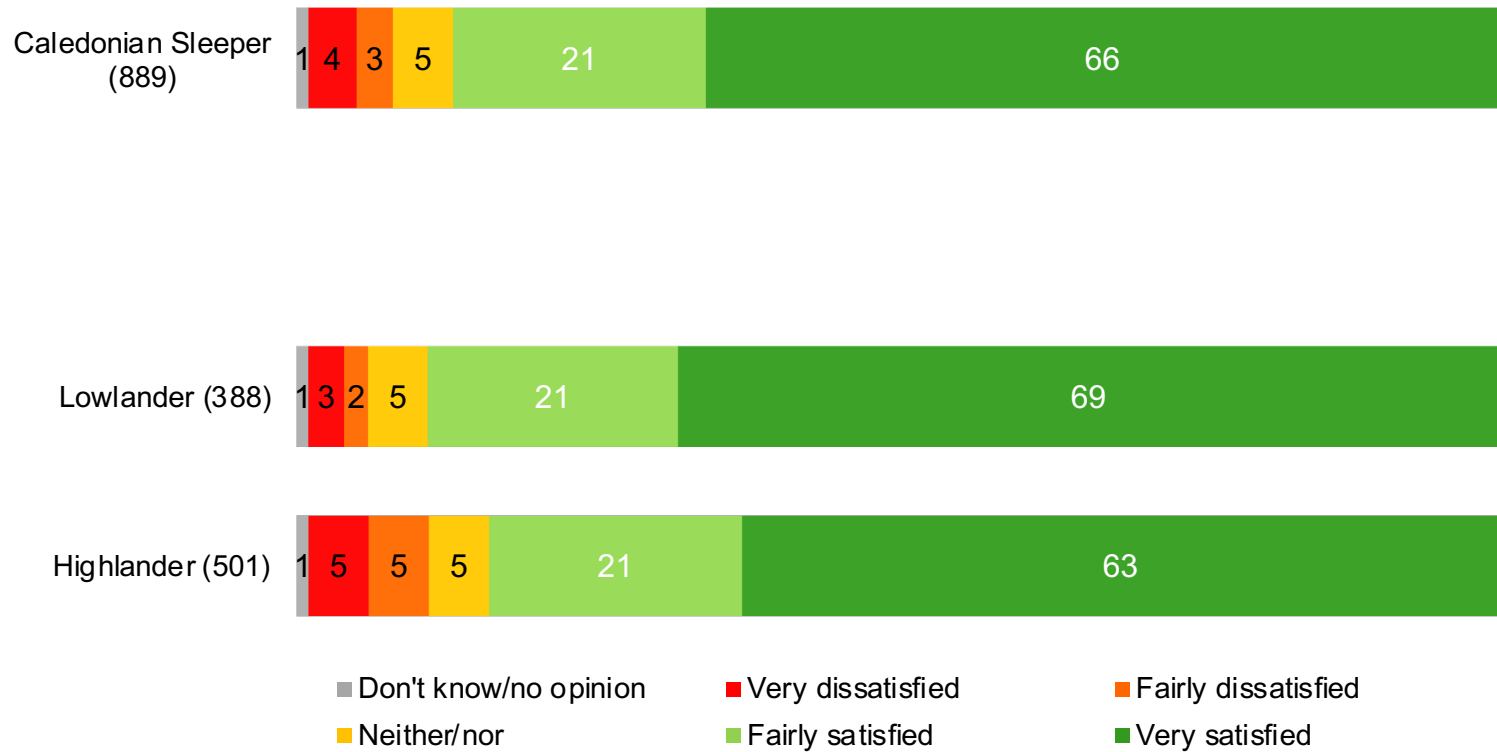
Punctuality and reliability by passenger group



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



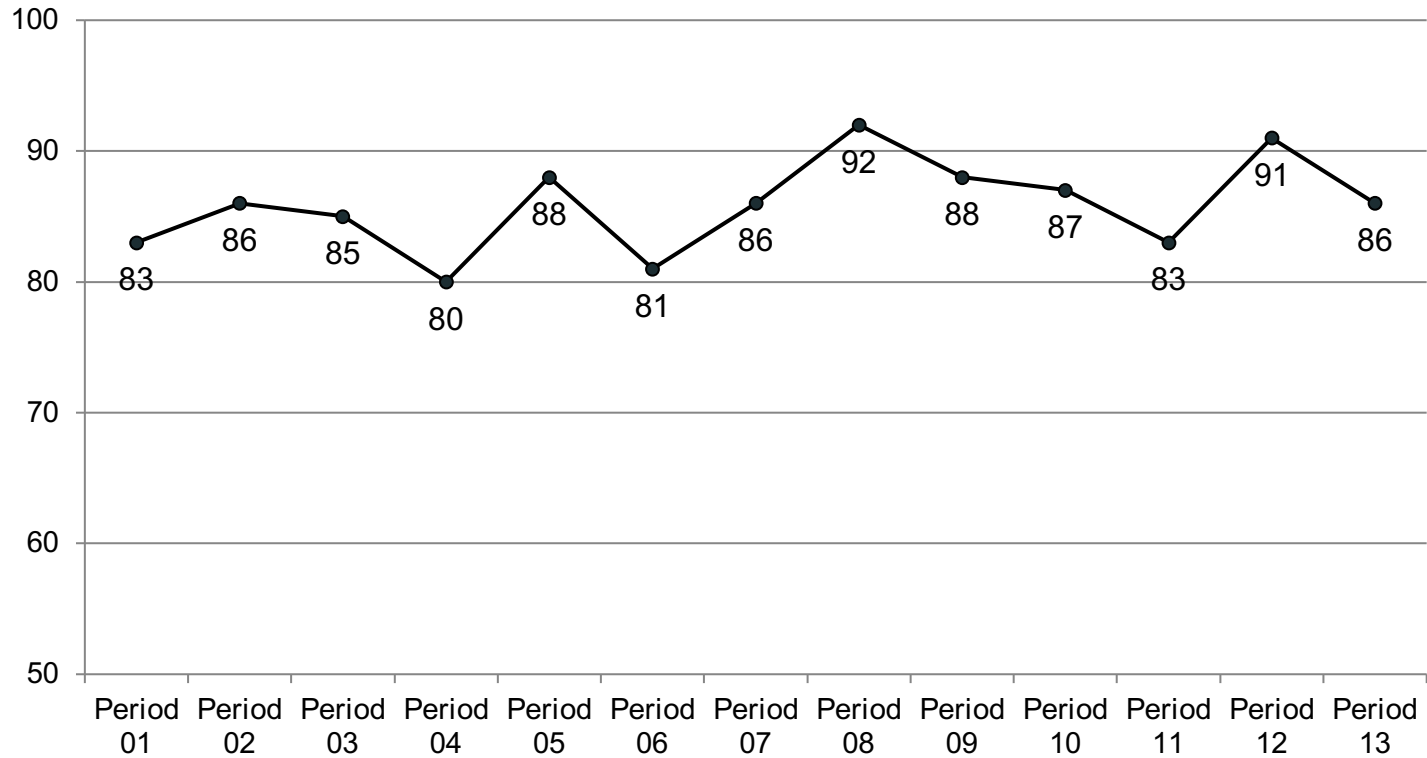
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 Base: in brackets above



Punctuality and reliability - trend

Punctuality and reliability

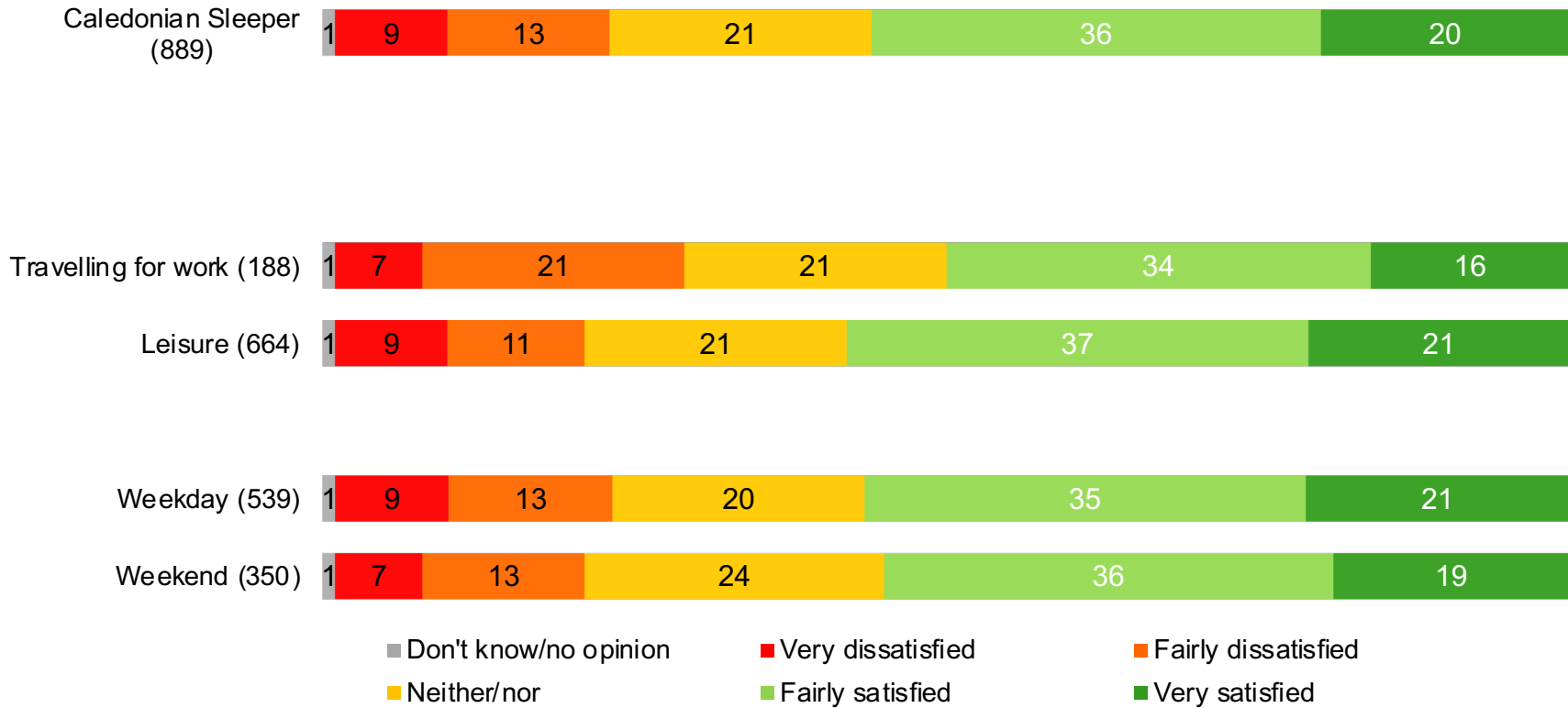
Trend: % very/fairly satisfied



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)?



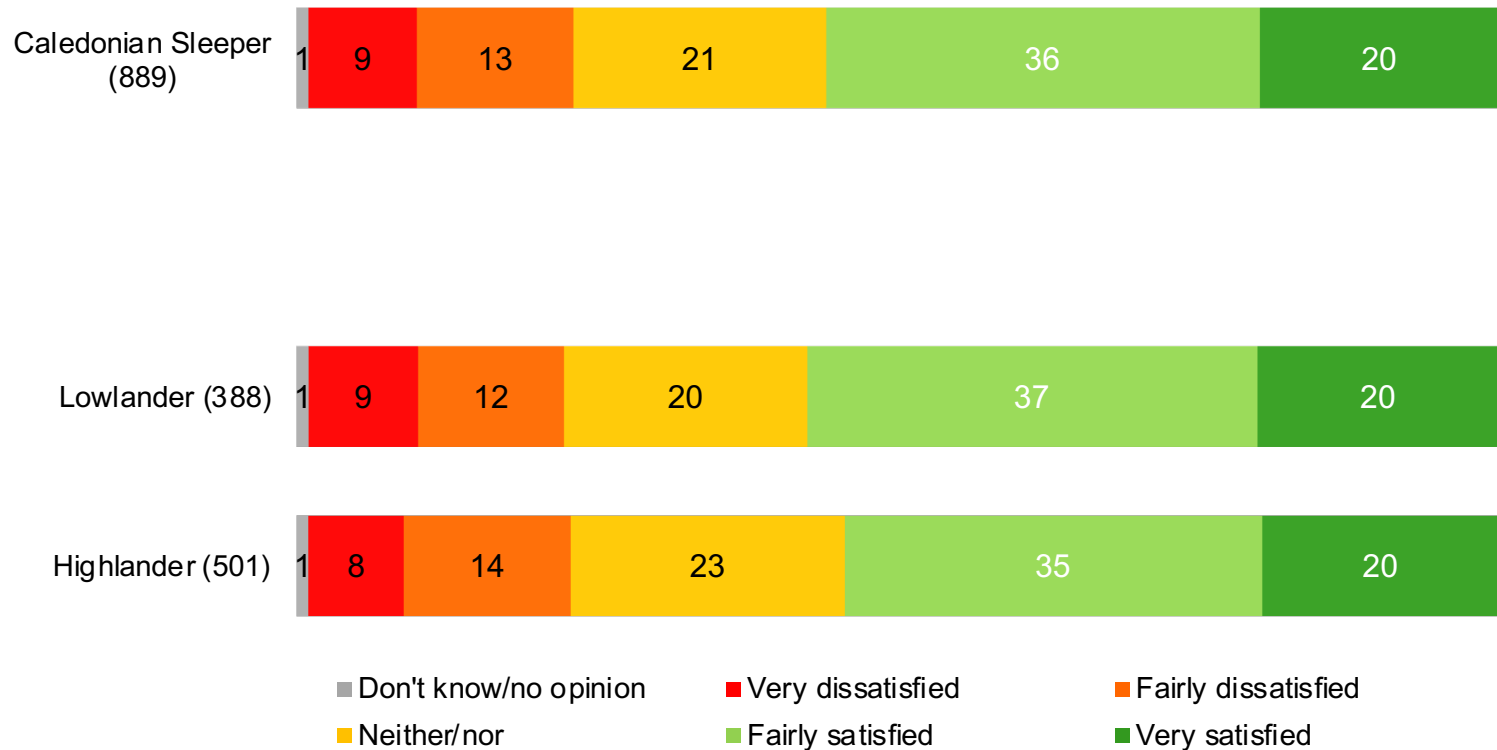
Value for money by passenger group



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

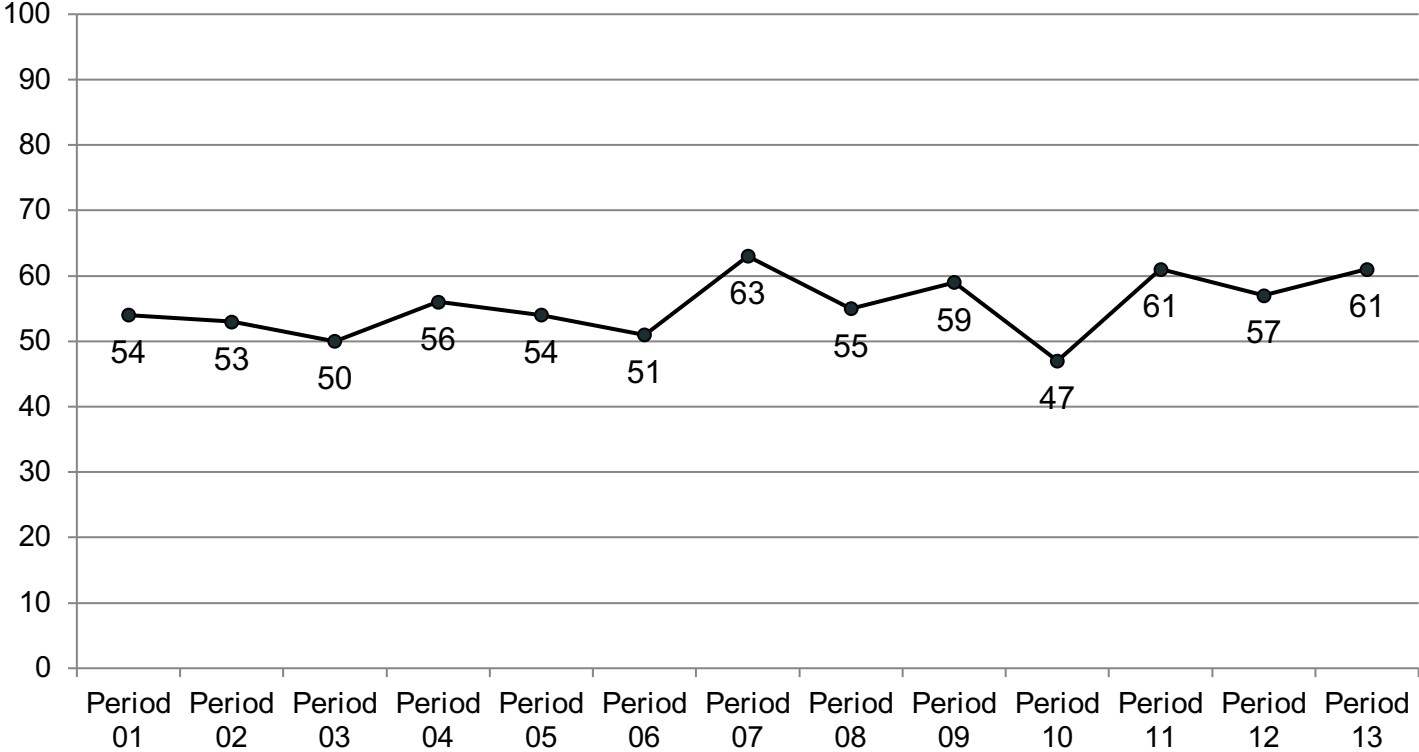


Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money - trend

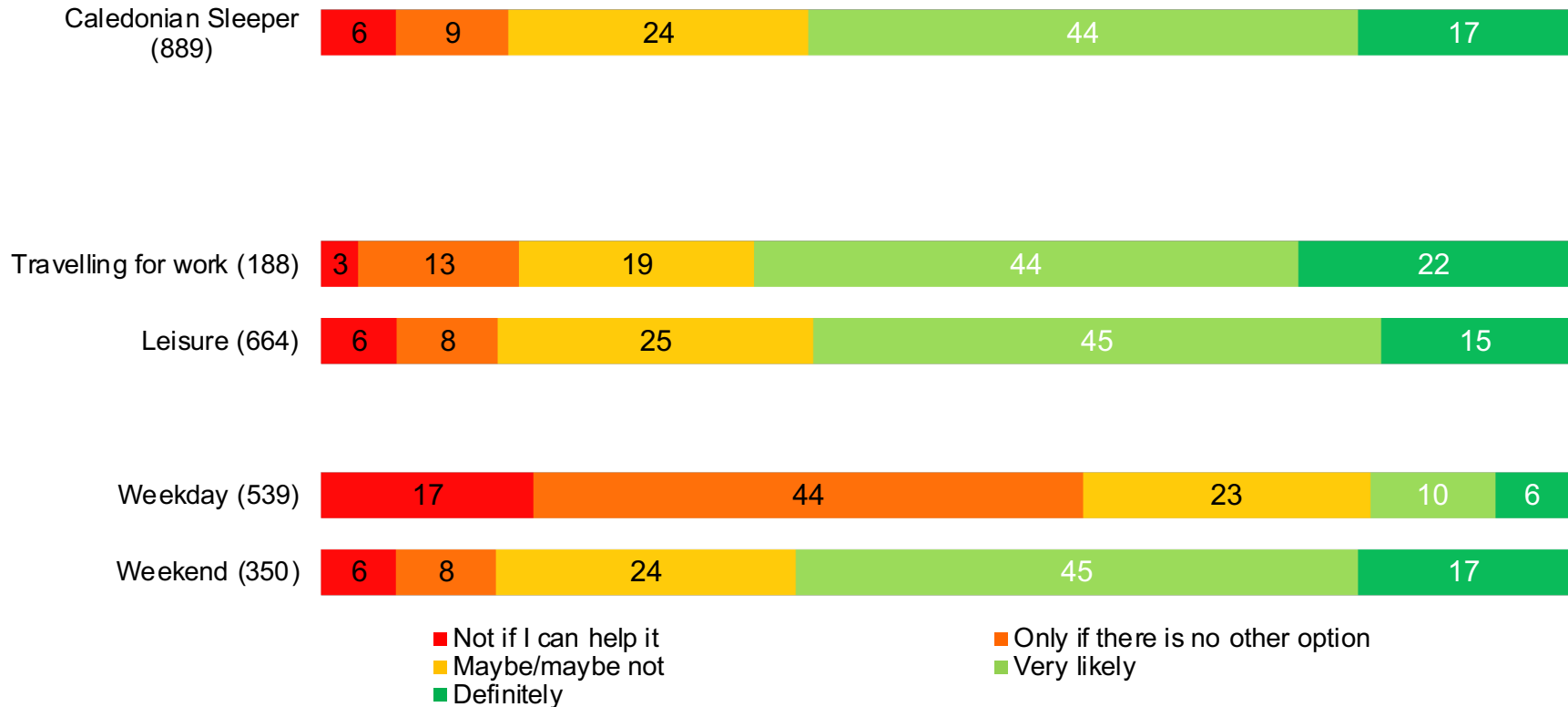
Value for money
Trend: % very/fairly satisfied



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

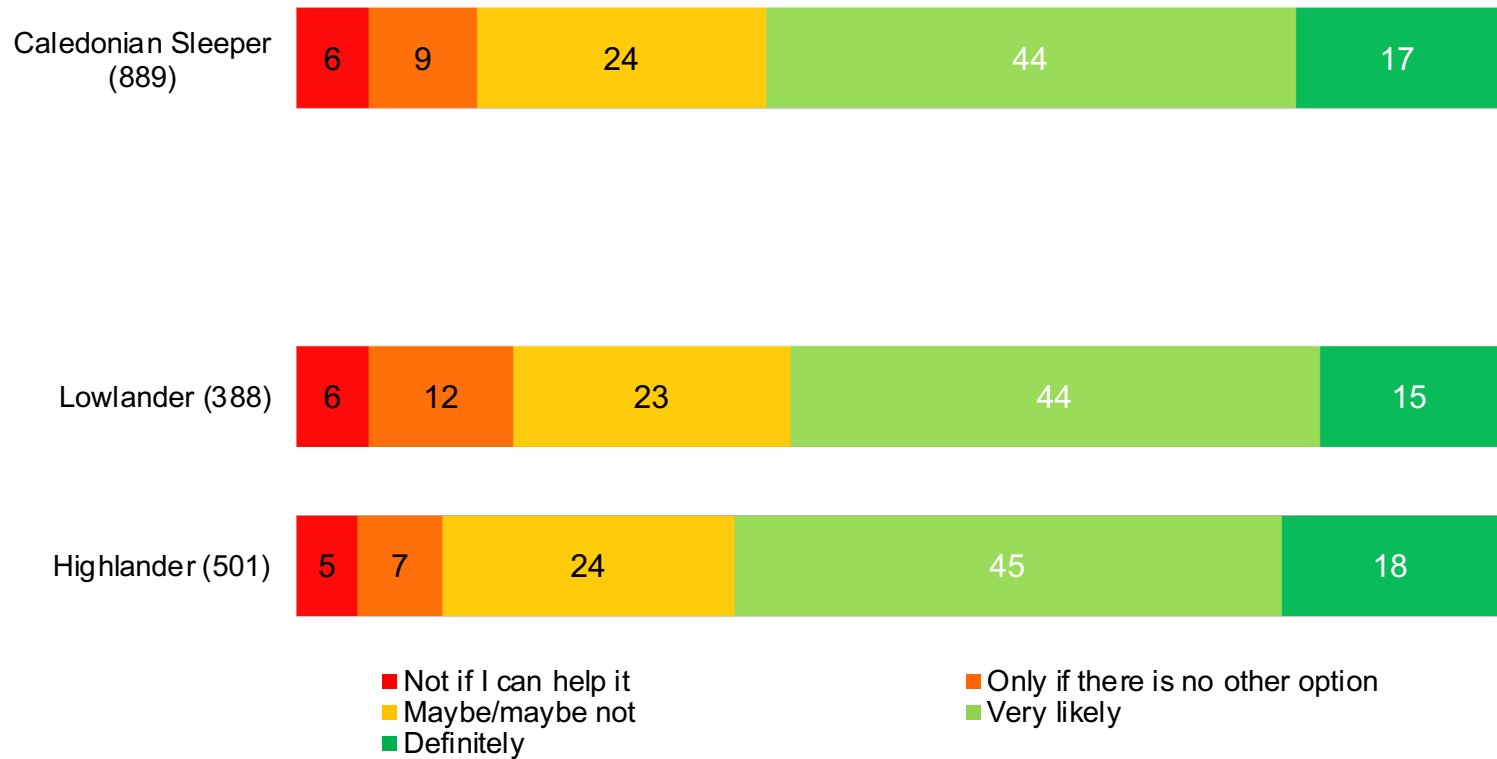


Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?

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

I feel it was expensive for what was a tiny room and not much extra area for comfortable travel. I am booked into the more expensive club class on the return so I may improve my opinion. If I had been able to use my railcard discount on the ticket cost, then I may think more positively about the option in the future.

Only for the views in the morning between Edinburgh and FW. Arrived shattered!

Depends on circumstances. Now retired, time constraints are not so critical, so I can opt for a more economic trip during the day, and not have the possible problem of, at best, an unpredictable quality of sleep. (In the past, sometimes good, and sometimes not.) It has the advantage of usually being more economic than the cost of an hotel room plus cost of daytime fare.

I don't sleep well on sleeper trains and compared to a day train it's slower and much more expensive. I'd never consider the Lowland Sleeper because the day train takes under five hours. But if it fits my travel plans better to travel overnight, I'd definitely consider the Highland Sleeper again.

If you want to save a night in a hotel it is a good option. Personally, the ride was too bumpy to have a good sleep. I'd prefer to take the day train next time.

I use the sleeper to be able to travel overnight so I didn't take time out of my day but the trade off in terms of not getting a good night's sleep are not really worth it in my opinion. Next time I'll probably take a train on the East or West Coast main line and buy a first-class ticket on an advanced basis so I can work on the train to mitigate the time lost traveling, which is what I was trying to do by having a sleeper. Cost-wise I don't think it stacks up when you're out of the low season.

Price basically. I regularly travel between Glasgow and London for work. There is no way I could justify taking it in terms of cost, although it would be efficient. I decided to splurge on this trip as it was for personal reasons. Unless the cost is reduced or the service is improved to feel a better level of value for money then I wouldn't consider doing it again.

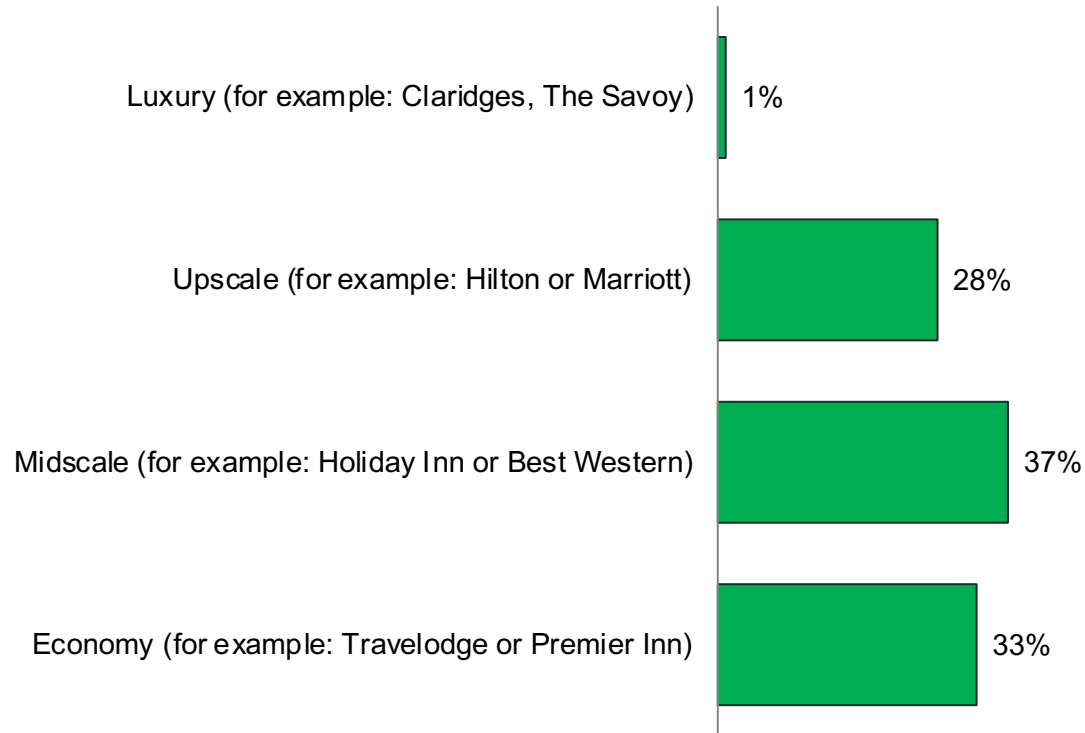
Again, an overnight journey can sometimes fit well with a business travel schedule. The sleeper car offers a good night's sleep in a secure environment.

Q32b. Why do you say that?



If Caledonian Sleeper were hotel chain

Quarter 4 2025/26 %



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

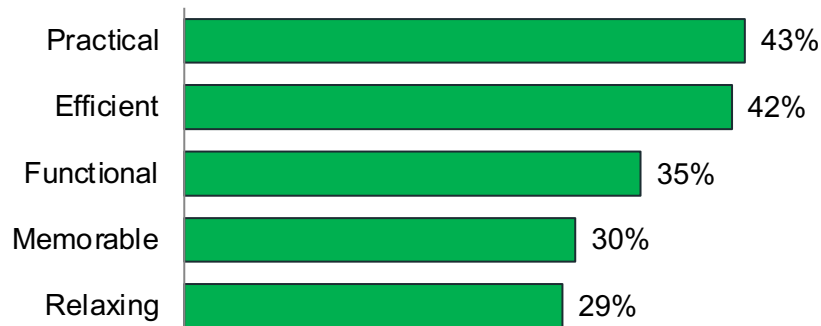
Base: All with an opinion (839)



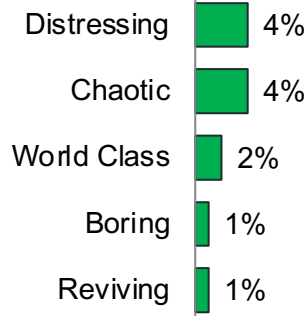
Overall description of journey

Quarter 4 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 (889)



Caledonian Sleeper

Journey expectations

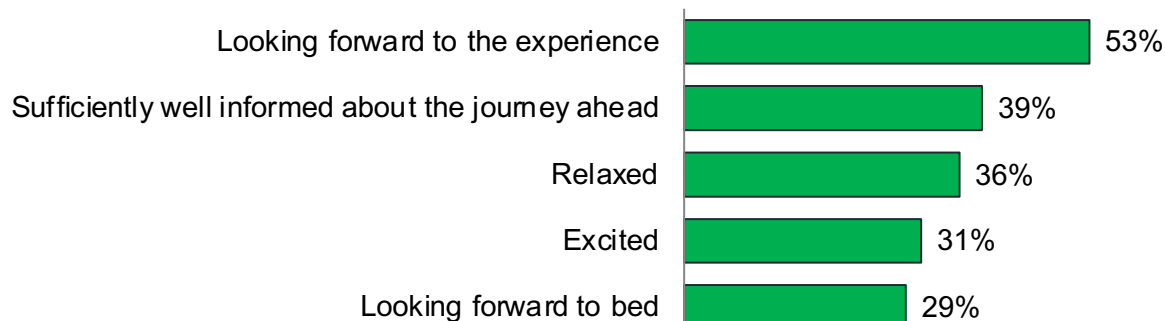


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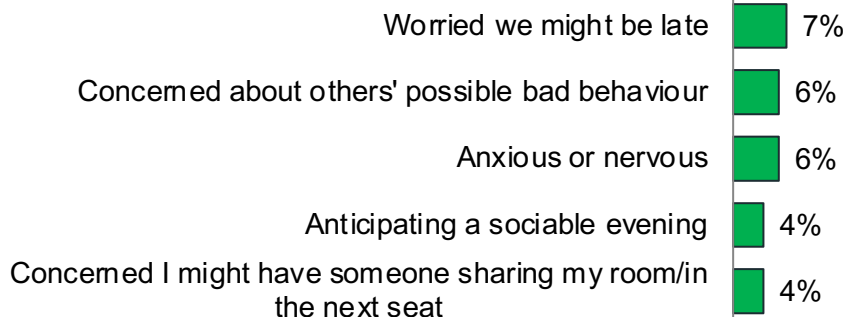
Thoughts and feelings pre-journey

Quarter 4 2025/26 %

Top five



Bottom five

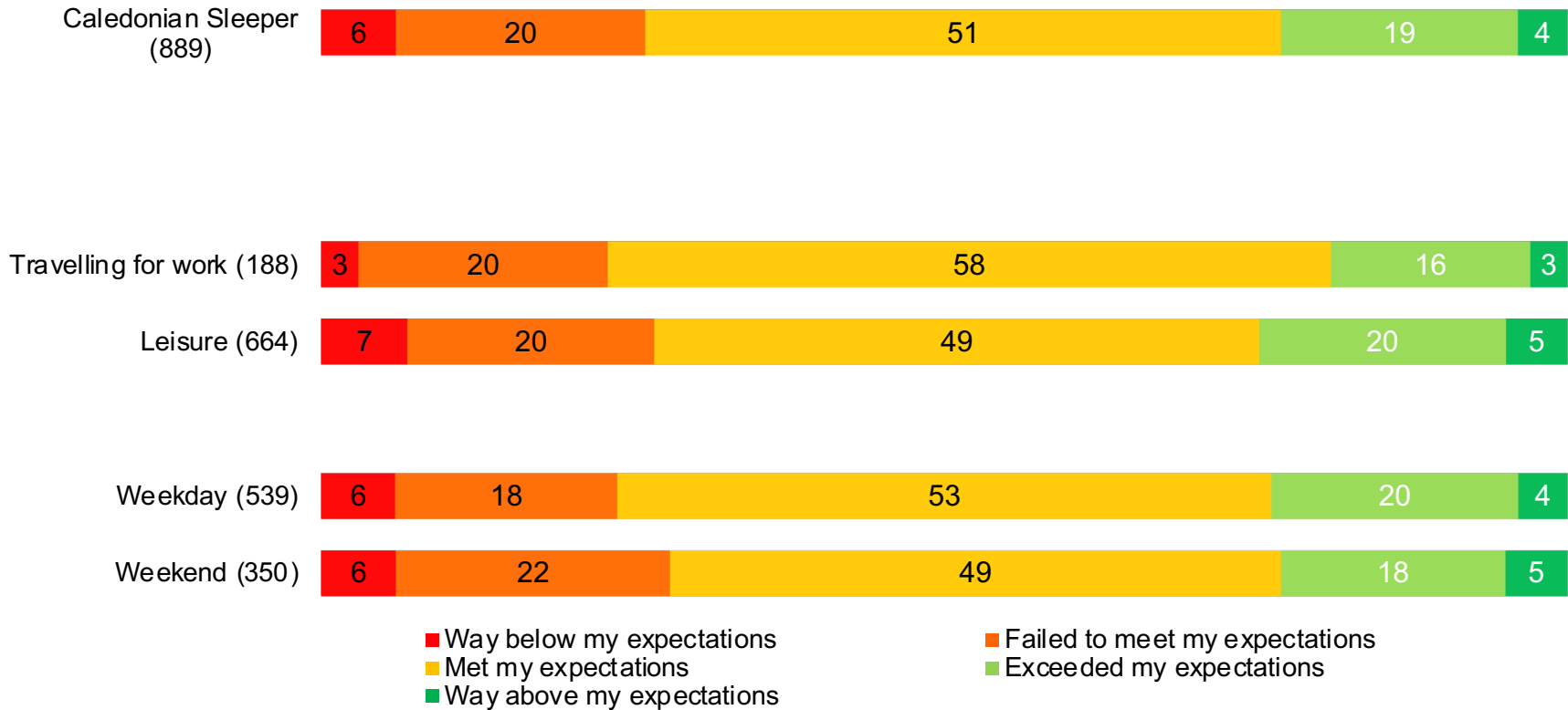


Q4. Thinking about the day you travelled, what were your feelings or thoughts before your journey on the Caledonian Sleeper?

Base: All (889)



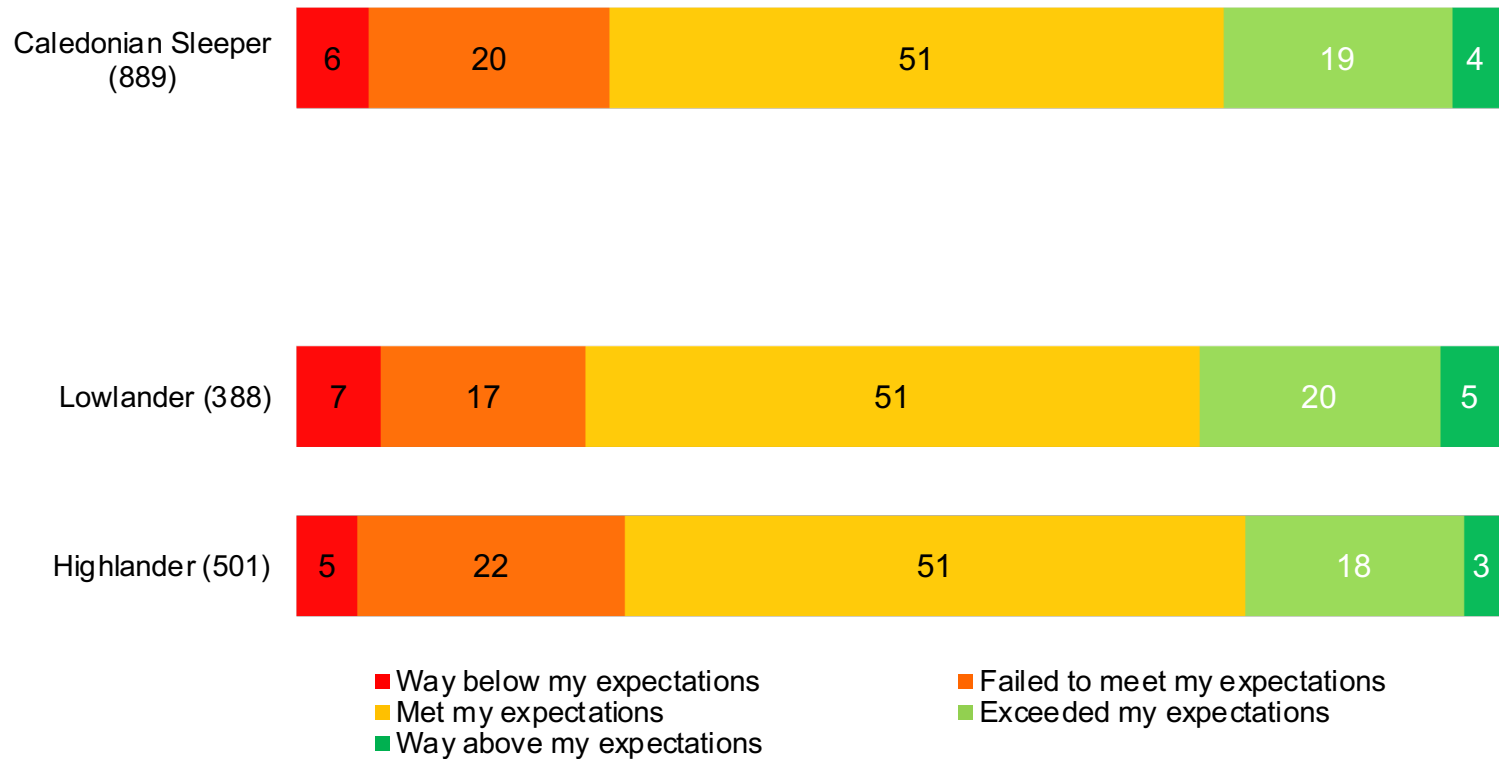
Met expectations by passenger group



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



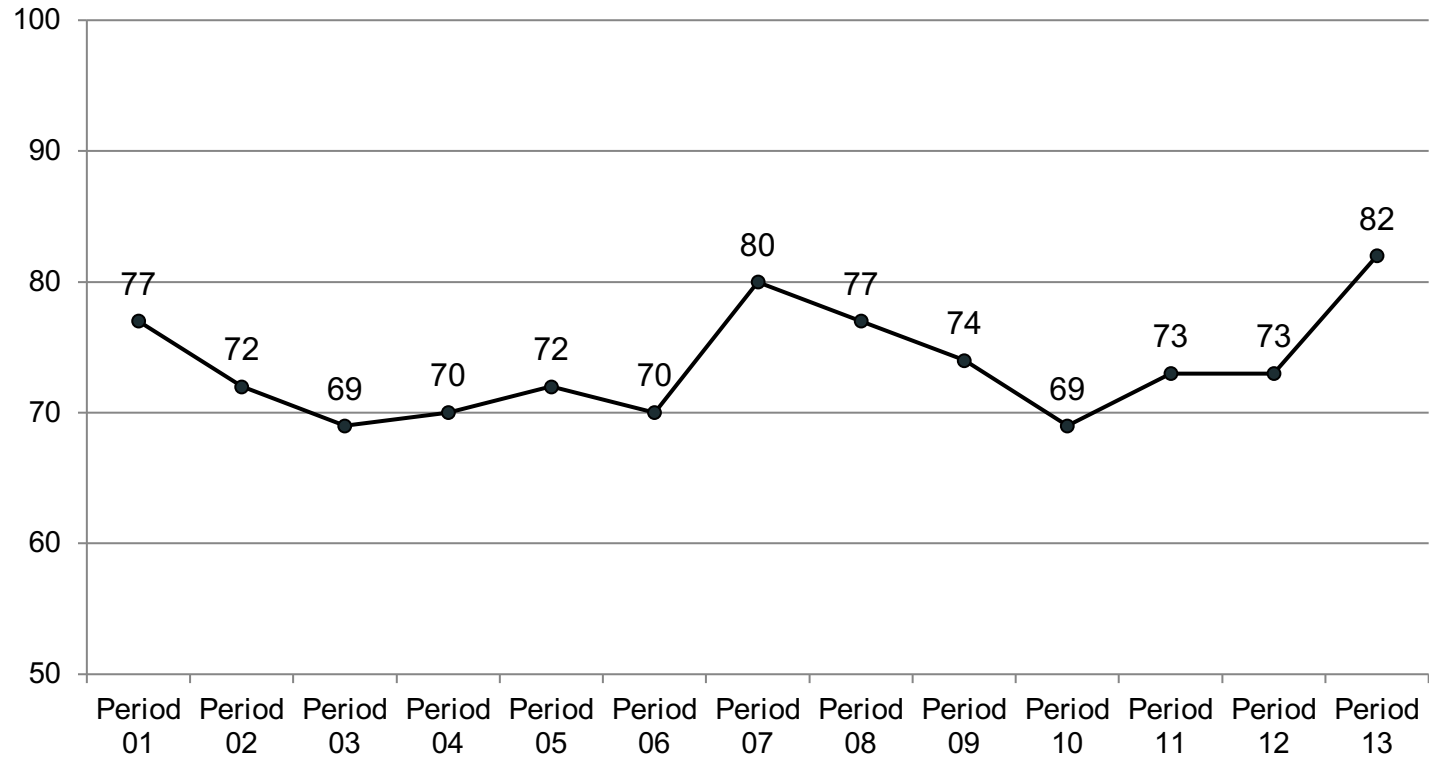
Q5. Overall, taking everything into account, how well did your journey on the Caledonian Sleeper live up to your expectations?
Base: in brackets above



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

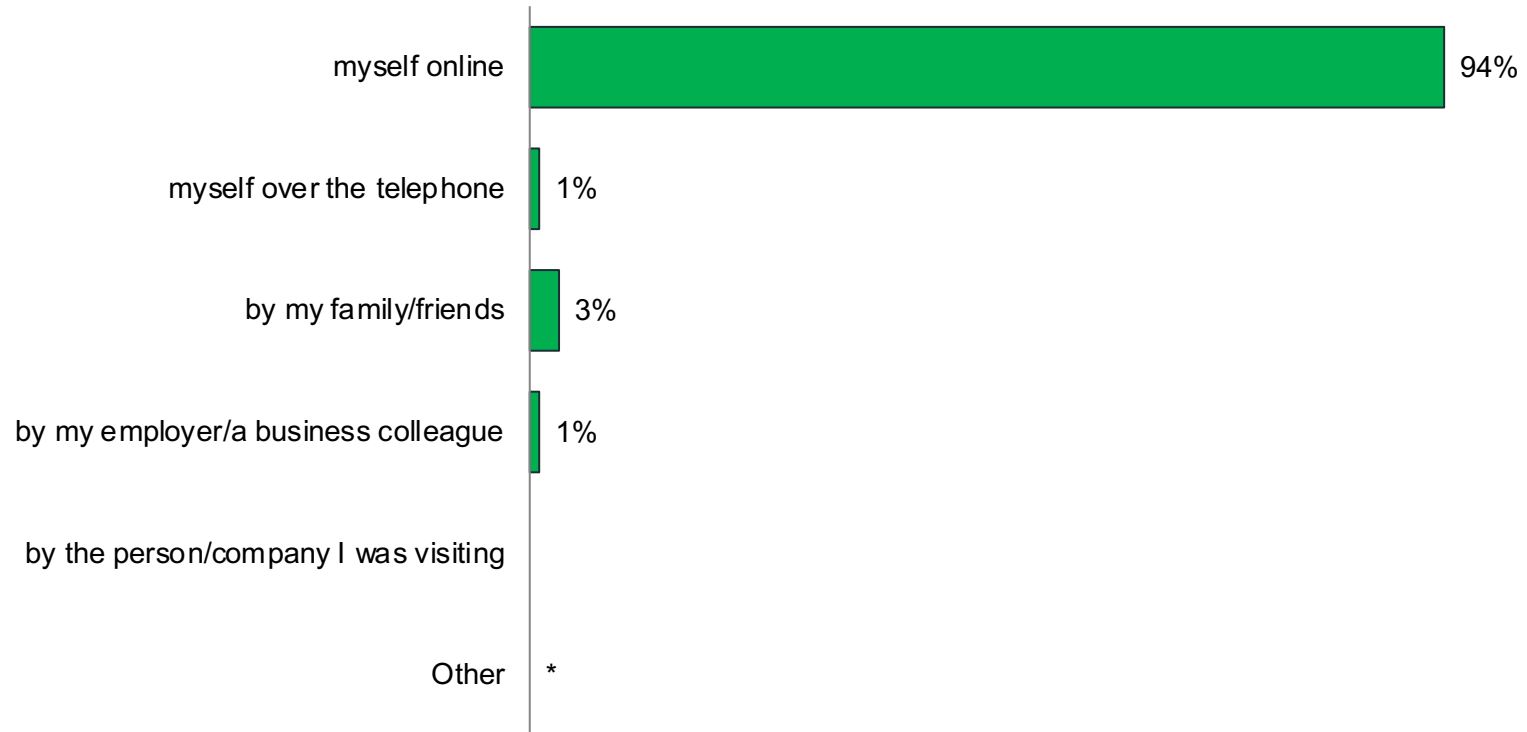


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How booking was made

Quarter 4 2025/26 %

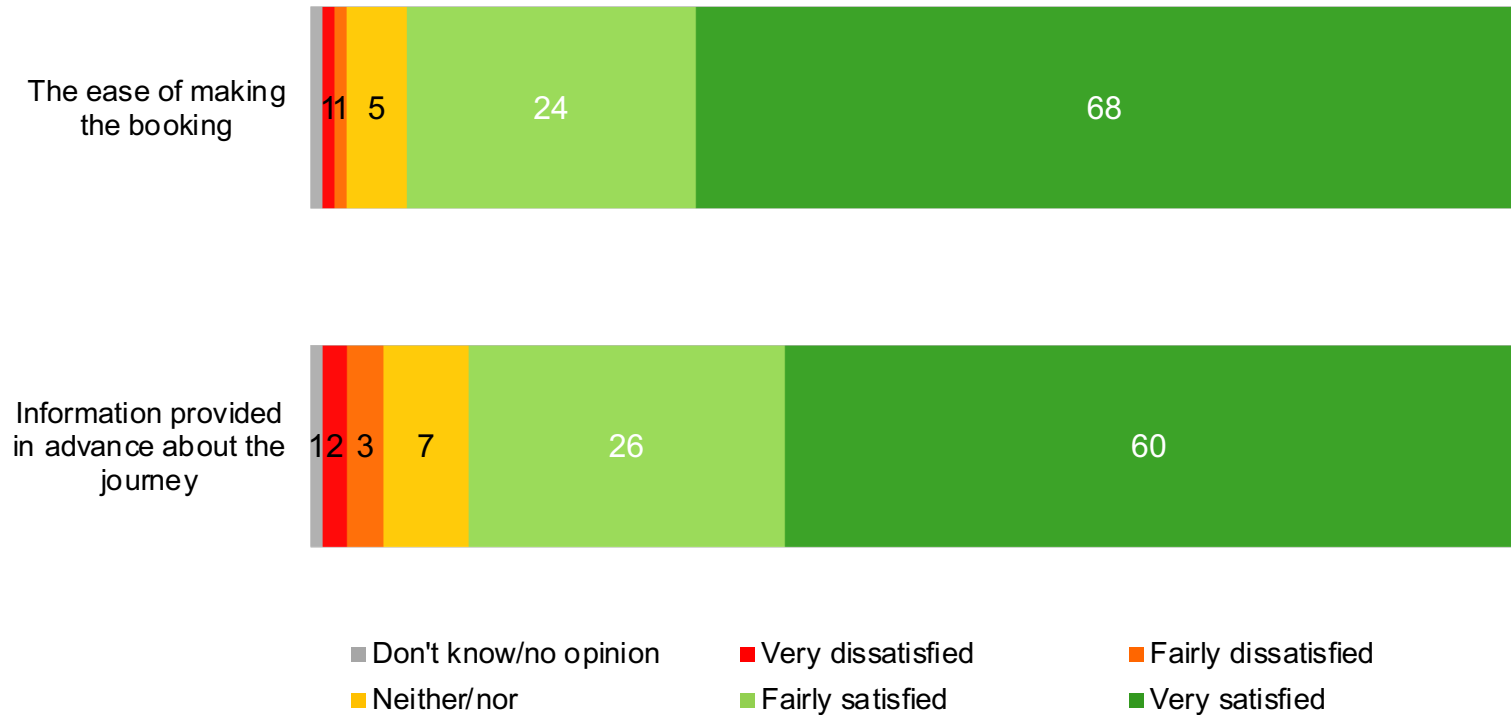
It was booked/I booked it...



Q12 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?
Base: All (889) * Less than 1%



Satisfaction with booking process



Q13a. How satisfied were you with..?
Base: All who booked themselves (853)



Improvements to information provided about the journey – customer comments

There was an awful lot of what seemed to be "marketing" and precious little hard fact. A detailed list of the timing for arrival, entry to lounge, boarding, breakfast, off the train would have made the preparation much better. Also details of what (if any - and there wasn't) facilities exist at Edinburgh when leaving the train.

The information provided is usually excellent, but we ended up with a close to 2-hour delay at Birmingham International and there are very few options there for food, drink and seating during a delay of this length. I understand the delay was out of Cal Sleeper's control, but the information provided during the delay was not great and Birmingham International didn't feel particularly safe whilst we were waiting for the train to appear late at night. Especially as a lone female traveller.

A ticket should be sent via email rather than having to download one from an Internet login. Information on where to go at Euston should also be provided along with a list of places to eat and drink in the station.

Lack of info about the need to find a train staff member to get our cabin key card before going to our coach and how to do that.

Lack of info about the need to find a train staff member to get our cabin key card before going to our coach and how to do that.

2 days before travel I received an email to welcome me onboard and stated our arrival at 10am in Fort William. 1 day before travel, the arrival time was amended to 11am but this update was sent out via SMS and not email. I didn't receive the SMS. After following up with Caledonian Sleeper this was because I have an overseas phone number and this is not picked up in their booking process. Don't they expect overseas visitors to use this service? Why is some info distributed via email and some via SMS?

Give information about what to expect, what facilities are in your room (e.g. towels, sleep mask), how you'll get your key, where to get on on the platform (near the front/back) etc.

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



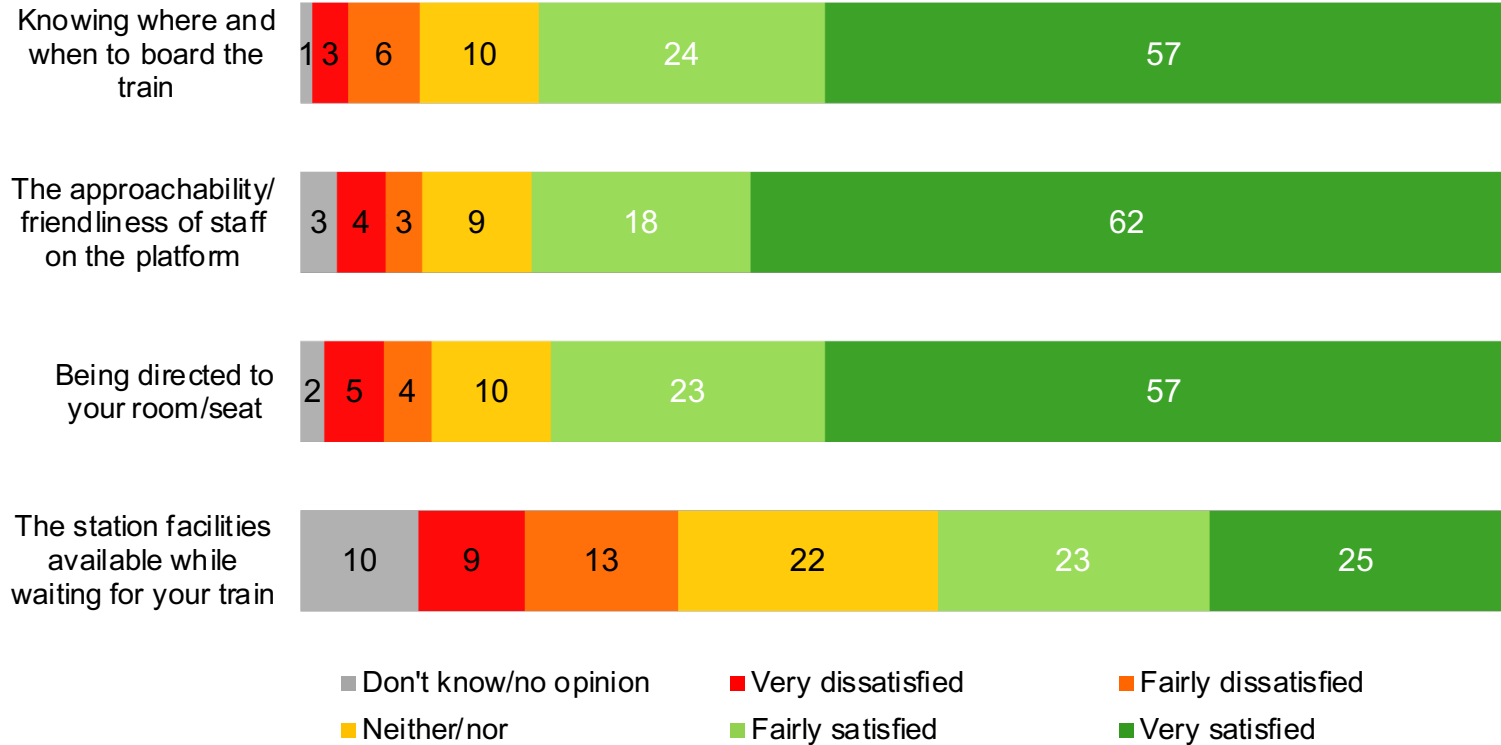
Caledonian Sleeper

Boarding and station facilities



CALEDONIAN
SLEEPER

Satisfaction with boarding process



Q14a. How satisfied were you with...?
 Base: All (889)



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

We were advised by the chat service that we could enter the lounge a bit earlier. Platform staff refused us. We had just dragged our luggage halfway across London to be refused despite having chat evidence saying we could.

They might have actually stopped chatting amongst themselves and asked if anyone needed to check in for their room key...

Smile more and welcome people onto the platform.

We arrived mid-afternoon. It was impossible to get any information about where to store our luggage. whether we could get into the Lounge, how to get into the Lounge. No one would talk to us. Just before the boarding started, the platform staff were very helpful. Caledonian Sleeper platform staff were super. My dissatisfaction is with the Aberdeen station and platform staff.

Made themselves more available more approachable as weren't sure who was staff who go ask.

We were all told the wrong end of the train platform to be at and there was quite a lot of panic and misinformation once the train arrived.

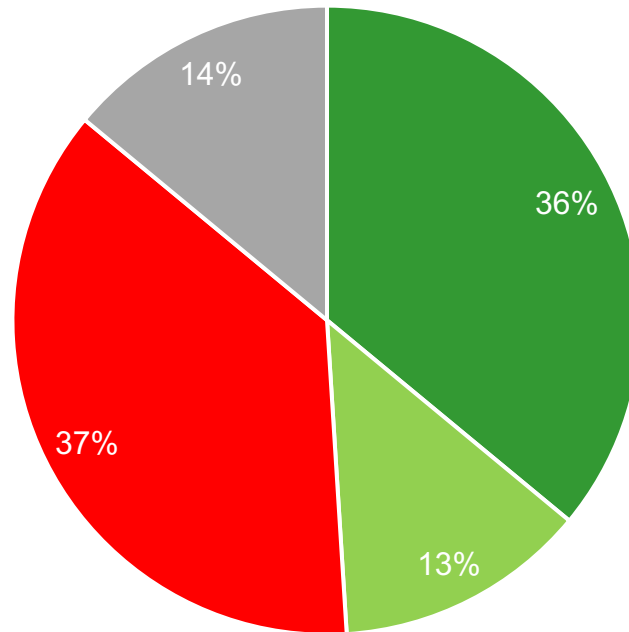
Let us know where we could have stored our bags and helped us with food ordering.

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



Use of customer lounge

Quarter 4 2025/26 %



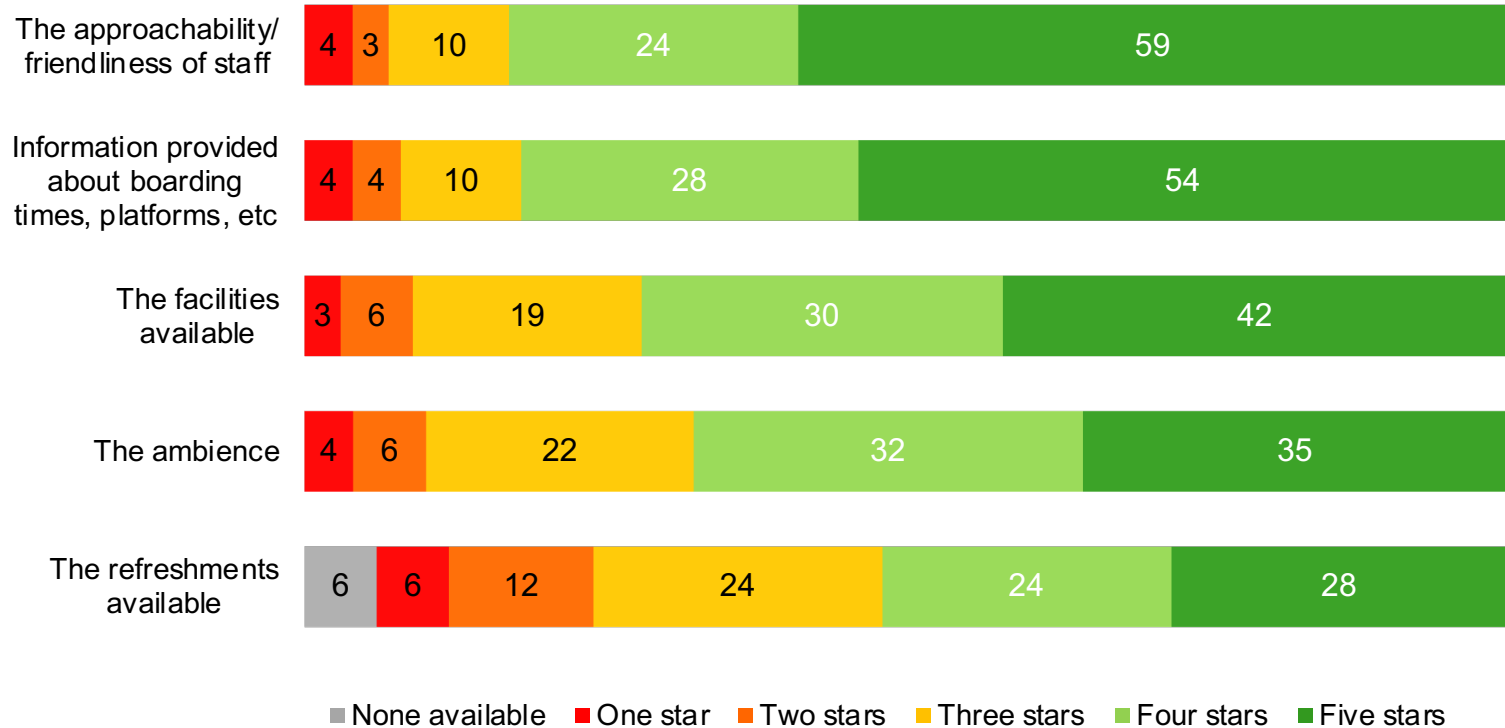
■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

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 (771)



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 (274)



Additional information required in the Customer Lounge – customer comments

Information that the train was ready for boarding.

There was confusion as we were initially told that the train was late but that turned out to not be true. Should have been instructions on how to find the line for the train. Should have been a separate line for the premium rooms.

No staff were available at the Lounge. It was impossible to get any information at all.

Lounge was too crowded and hard to find sitting place.

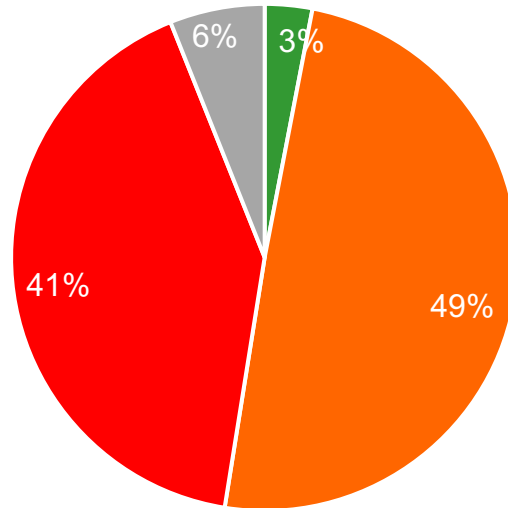
Q16b. What additional/better information would you like to have received?



Use of shower facilities on arrival

Quarter 4 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 (794)



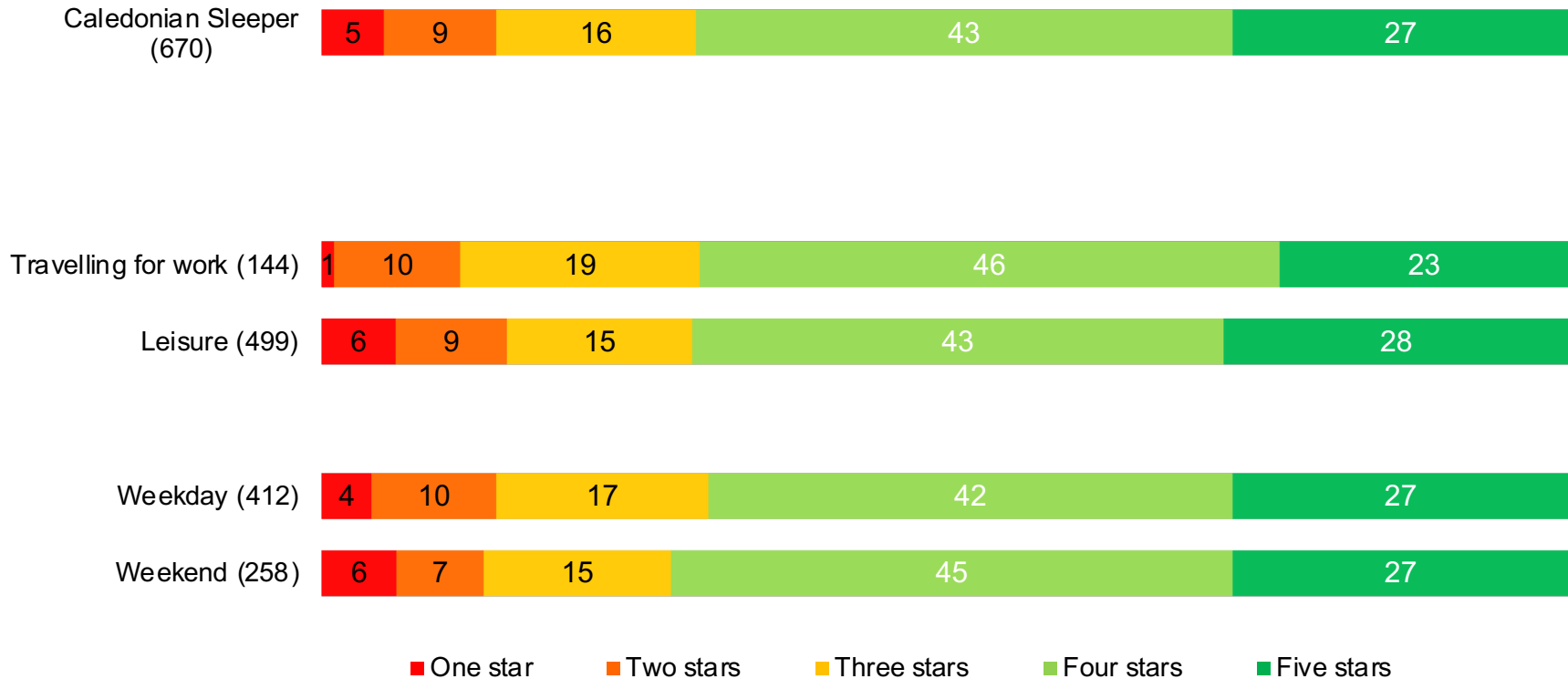
Caledonian Sleeper

Accommodation and train facilities



CALEDONIAN
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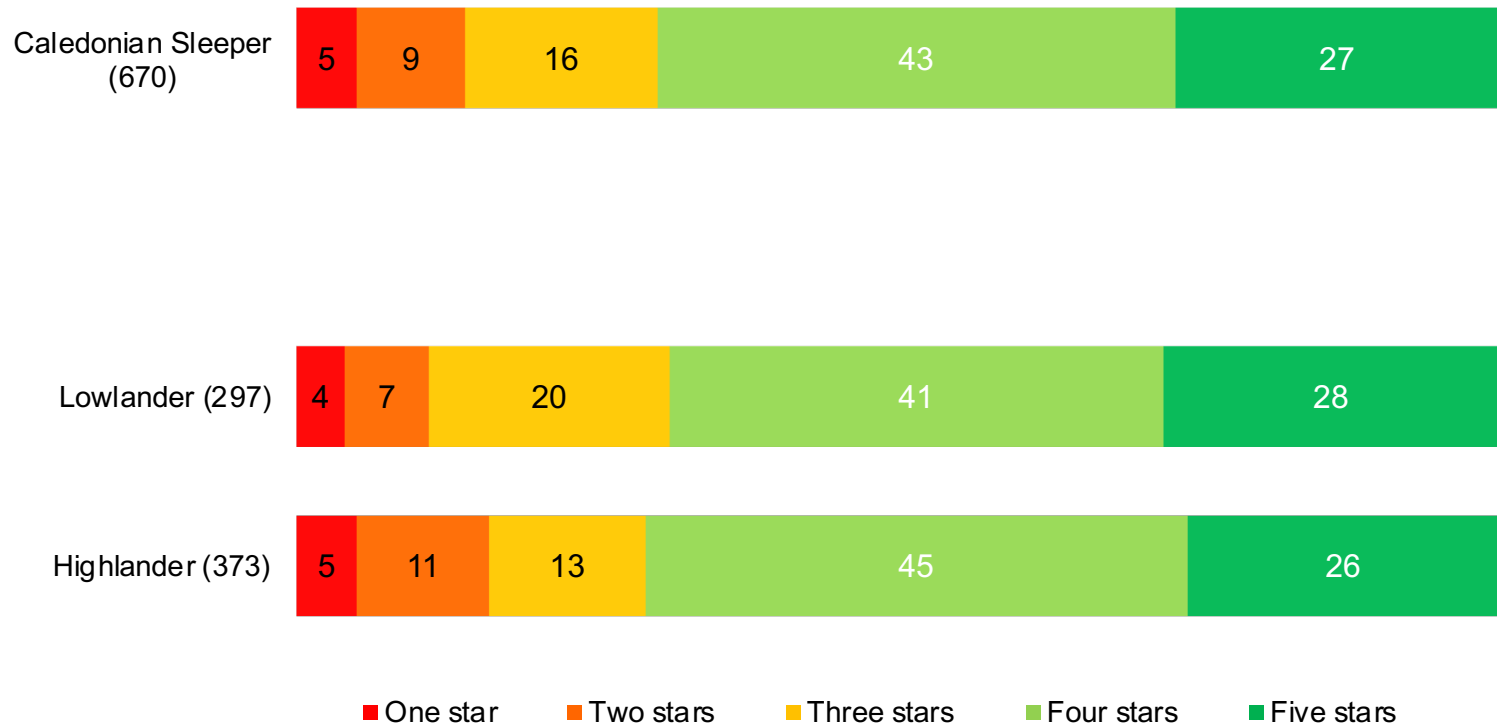
Overall rating of room by passenger group



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



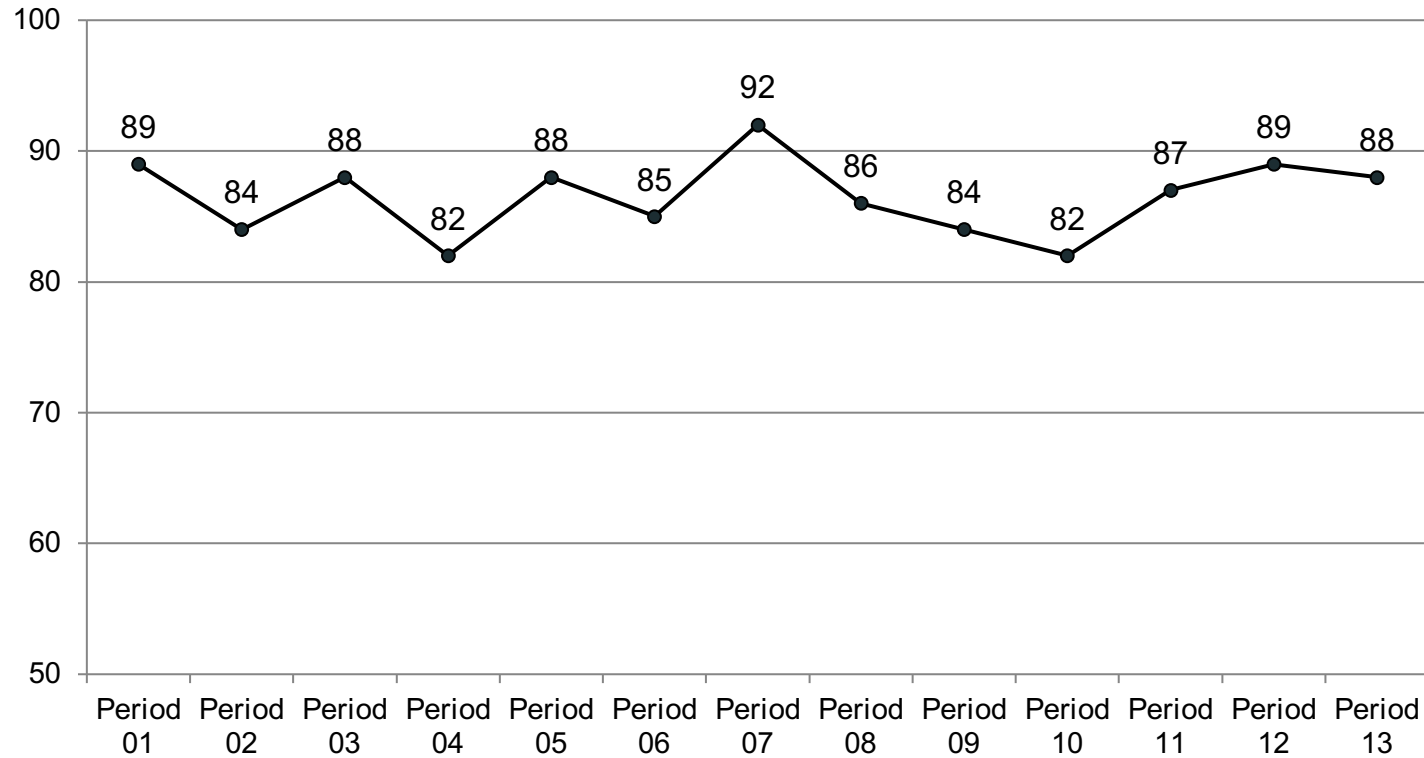
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



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

The ladder to the top bunk hurts your feet, so maybe the treads could be improved. There isn't much space for 2 people to manoeuvre in the cabin. We had to take it in turns to open a case, get undressed/dressed, and we are average sized adults. I don't know how you could improve this without redesigning the whole carriage.

Pull out table for eating. Had to cover the light button on bed control panel as it was very bright when all the lights were off, but it's probably a safety feature. Mirror light was least bright, personal preference we enjoy soft lighting rather than bright over head and bed lights.

To be perfectly honest, I find that the rooms are too narrow. It is hard for 2 adults to move around together. I also don't like the fact that the ladder is fixed and cannot be moved. I remember travelling by sleeper in the 1960s and 1970s and I am sure the cabins were wider. then. And the ladder could be moved to one side to create more space.

Route map. Details about combining trains etc. even the type of locomotive and rolling stock.

I was travelling on my own, so the cabin/facilities were very good. Not so sure if my partner was also in attendance as very cramped.

Rethink the ladder to the top bunk. Too vertical and unrelenting. The older leaning wooden ladders that I recall were much more user friendly. My wife missed the sink lid that used to fold down and give a flat surface to place items on.

Turn down the temperature in the cabin a little.

I was very impressed by the room, especially the bedding, storage and the en-suite. However, the room was starting to look a little shabby in places, mainly around the sink area and the sliding tray was missing.

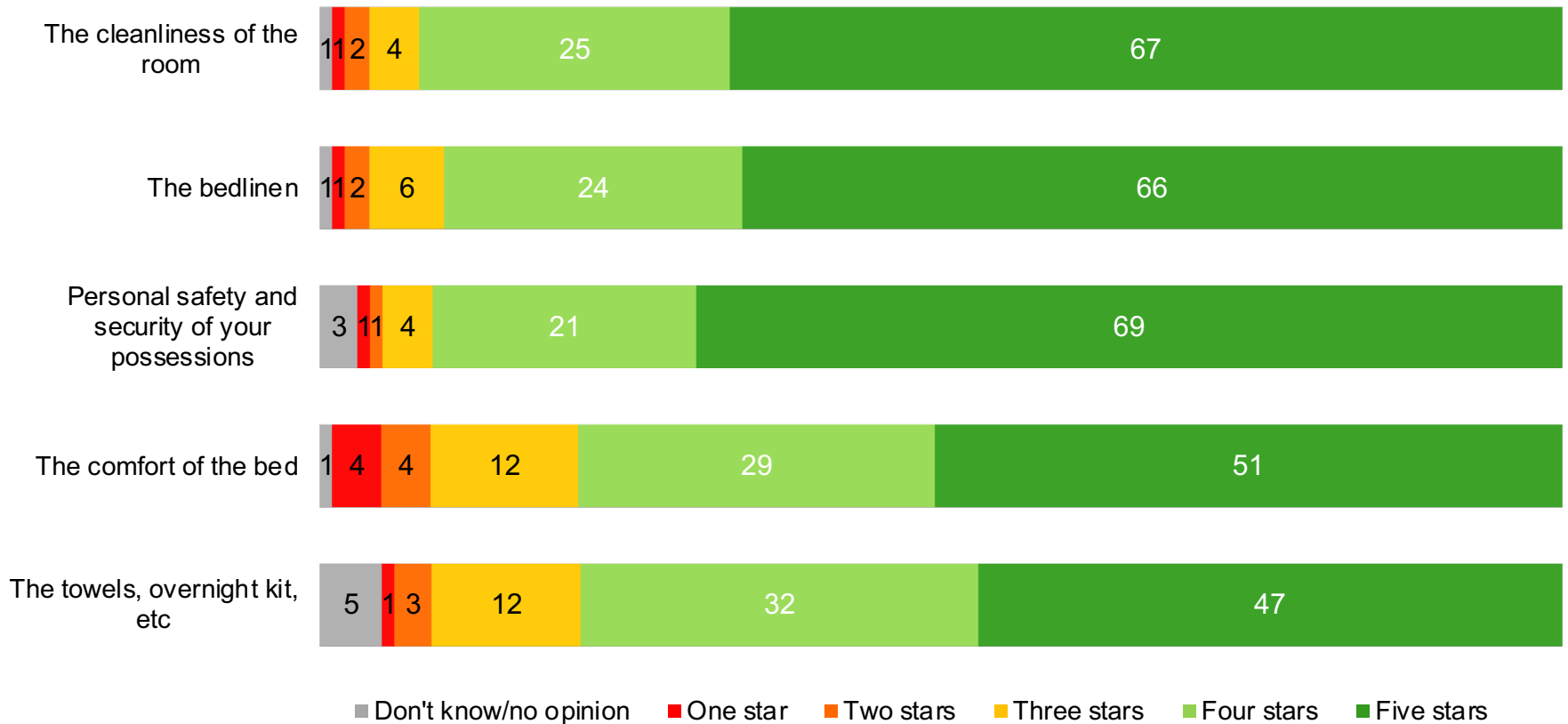
Outlets did not work. Water never got warm. The phone in the steward's office rang all night. The ladder being affixed reduced the space so you couldn't even sit which was especially important since we weren't allowed to sit in the dining car. The only place to sit was on top of the toilet. Additionally, the bolster made it certain you could not sit on the bottom bunk comfortably

Notice ahead of time regarding larger suitcases can be checked/held in secure area of train instead of cabin room itself prior to making our way to the room. Otherwise the outlet situation was not the same between the top and bottom bunks. The particular charger needed for myself was not available on the top bunk so I needed to charge my phone at the end of the bunk from below. Maybe making aware what charging ports are available with the bunks (USB vs. standard Euro and USB).

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?



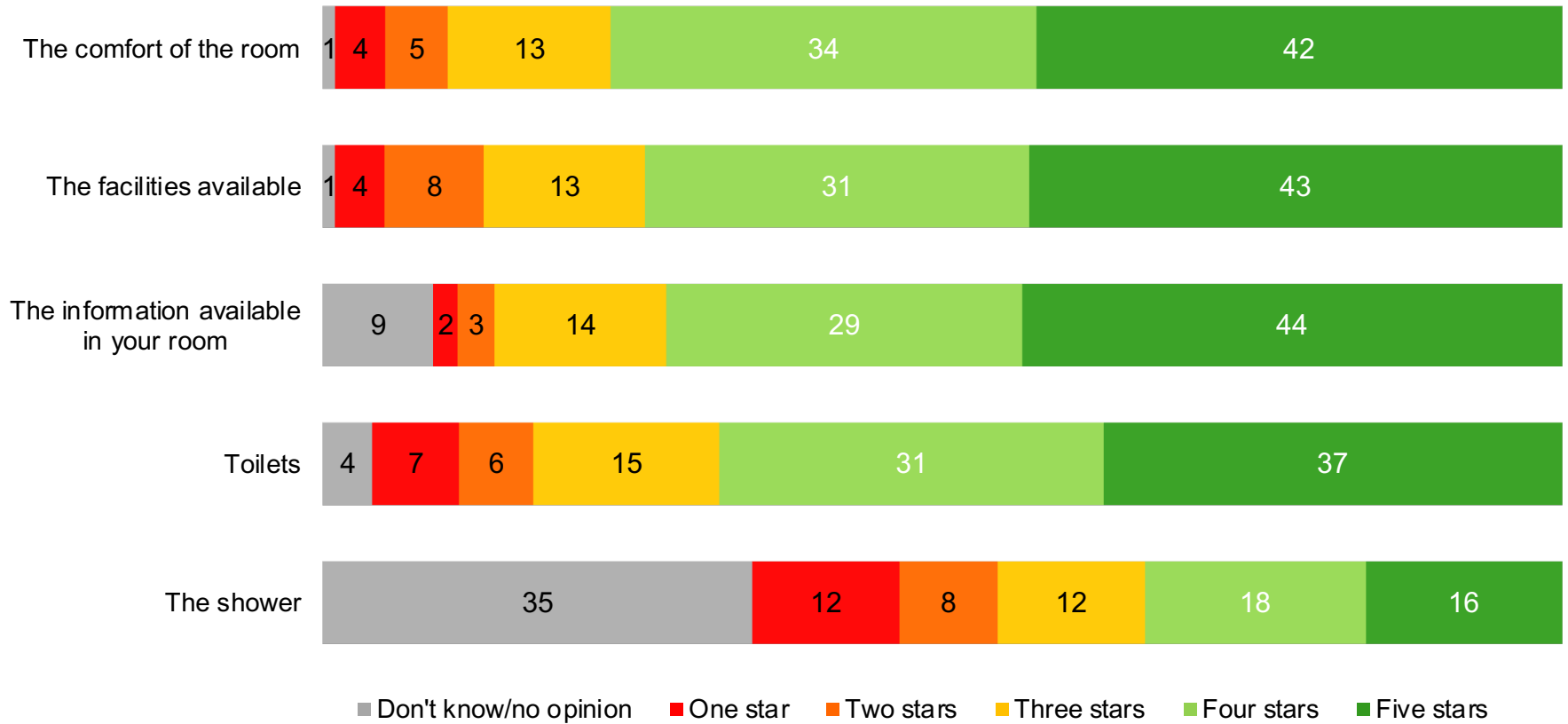
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (670)



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 (670), room with en-suite shower (407)



Rating of features of the room – customer comments

The water supply did not work in my room, and no effort seems to have been made to remedy this prior to the journey (despite the issue being known and communicated more than three hours before departure).

The room is too hot. The cool air only seems to be on when stationary or certainly fluctuates between cool to hot. This happens on every journey.

Please please please don't tuck the duvets in! The bed linen is great and the pillows are fab. It's just so hard to untuck the duvet especially on top bunk- and it then pulls out the mattress sheet - it's just unnecessary to tuck it in! And when you are tired and just want bed it's such a pain to untuck. Realised a small thing but it's a lot of money for a ticket to then have to battle the duvet and mattress.

It was just a slightly tight squeeze and the shower pressure not very high, but I appreciate we are limited on a train. There was then not much room to dry yourself and get changed in the room afterwards for two people.

Warmer lighting! It was like a dentist's office in there. Room was hot when I got in. Both bunks were open despite being a solo booking. I missed some sort of table as the pull out simply wasn't there.

The mattress isn't thick enough and feels hard after laying down for a while.

Every time I travel the overnight kit gets less and less. Now it is down to the bare minimum, but I suppose whatever else do you need. The pillow scent in the old days was a lovely touch. Towels remain very good.

The tables have been removed from the rooms, meaning there is nowhere to eat breakfast, other than putting things on the floor.

Half empty water bottle left by bed. Sink not very clean.

The room is so small you have to put large cases into a luggage carriage, and this is not protected from petty theft.

I just think that the mattress is quite narrow and thin. I'm over six feet tall and I thought the bunk was long enough for me. It did give me a sore hip when lying on my side. Perhaps looking at a slightly thicker mattress would be possible. I know there is nothing you can do about the width of the mattress as that is dictated by the size of the room.

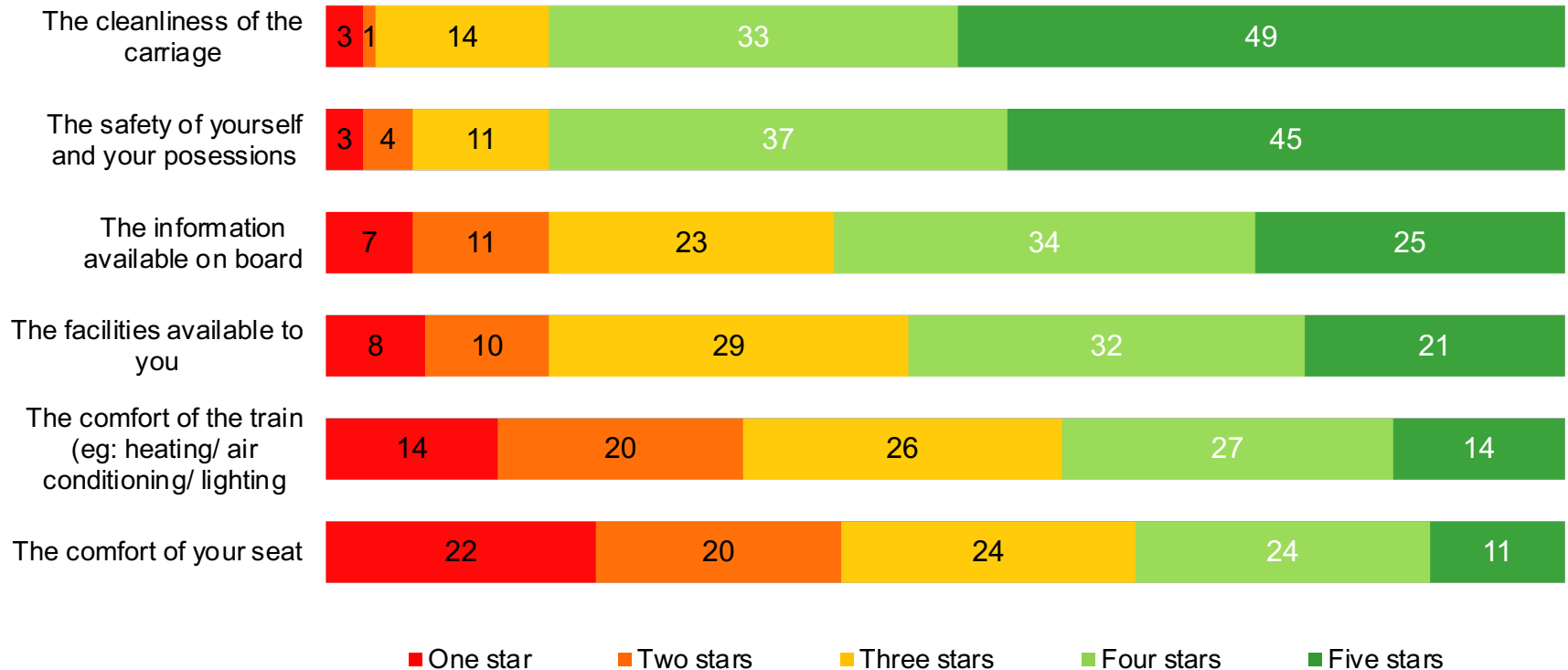
Our toilet had no water and wouldn't flush, I asked the Host if something could be done. He said he would call maintenance, no one came during our journey.

It would be nice to see a list of stops, a plan of the train as it was at Euston, and an idea of how different it would be after Edinburgh. I was surprised that the signage gave no indication of how to get to the club car.

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?



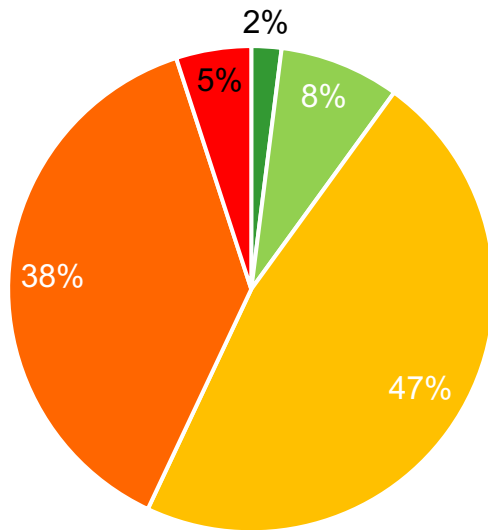
Rating of on-board features among seated guests



Q19. How many stars do you give the Caledonian Sleeper for..?
 Base: All seated guests (219)

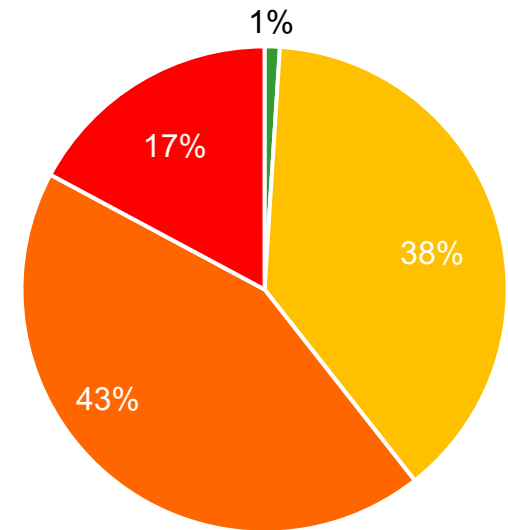


Quality of sleep



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

Then lights needed dimming. Also, a staff member kept walking up and down which obviously she might need to do but she was walking very fast and heavy footed which woke up my toddler. Perhaps walking a bit quieter while people are sleeping would have been better.

A smoother steadier journey to Edinburgh. It was fast and bumpy at times but then stopped for extended periods It could have also left earlier. I'd say depart at 10.45 and aim for a steadier, slower but more consistent journey.

Hosts Not talking loudly in the carriage in the middle of the night. Proper reclining seats

Encouraged minimum talking from staff and fellow travellers. The air con could be quieter/ less powerful which would help with the cold and the noise. The seats could be comfier.

I don't think staff could have helped. Mattresses and made from a material that makes the body overheat. Top bunk has very low head height so difficult for an adult to climb into.

I know the lights were for our safety but the also hindered sleep, as did the many stops we took.

Allow seats to recline further. Provide a blanket on request to keep legs warm from cold draughts. I appreciated the eye mask and ear plugs provided, which I used.

Tricky as I appreciate it was a seated option so it is like trying to sleep sitting up but the seat is pretty hard, the air blowers on the window were cold and the lighting didn't seem to dim Very much on the journey down.

Reduce the volume of the door opening chimes at the ends of the carriage. Ask staff not to yell into their walkie talkies when they move up and down the carriage at 3am.

The ride was poor over points with some really big jerks that kept waking me up. According to my Apple Watch sleep monitor I managed 1 hour 28 minutes.

Quality of sleep was affected by noise and movement of the train. There is nothing the staff could have done to help with this.

Remove/dim illuminated switches (far too bright). Presumably unoccupied cabin next door had light on all night, which is visible around the adjoining door.

Probably not under your control, but the tracks are rough.

Nothing, it was the motion of the train.

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



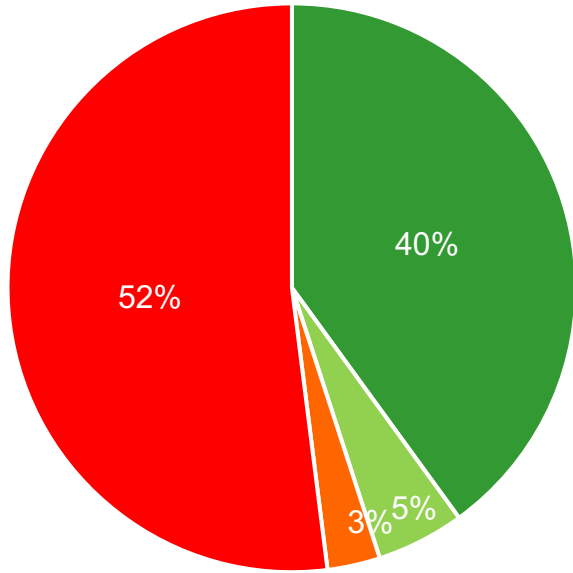
Caledonian Sleeper

Club car and catering



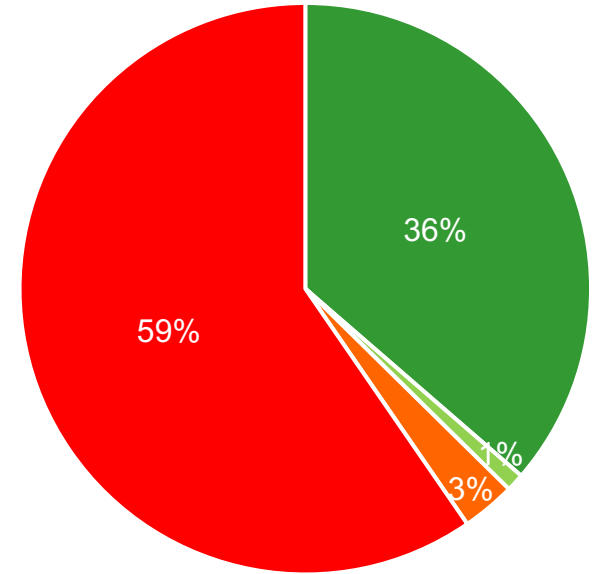
CALEDONIAN
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Visiting the Club Car



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

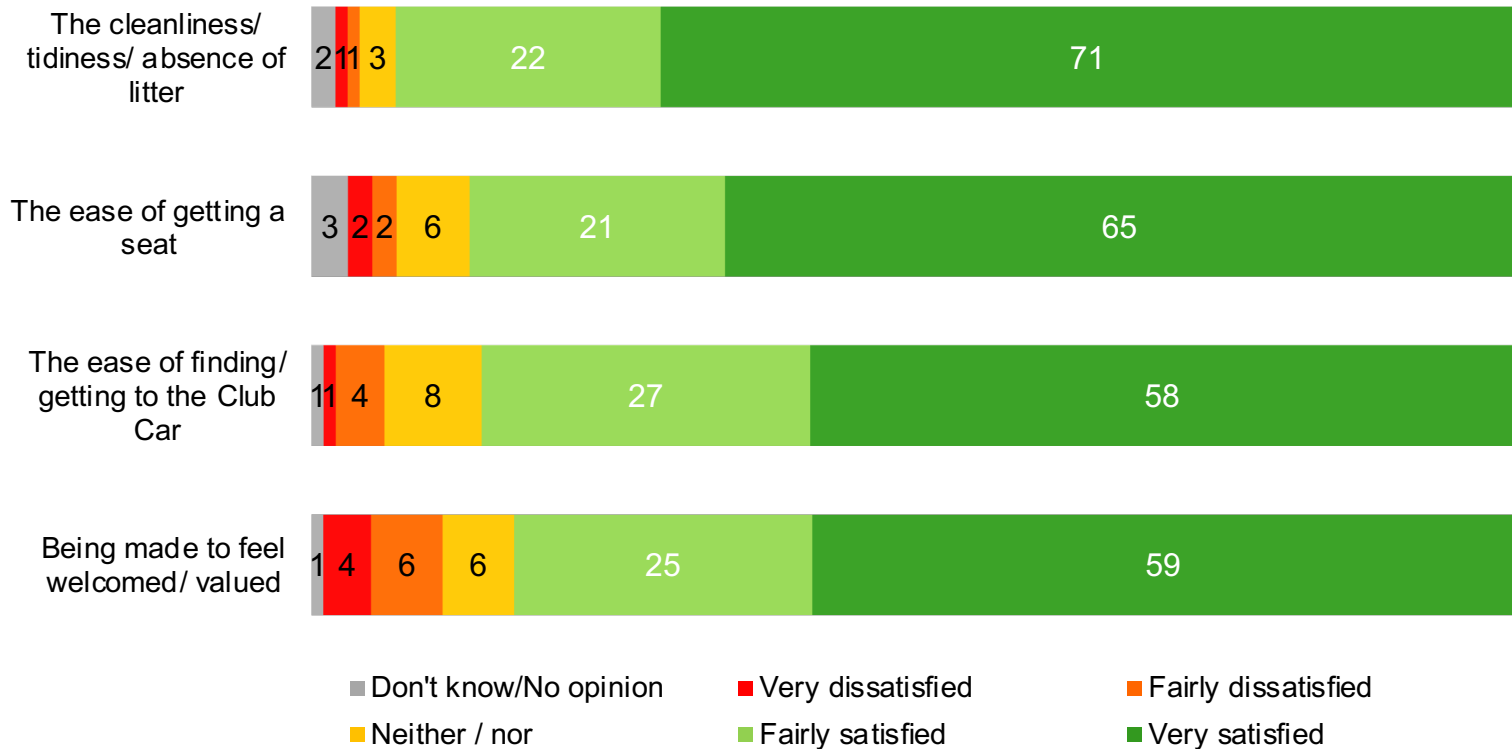


Morning Use

Q22a/b. Thinking about the evening/morning of your trip on the Caledonian Sleeper, did you visit the Club Car?
Base: All (670)



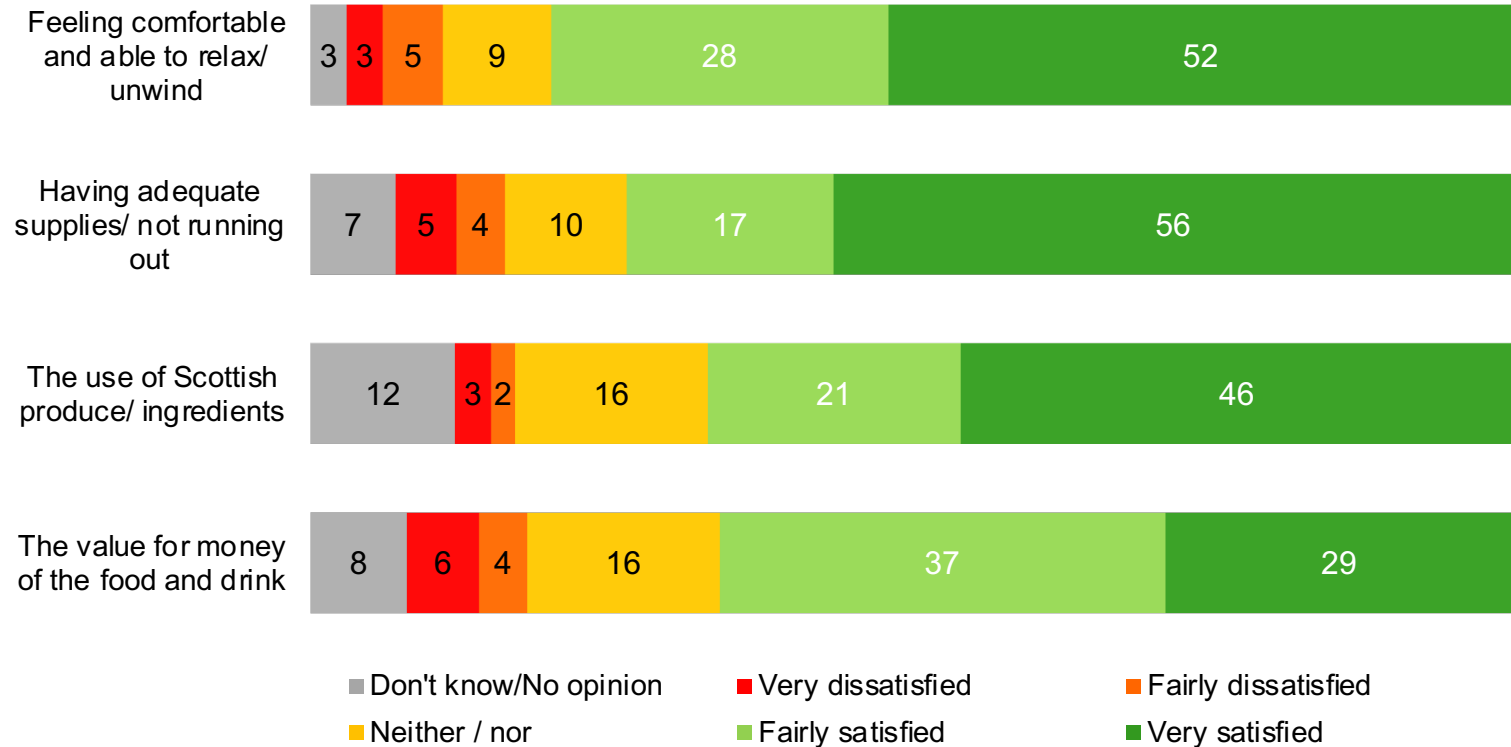
Satisfaction with features of the Lounge Car – top 4



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 (378)



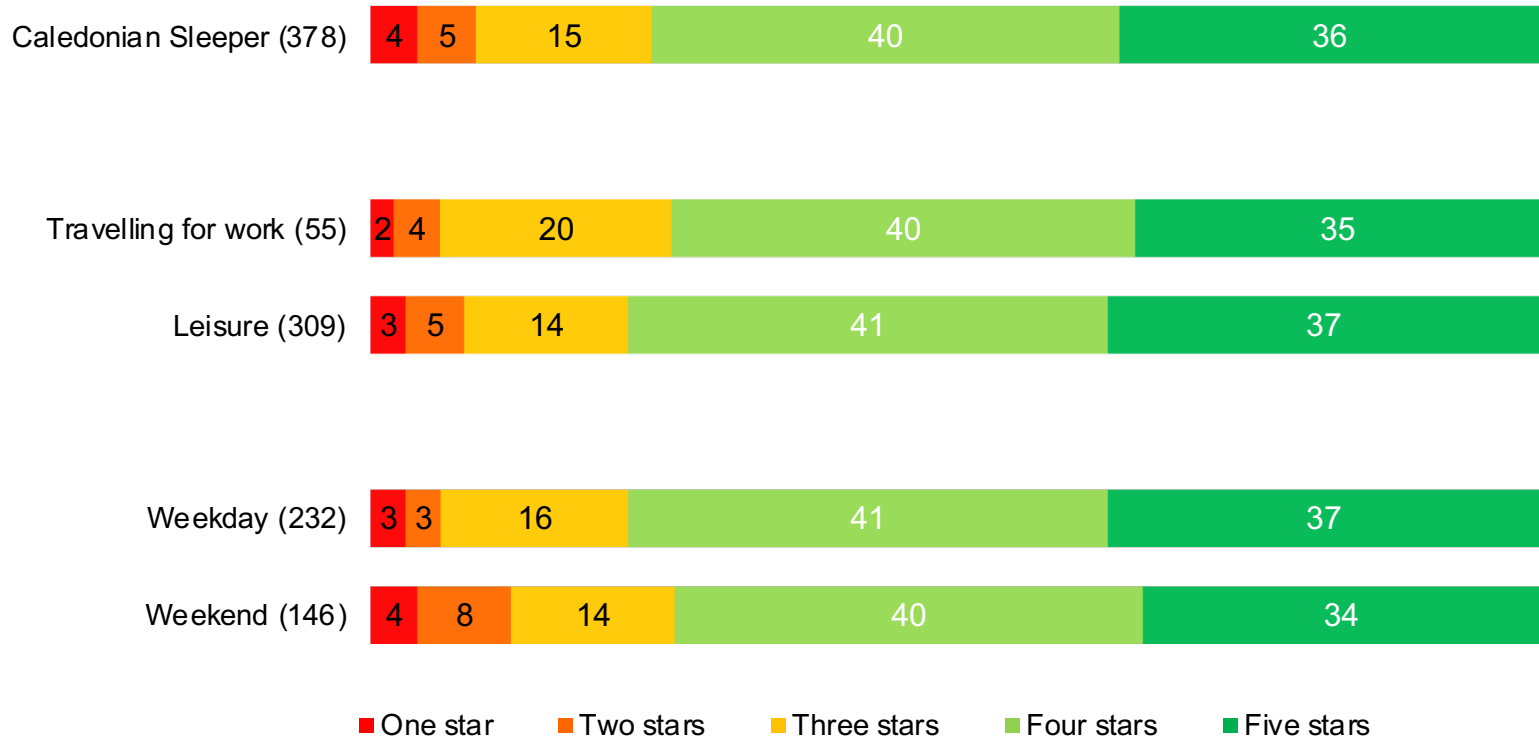
Satisfaction with features of the Club Car – bottom 4



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 (378)



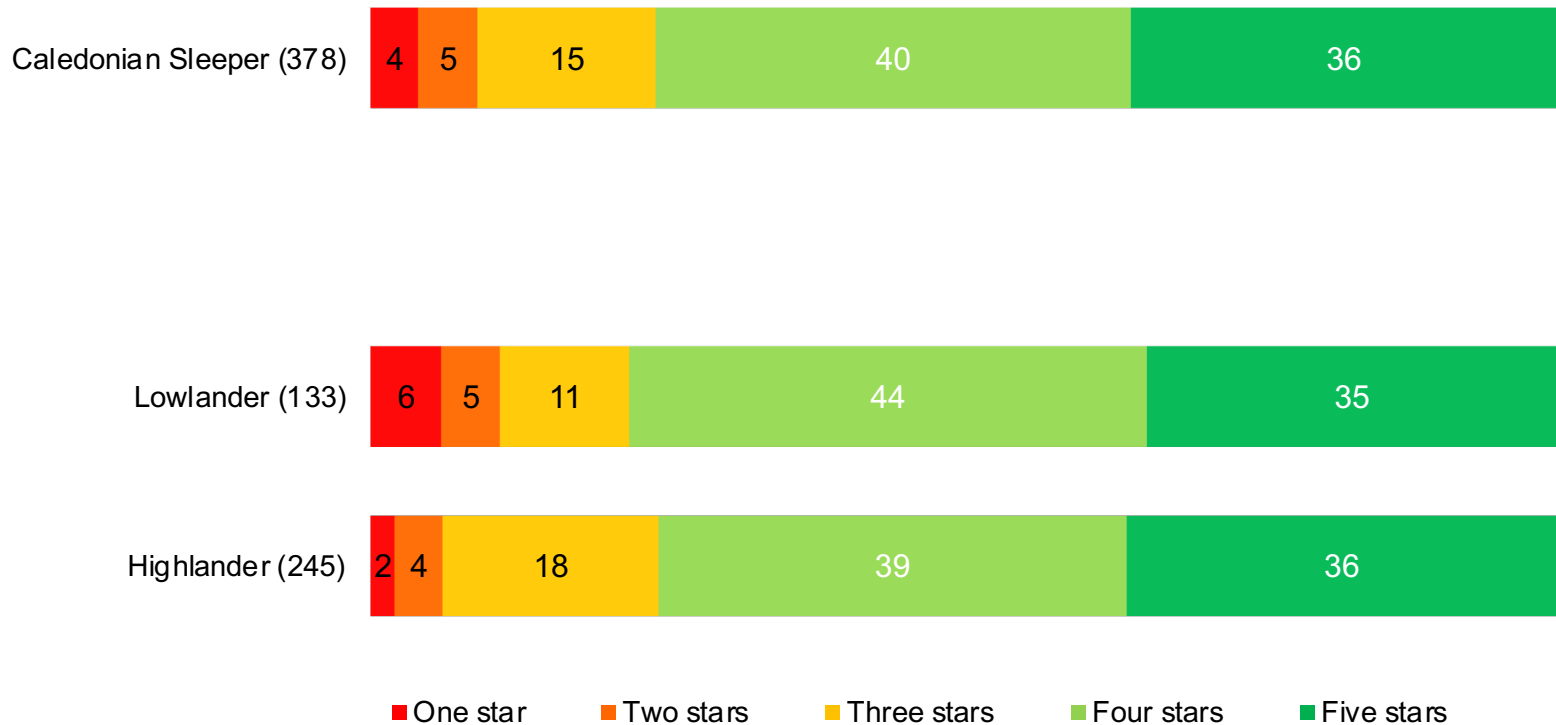
Overall rating of Club Car by passenger group



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



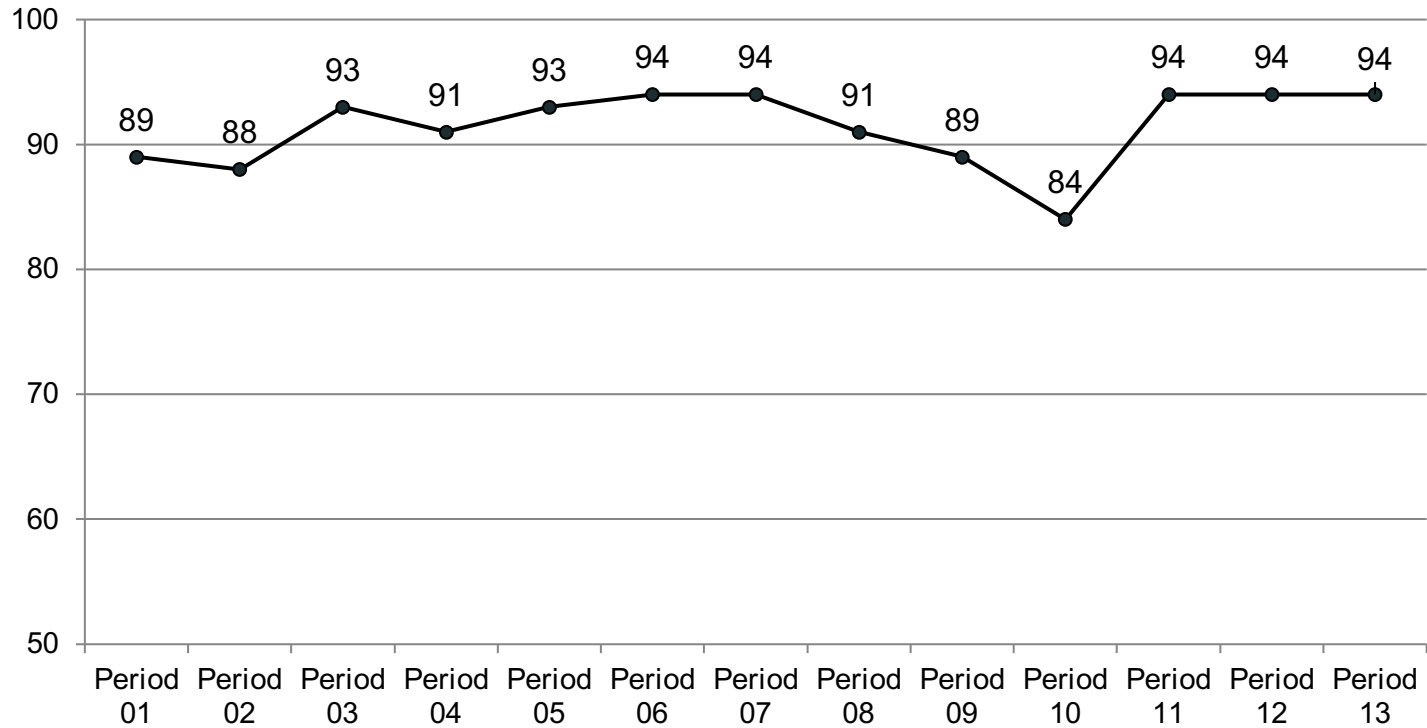
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All users of the Club Car (in brackets above).



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

Put signs along the carriages showing the direction to the club car as many passengers were walking with us back and forth along the corridor looking for the club car and not knowing which was it was. Walking along 15 carriages only to find we had been walking the wrong way is not fun.

Food and drinks way too overpriced for what it is. £3 for a hot chocolate that was clearly done from powder mixed with hot water. The service was slow and not very friendly. It was a bit like "What can I get you" whilst the girl taking the order was staring into her iPad with a bit of a "hurry up I've got more things to do" attitude.

I was told my ticket didn't entitle me to sit in the club car so I wasn't sure if I should really be there which left me feeling a bit uncomfortable. The stools at the window bar had a very small seat area which was quite uncomfortable to sit on for any length of time.

As mentioned before - the ability to book online to both order and pay in advance for a meal and reserve a Club Car seat at time of ticket purchase.

Club car in different location and in morning and hadn't realised train split! Maybe to be told evening before. Lovely friendly staff.

The dining car would be more convenient if positioned at the middle of the train, rather than at the front.

More comfortable stools, felt as though I was tipping off the whole time. All tables were not taken so why not able to use I'm unsure (perhaps expecting a rush).

The club car was great. The only thing I could suggest to make it better would be to make it bigger! Or have two?

There is sense of panic for everyone to rush there asap to grab seats. As it turned out we got seated fine, but it does feel like it's a problem on other days, and doesn't make for a relaxing start to a trip. There were a lot of staff hanging out in there chatting, but only the guy who served us seemed to be doing any actual work.

The staff seemed moody and abrupt. Where was the "welcome aboard the Caledonian Sleeper, please feel free to sit anywhere you want this evening and here is the menu". We had none of that. No warm welcome, no smiles, it's a £300 bloomin train ticket! A smile and a welcome would be nice! The staff seemed rushed and stressed and like we were getting in their way. I'm not sure why they work in hospitality if they don't make being good 'hosts' and being hospitable their main concern.

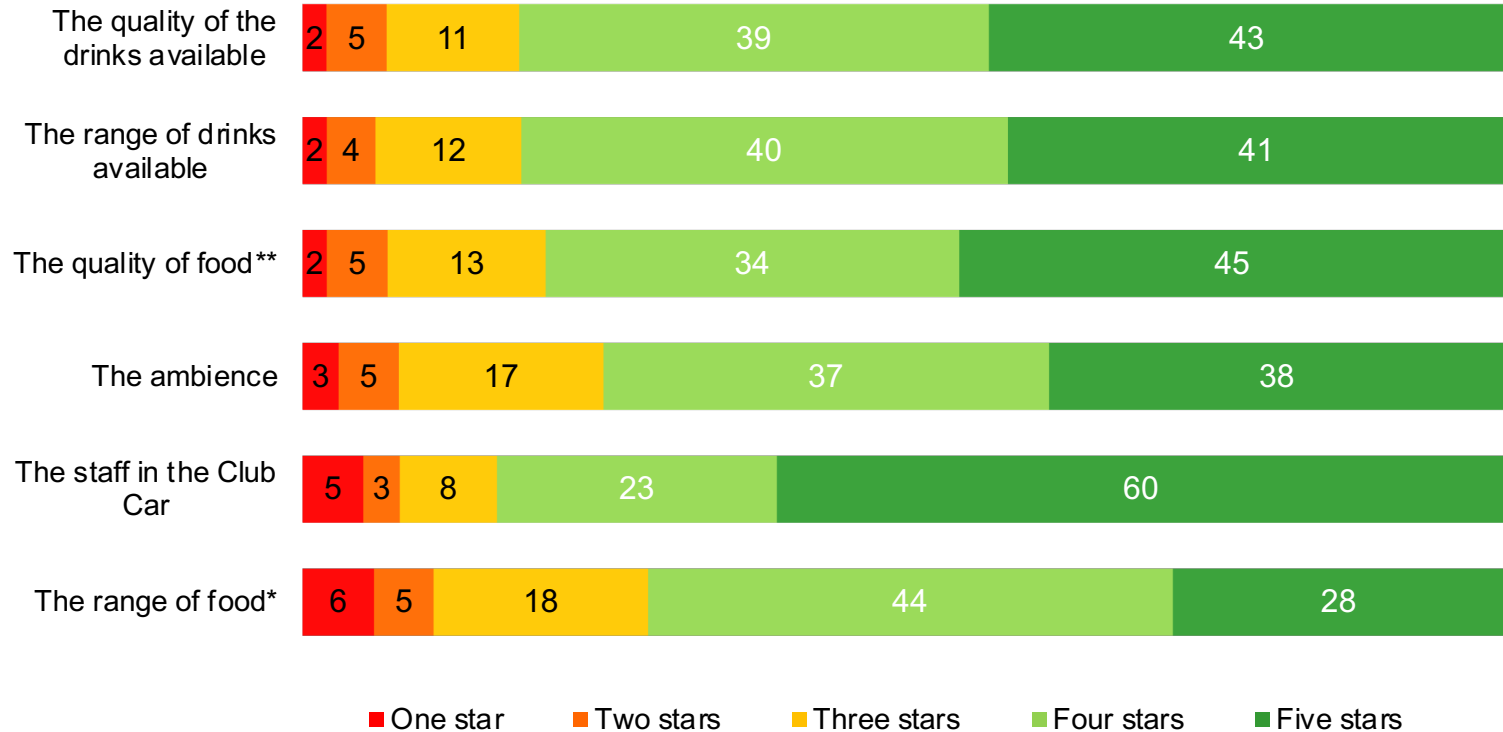
Stop the staff treating as a staff room. It was good at dinner time, but at quieter times in the morning I felt like I was intruding.

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 (378), *those who looked at the menu (220), **those who ate a meal (137)



Rating of features of the Club Car – customer comments

'Club Car' is a bit of a misnomer, implying a convivial ambience and cosy. Reality is more like a seaside cafe. It is too small. insufficient tables; we had to eat our meal perched on the bar stools alongside the aisle, hardly a luxury dining experience as suggested in the publicity.

The staff in the Club Car seemed more interested in talking with each other than looking after the customers. More than once we had to prompt them to get something.

Staff very unprofessional gossiping in the kitchen area about their lack of sleep how boring the job is etc not nice to listen to.

Improve the quality of wine offered. There were no full bottles available, so we were stuck with a small plastic bottle of cheap Chilean red. Definitely not class.

The club car isn't particularly luxurious and could be more comfortable/larger.

My wife is coeliac and despite contacting in advance the range of gluten free products was poor considering the price paid.....HOWEVER there were NO meals available on the journey only a couple of snacks.

Rubbish quality tonic. much better Scottish options available such as Walter Gregor tonic from Summerhouse drinks. good Scottish gin selection let down by sub standard tonic, poor garnish and limited ice. showcase Scottish produce by serving it correctly. go all in and revert back to entirely Scottish produce. in terms of drinks there is now a Scottish supplier available for all drinks categories (except wine) go the whole way and make a statement by ONLY using Scottish produce. support and showcase the fantastic Scottish producers available.

It would be nice to have an option of dimming lights so you could look out of windows and watch the night landscape go by.

The pizza was undercooked and the toasted cheese and ham sandwich had a single slice of ham. The food was poor.

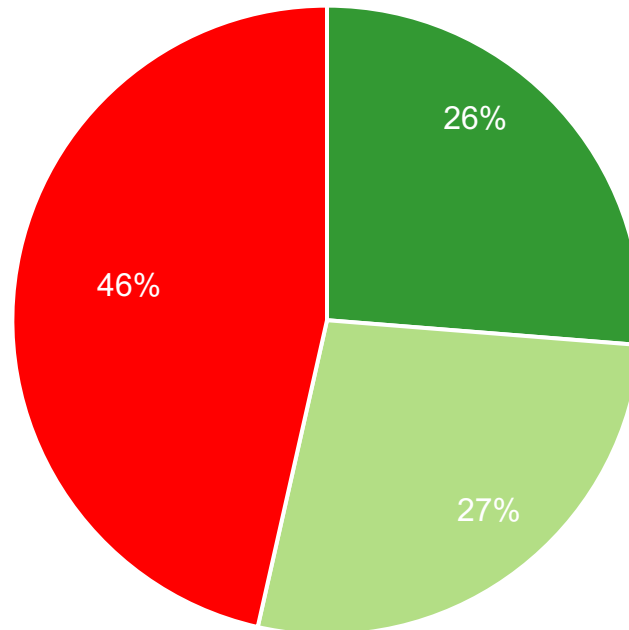
Reduce carbonated drinks and increase non-carbonated juices etc.

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 4 2025/26 %

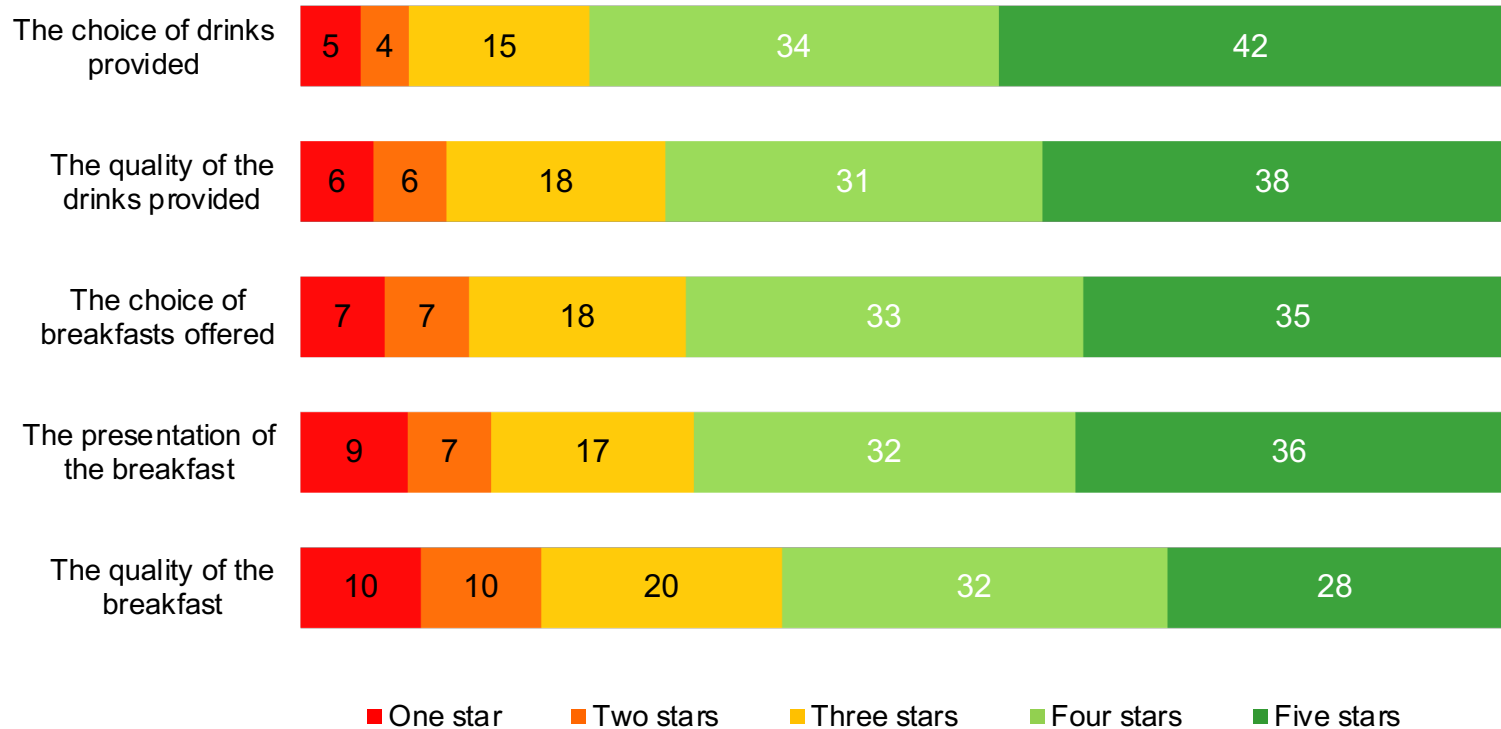


■ Yes - in my room ■ Yes - in the Club Car ■ No

Q25a. Did you eat a Caledonian Sleeper Breakfast on the train?
Base: All (889)



Rating of features of breakfast



Q25b. How many stars would you give for..?
Base: All eating a Caledonian Sleeper breakfast on the train (477)



Rating of features of the breakfast – customer comments

The club car did not offer hot meals for my journey, only the continental breakfast. Things to improve: The continental breakfast was very small and not very filling. Even if the vegan breakfast had been available, it does not appear to be very filling, given the calories are less than half that of the meaty breakfast. While I appreciated the vegan breakfast options in the continental breakfast, there was no way to get non-dairy milk for the tea.

Make sure you have all offerings in stock. If you ask people to provide their breakfast choices, and it turns out it isn't available when you expect to eat something, then that's hugely disappointing.

Limited coffee choice, no alternative milks.

Focus on getting the fundamentals right rather than overcomplicating the service. First, the quality of the food itself needs to improve. The current offering is very ordinary and does not reflect the price paid or the premium positioning of the service. Fewer items, prepared well, using better-quality ingredients would be a significant improvement. Second, the coffee needs to be materially better. Coffee is central to breakfast, and serving weak, poorly prepared coffee immediately undermines the entire experience. Basic standards of preparation and consistency should be non-negotiable. Third, service needs to be more attentive and professional. Tables should be set properly, with cutlery and condiments provided without guests having to ask multiple times. Staff should check on guests and respond promptly. Fourth, expectations should be set clearly. If breakfast is intended to be simple and functional rather than a highlight, this should be communicated honestly. Alternatively, if it is positioned as part of a premium experience, the quality and service must align accordingly. In short, better ingredients, improved coffee, competent service, and a more realistic alignment between price and delivery would materially improve the breakfast experience.

Focus on offering simple and good quality food rather than trying too hard to provide a full Scottish breakfast that is guaranteed not to be good as it's not made fresh.

Offer more than one option. Offer fresh orange juice.

Tea served without teabag in - so water in cup was warm not boiling hot when the teabag went in. Lack of basic understanding of how to make a good cup of tea. Water must be boiling or there is zero chance of a decent cup.

Too much choice. Not enough quality.

Nice breakfast, typical Scottish fry up was heavy on meat and rather dry, additional tomato and/or beans would have given a better balance. Quality however was very good.

Bring on a tray, not a cardboard holder with a cup of lukewarm water and a teabag.

Limit the number of items or present them in an easier to manage way for such a small room.

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?



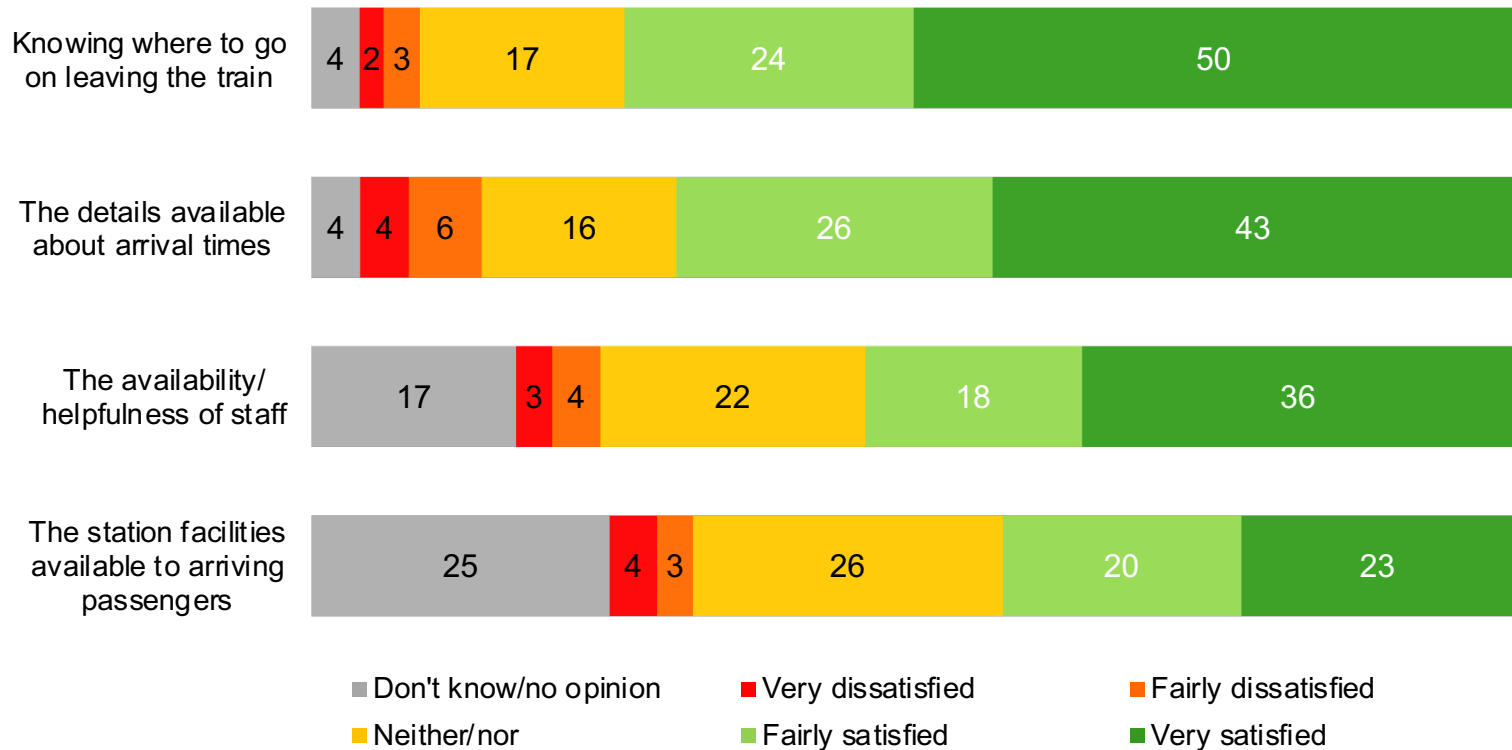
Caledonian Sleeper

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 (889)



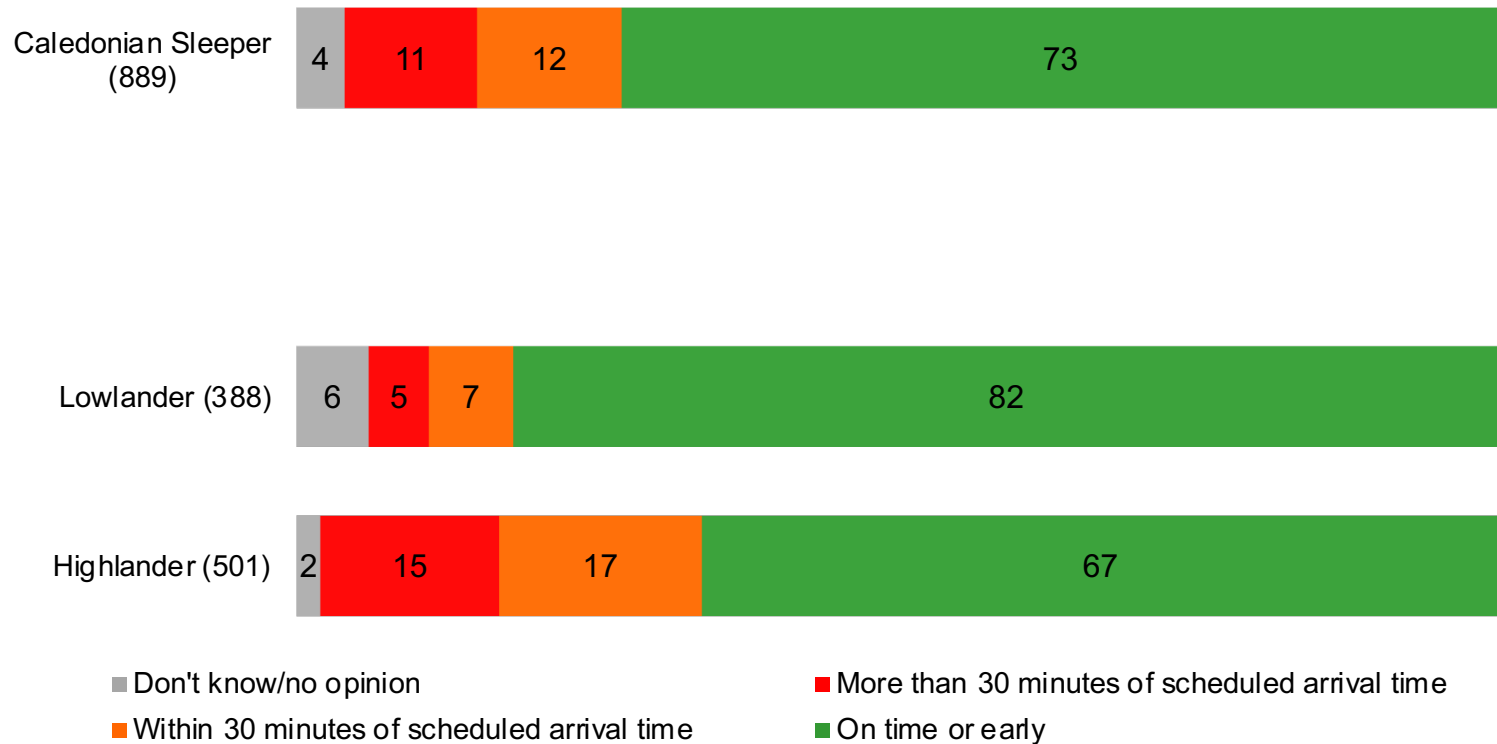
Caledonian Sleeper

Delay



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SLEEPER

Punctuality of service by route



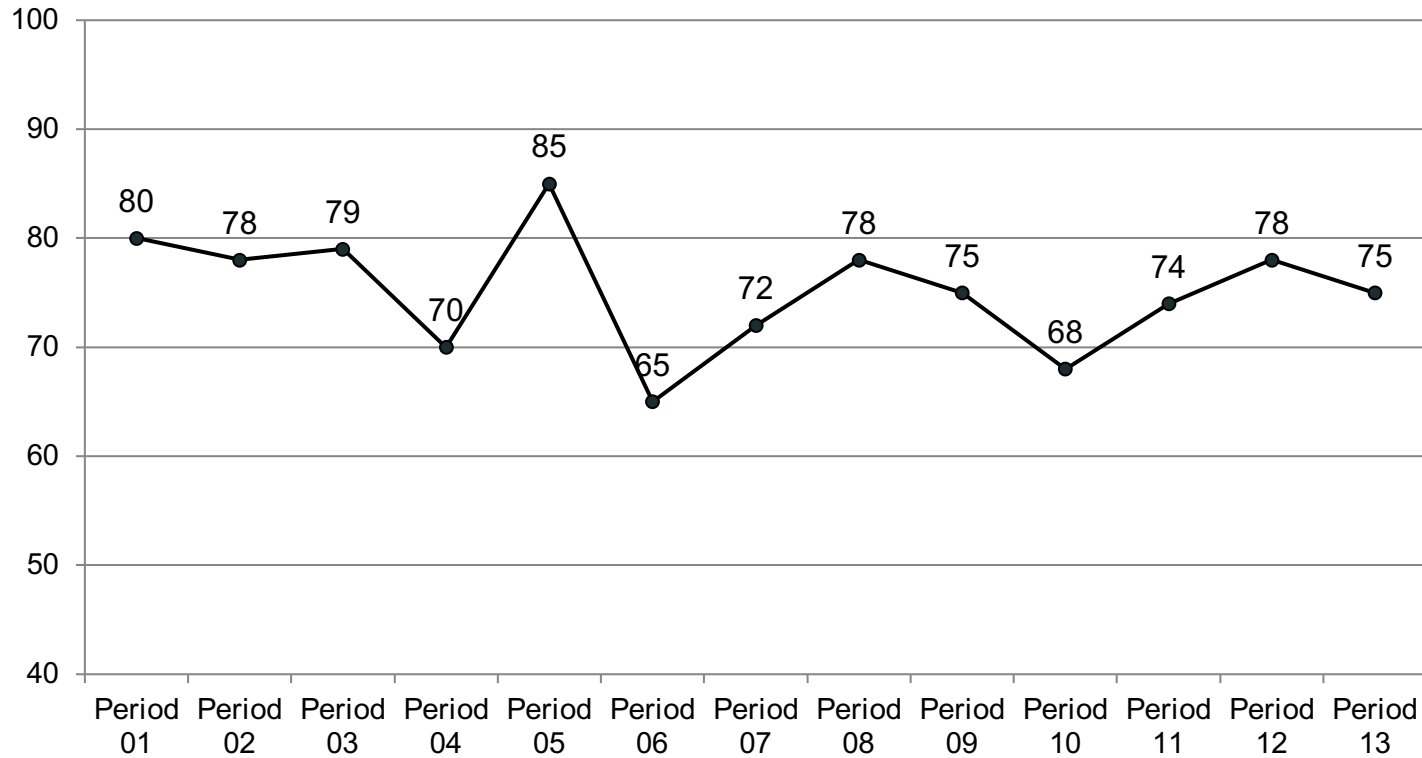
Q27a. Did your train arrive on time?
Base: in brackets above



Punctuality of service - trend

Rating of experience

Trend: On time or early



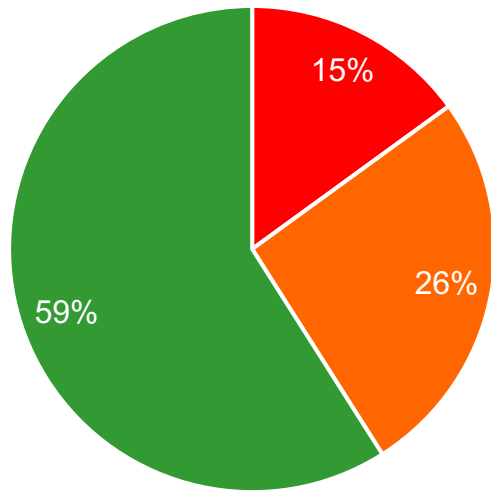
Q27a Did your train arrive on time?



Impact of delay

Quarter 4 2025/26 %

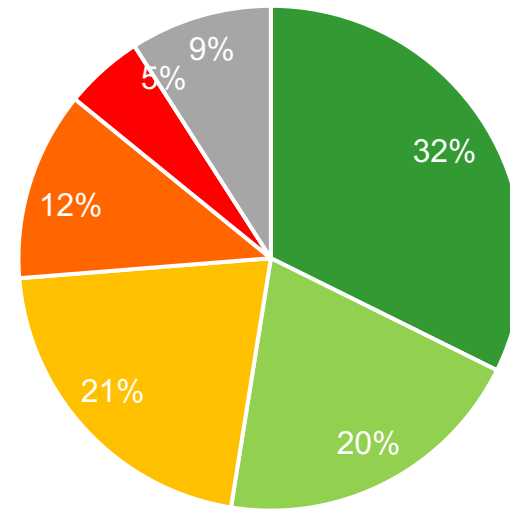
- Yes, it was a serious inconvenience
- Yes, it was a minor inconvenience
- No, it did not inconvenience me



Impact of the delay

Q27b. Did this affect your plans for the day?
Base: All who experienced a delay (202)

- Very well
- Fairly well
- Neither/nor
- Fairly poorly
- Very 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 (202)



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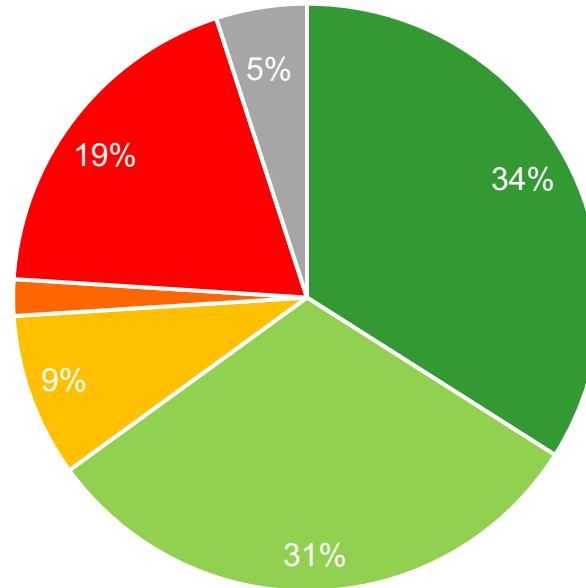
Facilities for those with a disability or illness



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Satisfaction that Caledonian Sleeper provides a service suitable to needs

Quarter 4 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 (58*) *Caution – low base



Providing a service suitable to needs – customer comments

The toilets. They need to work. I have urinary urgency and the toilets didn't work the whole night.

Take note of what is required in detailed passenger assistance confirmation.

My autistic daughter was completely invisible and her needs were disregarded despite prior arrangements with the company.

It was too small tight, and definitely not accommodating for my needs. I'm blind.

Save accessible berths for phone booking only for people with Blue Badge as it's being abused.

My "disability" is sleep apnoea. I was unable to use my CPAP machine and therefore did not sleep.

As an individual with certain sensory needs I had presumed these may naturally be met in a sleeper train context (i.e., dark, quiet, etc.), however the Caledonian Sleeper was overwhelmingly loud and bright, with any facilities that could provide comfort being non-functional. Perhaps a 'quiet' carriage option would help for travellers like myself who are particularly sensitive to sensory input.

It would have been nice for staff to have helped me board and make sure on board staff were aware of my needs in case of an emergency. I would have liked more help with locating the Club car and also making sure assistance were going to be on the platform when the train arrived as I had to look and find someone to ask as train staff were busy.

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

<i>Sample size</i>	<i>889 %</i>
<u>Age</u>	
16-34	8
35-54	37
55+	52
Not stated	3
<u>Gender</u>	
Male	52
Female	46
Not stated	2
<u>Working status</u>	
Full time	57
Part time	13
Not working	2
Retired	22
Student	2
Not stated	4
<u>Residence</u>	
UK	87
Non-UK	13

<i>Sample size</i>	<i>889 %</i>
<u>Journey Purpose</u>	
Travelling for work/business	22
Company business	15
Personal Business	4
Regular travel between home and workplace	3
Leisure	75
Visiting friends/ relatives	27
Holiday/ short break	45
Attending a sporting/ musical/ theatrical/ charity event	3
Other	3

<i>Sample size</i>	<i>889 %</i>
<u>Disability or Illness</u>	
None	92
Vision	>1
Hearing	1
Mobility	4
Hidden disability	3
Speech or language impairment	>1
Mental health	2
Other	3



Sample profile – journey details

<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</i>
<u>Travelling party</u>		<u>Return journey mode</u> (those making outward journey)		<u>Travel to departure station</u>	
Alone	50	Caledonian Sleeper	37	Train	39
With a business colleagues(s)	1	Daytime train	36	Underground/ Tram/ Subway	24
With family (adults only)	34	Plane	16	Bus/ Coach	8
With family (adults/children)	10	Coach	1	Taxi	14
With friends	6	Own Car	2	Own car/ Dropped off	16
<u>Accommodation</u>		Hire car	1	Hire car	2
Seat	25	Other	5	On foot	19
Room	30	Don't know	2	Bicycle	1
En-suite room (with shower)	46	<u>Outward journey mode</u> (those making return journey)		Other	2
<u>Journey direction</u>		Caledonian Sleeper	56	<u>Travel from arrival station</u>	
Outward	65	Daytime train	29	Train	34
Return	35	Plane	11	Underground/ Tram/ Subway	18
One way	-	Coach	1	Bus/ Coach	9
		Own Car	1	Taxi	11
		Hire car	1	Own car/ Dropped off	13
		Other	2	Hire car	5
				On foot	25
				Bicycle	1
				Other	4



Sample profile – journey details

<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</i>
<u>Service Day</u>		<u>Accommodation type</u>		<u>Transaction value</u>	
Weekday	61	1 st class	45	£0-£49.99	6
Weekend	39	Standard	30	£50-£99.99	16
<u>Direction</u>		<u>Party size</u>		<u>Transaction value by guest</u>	
Northbound	59	Seated	25	£100-£149.99	7
Southbound	41	Single traveller	54	£150-£199.99	12
<u>Train Type</u>		<u>Party size</u>		<u>Transaction value by guest</u>	
Highlander	56	Two people	40	£200-£249.99	12
Lowlander	44	Three or more people	6	£250-£299.99	14
<u>Crew</u>				<u>Transaction value by guest</u>	
Aberdeen	5			£300 or more	33
Edinburgh	11			£0-£49.99	10
Fort William	8			£50-£99.99	18
Glasgow	9			£100-£149.99	16
Inverness	17			£150-£199.99	25
London	51			£200-£249.99	31



Sample profile – journey details

<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</i>	<i>Sample size</i>	<i>889 %</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	8	12 or more	(516) 5	More than 20 years ago	31
4-11	22	4-11	17	15-19 years ago	7
2-3	27	2-3	34	10-14 years ago	7
First journey in last 12 months	25	1 Journey	31	5-9 years ago	8
First ever journey	13	None	13	3-4 years ago	9
Have never made a journey between Scotland and the London area	3			In the last 1-2 years	38
Don't know	1				



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 fourth quarter of fieldwork for the year 2025/26, combining Rail Periods 10, 11, 12 and 13. **Fieldwork for quarter 4 2025/26 took place between 10 December 2025 and 13 April 2026.** This covered journeys made between 7 December 2025 and 31 March 2026.

889 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 4, 2025/26

Rail Periods 10, 11, 12, and 13



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