

# Caledonian Sleeper

## Quarterly Report

Quarter 1, 2026/27

Rail Periods 01, 02, and 03



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# Caledonian Sleeper Passenger Satisfaction

Quarter 1: 1 April – 27 June 2026

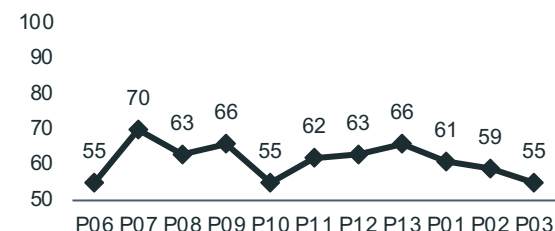
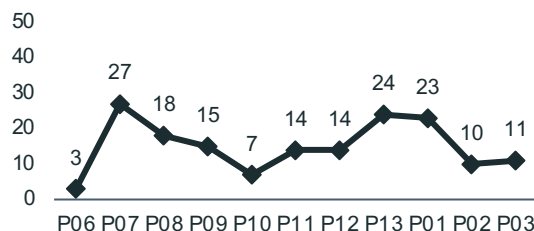
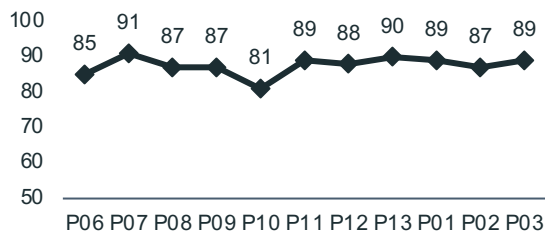
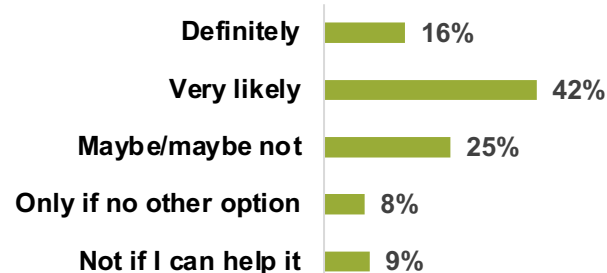
## Overall journey experience



## Net Promoter Score



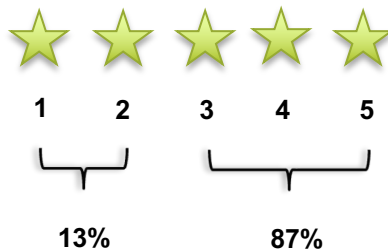
## Likelihood of future use



## Rating of Room



## Rating of Club Car



|                    | Lowlander | Highlander |
|--------------------|-----------|------------|
| Journey experience | 87%       | 89%        |
| Net Promoter Score | 4         | 22         |
| Future Use         | 51%       | 63%        |
| Room Rating        | 87%       | 90%        |
| Club Car Rating    | 85%       | 88%        |

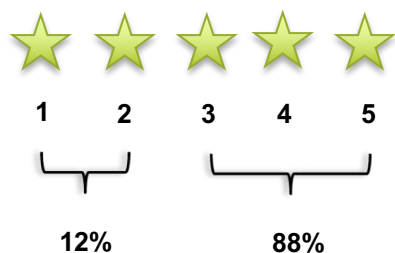
Sample size: 821 (Lowlander 335, Highlander 486).  
Guests in a room: 640. Users of the Club Car: 344)



# Caledonian Sleeper Passenger Satisfaction

Quarter 1: 1 April – 27 June 2026

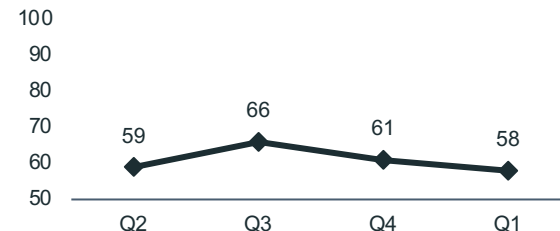
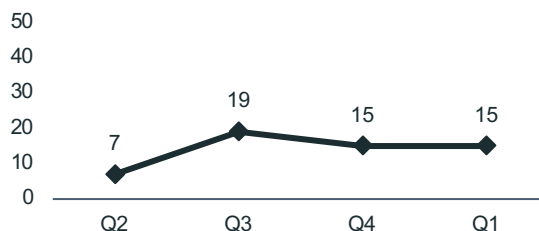
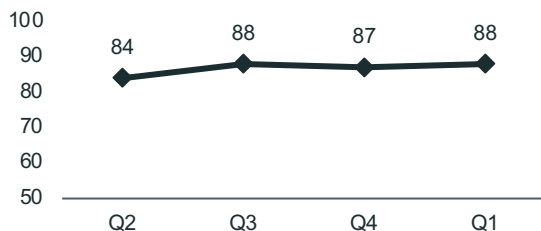
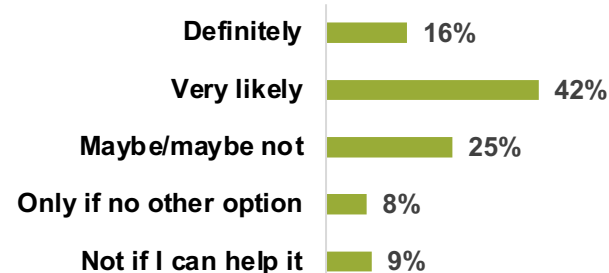
## Overall journey experience



## Net Promoter Score



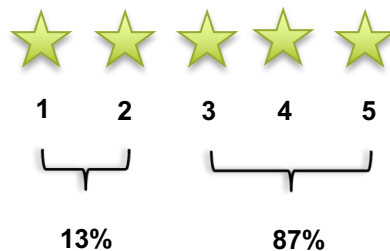
## Likelihood of future use



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## Rating of Club Car



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Sample size: 821 (Lowlander 335, Highlander 486).  
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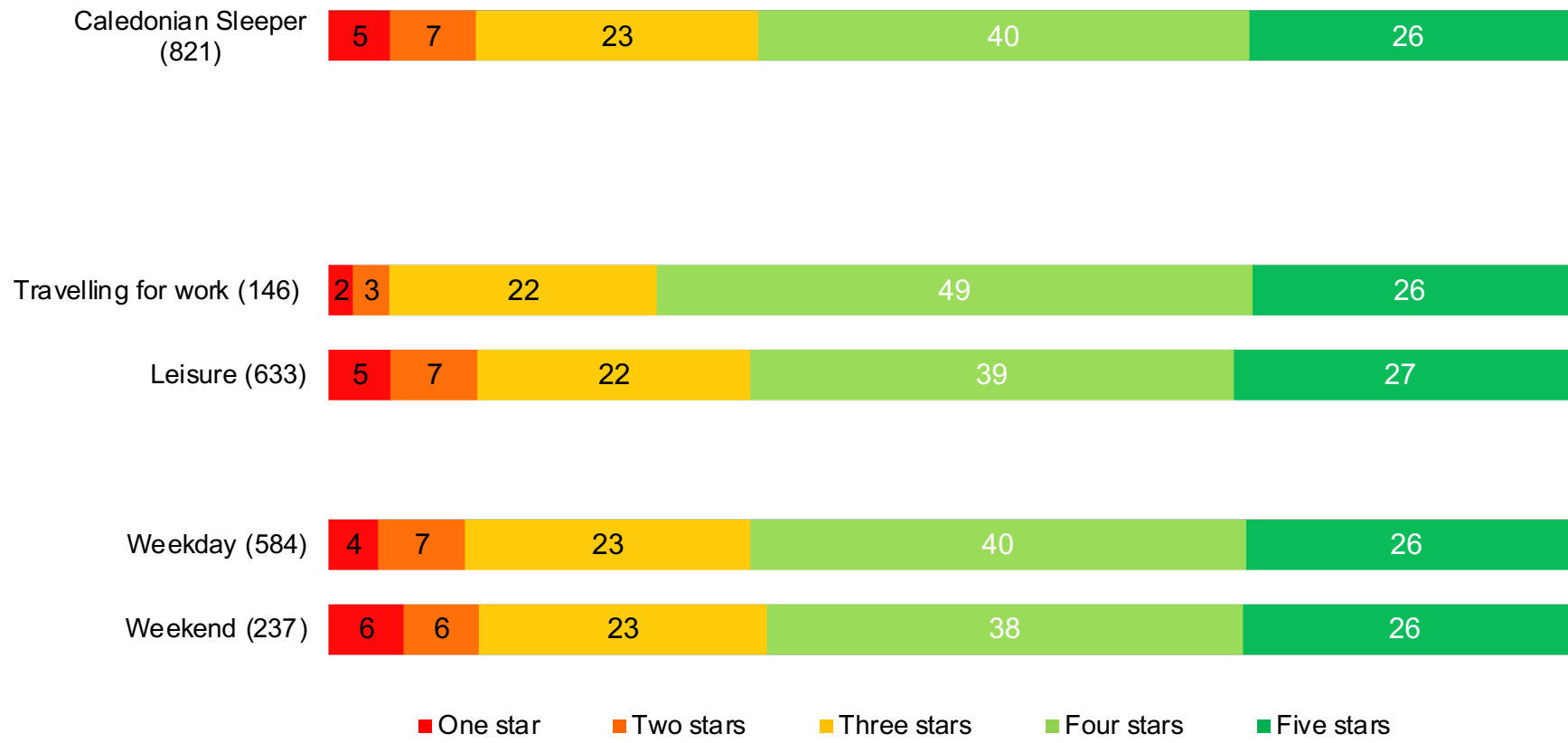
# Caledonian Sleeper

## On-board experience



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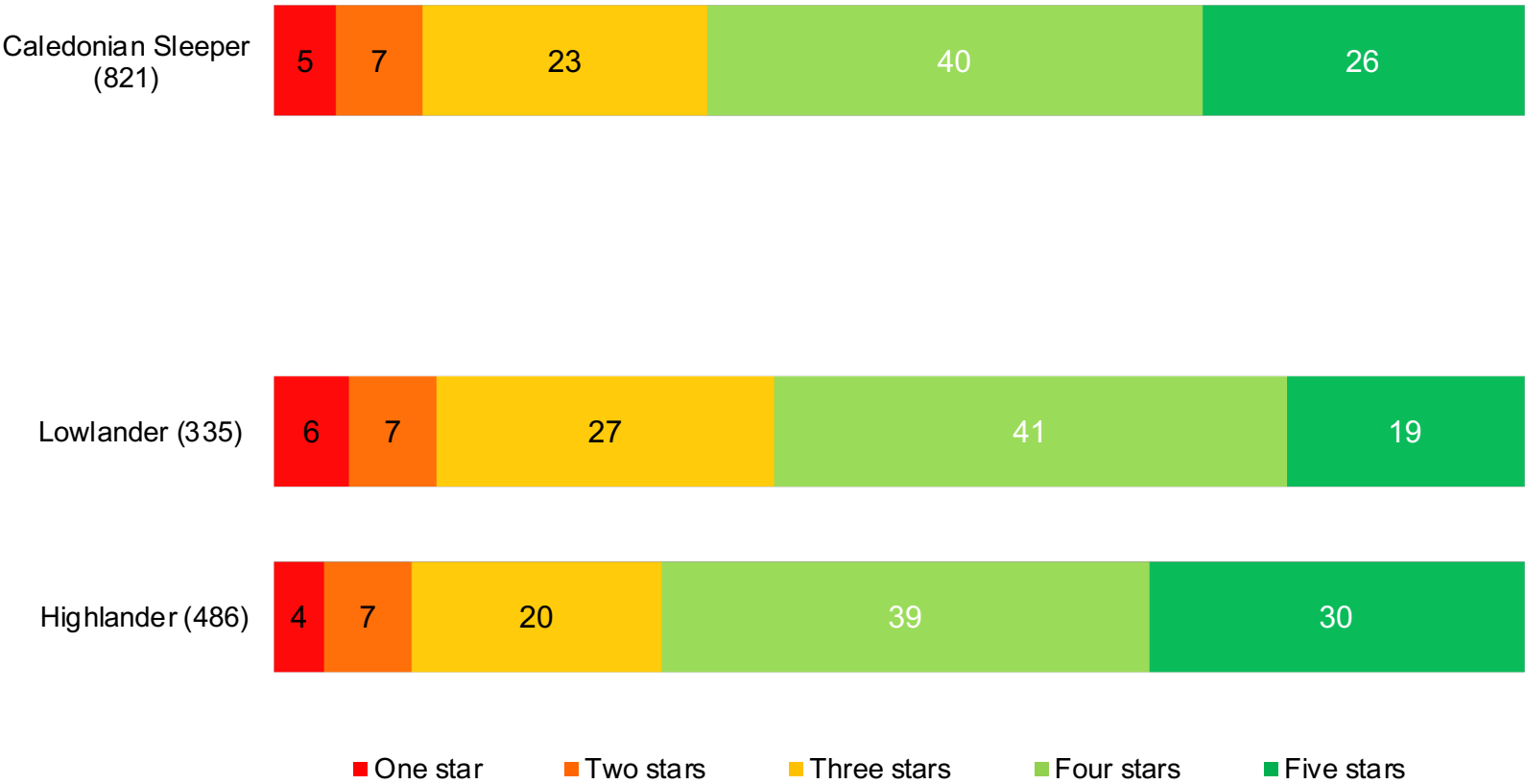
# Overall rating of experience by passenger group



Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?  
Base: in brackets above



# Overall rating of experience by route



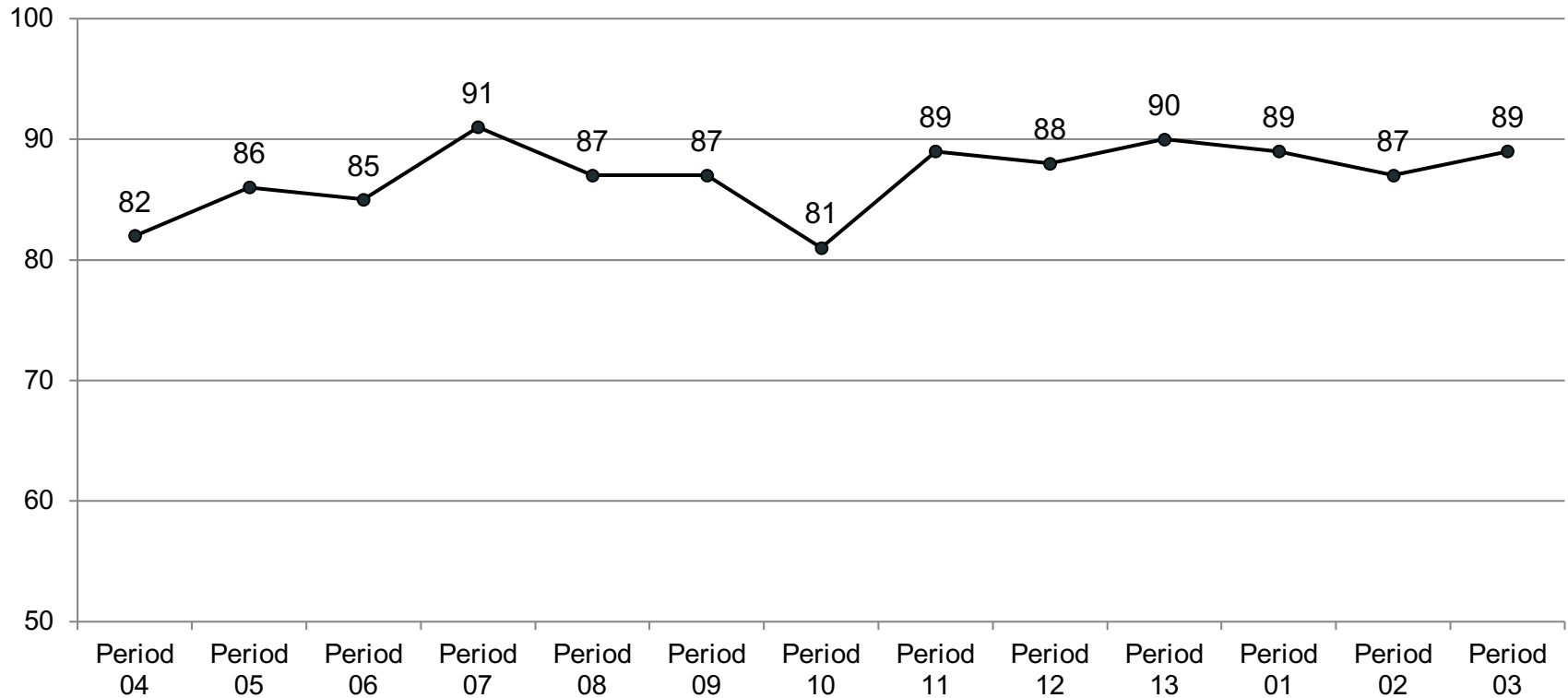
Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?  
Base: in brackets above



# Overall rating of experience - trend

*Rating of experience*

*Trend: % Three, four or five stars*



Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?



# Overall rating of experience – customer comments

*Very friendly staff, be it in the Guest Lounge at Euston Station or on the train. Food and drinks were very good and the bed and en-suite in my room were surprisingly good compared to other train experiences that I had in other countries.*

*5 stars rating*

*The staff were mostly nice (except one who was not). The train was 4 hours late getting to Inverness and that really impacted us. There were no announcements at all. We could not get in the club room on the train in the evening or for breakfast which is ridiculous and the food we got (2 1/2 hours late) was awful. The floor was dirty and I'm not convinced the bathroom was cleaned. The noise from the doors slamming was silly as was the constant rattle of the door handle by my head - meaning no sleep. I just don't get how it cost this much for such a poor experience. It left a bad taste.*

*2 stars rating*

*Ensuite toilet broken. Several items on menu not available. No fresh coffee. However, friendly attentive staff, comfy bed, stunning views.*

*3 stars rating*

*We would have given 3.5 if we had had hot water in the shower, the toilet flushed right through the journey and there were more club car spaces, so we didn't have to share a table. The hosts were absolutely delightful and the cabin whilst very small was adequate and clean.*

*3 stars rating*

*The pillow was a cheap foam pillow, uncomfortable and a choice of a feather pillow would have been 5 star (for me). Only because the point of using the sleeper was to get a good night's sleep. Everything else was perfect! Thank u.*

*4 stars rating*

*I booked a double bed suite for the trip but was downgraded to a club room as there was "no water" in my carriage. I did not discover this until boarding the train, and when I queried this with staff I was told "they'd left me a voicemail." I was not told of this when collecting my key or at any point previously. Every staff member I engaged with throughout the journey was rude and disinterested. And to top it all off the shower in the room was cold.*

*1 star rating*

*A trip on the Caledonian Sleeper is not just a viable journey; it is an experience.*

*5 stars rating*

*Narrow bed; noisy journey; train arrived 10min early without earlier notice and we rushed out of the carriage (which at 6am makes a difference)*

*3 stars rating*

*Mostly good. Was a bumpier ride than expected, and we would have liked an announcement to prepare us for arrival at our station.*

*4 stars rating*

Q8b. You rated your overall experience of the Caledonian Sleeper at x stars overall, what is the reason for this rating?

Base: All guests (821)



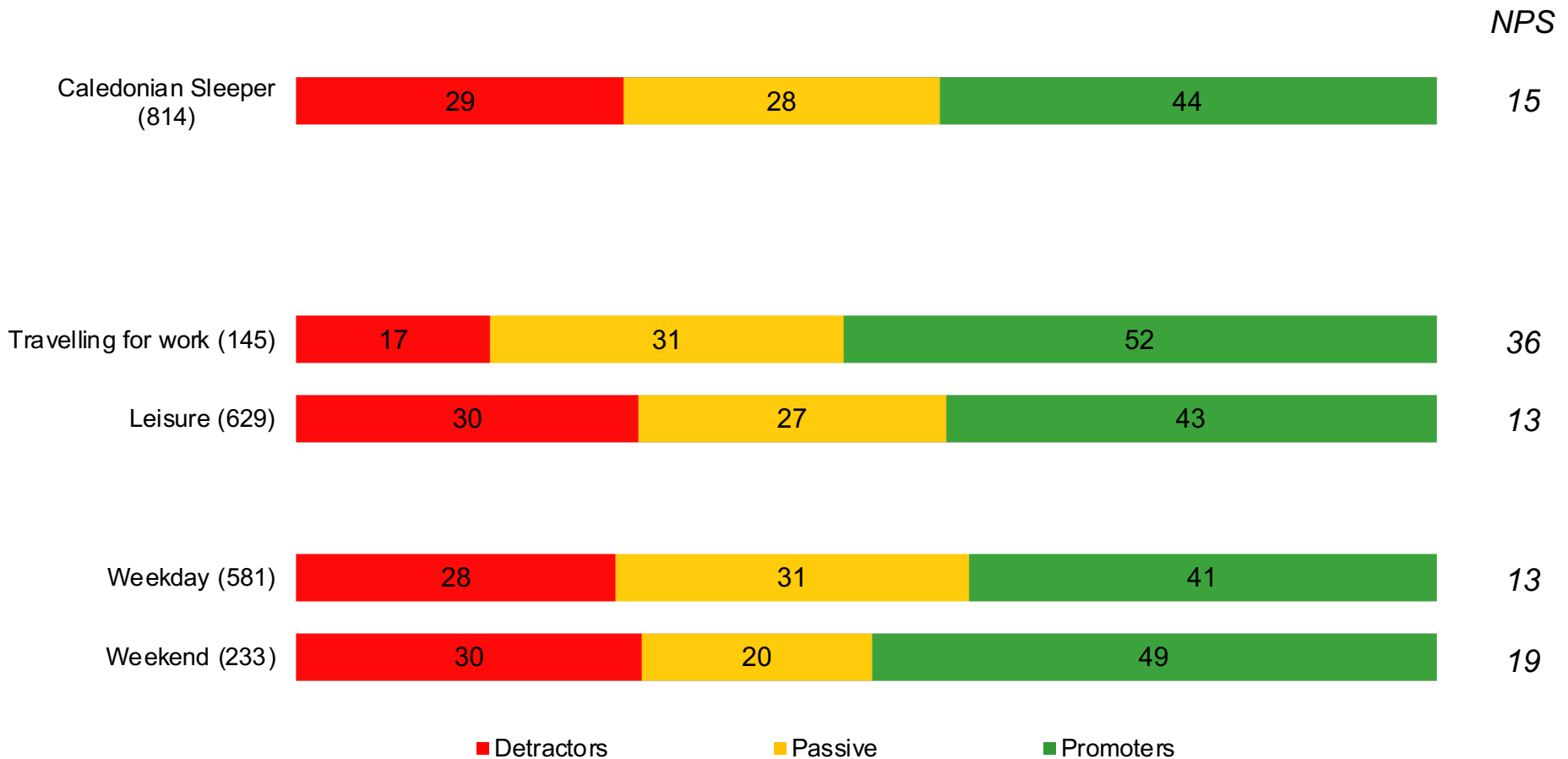
# Caledonian Sleeper

## Overall opinion of the Caledonian Sleeper



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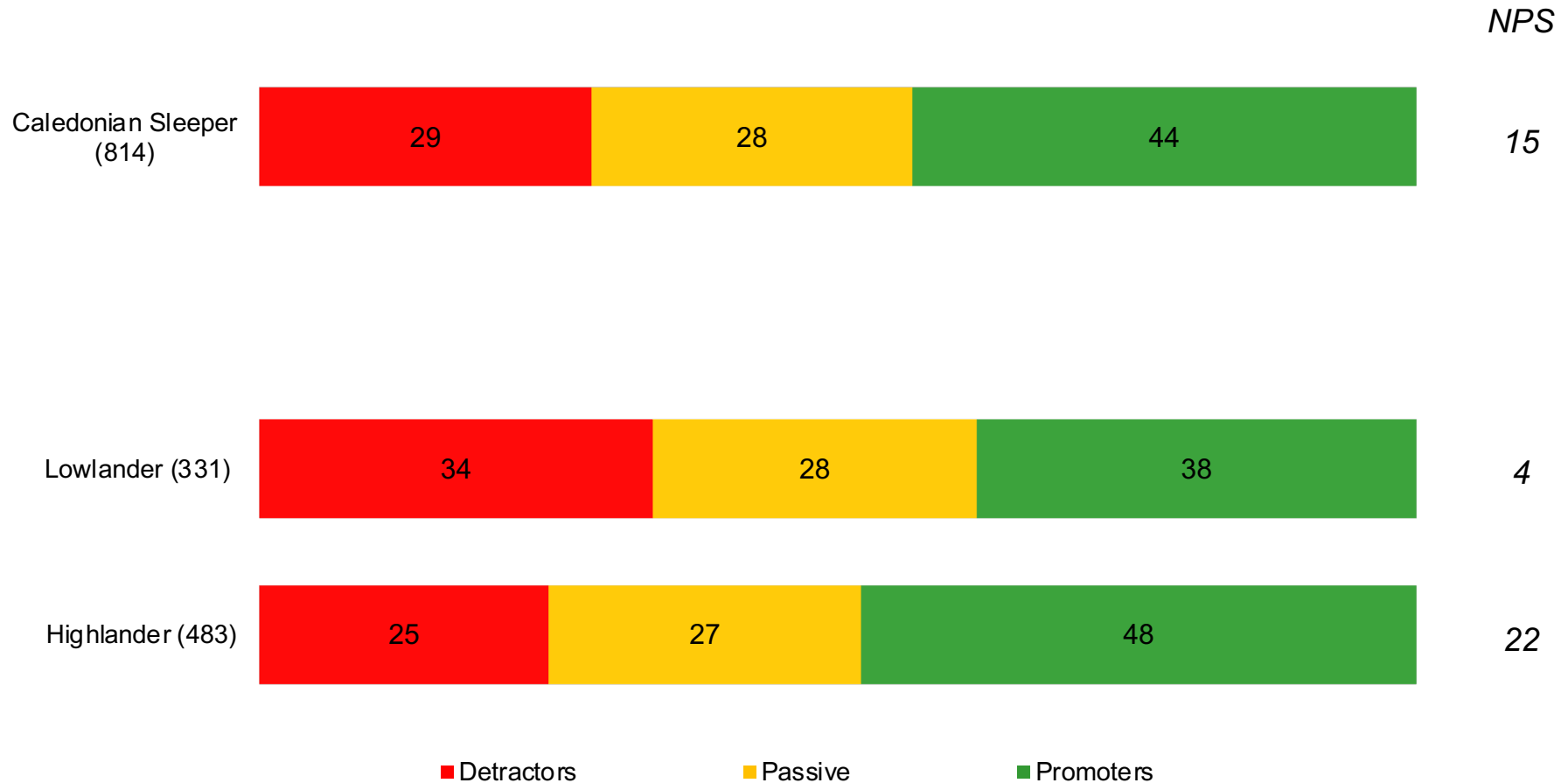
# Net Promoter Score by passenger group



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



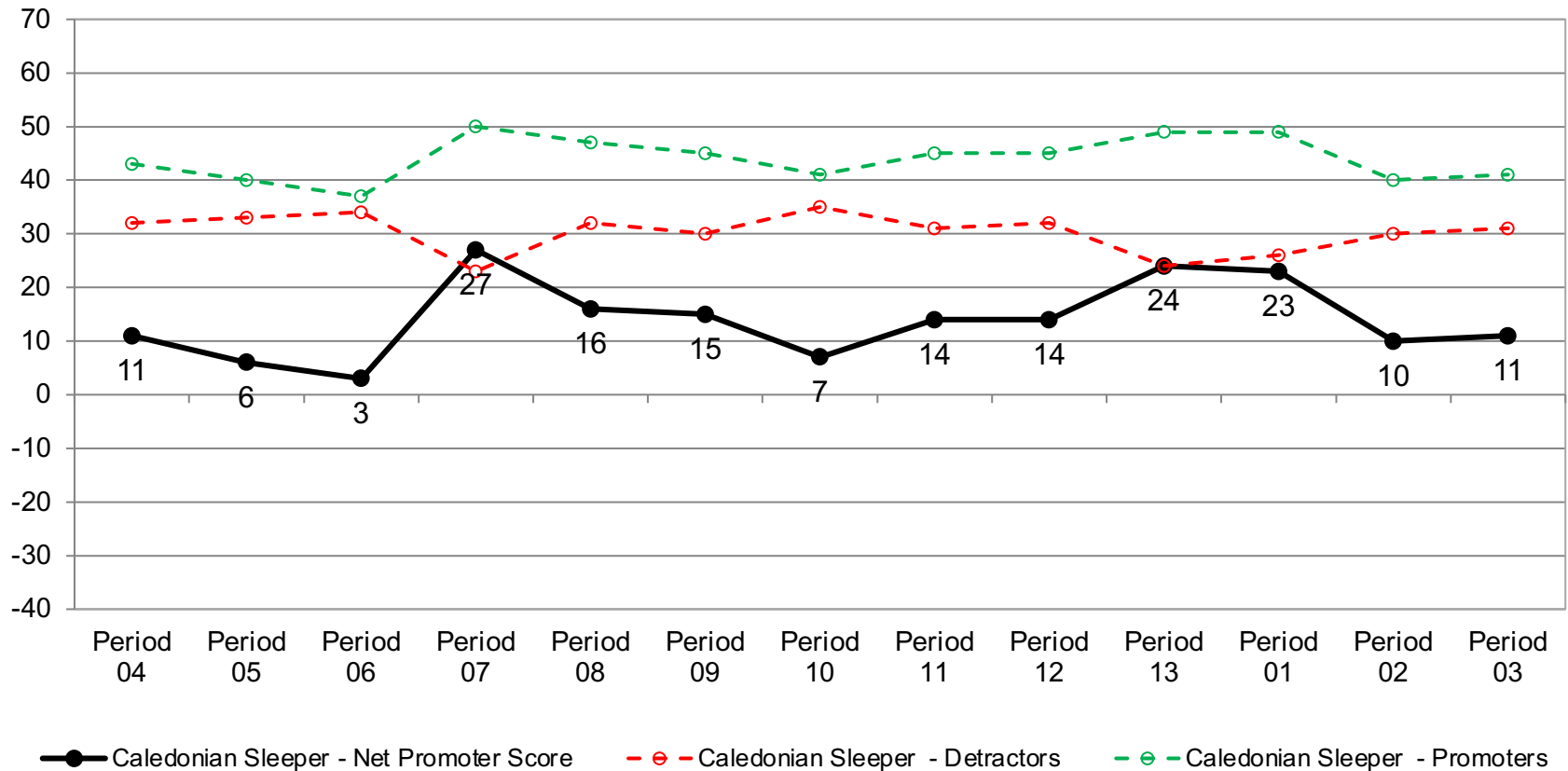
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?  
Base: in brackets above – those with an opinion



# 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)

*Brilliant experience. Fantastic views. Great staff who worked hard, with humour, to make it the best experience possible and were clearly proud of the service.*

*I just love the Caledonian Sleeper. There's no better way to travel to Scotland and spend a morning winding through the Highlands. There's also something really exciting about getting on a train at night in London knowing you have a long journey ahead.*

*The booking process is easy, travel is comfortable and if you need an extra day at your destination, the best way to use it is to book the Caledonian Sleeper.*

*It's a really fun way to travel. the room has everything we needed, and the beds were so comfortable.*

*This was the first time I had used the service to travel to and from Scotland. I was more impressed than I thought I would be.*

## Passive (7-8)

*I think it's a unique experience, I would consider it again. But the room next to the toilet and the cold tap for washing is not super ideal for the price of £300+. If it was cheaper, £150. I'd say 100% do it.. but at £300, not too worth it but for what I needed, it worked.*

*Convenient travelling overnight but seat was not overly comfortable. Would recommend booking a cabin if possible (no availability when we booked).*

*It is an extremely convenient way to travel to London direct to the highlands (where I have a family home) however the quality of sleep isn't great (due to train movement mostly, something that is obviously to be expected) and the dining experience on board needs significantly upgraded.*

## Detractors (0-6)

*The main reason is the extreme discomfort of the ride. Basic features did not work. It is a great shame for an expensive prestige service. The staff do not deserve this. If I saw someone about to book this, I would tell them to use LNER instead. The marketing is very misleading and does not match the service.*

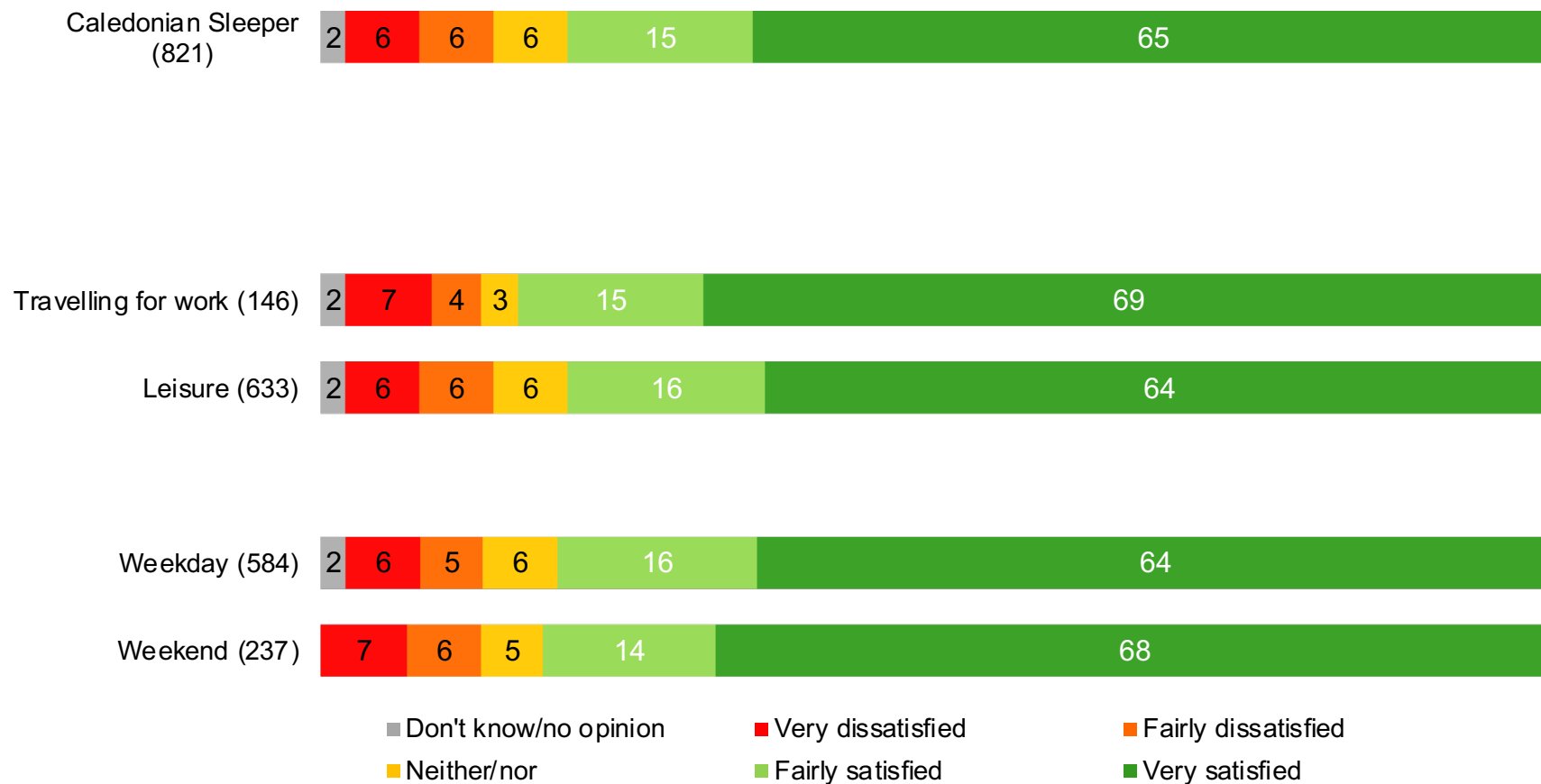
*The expectation was high and the experience disappointing. No food available. Not enough space in the wc or shower. No staff to speak of although those we did come into contact with were lovely.*

*I could barely sleep. Sleeping on the train is the only reason to book a night train, but the journey was just to unfomfortable. I would always (and have already done so) recommend a coach, or to book a night in a hotel and taking the train during the day. Unless some serious change happens, I could not recommend the Caledonian Sleeper.*

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: All guests with an opinion (814)



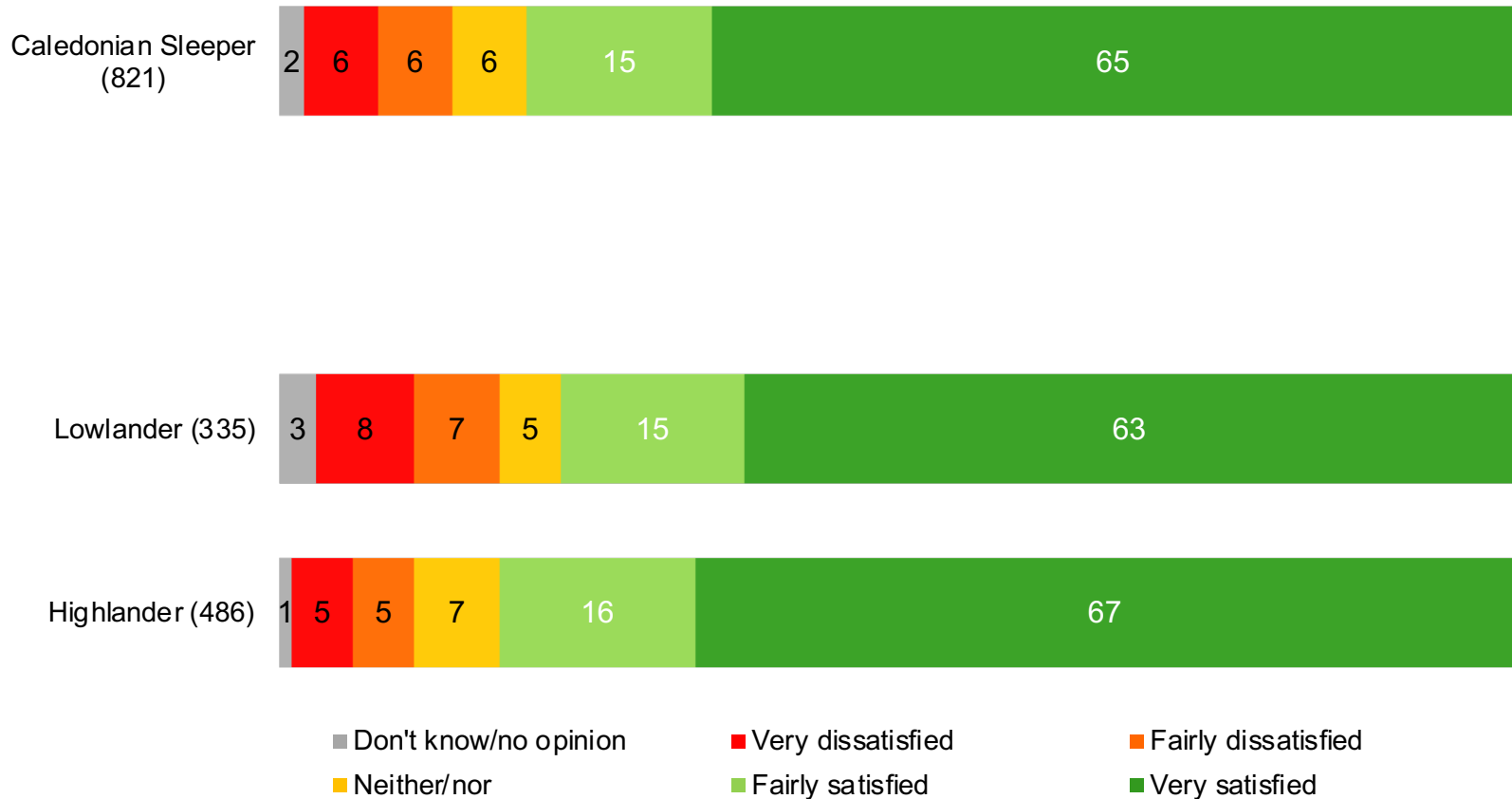
# Punctuality and reliability by passenger group



Q33. 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

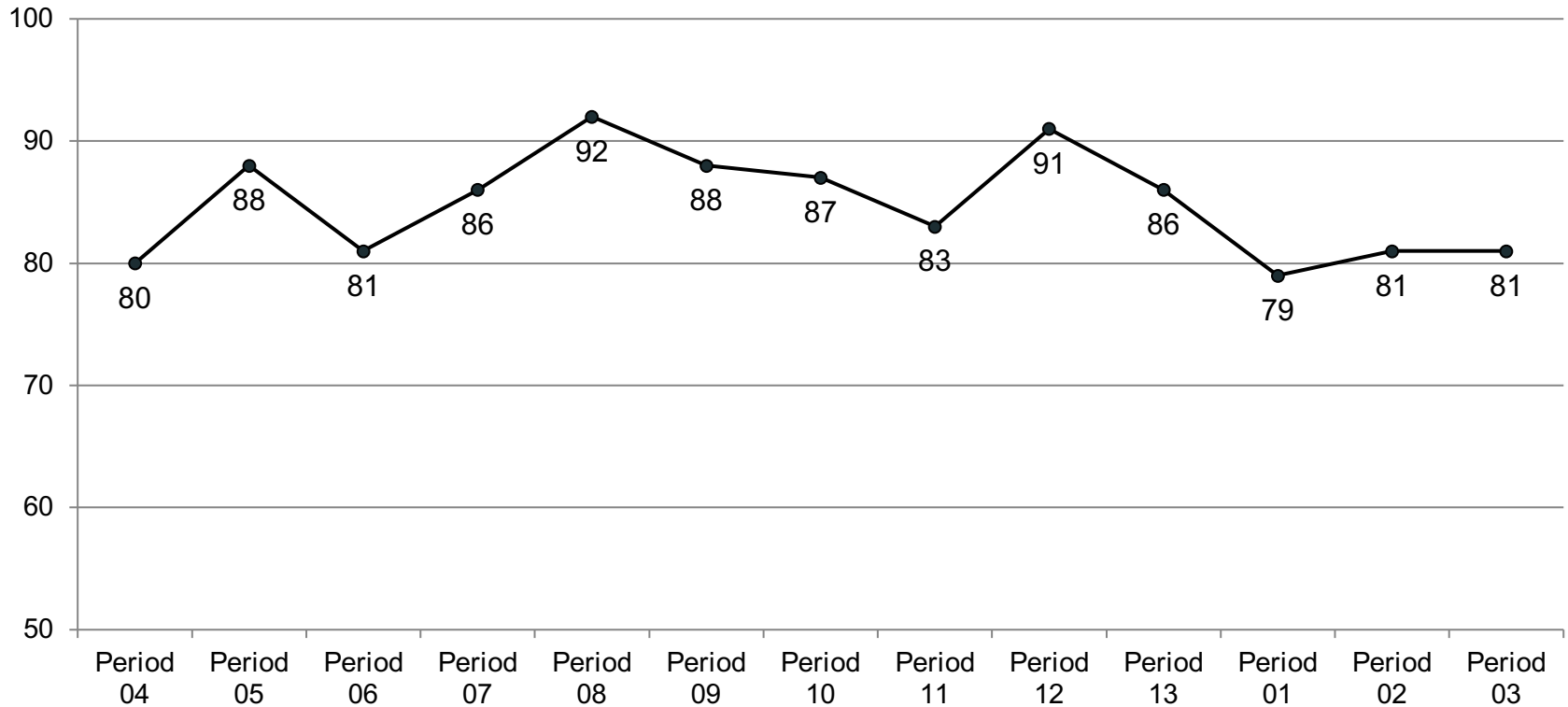


Q33. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?  
Base: in brackets above



# Punctuality and reliability - trend

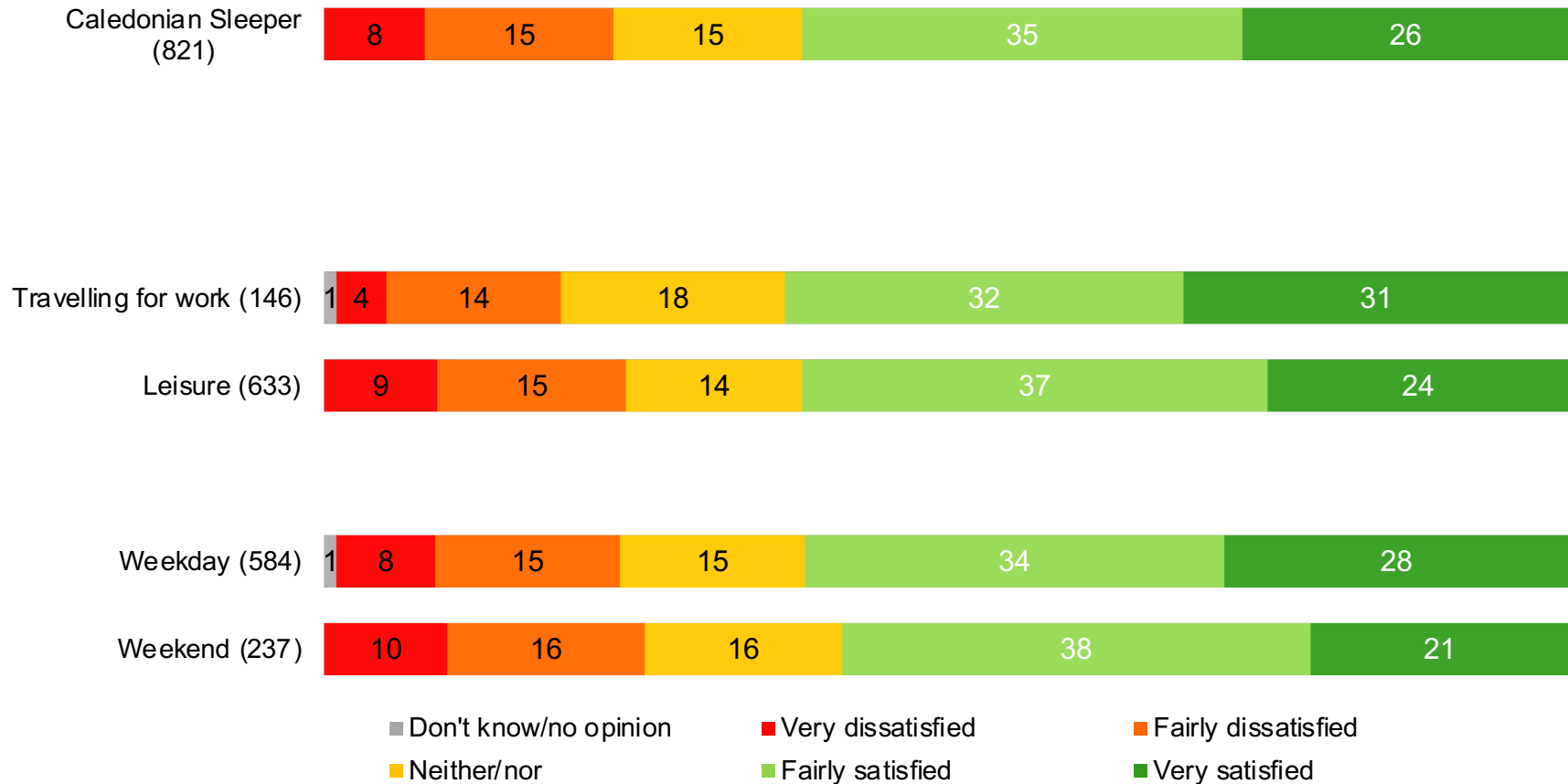
*Punctuality and reliability*  
*Trend: % very/fairly satisfied*



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)?



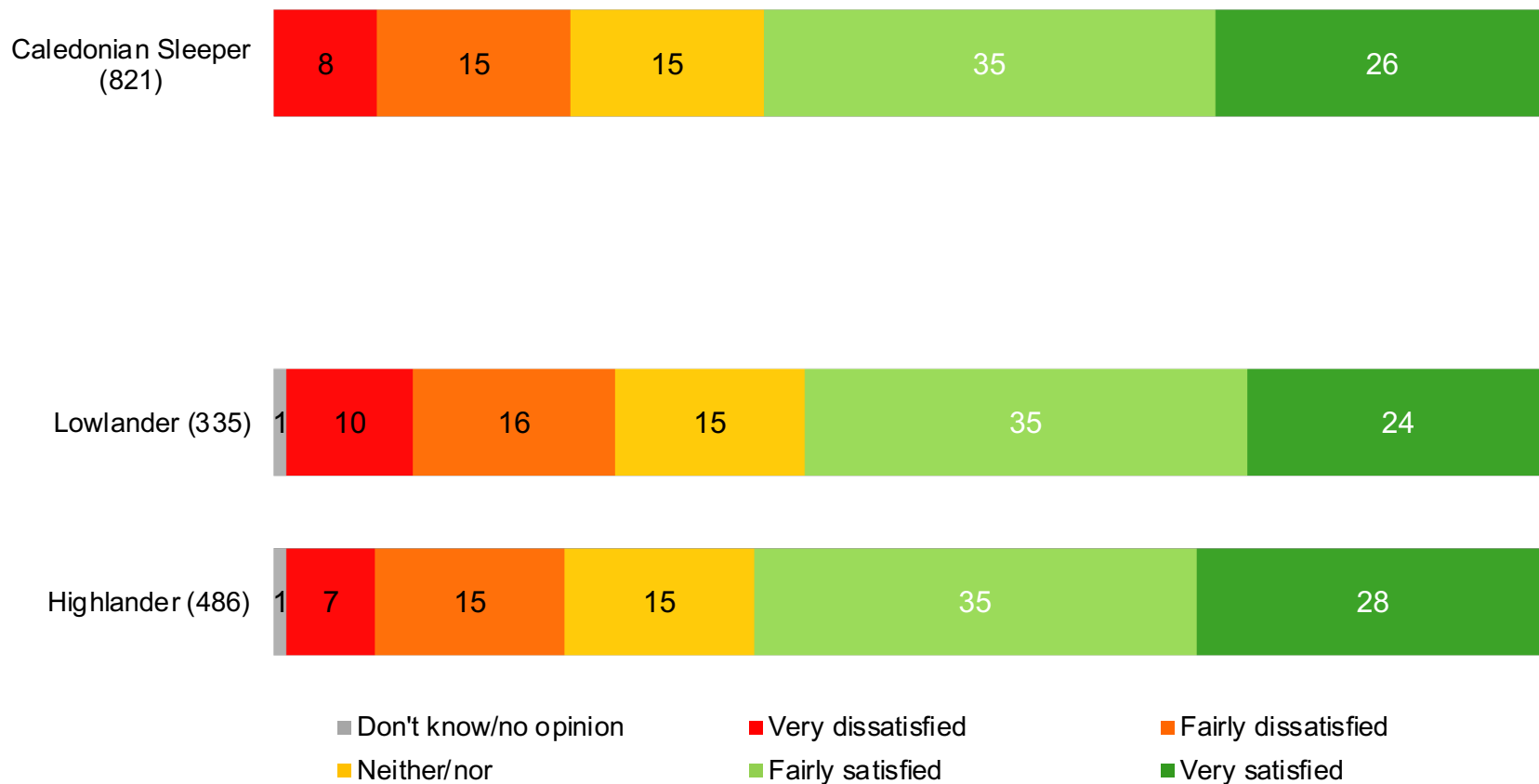
# Value for money by passenger group



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



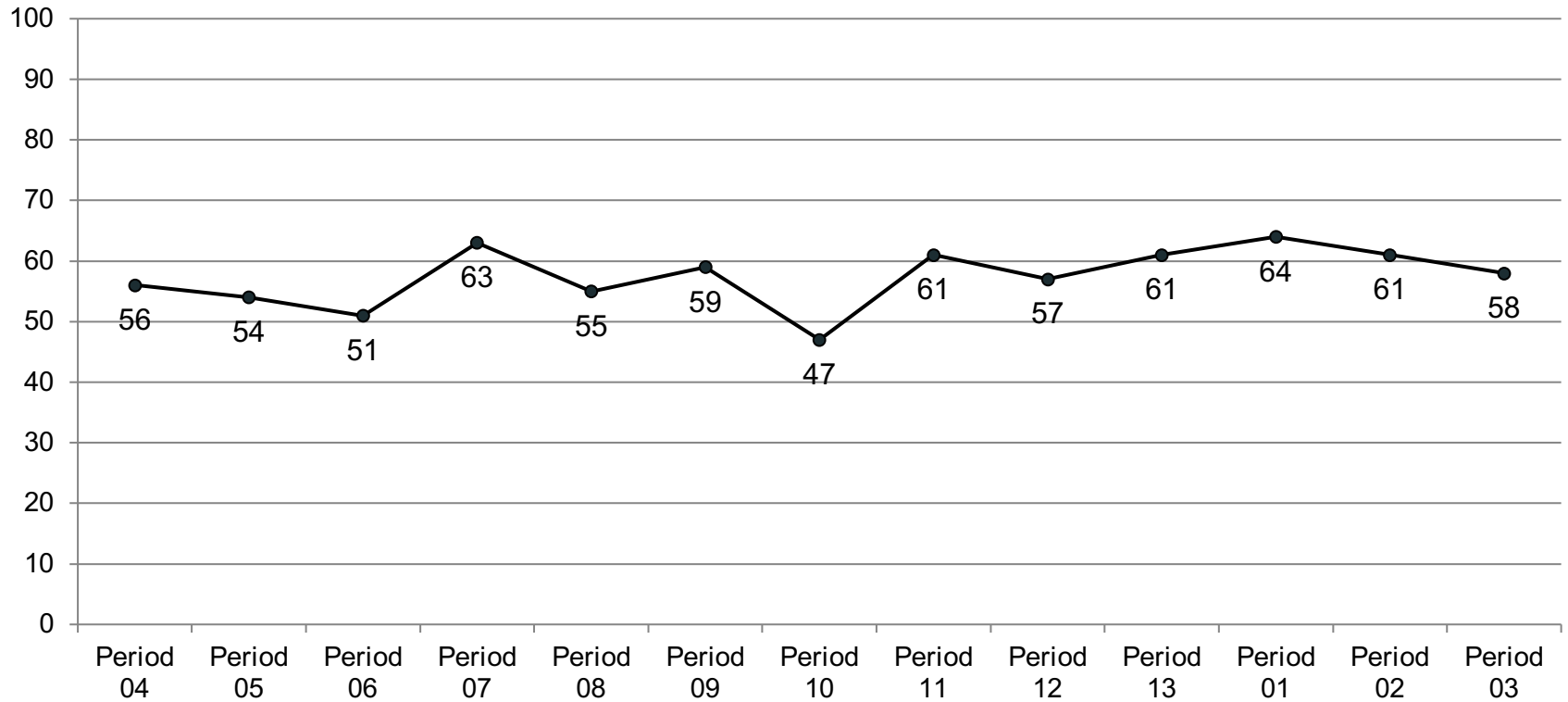
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?  
Base: in brackets above



# Value for money - trend

*Value for money*

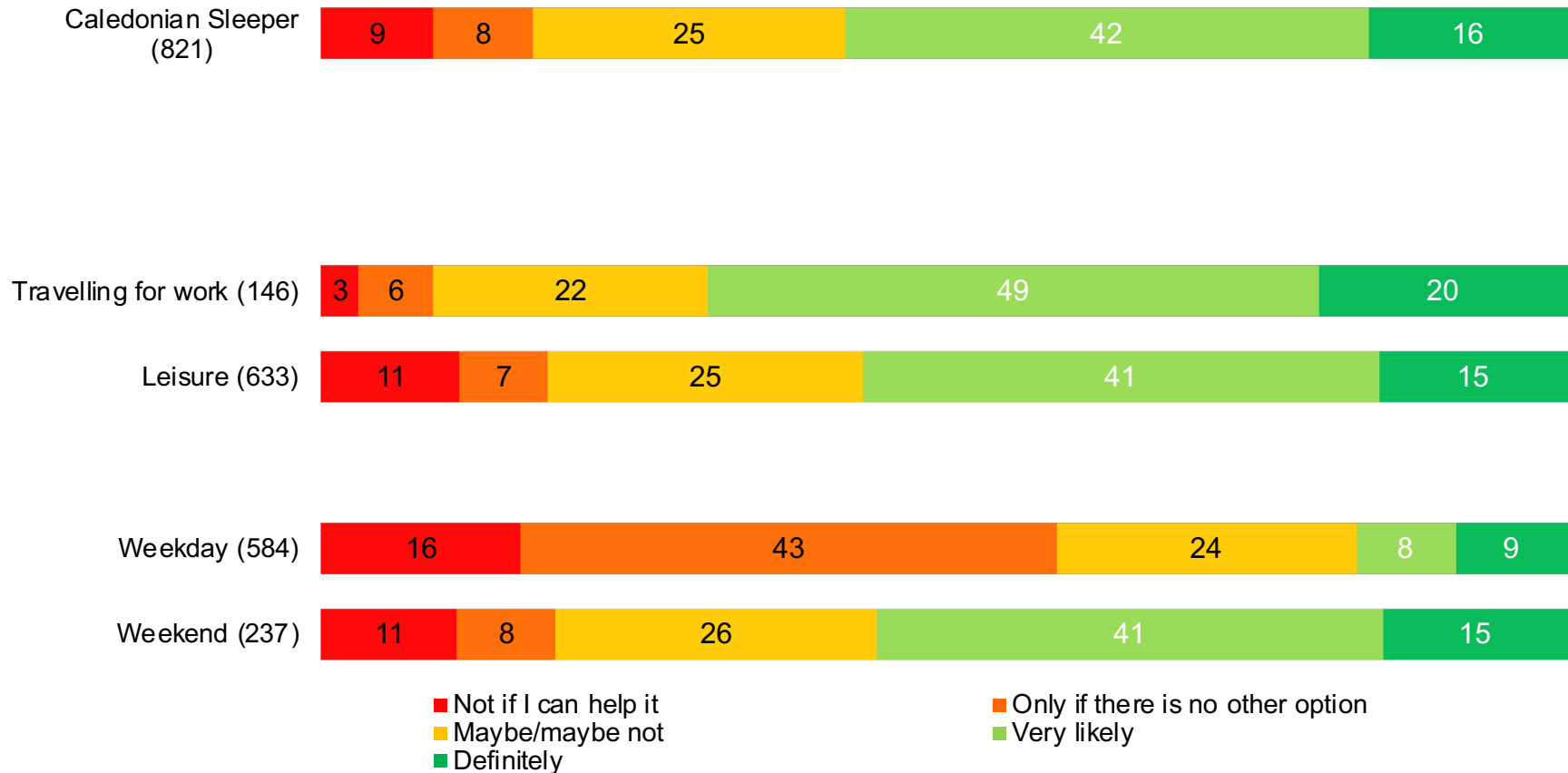
*Trend: % very/fairly satisfied*



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



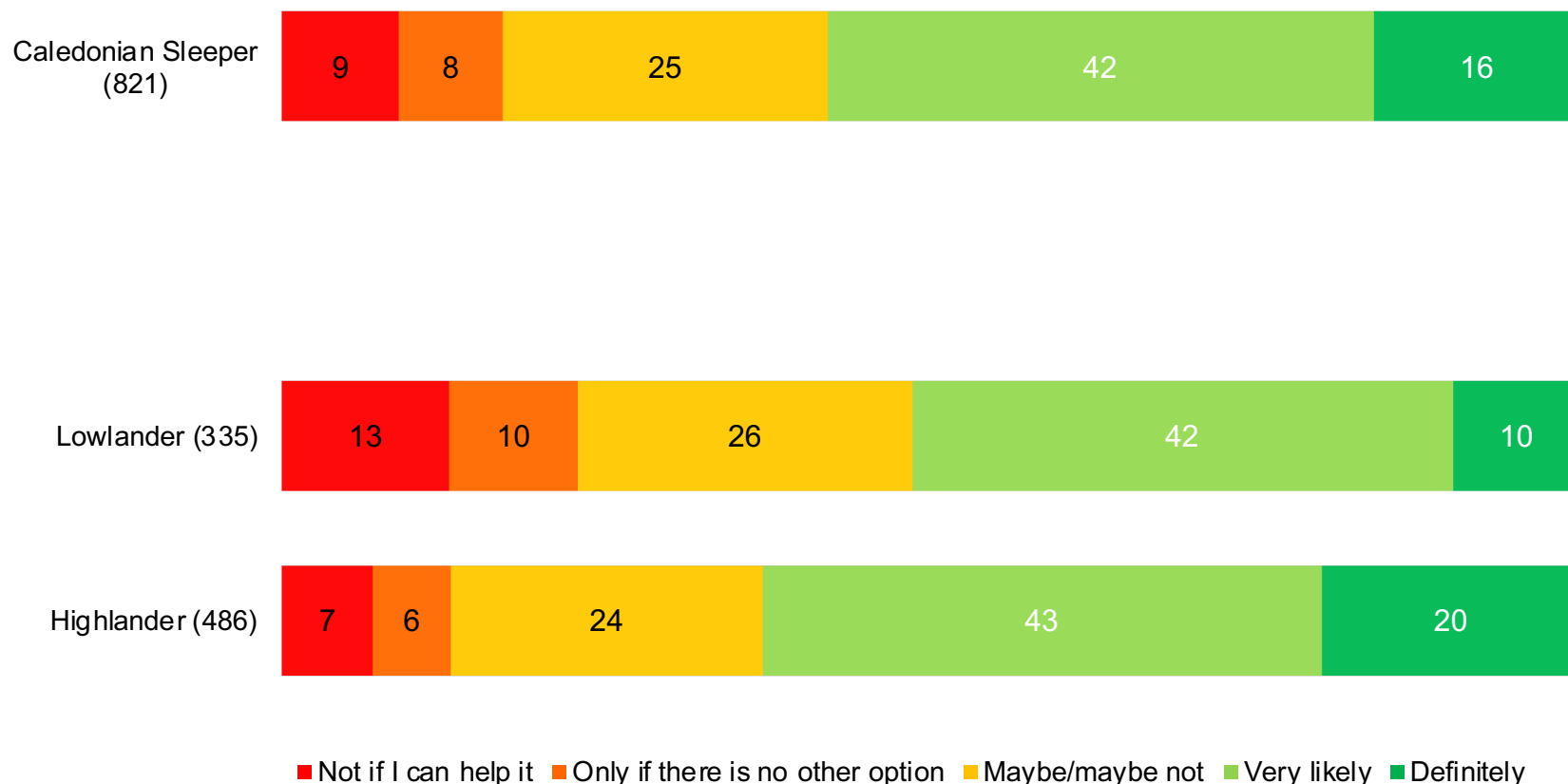
# Likelihood to use in the future by passenger group



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

Mainly the cost. I have had a carnet of tickets for 3 years and the cost has increased to the point where there is no advantage to buying a carnet compared with booking in advance. I love travelling by train and it would always be my go-to mode of transport, but there is value in travelling with a railcard on the day train compared with the sleeper and a better experience with Avanti on board in terms of comfort of seats, food and drinks. I'm afraid that the premium end cost of the sleeper does not represent value for money compared with the day train or business class flights.

It felt like a novelty for a short weekend break as it's expensive, and not really a practical way of travelling if I had to work (for example) the next day.

Had such a poor nights sleep due to the violent movements of the train. If I had known that we would have such a tiring journey I would have cancelled and flown. Whole point was to arrive in London relaxed and refreshed ready for the day. Breakfast was full of tired looking passengers like ourselves.

I want a shower before going to any meetings, so club class is essential, but I don't get a deep sleep so flying is often a better option.

It's FAR too expensive, too small, and too uncomfortable for it to be a smart choice for me or my family.

Ultimately, it's still significantly cheaper to travel down the day before and book a hotel, and I'll get a better night's sleep, but if I need to be down for work on a Monday morning then I'd appreciate it over losing my Sunday.

I love the experience but it's not very convenient for where I live now that you can't alight at Crewe with a bike, which I generally have with me

I would want to see improvements for people with assistance requirements before I choose to travel with you again.

With declining standards, the service is close to becoming poor value for money. I'm only grateful that the fare is covered by expenses or I would seriously be looking at the alternatives.

Ultimately a cost/ convenience ratio compared to flying or daytime train + ferry to reach Shetland, where I have family. I love a sleeper train but wish there were a budget sleeper train option.

The Seated Coach option is relatively affordable but not comfortable. The Cabins are much more expensive but not greatly better in terms of comfort. If I needed to economize, I would probably use the Seated Coach again, but I would think twice about whether it was better to travel during the day and book a hotel room for the night or try to stay with friends in the vicinity of London, rather than use the Sleeper.

Q32b. Why do you say that?

Base: All those who are doubtful that they would use the Caledonian Sleeper again (344)



# Caledonian Sleeper

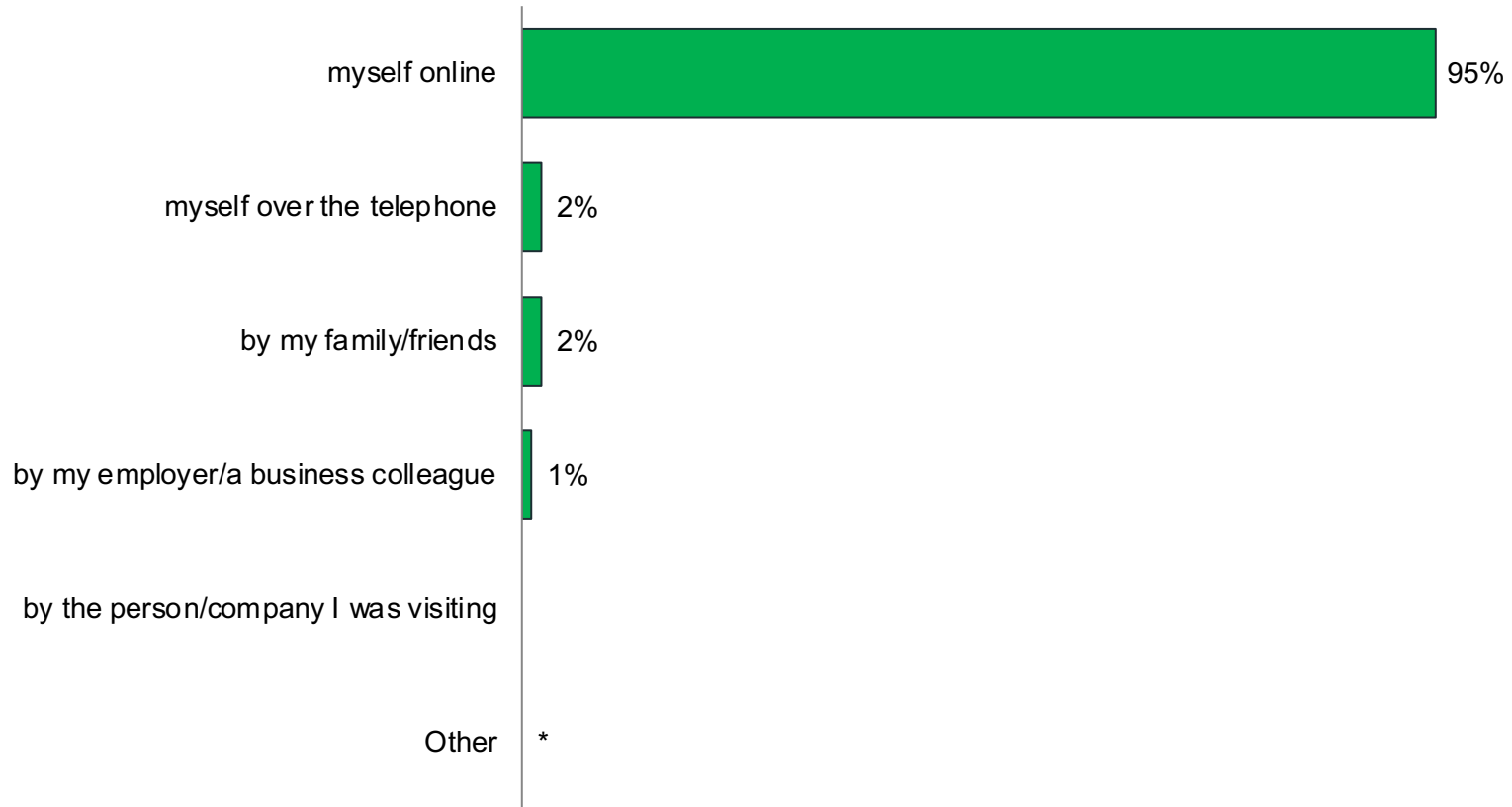
## Making bookings



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# How booking was made

*It was booked/I booked it...*

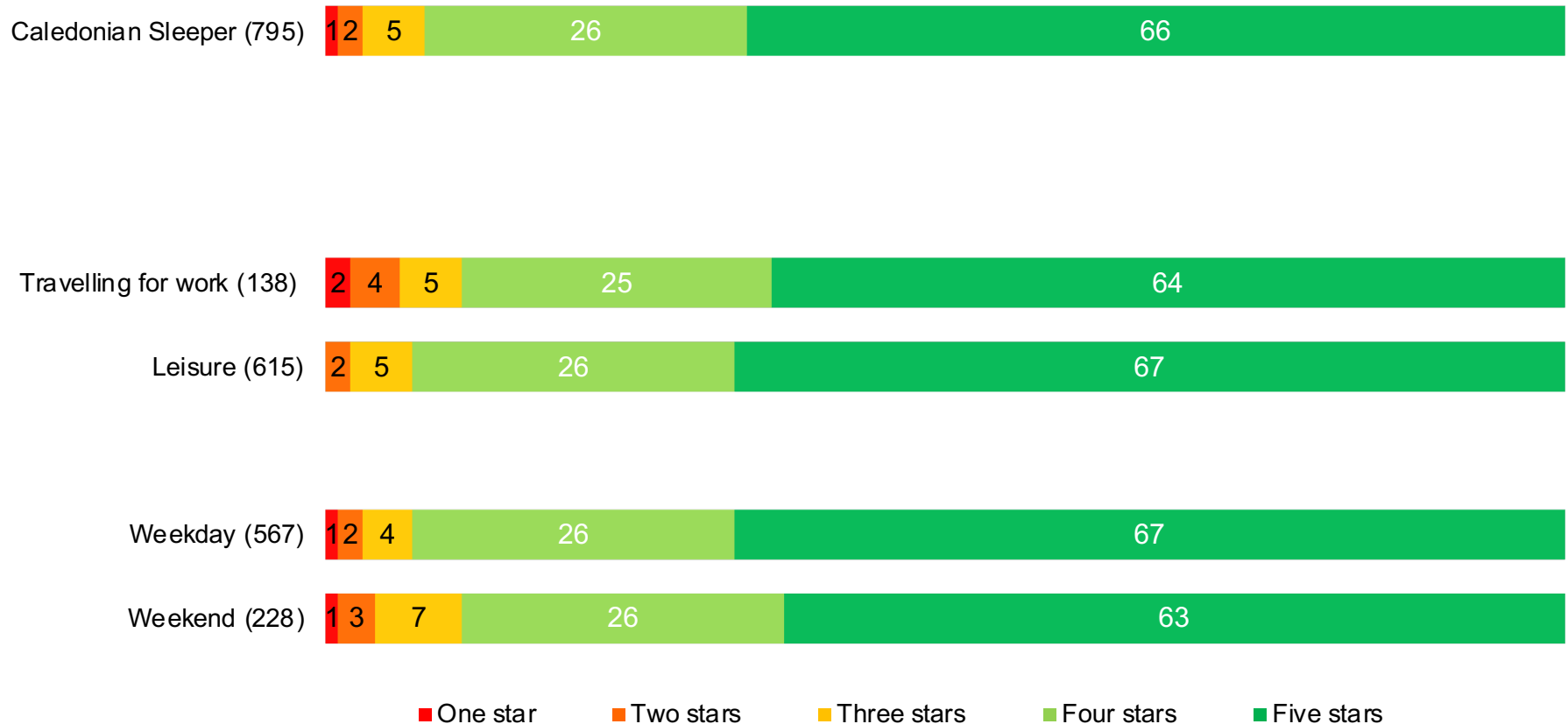


Q9 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?

Base: All guests (821) \* Less than 1%



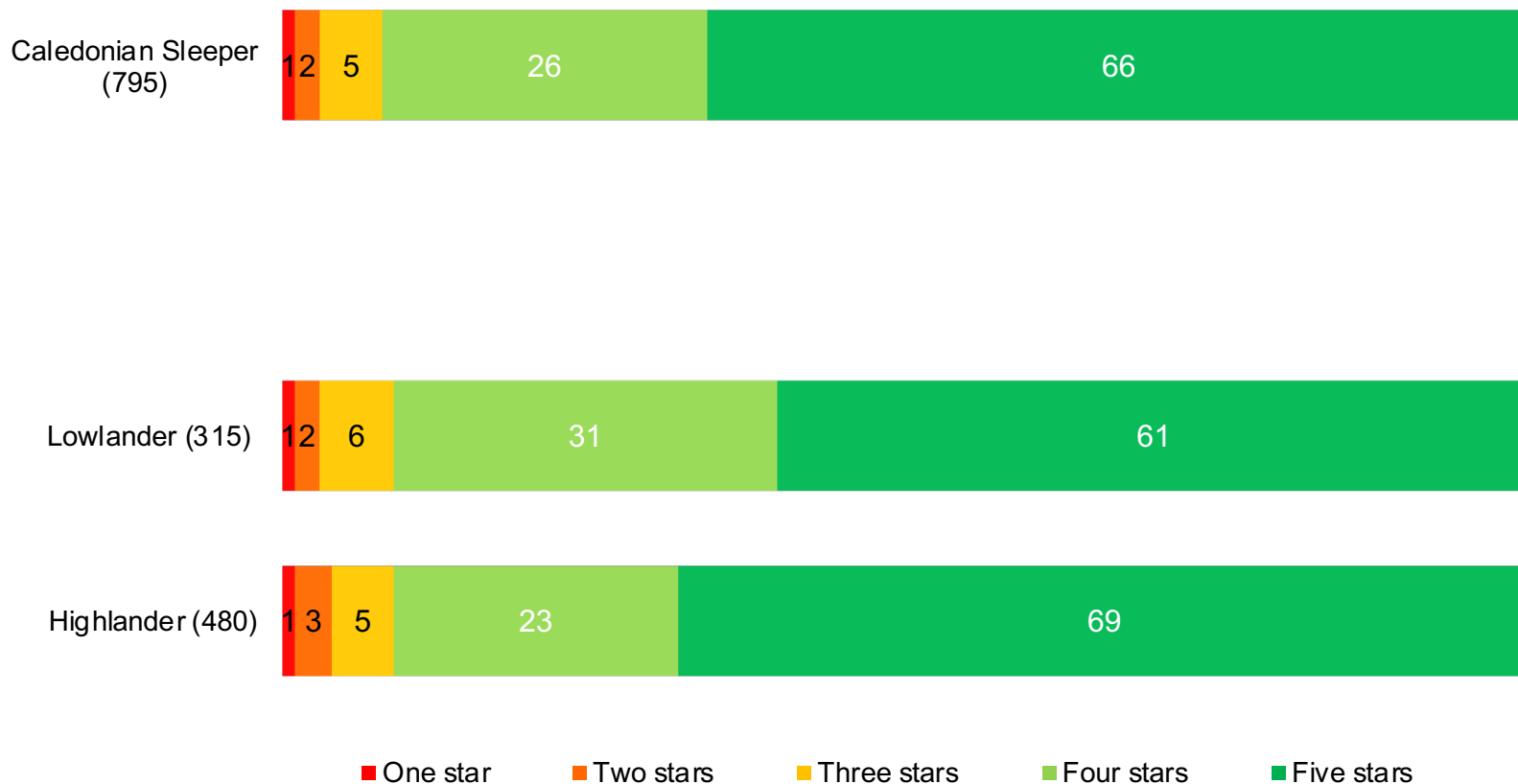
# Overall rating of booking process by passenger group



Q10. How many stars do you give the Caledonian Sleeper for the experience overall?  
Base: All those booking by themselves online / by telephone (in brackets above).



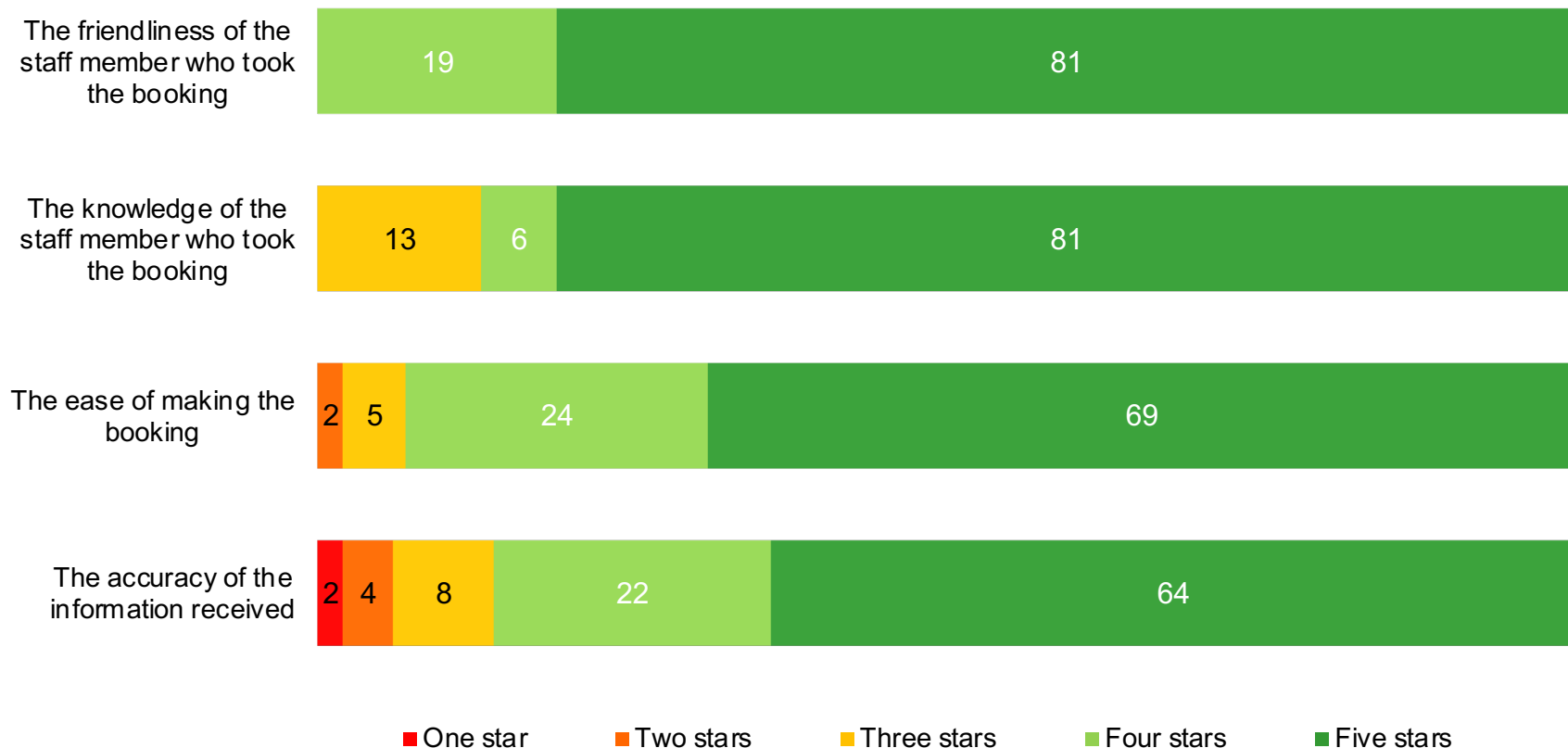
# Overall rating of booking process by route



Q10. How many stars do you give the Caledonian Sleeper for the experience overall?  
Base: All those booking by themselves online / by telephone (in brackets above).



# Rating of booking process features



Q19. How many stars do you give the Caledonian Sleeper for..?  
Base: : All those booking by themselves online / by telephone (795)



# Improvements to information provided about the journey – customer comments

*We were not aware of the club lounge at Euston station until we tried to board the train, which was late. We had hung around Euston station for an hour, when we could have ordered a meal at your lounge.*

*It's very confusing what you get with the different room types. It wasn't clear that the pictures and descriptions were only for club passengers and that classic was very different.*

*Be transparent about the scarcity of pre-boarding lounge options and post-boarding dining options. There are very few places to sit at any phase of the journey. The reservation process for meals was not made available to us at any stage of the process.*

*Please provide some clear information on all room features such as heating/cooling, breakfast, lighting, anything and everything and what to expect. When will we pull into Euston? Map of where the lounge is at the station? When should we call staff and is there any time we should avoid it? Full details of breakfast e.g. earliest time it can be provided. Map of all room features and how they work. Basically, provide some information please, don't abandon us once we reach the room!*

*Almost nothing advertised was actually available or worthwhile. Power did not work. Wi-Fi did not work.*

*On the ticket it states access from 8.30. At the station told 8.40, 'the information is on the website'. Please coordinate the information.*

*Make food and seating restrictions much clearer up front before booking.*

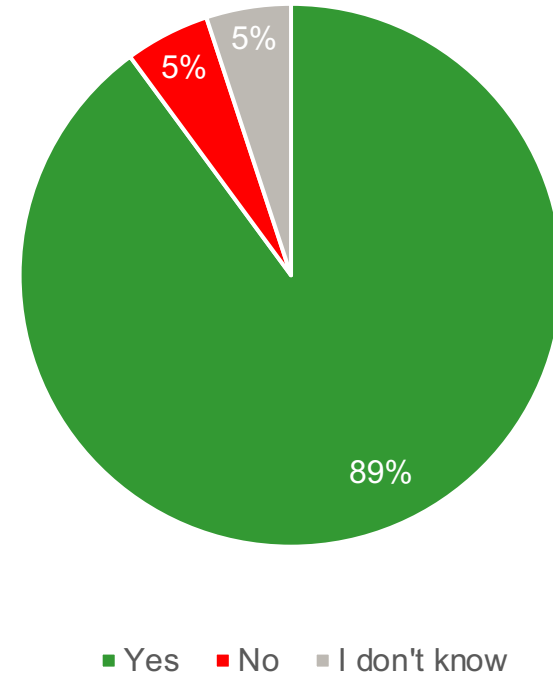
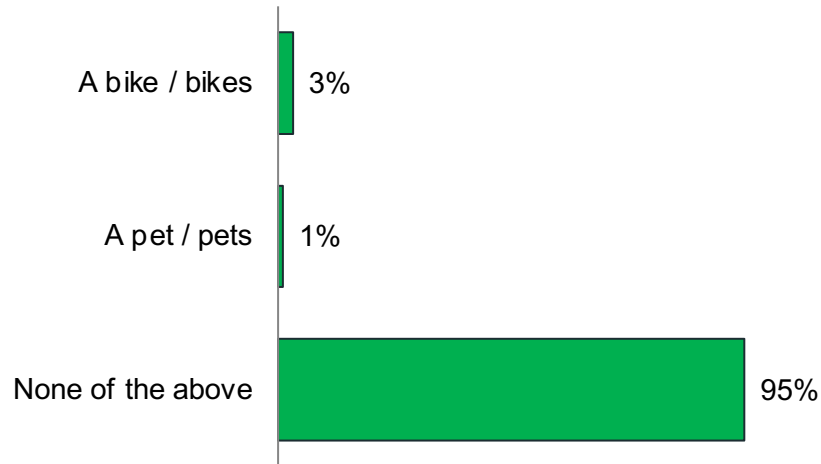
*Information about showers at lounges prior to journey was difficult to find.*

Q11b. What should Caledonian Sleeper do to improve the information provided?

Base: All those rating the accuracy of the information received at 1 or 2 stars (44)



# Addition of bikes and / or pets to booking



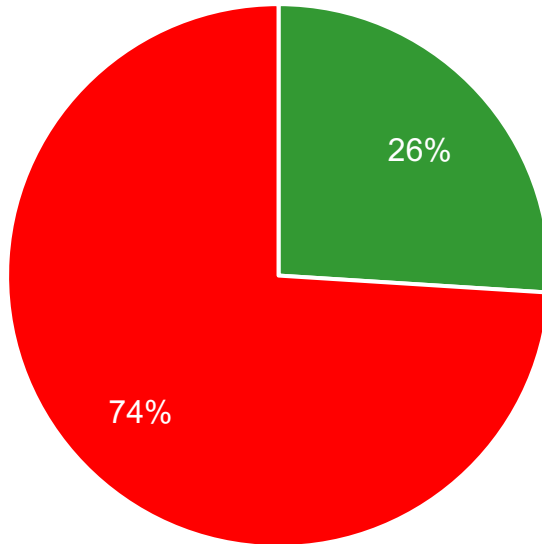
Q12a. Did you add any of the following to your booking? Q12b. Were you given all the information you required regarding travelling with a bike and / or pets when you made your booking

Base: All guests (821). All those travelling with a bike and / or a pet (37) \*caution – low base



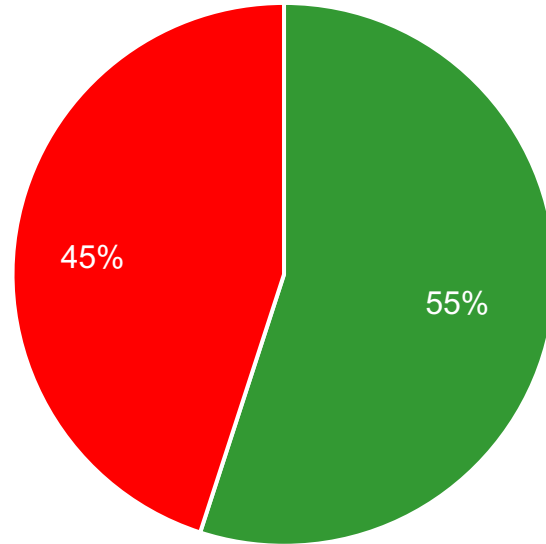
# Larger luggage items

*Proportion travelling with larger luggage items*



■ Yes ■ No

*Proportion who were informed where they could store larger items*



■ Yes ■ No

Q13a. Were you travelling with larger luggage items? Q13b. Were you informed about where you could store your larger items?  
Base: All guests (821). All those travelling with large luggage (211)



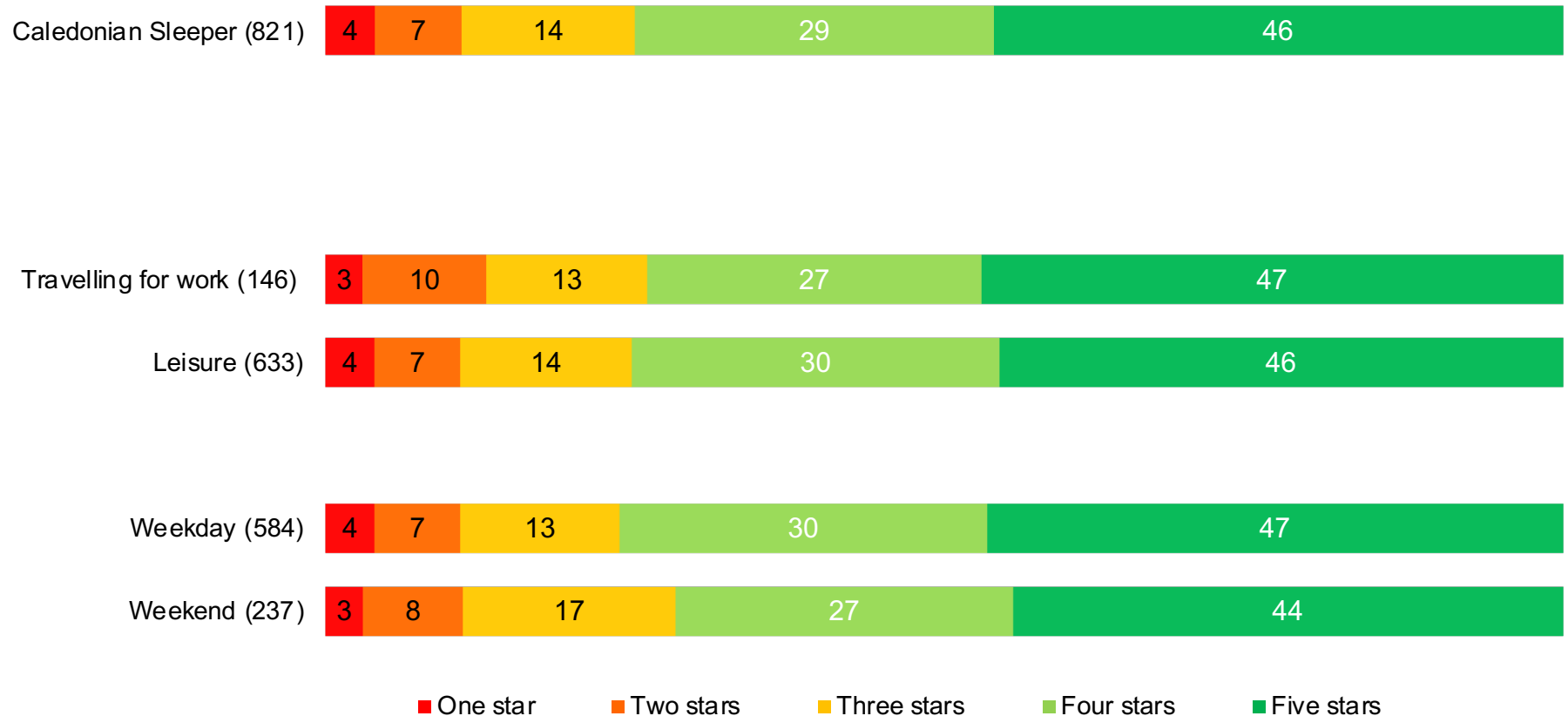
# Caledonian Sleeper

## Boarding and station facilities



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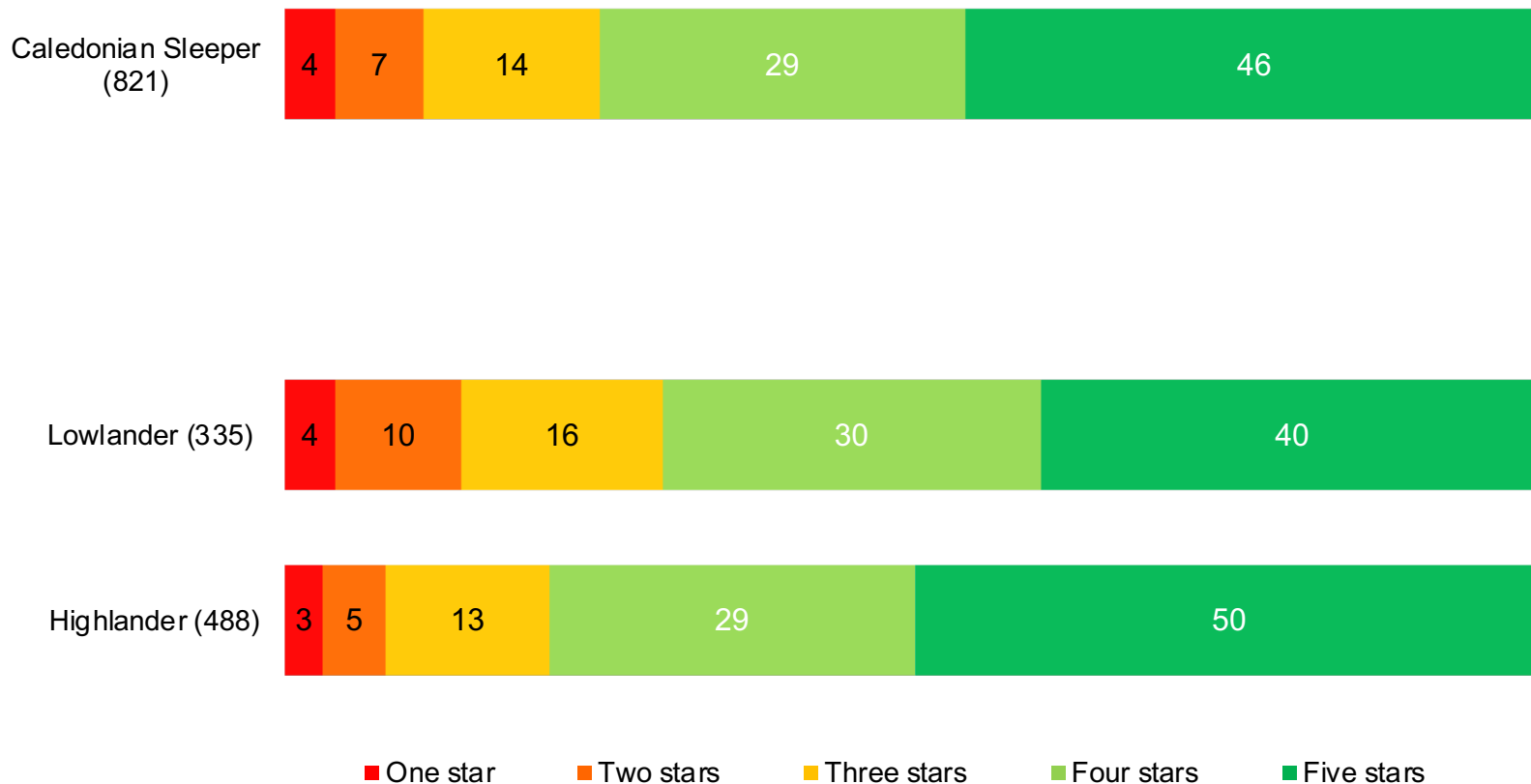
# Rating of boarding experience by passenger group



Q14a. How many stars would you rate the overall boarding experience?  
Base: In brackets above.



# Rating of boarding experience by route



Q14a. How many stars would you rate the overall boarding experience?  
Base: In brackets above.



# How can Caledonian Sleeper improve the boarding process? – customer comments

*We didn't know which platform the train departed from until right before its (late) departure time, so it was chaotic and the staff were overwhelmed by a whole train's worth of passengers showing up around the same time.*

*Greater interaction with platform standing passengers waiting to board.*

*Clearer signage. We had no idea which platform the train departed from and none of the station staff seemed to know. When we eventually found the Caledonian staff on the platform, they were off hand. We might have expected to be taken to our cabin and have facilities explained to us.*

*There should be some fast-track queue for club passengers. It was a complete melee trying to get to the lounge on platform 1 despite the text received saying 'please join us from 20:00'. Once we had reached the lounge, we were told that we needed to go over to platform 15 at 20:45. There was no boarding until 21:15 so another 30mins standing in a queue there whilst we could have remained in the lounge, again with no explanations or apologies.*

*We were told that the train was ready for boarding and it was a mad rush by everyone in the lounge to get on the train, there were no staff directing customers to their carriages and only further inaudible Tannoy messages once we got on board. You possibly improve the boarding process by boarding by individual carriage?*

*Have separate queues for the premium double / single passengers (who have paid a premium already) - there was one collection person on the platform who was overwhelmed by people with just seats or rooms asking questions, we had to wait 15 minutes - Maybe issue our tickets and boarding pass in the Lounge, as most people seemed to be in there.*

*As a seat passenger I felt largely neglected and left to fend for myself by the boarding process.*

*There wasn't really much info in the ticket email. You then arrive at the platform, and two people are stood there but they don't actually provide any guidance they just point at the train. The train manager was doing her best to organise everyone, but it felt like the boarding process was clunky.*

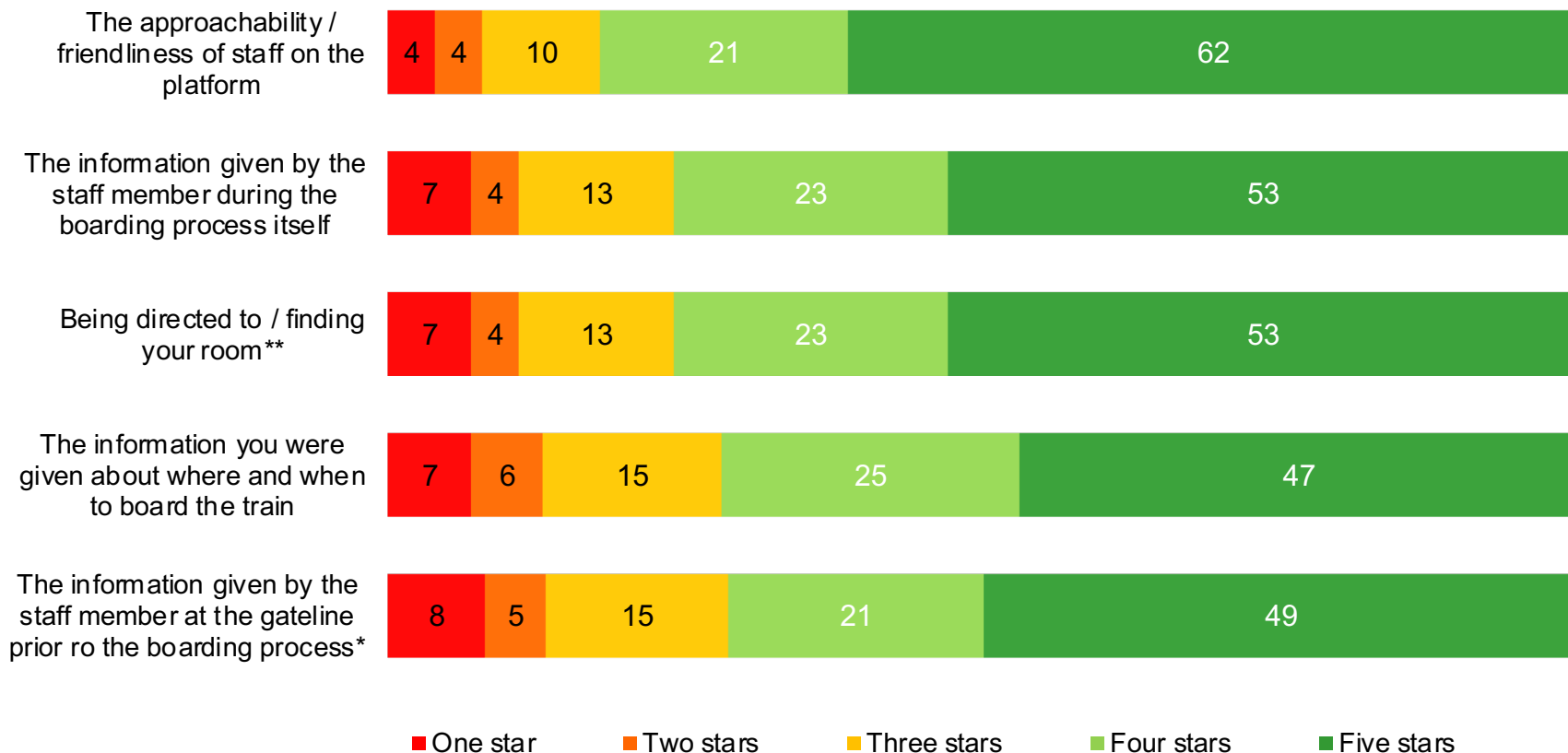
*Please give some information. We were told to fill in the breakfast card and that was it. No directions to room, no information on features or how they worked, no welcome or announcement of any kind. We were abandoned to work everything out for ourselves on what is a very expensive prestige service.*

Q14c. How can Caledonian Sleeper improve the boarding process?

Base: All rating the boarding process at 1 or 2 stars (89)



# Rating of boarding experience features



Q14b. How many stars do you give the Caledonian Sleeper for..?

Base: All guests (821). \* Those travelling from Aberdeen, Fort William, Inverness, Edinburgh, Glasgow, London (737). \*\* Those who booked a room (640)



# How might staff at the gateline and during the boarding process have provided a better service? – customer comments

*There was no service provided by the staff at the gate line or the platform. In fact, we spoke to no one while boarding the train. While there were a number of staff members present, none of them seemed to be in a role to be welcoming people - they were all busy with other work.*

*Establish the priority boarding for the ticket type (it was one of the reasons I booked).*

*Been more approachable, they were stressed and under pressure from all the questions being asked of them, like people with bikes, and huge amounts of luggage who had only booked seats.*

*By giving us literally any information on what to expect, where the room was, how anything worked. By welcoming us properly to this expensive service.*

*We were basically ignored and found the carriage and room on our own. We asked about luggage storage, and we were given a "one-word" response. Not especially helpful and not particularly unhelpful, but nothing special. No help was offered; we had to ask. The platform staff were just standing around.*

*I showed my ticket and was told yes that's fine. I wasn't told where to go or how far down the carriage was, I just went through and found my own way. It was busy at the gate as although I was advised boarding started from 8.15pm, the gate was not opened until 8.35pm.*

*Accessible path. Info about which end of car to board. Helpers for luggage.*

*It would've been beneficial to know that we did not have to top our luggage to our actual room, but that there was a luggage room to store the luggage. As it was, we clogged up the hallway with our luggage because our door would not open with the key, they provided us. Then they switched us to another room, and we clogged up that hallway before finally a passenger told us that we could store our luggage in a separate luggage area that would've been great to know ahead of time.*

*A more proactive and assertive customer service protocol where on-platform staff clearly and politely engage with passengers so that they can obtain keys, direct them, and find their room would obviously be very important. Temporary signage as well would be useful so that passengers can clearly find out who to obtain room keys.*

Q14d. How might the staff at the gateline / on the platform have provided a better service to you?

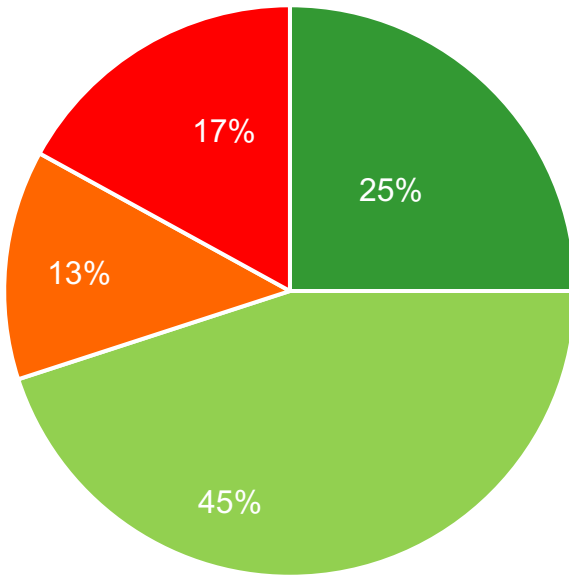
Base: All who rated the information given by the staff member at the gateline or the information given by staff during the boarding process itself at 1 or 2 stars (117)



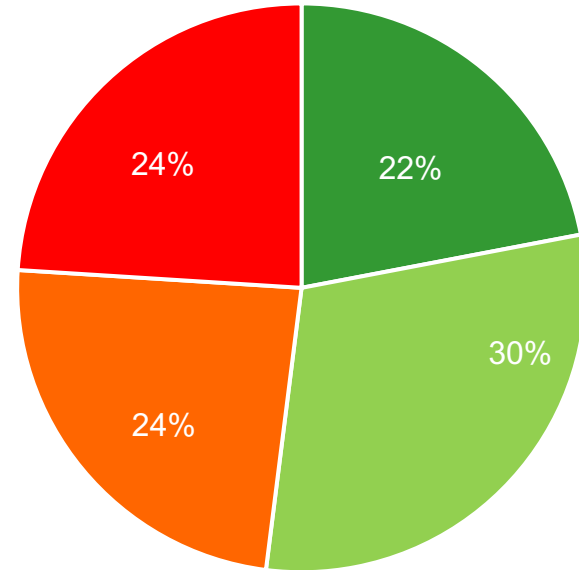
# Rating of staff on the platform

Q14e. Thinking about the staff member on the platform, how good or poor were they in taking the time to...

*Show you to your seat*



*Explain the facilities that were available to you*

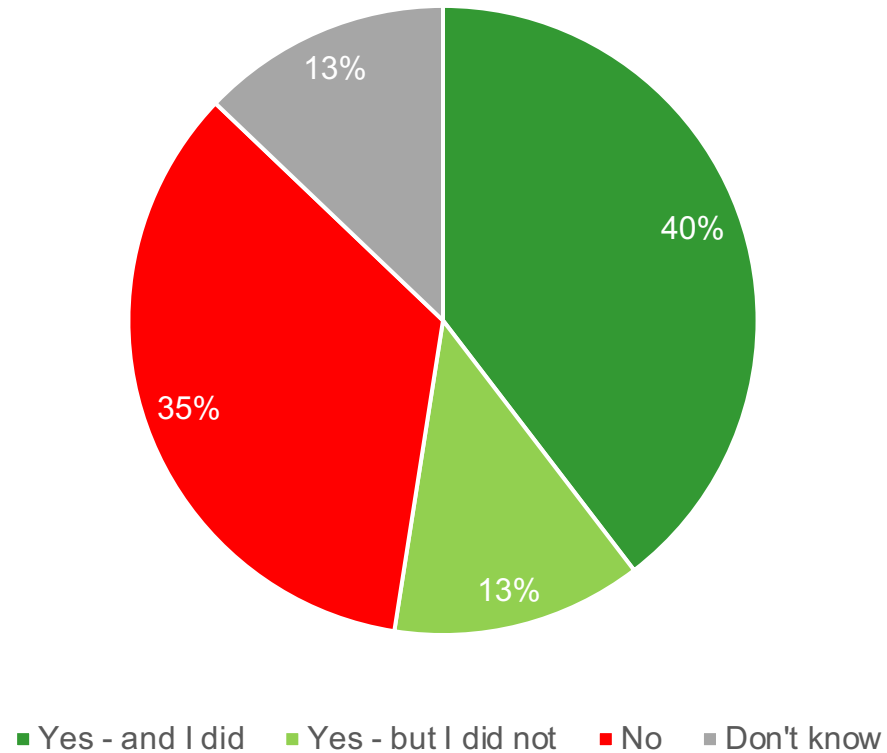


■ Excellent ■ Good ■ Poor ■ Very Poor

Base: All seated guests (181)



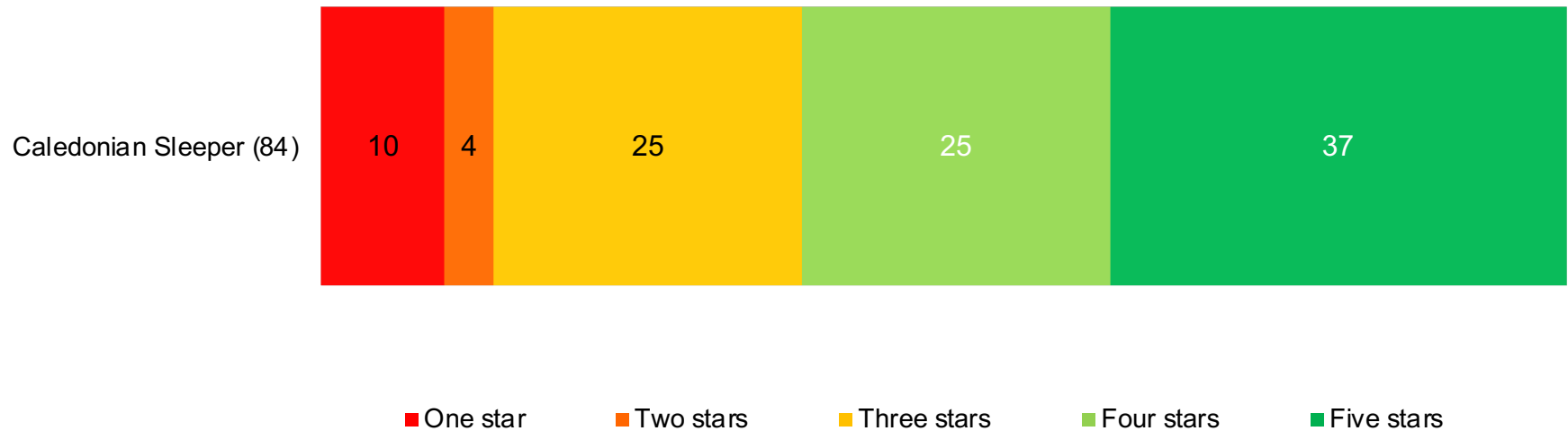
# Use of guest lounge



Q15a. Were you entitled to use the Avanti / LNER / Scotrail / Caledonian Sleeper lounge at the station in x?  
Base: All travelling from Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (737)



# Rating of experience of using the guest lounge on departure in Aberdeen, Edinburgh, Fort William or Glasgow

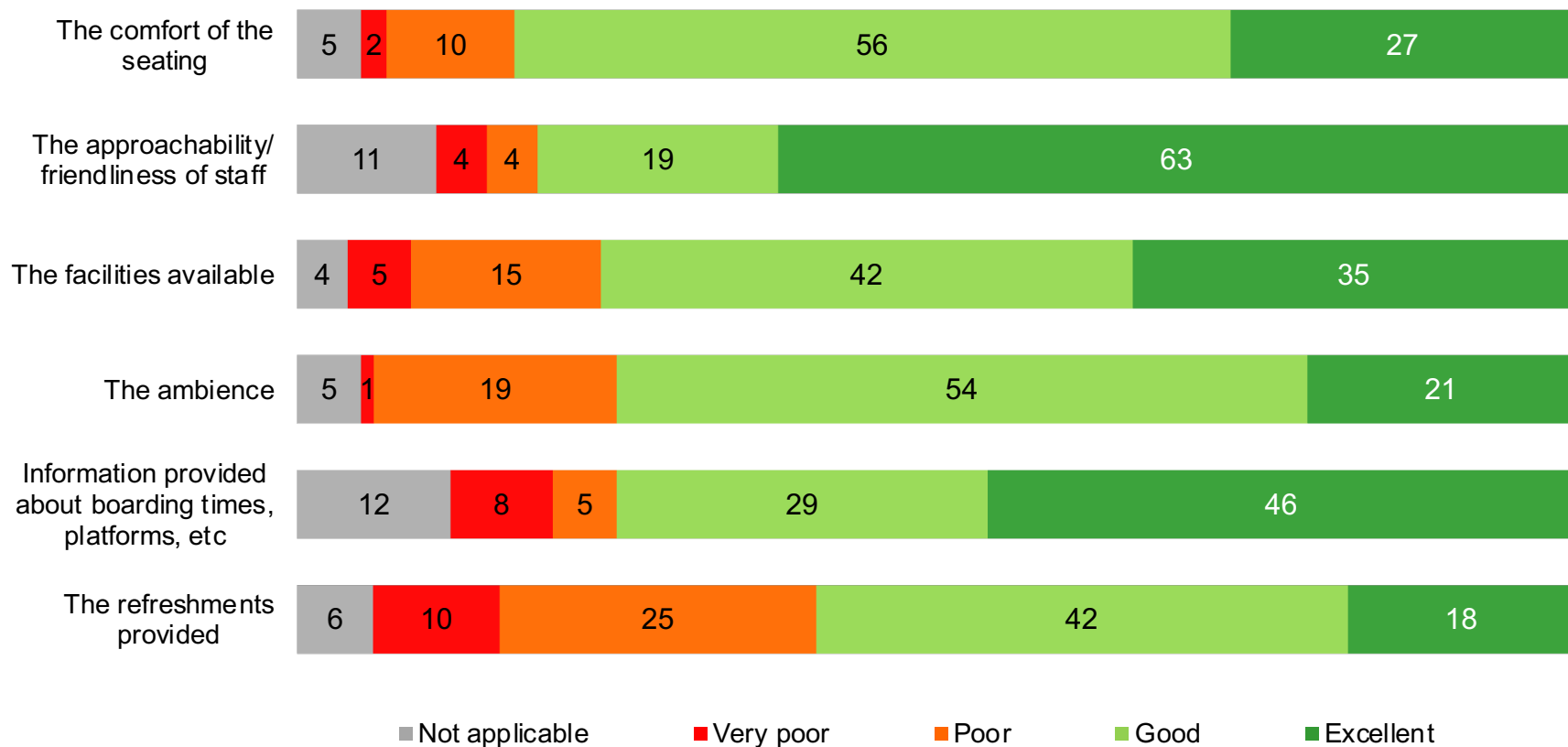


Q15b. How many stars would you rate the overall experience of using the lounge at the station in x?

Base: All those using the lounge at the departure station in Aberdeen / Edinburgh / Fort William / Glasgow (in brackets above).



# Rating of guest lounge at the station in Aberdeen, Edinburgh, Fort William and Glasgow

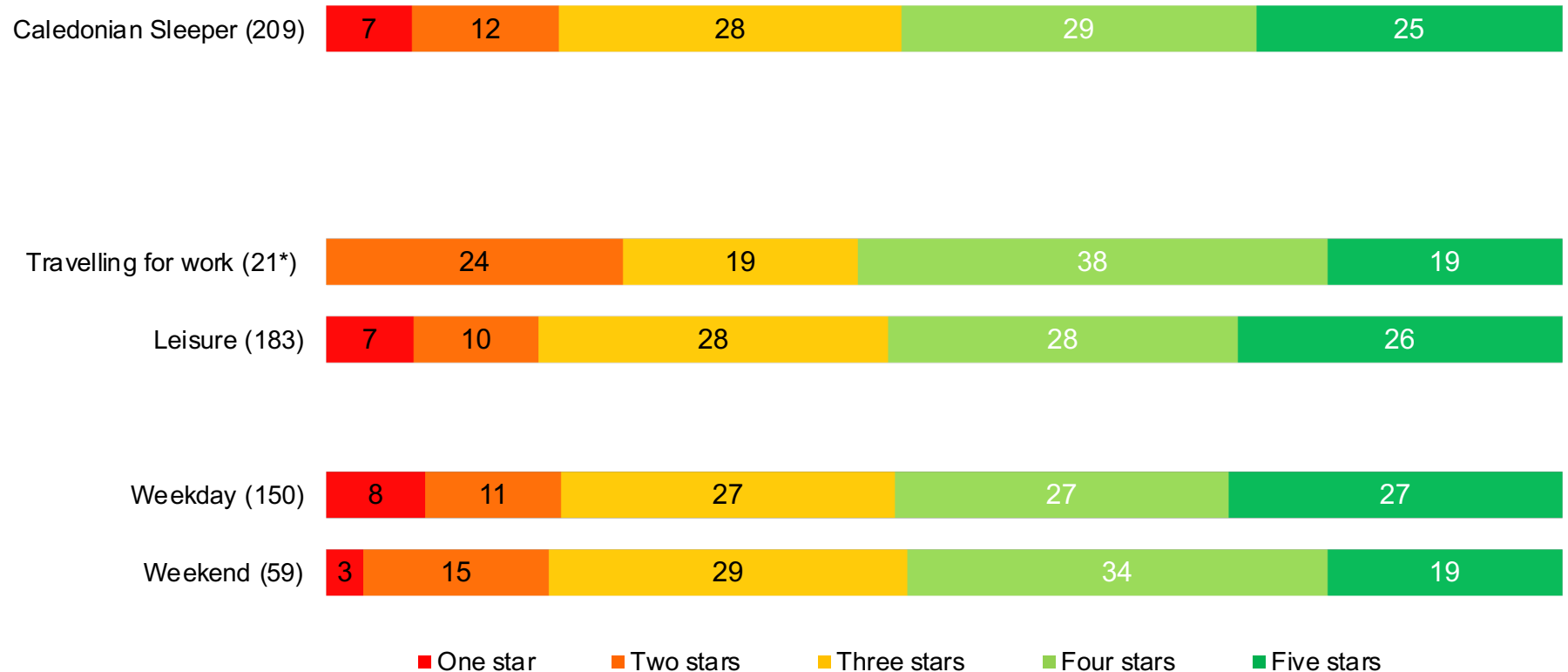


Q16a. Thinking about your experience in the lounge at the station in x, how many stars do you give it for...?

Base: All who used the customer lounge at Aberdeen / Edinburgh / Fort William / Glasgow (84)



# Rating of guest lounge in London by passenger group

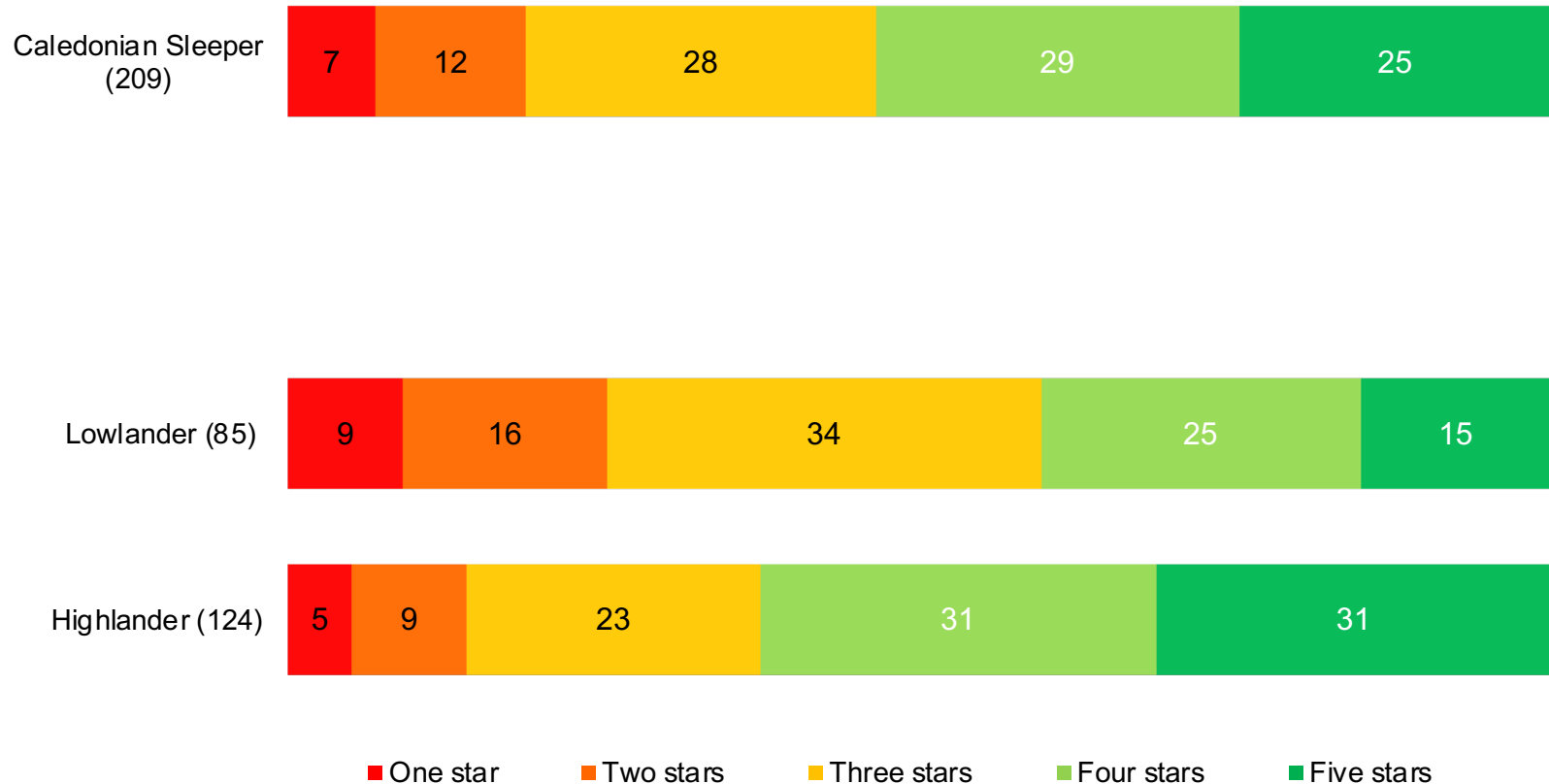


Q16b. How many stars would you rate the overall experience of using the lounge at the station in London?

Base: In brackets above. \* caution – low base.



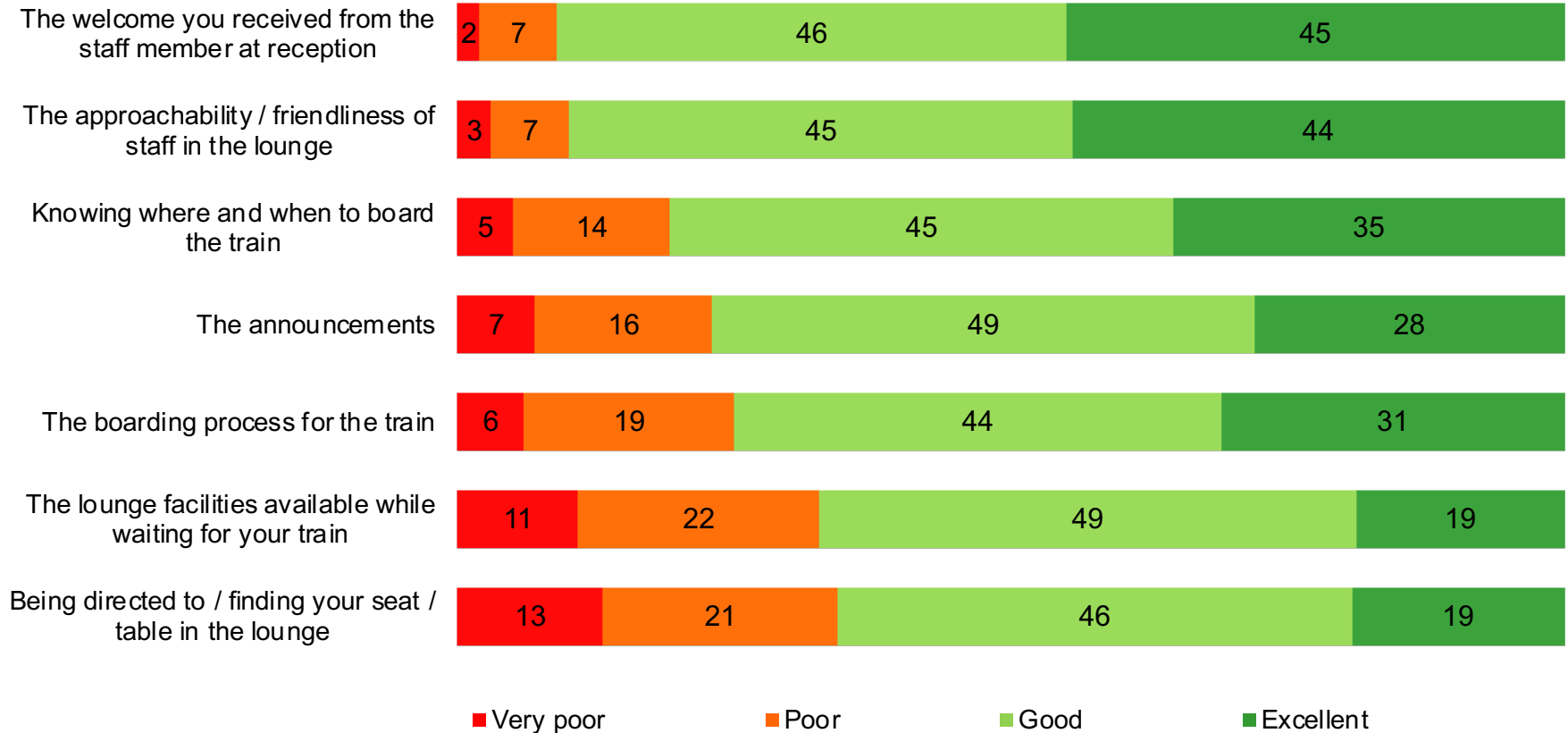
# Rating of guest lounge in London by route



Q16b. How many stars would you rate the overall experience of using the lounge at the station in London?  
Base: In brackets above.



# Rating of guest lounge at the station in London

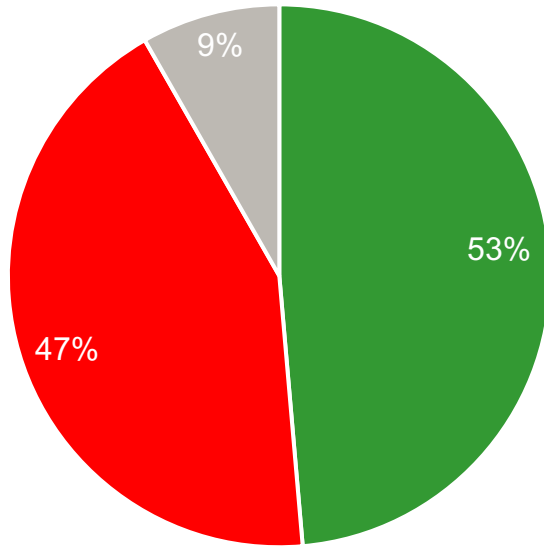


Q16c. Thinking about your experience in the lounge at the station in London, how would you rate..?

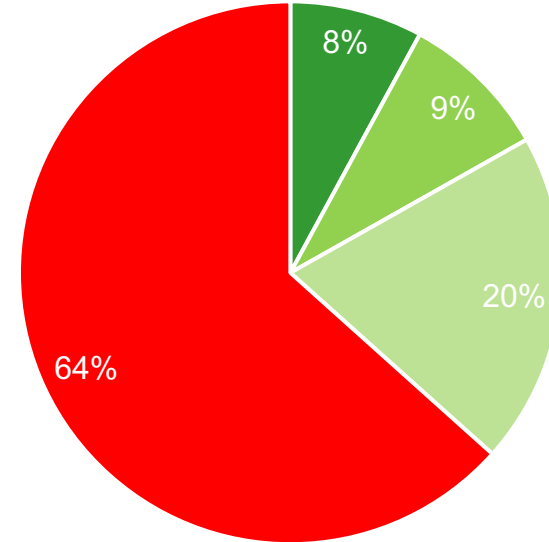
Base: All who used the customer lounge in London (209)



# Lounge crowdedness and use of lounge catering



■ Yes ■ No ■ Don't know

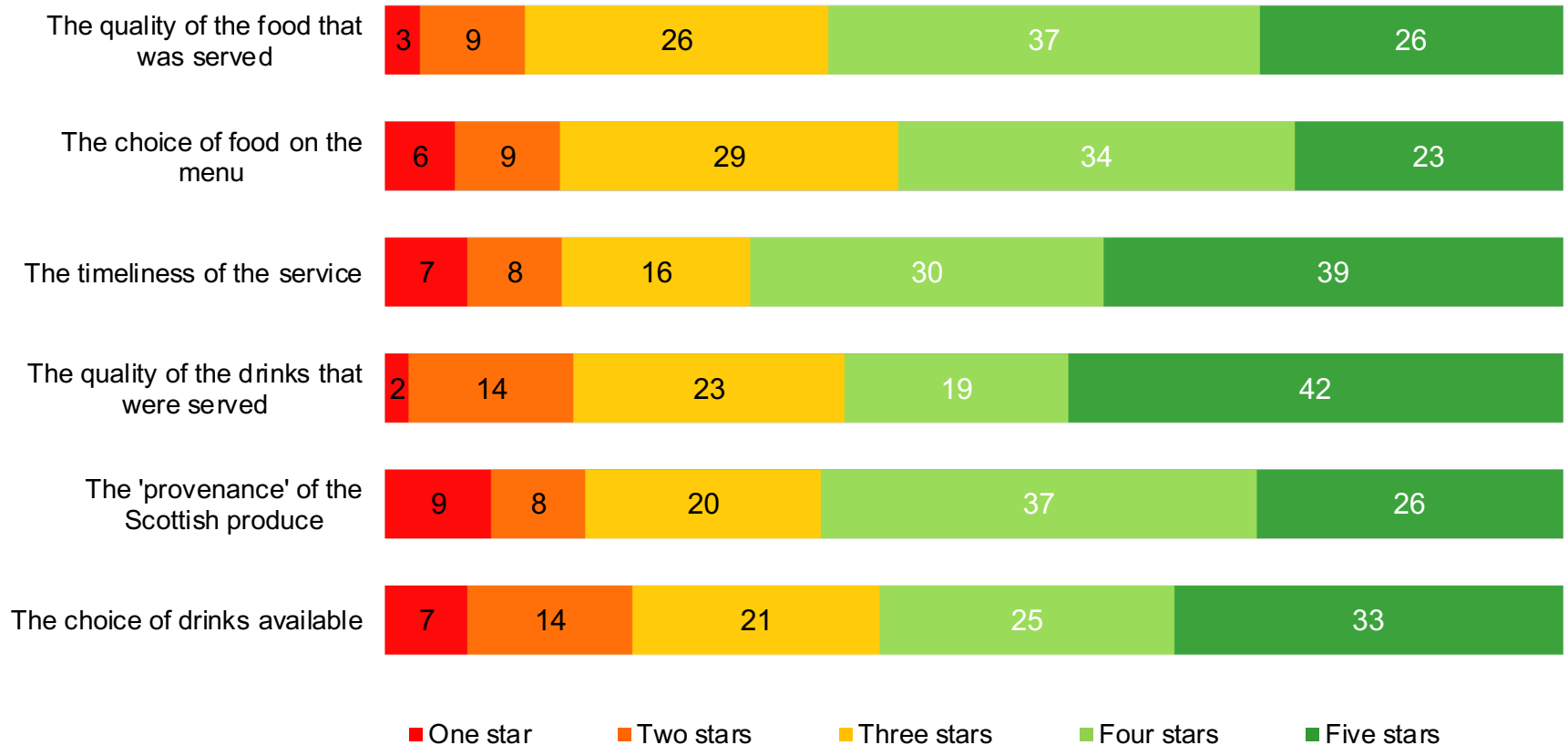


■ Order both a drink and a meal ■ Order a meal only  
■ Order a drink only ■ None of the above  
■ Don't know

Q16d. Was the lounge crowded when you arrived? Q16e. In the lounge at the departure station in London did you use the evening menu to..?  
Base: All who used the customer lounge in London (2009)



# Rating of catering at the guest lounge in London



Q16f. Thinking about your experience in the lounge at the station in London, how many stars do you give it for..?  
Base: All who had a drink (57), all who had a meal (35 \* caution – low base), all who had both a drink and a meal (76)



# Rating of catering at the guest lounge in London – customer comments

*More vegan options.*

*The temperature of the food was lukewarm; chips were chilly and unpleasant.*

*Some decent sparkling water and glasses would be nice. I did eventually find cans of water in the fridge. And on a club fare, it seems a bit tight to have to pay for a glass of wine. Overall, the lounge gets nowhere near the kind of service an airline lounge can offer.*

*Unfortunately, the drinks machine was out of order. So unable to get latte or cappuccino.*

*Better food choice.  
Better lager choice.*

*Maybe smaller higher quality range that is genuinely Scottish*

*Some nicer wine -  
and as I said , water.*

*I did not even notice the providence of the food available.*

*The lounge was chaos; there appeared to only be one person taking orders and delivering food. If you wanted to eat you had to flag this guy down and it took ages to get his attention - was a weird process, never seen anything like it and it was sub-standard.*

*It felt like paying lip service rather than authentic.*

*Iron bru and short bread biscuits isn't stretching the imagination.*

*Hire more staff for the lounge - one staff member taking orders isn't enough when it's busy.*

Q16g. You gave just [3 or below] stars for the choice of food on the menu / the quality of food on the menu / the choice of drinks available / the quality of the drinks that were served / the timeliness of the service / the providence of the Scottish produce, what should Caledonian Sleeper do to improve this rating?



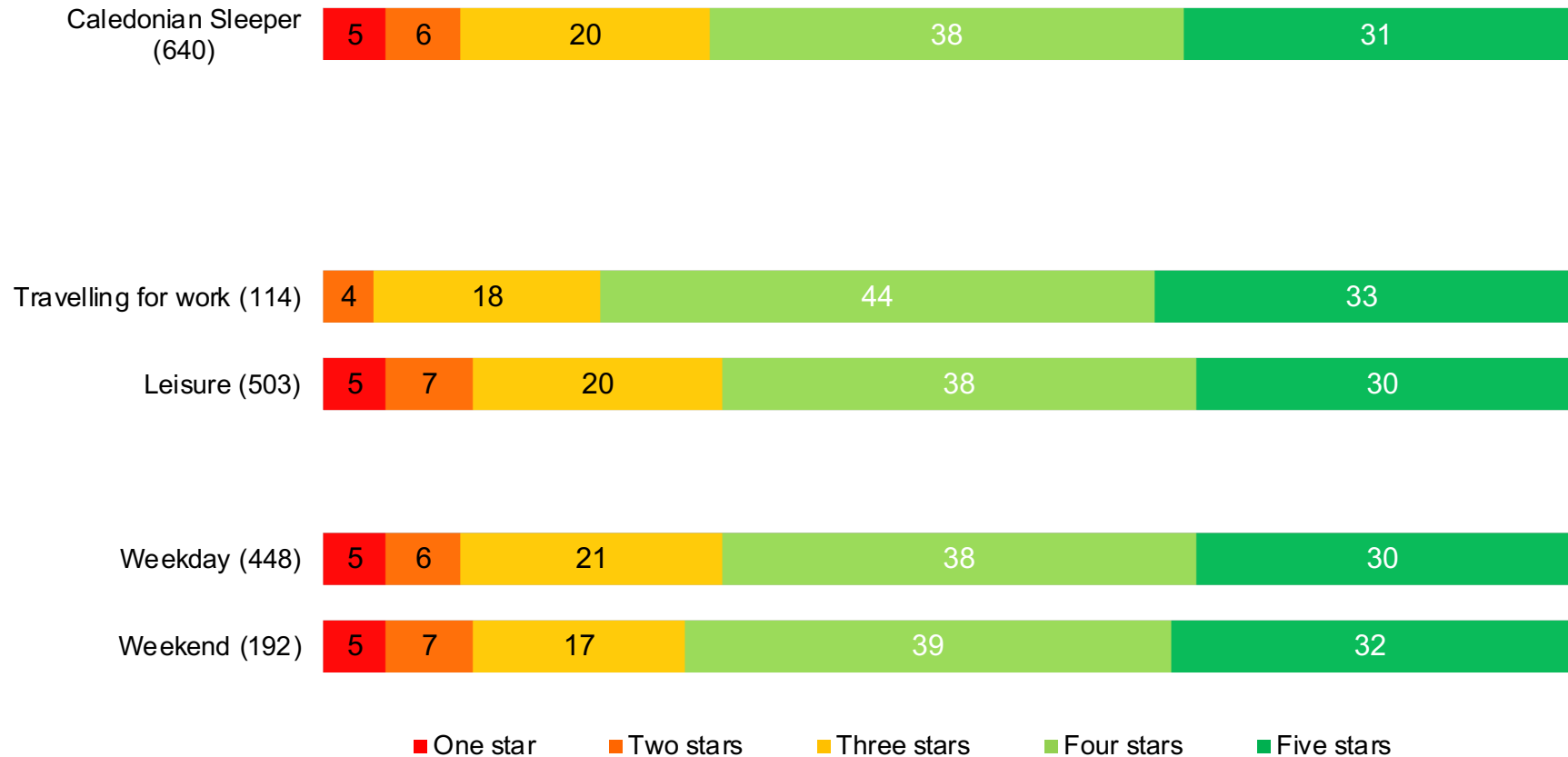
# Caledonian Sleeper

## Accommodation and train facilities



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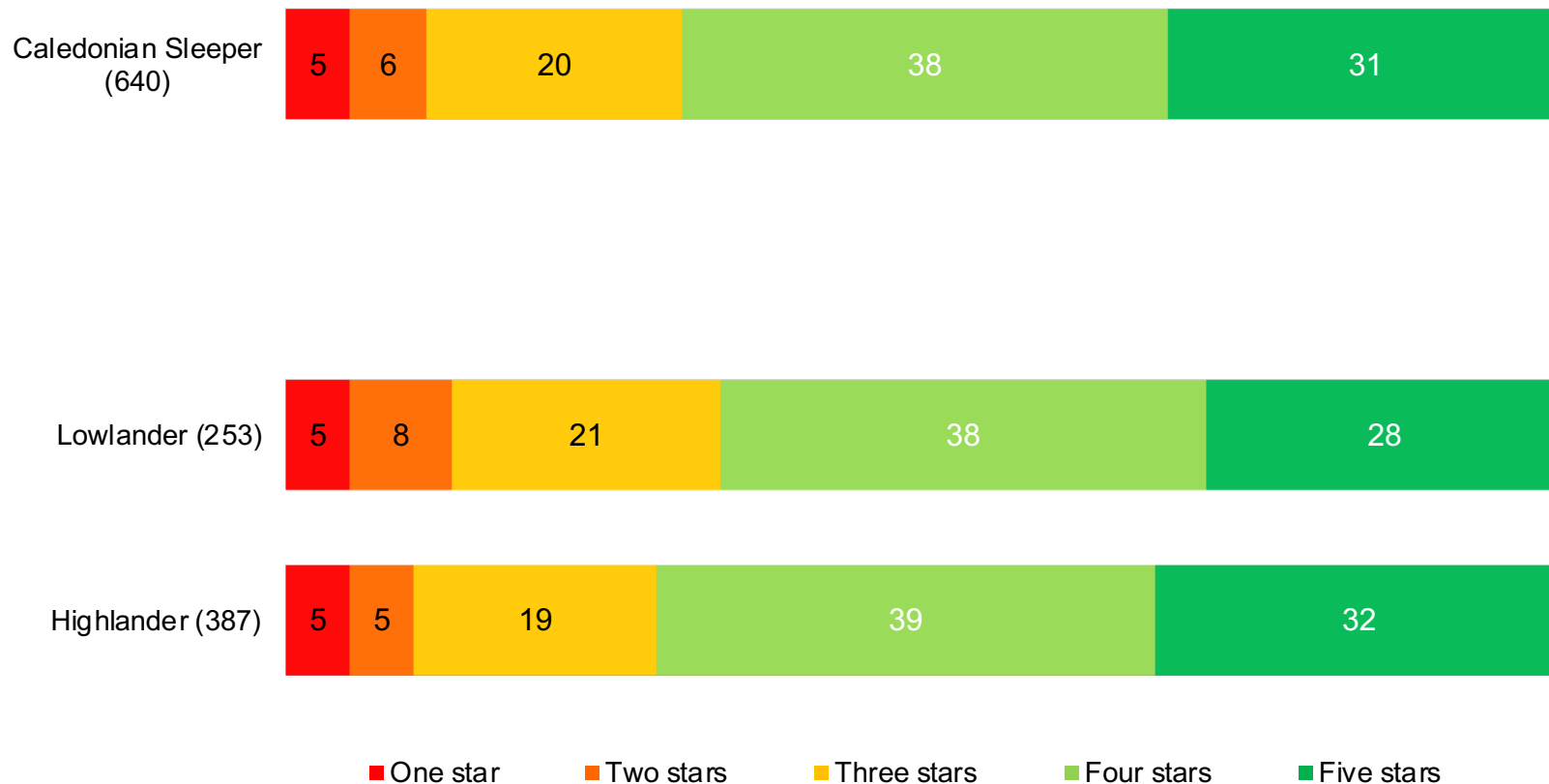
# Overall rating of room by passenger group



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



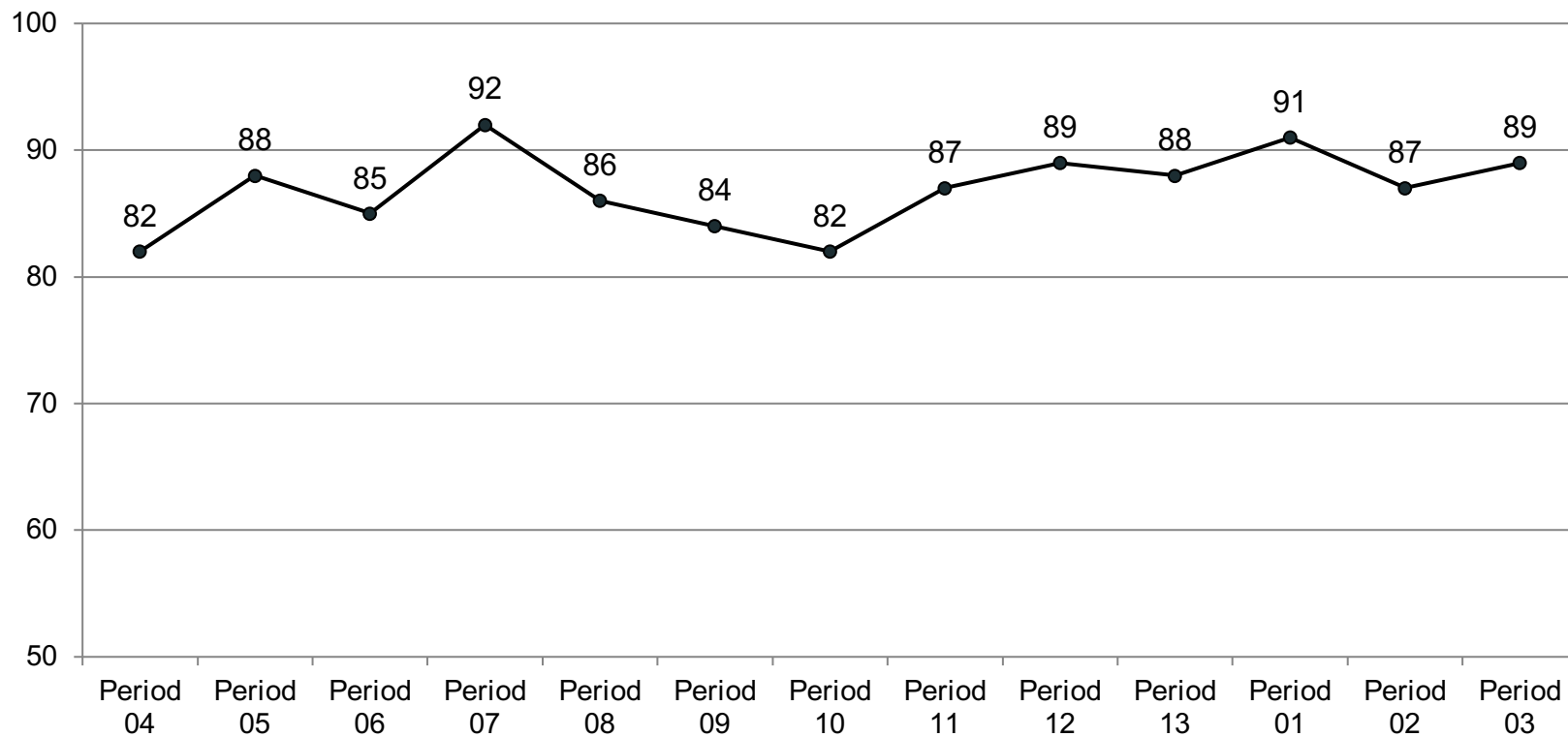
Q17a. How many stars do you give your room on the Caledonian Sleeper?  
Base: All guests staying in a room/suite (in brackets above)



# 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

*I am a petite woman; it would have been dire to have had to share this or if I was a larger person. I think all UK trains could learn from Continental trains about allowing more space generally. A couple more clothes hooks would be handy.*

*Needs a redesign, more headroom in top bunk as a minimum, plus more storage space for clothes.*

*The room is just too small for two people to comfortably move about and get undressed and ready for bed with their luggage. The phone charger didn't work leaving us with no charge to set off on our onwards journey and the beds themselves were just too narrow and tight to get a comfortable sleep in.*

*Door lock broken. We couldn't access the room without a guard each time. Doesn't make you feel safe. And a pain in the arse to get a guard each time you want to go to the carriage for a drink. So only went for breakfast otherwise we would have gone for evening drinks too.*

*A shelf of some sort. A shelf that slid out from under the sink, for example - it looked like there was space for one, but it wasn't there.*

*The room was perfect. Calm cosy and comfortable. I had a great night's sleep. To improve it? Maybe putting the top bunk up out of the way as I was travelling on my own. But that's nitpicking.*

*Give a reminder about how to activate the keycard if the door is not yet locked. I eventually remembered but was not told and could not see it written down. Avoid having very loud squeaks from within the room! Give us some way of reporting this so that maintenance can address it. It was entirely solvable, but I could not work it out in the middle of the night. Either don't have Wi-Fi or make it work.*

*The picture in the brochure / advertising material does not reflect the actual size of the room, had we known how small the room was we would probably not have booked the trip.*

*Provide information please. Make sure all functions work including the sockets and Wi-Fi. These are basic things for a premium service, and it was shocking that they didn't work. Ensure clear comprehensive information is available on all features and staff are available to help. The bathroom door was very loose and would not close and constantly rattled and slammed open and closed - a functional latch or a magnet similar to that used on the toilet lid would fix this again basic issue. For the price we paid we expected a premium service and did not receive it.*

*The button to turn on the night light above the bed was a bit too bright once the lights were turned off.*

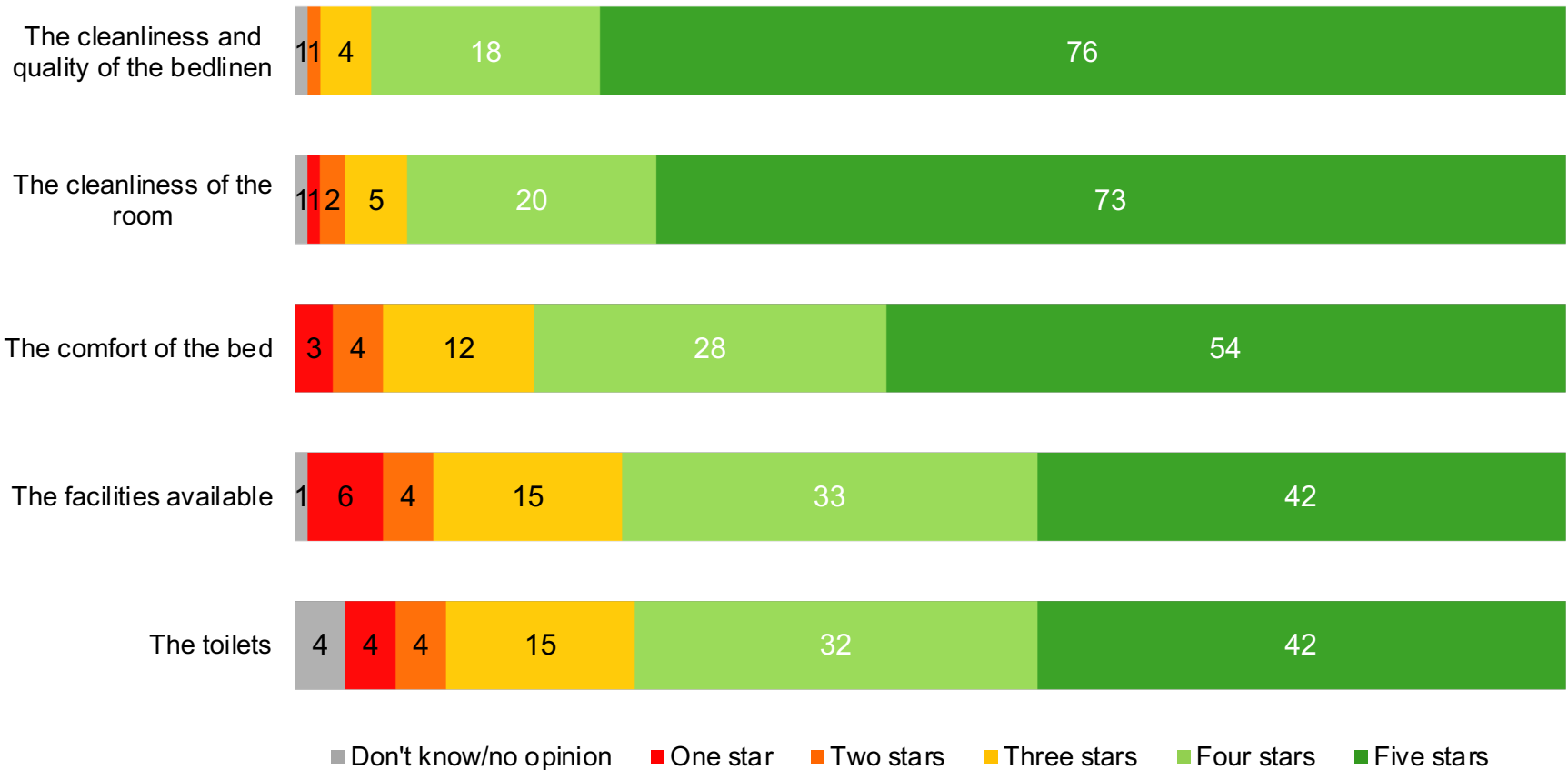
Q17c. You gave just a single/two stars overall for your room, what should Caledonian Sleeper do to improve this rating?

Q17e. What, if anything, could Caledonian Sleeper do to improve the experience of your room

Base: All guests staying in a room / suite (640)



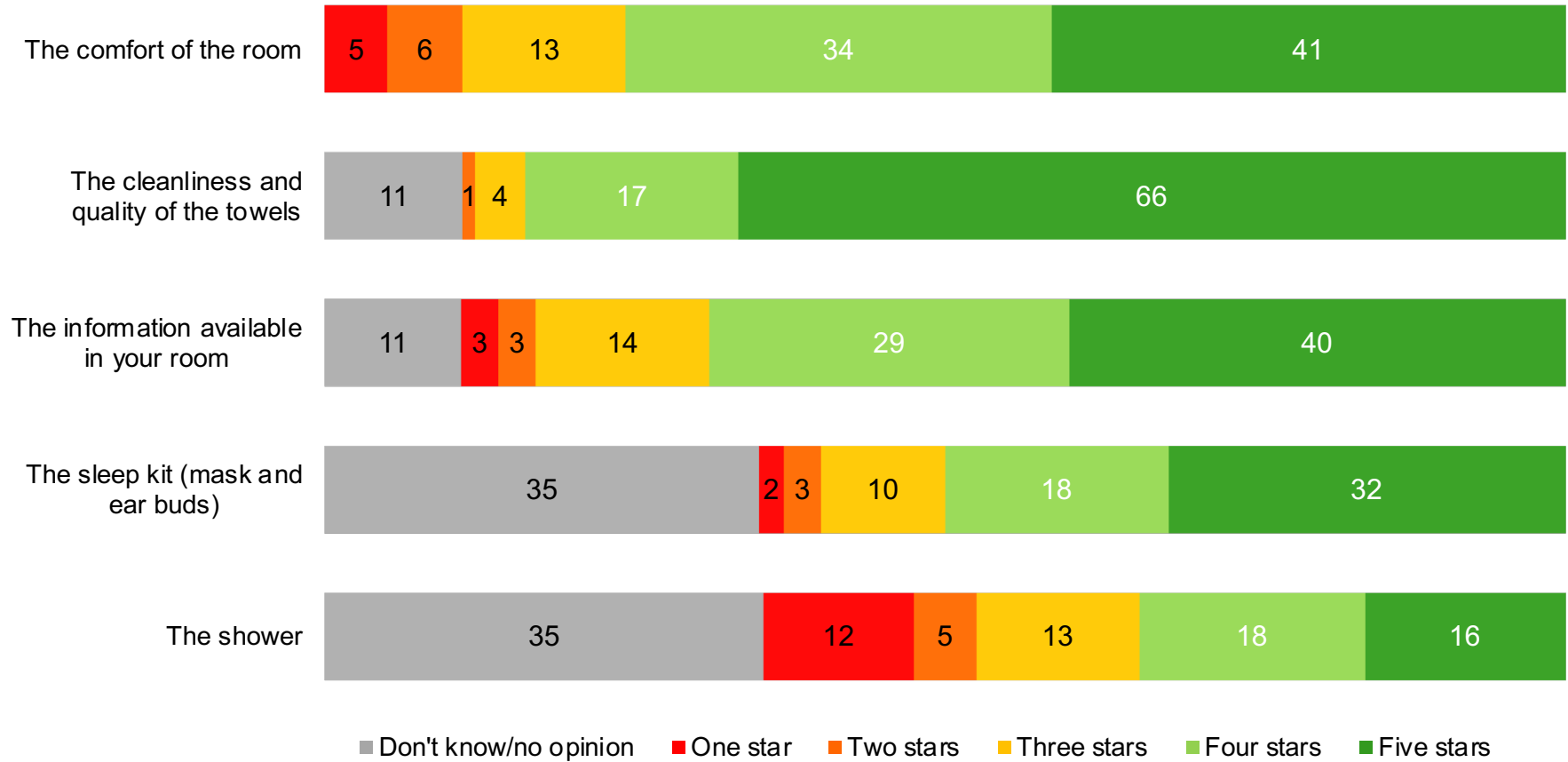
# Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?  
Base: All guests staying in a room/suite (640)



# 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 (640)



# Rating of features of the room – customer comments

Not sure if my room had a broken pull-out table - there seemed to be an empty space. But the room could sure benefit from one. And the Wi-Fi never worked.

Overall, there is little information in the room. It could do with, for example, some info on where you are in the journey, is it running on time/late, otherwise. It feels pretty isolated in there. I'm not really interested in buying branded items, so some effort around informing me about the journey would be good.

The mattress was very thin and every time you turned over you got an ache/pain in the back. Also, it was very awkward getting in and out of the bed when you were sleeping against the wall.

The toilet wasn't clean in the morning. It would have been better if the toilet were cleaned at one point during the night, before anyone woke up.

Pull down trays were available when in bed on previous style trains but not on new ones. These were very useful - almost essential. Same with the pullout under the sink.

Noting what amenities are available throughout the night. Making the arrival instructions more clear about when we've reached the platform and where to exit the train and station.

The bed linen looks clean but somehow has a smell, not too bad but not good.

Enough amount of hot water should be supplied. I don't know what happened, but the shower was unusable, as only a small amount of cold water came out. Both inbound and out bound.

I was travelling as a single person and as such I had paid a premium for my room. I would have like the top bunk to have been stowed away and the ladder to have been removed. This would have made the room feel larger and would have made getting in and out of the bottom bunk easier.

Better temperature control. The power sockets didn't work so I couldn't charge my laptop/phone.

The sleep kits feel a bit cheap for the price you pay. The earplugs don't really work, and the mask feels a bit cheap. I don't really use these types of products, however.

Couldn't have a shower as water never ran hot and I tried it for a good 5 mins. The shower head also didn't stay in position. ie I wouldn't have been able to stand underneath it had the water been hot.

There were old tissues in the shelves. No pull-out table made it messy with no surface areas for things.

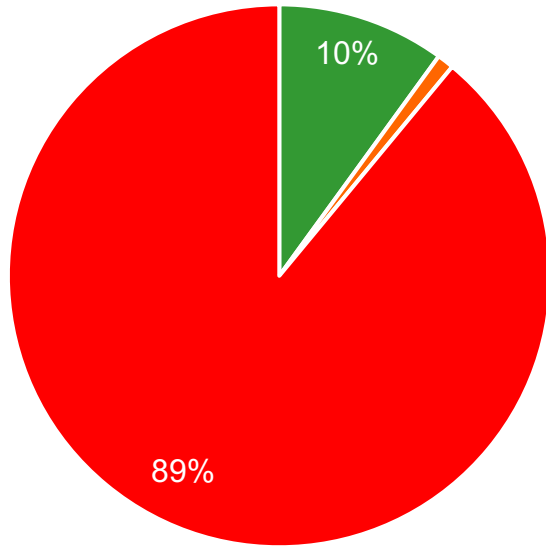
There was nothing of any use - withdrawing the [sleep] kit might be sensible, or enhancing it with toothpaste and or moisturiser

Q17d. You gave just a single/two stars for the facilities available / information available / comfort of the room / cleanliness of the room / cleanliness and quality of the bedlinen / comfort of the bed / cleanliness and quality of the towels / the sleep kit / toilets / shower, what should Caledonian Sleeper do to improve this rating?

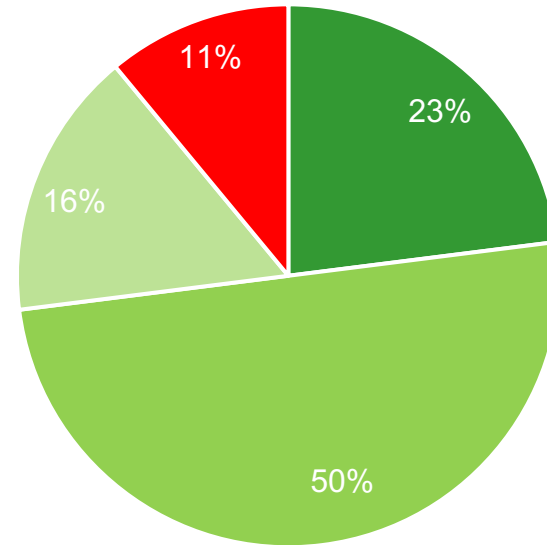
Base: All guests staying in a room / suite (640)



# Room intercom use and rating



- Yes
- I tried to but it was not working
- No

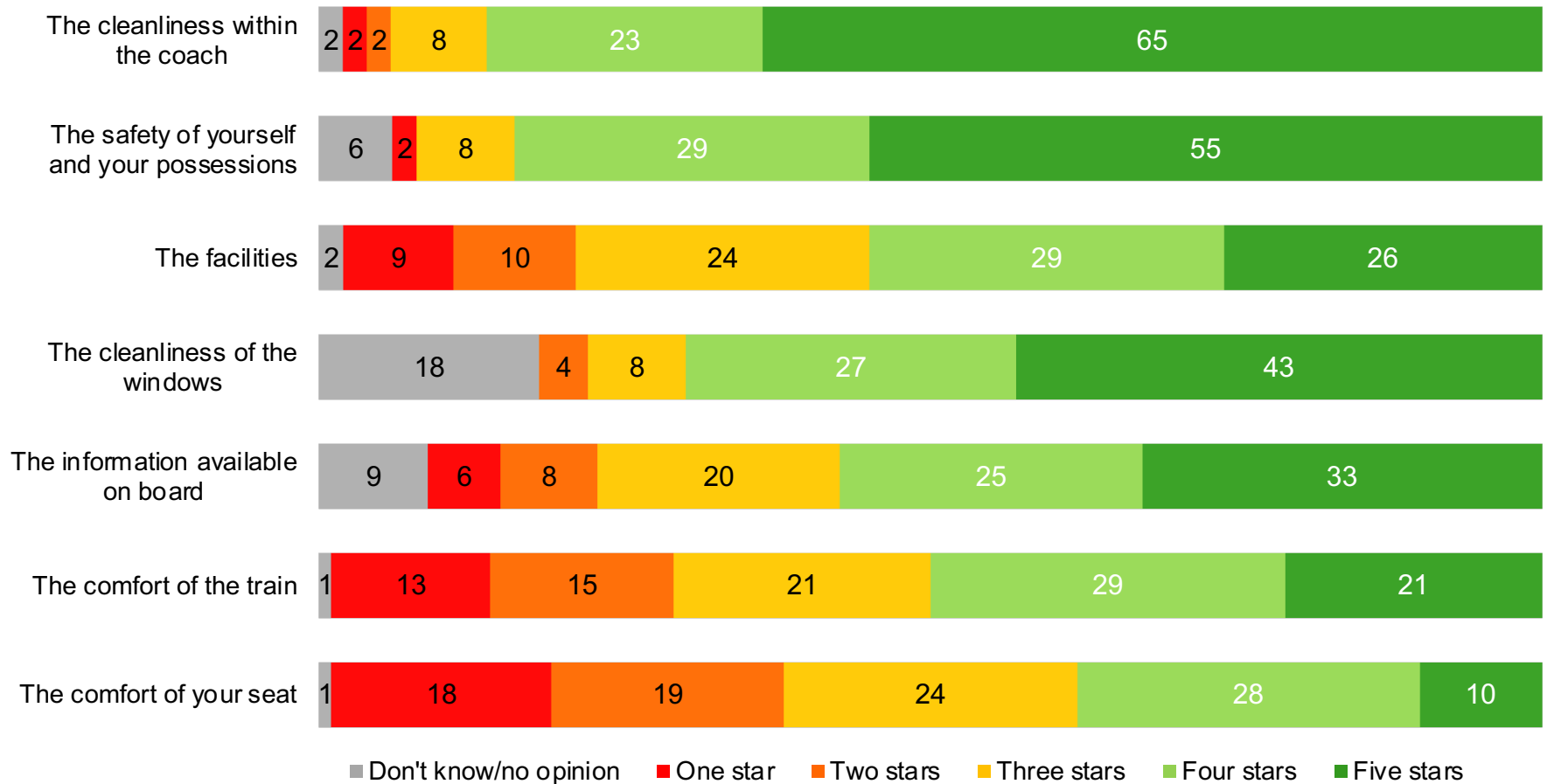


- Excellent
- Good
- Poor
- Very poor

Q17f. Did you use the intercom available in the room to communicate with staff? Q17g. How do you rate the quality of the intercom which was available in the room?  
Base: All guests staying in a room/suite (640). All who used the intercom available in the room (62).



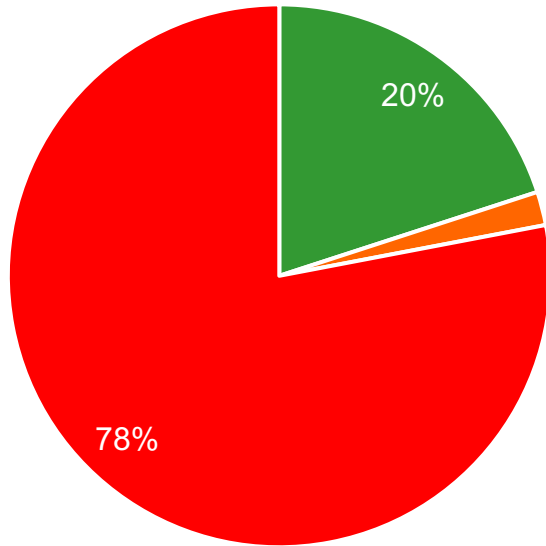
# Rating of on-board features among seated guests



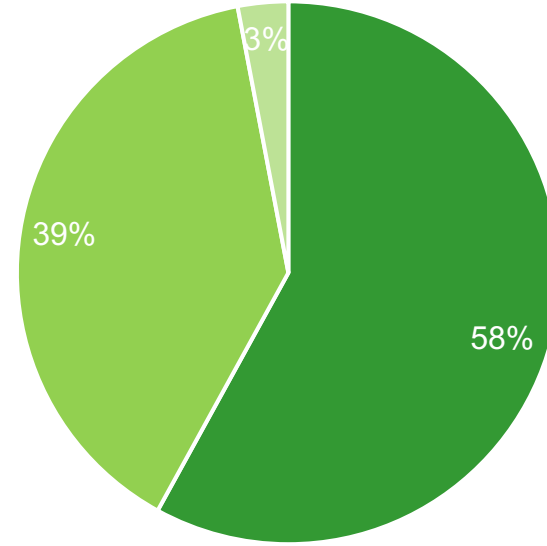
Q19a. How many stars do you give the Caledonian Sleeper for..?  
 Base: All seated guests (181)



# Seat 'help button' use and rating



■ Yes  
■ I tried to but it was not working  
■ No

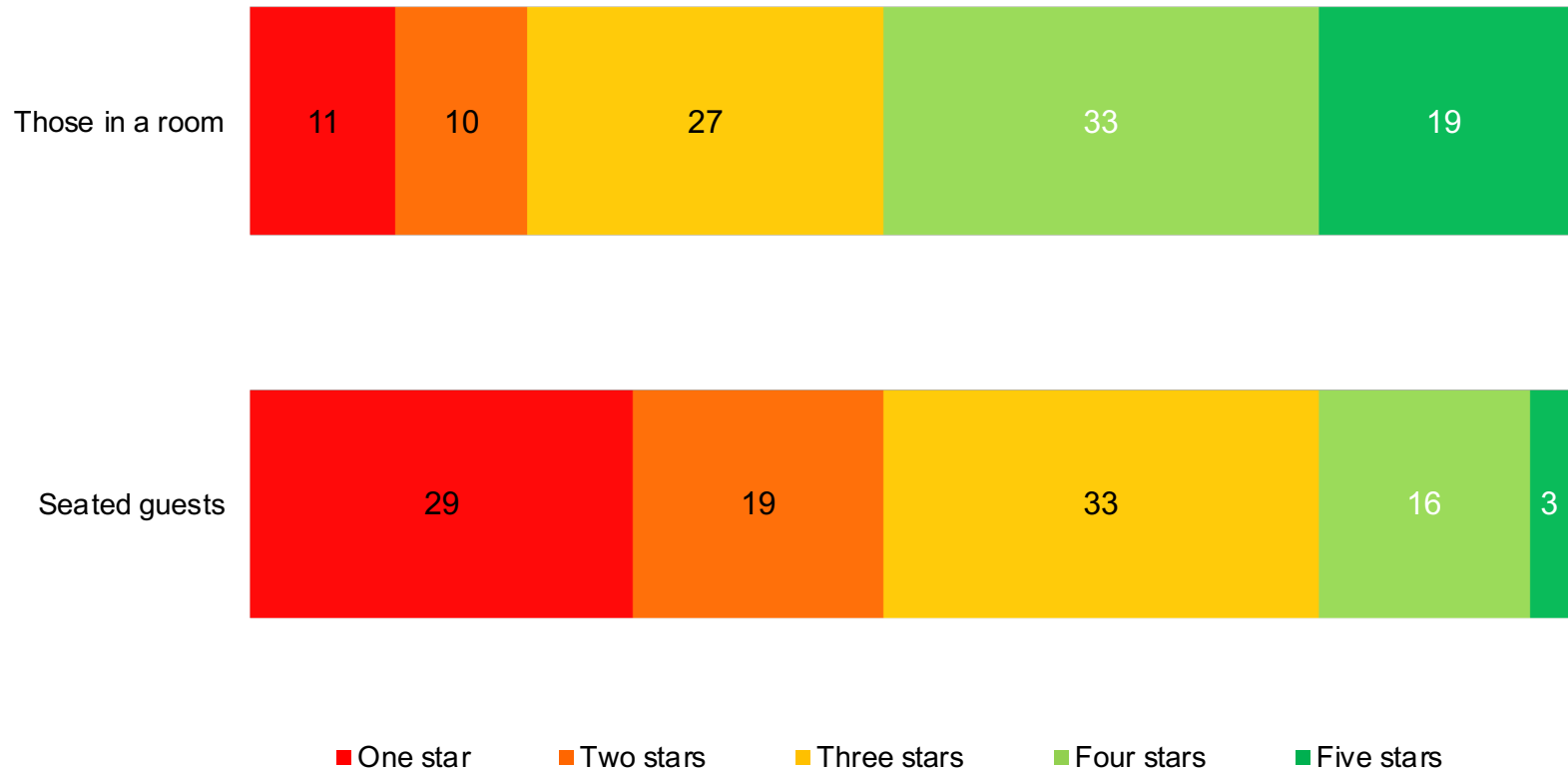


■ Excellent    ■ Good    ■ Poor    ■ Very poor

Q19b. Did you use the 'help button' available at your seat to communicate with staff? Q19c. How do you rate the quality of the 'help button' which was available at your seat?  
Base: All seated guests (181). All who used the intercom available in the room (36 \*caution – low base).



# Quality of sleep



Q18 / Q20. How many stars would you give the Caledonian Sleeper for the quality of sleep that you enjoyed on board?  
Base: Those in a room/suite (640), seated guests (181)



# Improving quality of sleep – customer comments

Unfortunately, the air conditioning was very cold, I didn't know that there was the possibility to get blankets in the seated area. Some guests were watching videos in the middle of the night, which was a bit noisy. The lights did switch off rather late in the seated area. As everyone has their own lights on the seat it would be great to turn them off earlier.

At Edinburgh while stopped the lights kept coming on and going off when it was another two hours to Glasgow. If blankets were on offer, they could have told us.

The temperature was perfect, but the space was compromised and the bed uncomfortable.

Heated up the carriage. Used better seats. Not a single coach I've been on in my life has had seats as uncomfortable and unsuited to sleep as the Caledonian Sleeper, so I know that better seats exist.

Leave on time so everyone settles down sooner. Unavoidable delays did not require a text at 4am.

Staff keeping their radios off would have been more helpful. I heard them beeping through the night as they walked by in the hall. Otherwise, the quality of sleep would be best served by being able to extend my legs.

Add a couchette coach or a mini room coach like the ones that OBB Austrian Sleeper have - I often use couchette coaches when travelling in Europe and sleep much better at reasonable cost. I am not interested in using the Caledonian Sleeper for a 'luxury experience'. I just want an efficient mode of transport with sleeping facilities at a reasonable price.

This is the first I'm hearing that blankets were available! Also, the lights are very bright all night.

We didn't know we could request blankets- no staff members were available to help once we were in the coach.

Nothing really. There were sharp movements on the train that disrupted my sleep, and external noise which I believe is unavoidable.

Noisy at times and not a smooth ride. Had no idea I could request a blanket! Principal issue is how uncomfortable the seats are; less comfortable than a regular long-distance train. They don't recline at all.

Improve the tracks- worst sleeper train I have been on, way too bumpy.

The lights could have been dimmed further. As mentioned before the AC was too cold and turned on intermittently loudly.

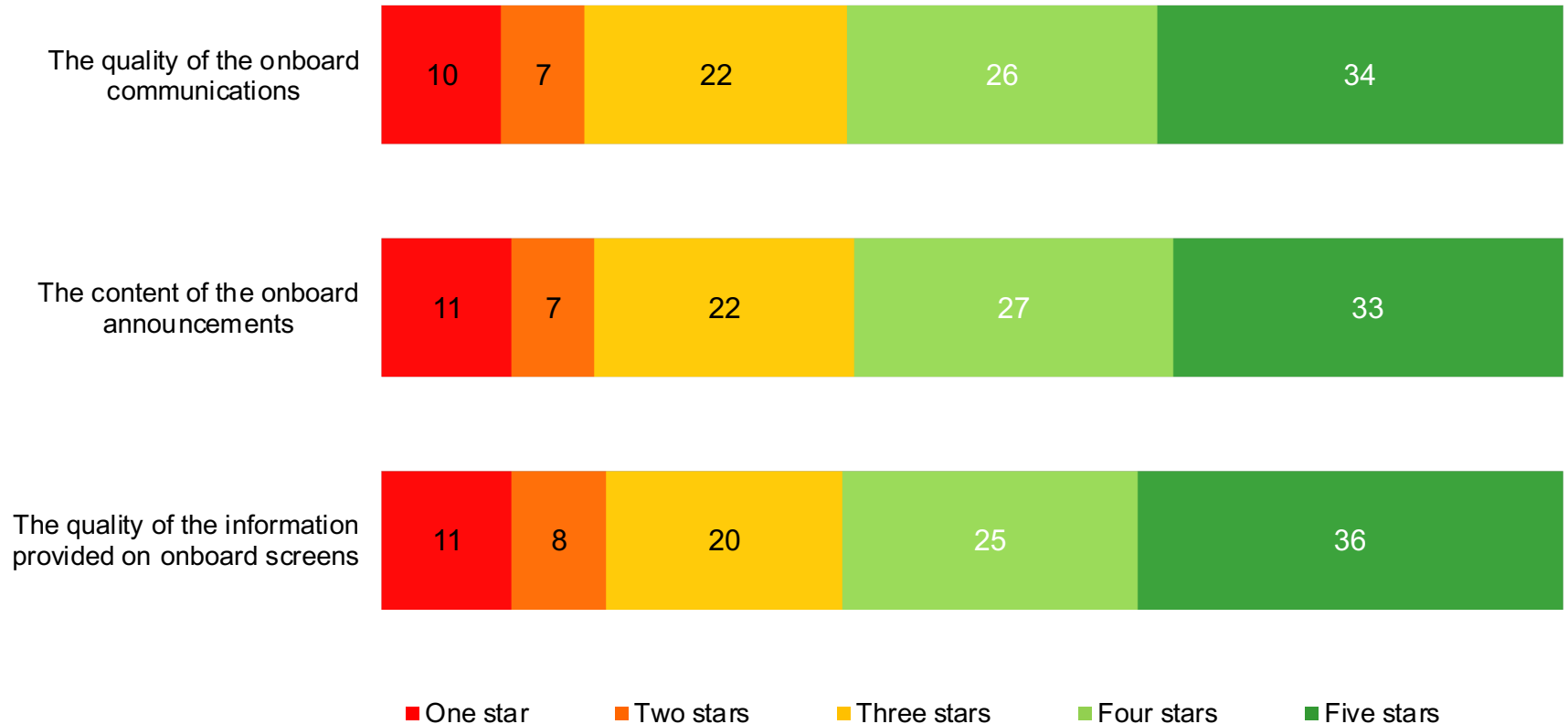
The bathroom door was loose and rattling loudly at times making it impossible to sleep (even with earbuds)

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

Base: All guests who rated the quality of their sleep at 1 or 2 stars (219)



# Rating of onboard communications



Q34. Thinking about the communications that you received during your journey, and using stars, how would you rate..?  
Base: All guests (821)



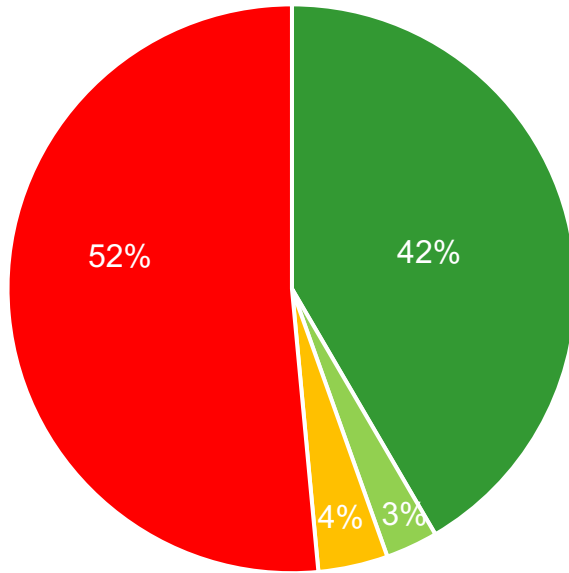
# Caledonian Sleeper

## Club car and catering



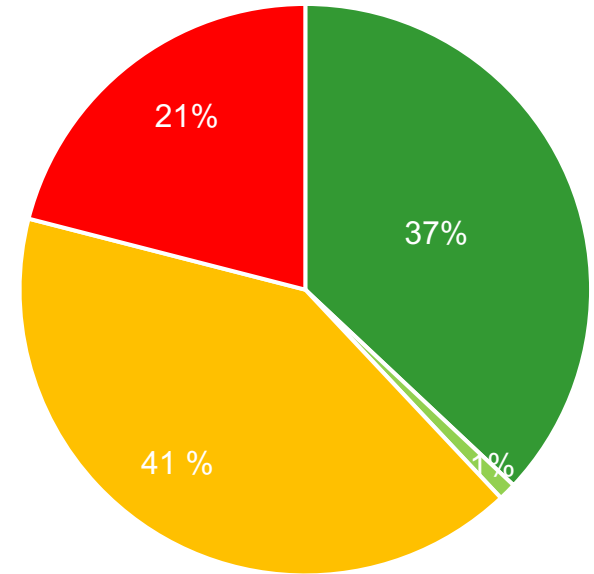
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# Visiting the Club Car



*Evening Use*

- Visit the Club Car to have a drink and / or a meal
- Visit the Club Car to take a drink / food away
- Have drinks and / or food delivered to your room
- None of the above

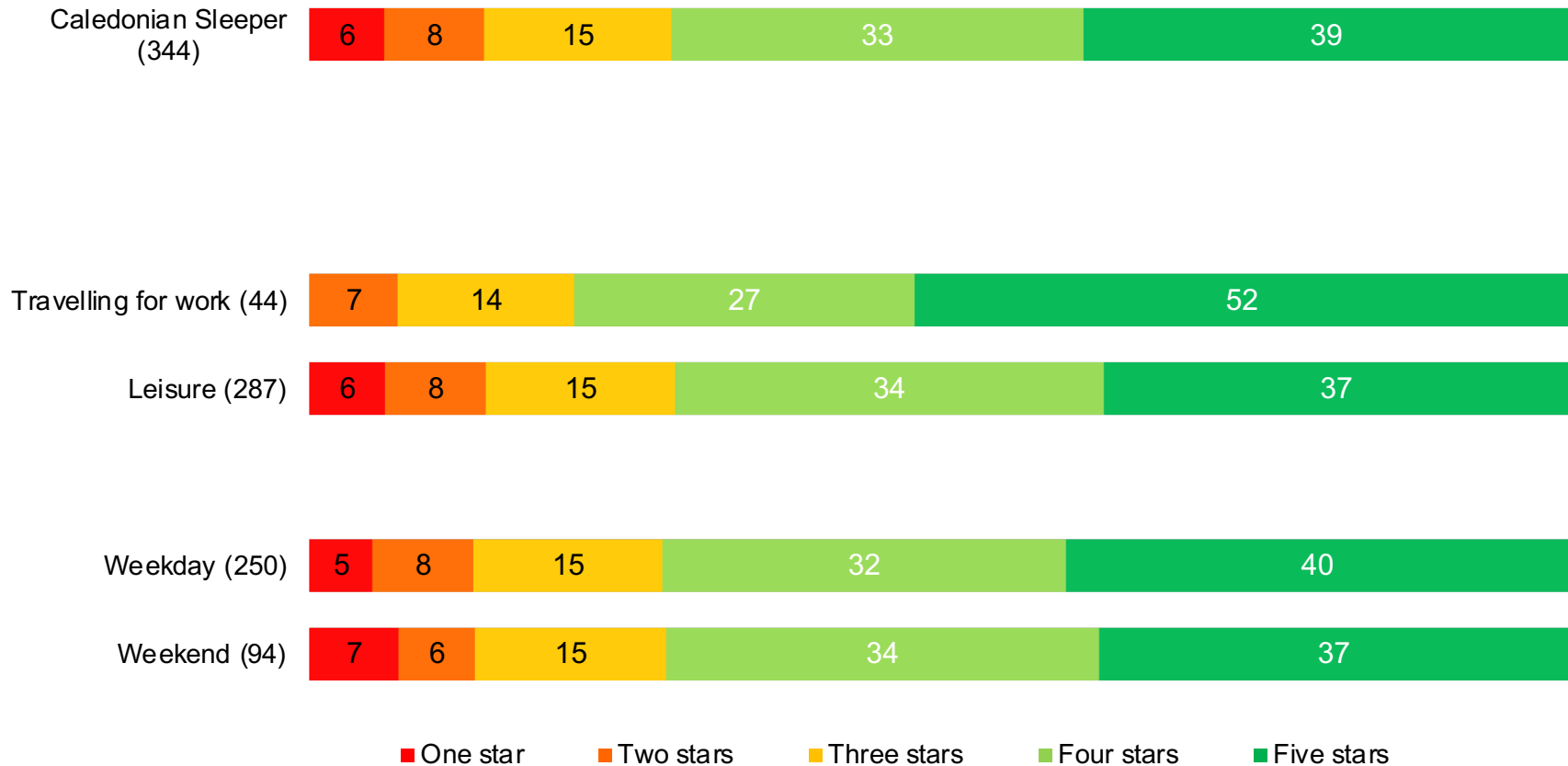


*Morning Use*

Q22a/b. In the evening / morning of your journey on the Caledonian Sleeper, did you..?  
Base: All guests in a room (640)



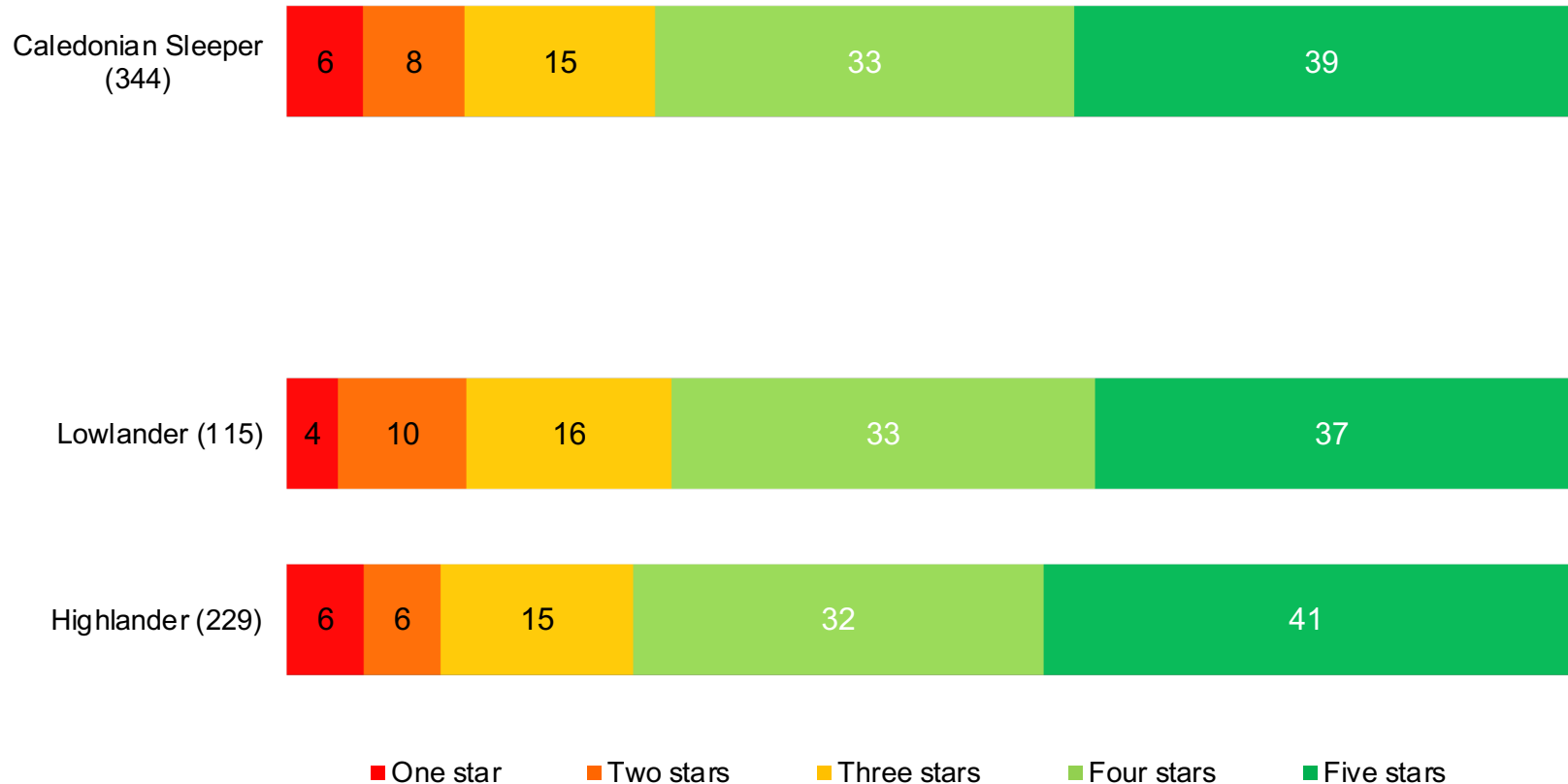
# Overall rating of the Club Car by passenger group



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



# Overall rating of the Club Car by route



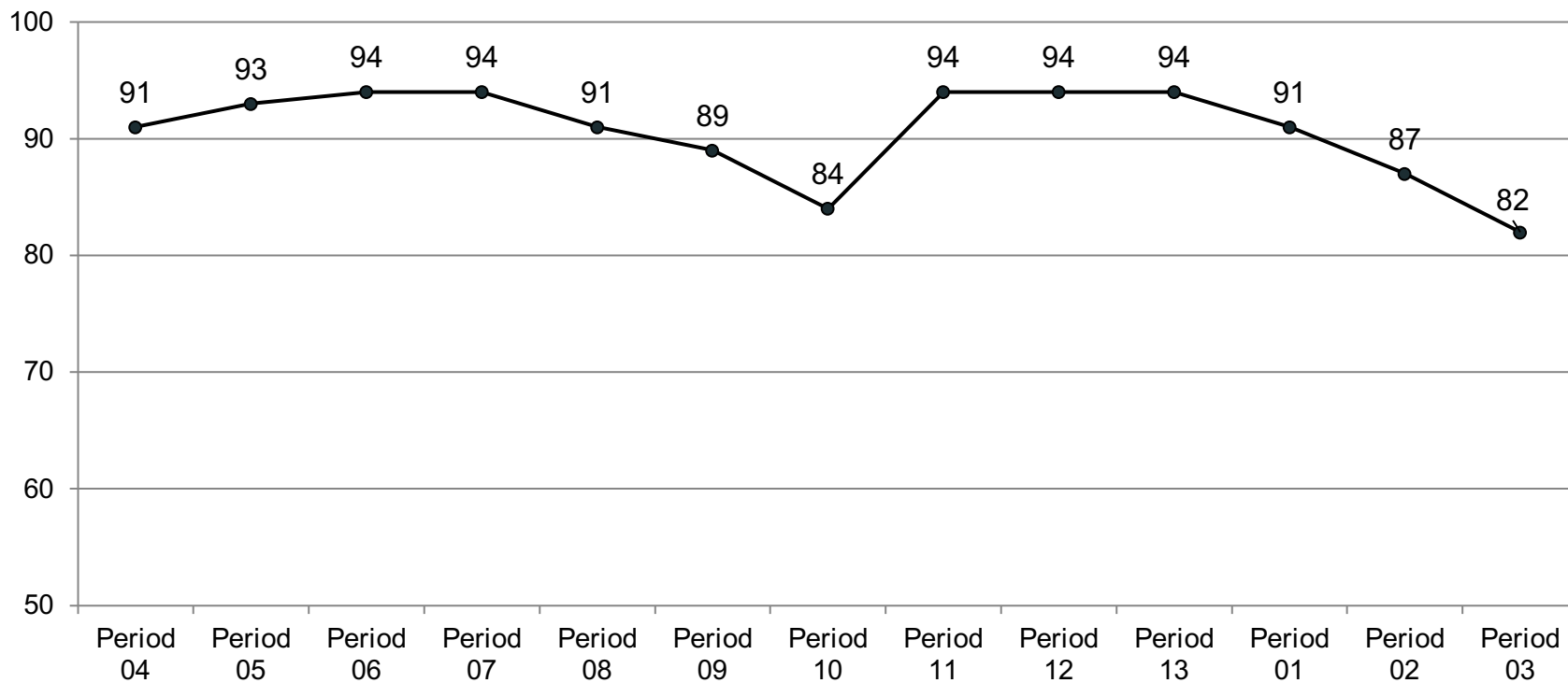
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?  
Base: All guests visiting the Club Car (in brackets above)



# 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

*Staff were sitting in guest seats and were not attentive to guest needs. Felt we were being hurried because the train was early. The dining experience was very much like a transport cafe.*

*There aren't any signs to it from the rooms (I went the wrong way at first). It wasn't really very clear what was available and when - I didn't know about the intercom or room service - how does that work?*

*I would've liked to be able to sit in the club car and relax, but since the train wasn't moving, we were not allowed to sit in the club car. We had to wait till the train started to move to go to the club car. And since our train was late, we had to sit in our suite rather than relax in the club car.*

*The staff were friendly, very helpful and provided an excellent service. We enjoyed the experience.*

*Keep it open longer in the morning. It shut over an hour before arrival in London, and we were unable to purchase additional coffees.*

*There was no crockery or cutlery, so I had to eat out of a cardboard takeaway box with disposable cutlery, and the coffee was in a paper cup. Have functioning facilities so that the club car functions like it should.*

*Need a bigger space. More seats for couples. Much faster service.*

*It was an ideal space to unwind and relax after a busy day in London. Helped me relax and savour the journey a little more and enjoy the luxury. So much more civilised than an airport departure lounge.*

*Very little. The menu could be varied maybe more in the evening. Breakfast good with fruit and porridge. Tea nice as well.*

*Have more staff available to take orders and serve customers. I had to wait a long while for my order to be taken because there was only one member of staff available. The Club Car was also not available in the morning for breakfast and this was disappointing.*

*If possible, some sort of map or visible directions for knowing where to go could help.*

*Service was adequate but hardly attentive. No eggs or bread/toast available for breakfast Meat in 'steak pie special' was inedible.*

*I tried to visit the club car during the evening, but it was quite packed and no seats were available.*

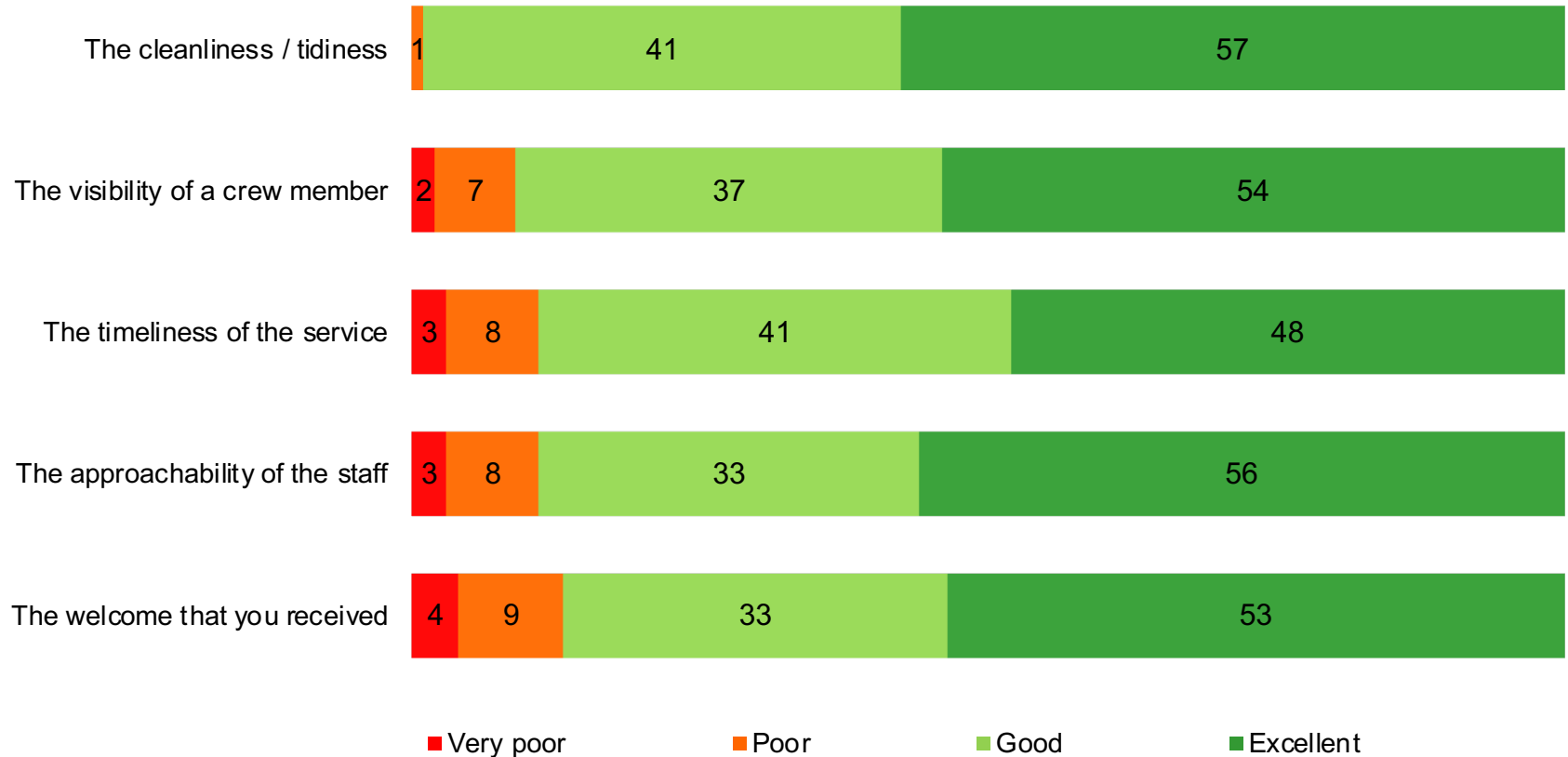
Q24c. You gave just a single/two stars overall for the Club Car, what should Caledonian Sleeper do to improve this rating

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

Base: All guests visiting the Club Car (344)



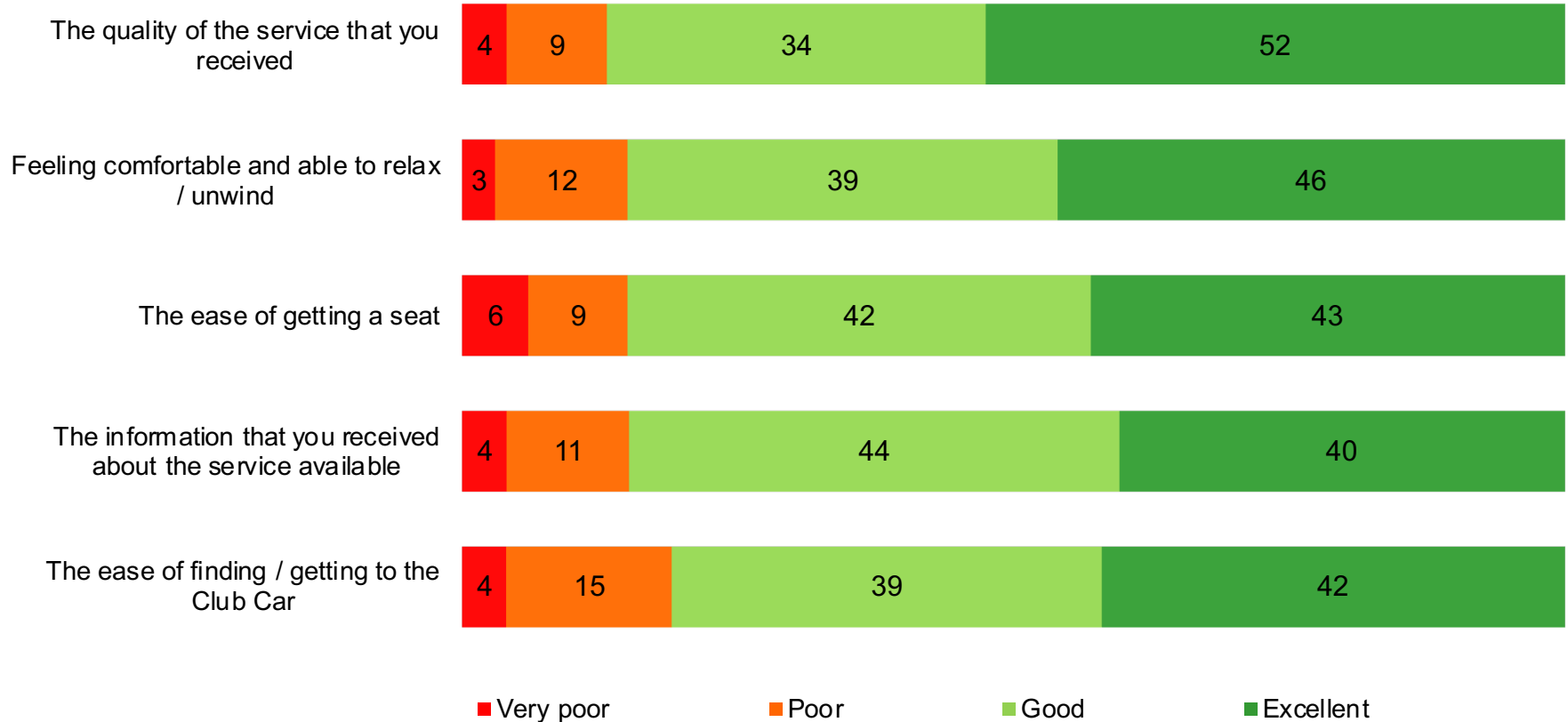
# Rating of features of the Club Car – top 5



Q24b. Thinking about the time you spent in the Club Car, how would you rate your experience of..?  
Base: All guests visiting the Club Car (344)



# Rating of features of the Club Car – bottom 5



Q24b. Thinking about the time you spent in the Club Car, how would you rate your experience of..?  
Base: All guests visiting the Club Car (344)



# Rating of features of the Club Car – customer comments

*Advise in the cabin where, and in which direction, the club car is situated. After dinner (during the night) the club car was changed, we learnt of this by chance, nobody came to tell us specifically.*

*The welcome was appropriate, but the service is not to a very high standard that you might get on other more luxurious sleeper trains.*

*Some of the seating area was taken up with staff paperwork which removed a couple of places and looked untidy.*

*The overall service would be more akin to a low to mid level travel hotel rather than high level service. The overall layout of the car could be to a higher standard as could the way the food is presented and served.*

*The Club Car wasn't very well signposted and was far from the room. I knew where it was from having walked past it when boarding, but the cramped corridors in the evening made it physically difficult to get there. Getting to the Club Car in the morning was fine as the train had already arrived, so I walked to it via the platform.*

*I found the layout of the Club Car was not conducive for relaxing. I was a lone traveller who just wanted to chill on my own however this was very difficult due to the close proximity of the seats. Only having one Club Car per section of train is not sufficient. Another Club Car per section is needed*

*Despite going straight to dinning car, being seated ok. It then took more than 15 minutes for order to be taken, only to be told that both starters were unable and so were many of the main courses. We watched other passengers take their seats and then be ignored.*

*It was very busy. We only got a seat because we got to the Club Car very quickly after boarding. Others were not able to get decent seats. Our seat was ok but people waiting for seats right next to us ensured it was not very relaxing.*

*[Provide] Information about the times that you can use the club car as a non premium guest*

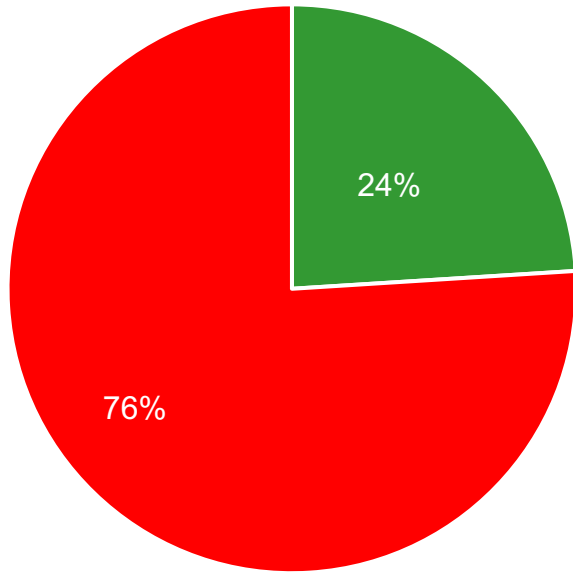
*Staff were friendly enough but seemed over busy.*

*The train was very fully booked on the day that we travelled, so the Club Car was quite busy. At the peak time shortly after departure, we found that the Club Car was quite loud due to the high occupancy.*

Q24d. You rated the ease of finding or getting to the Club Car / the ease of getting a seat / the welcome that you received / feeling comfortable and able to relax / the cleanliness / the quality of the service / the approachability of the staff / the visibility of a crew member / the timeliness of the service / the information that you received about the service available as x, what should Caledonian Sleeper do to improve this rating?

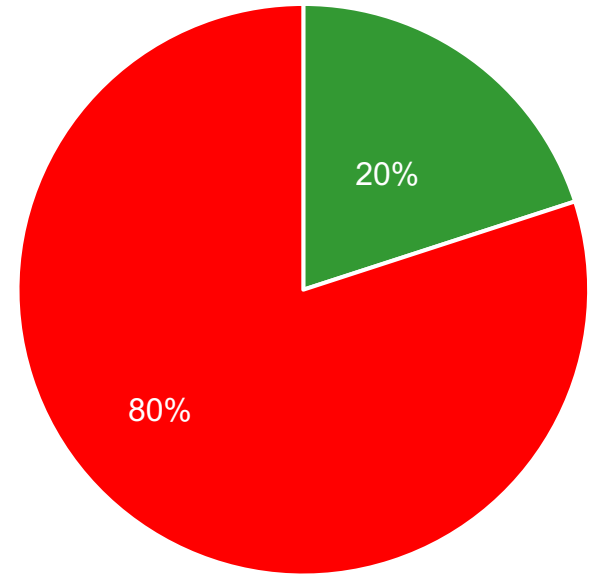


# Ordering food / drinks to seats



*Evening Use*

■ Yes ■ No

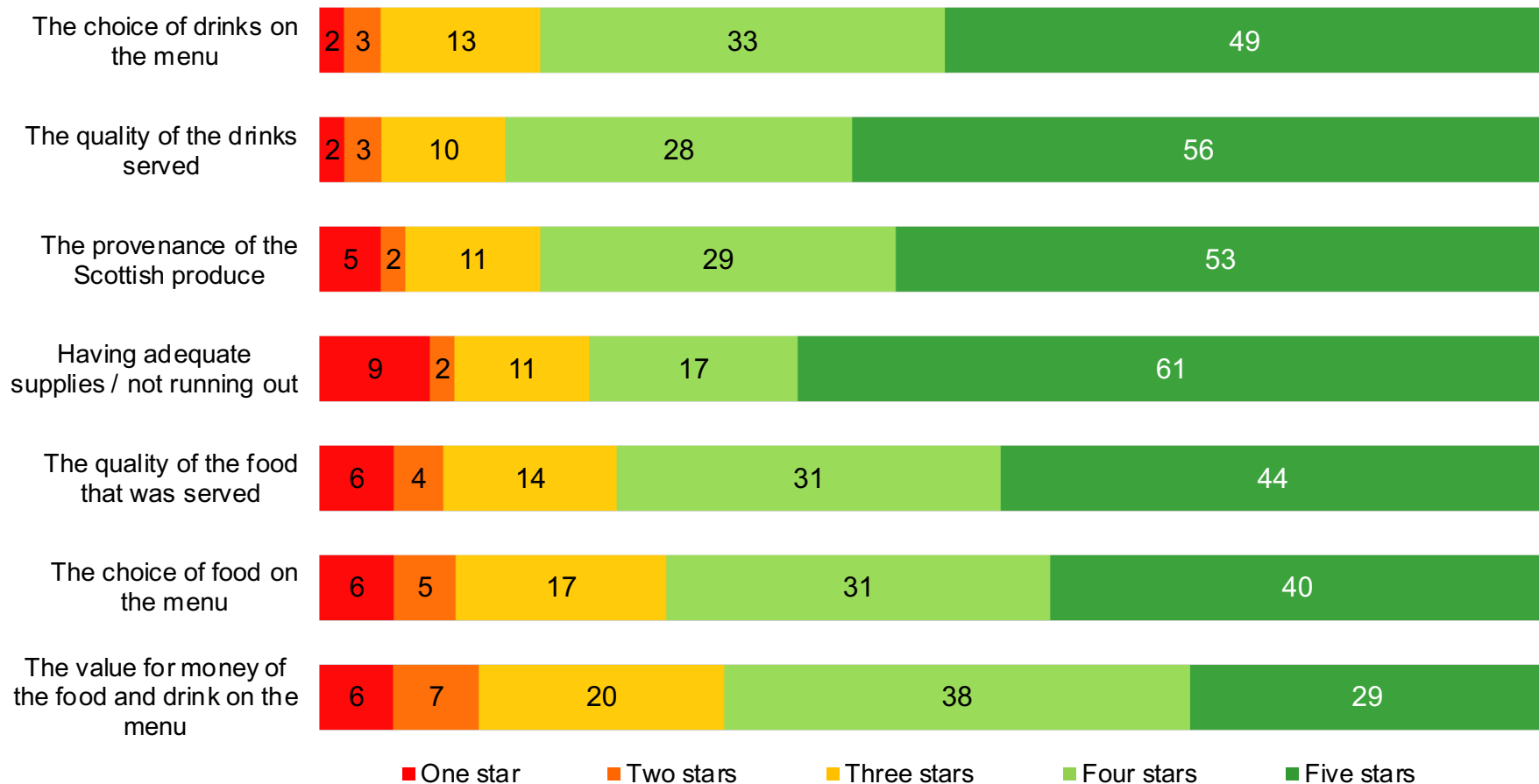


*Morning Use*

Q23a/b. In the evening / morning of your journey on the Caledonian Sleeper, did you order a drink and / or food to be delivered to your seat  
Base: All seated guests (181)



# Rating of the evening service menu



Q25a. Thinking about the food and drink that you received on the evening of your journey, how would you rate the evening service menu in terms of..?  
 Base: All using the evening menu with an opinion (234 - 324)



# Rating of features of the evening service menu – customer comments

*The food quality is not above anything you would find in a Travelodge for example. Given the price of tickets and the apparent aim to be towards the upper end of the market, the quality of food needs to be much better. You would get much better food in business class on an airline for example which would presumably be a similar segment of the market to that which you are targeting.*

*I ate pizza and drank cheap Spanish wine, so it wasn't very Scottish at all - but who cares? It's train food not fine dining.*

*Found the menu and drinks very expensive compared to street shops. I understand it's a captive market as Once you're on the train you're stuck. Perhaps offer a cheaper menu or look at a drink meal package or something.*

*Why was can of still water from Northumberland, Scotland has the finest water in the UK.*

*A better menu, more savoury snacks such as sausage rolls, scotch egg, cheese plate etc*

*Maybe more non-alcoholic beers and lager.*

*I know you have costs to transport and prepare food, but I still thought it was overpriced.*

*The only kind of light meal was basically cheese toasties. It wasn't quite what I was looking for but they were of good quality.*

*Drinks were fine, for the price a complimentary drink would be nice and wouldn't cost you much to offer a glass of wine or something.*

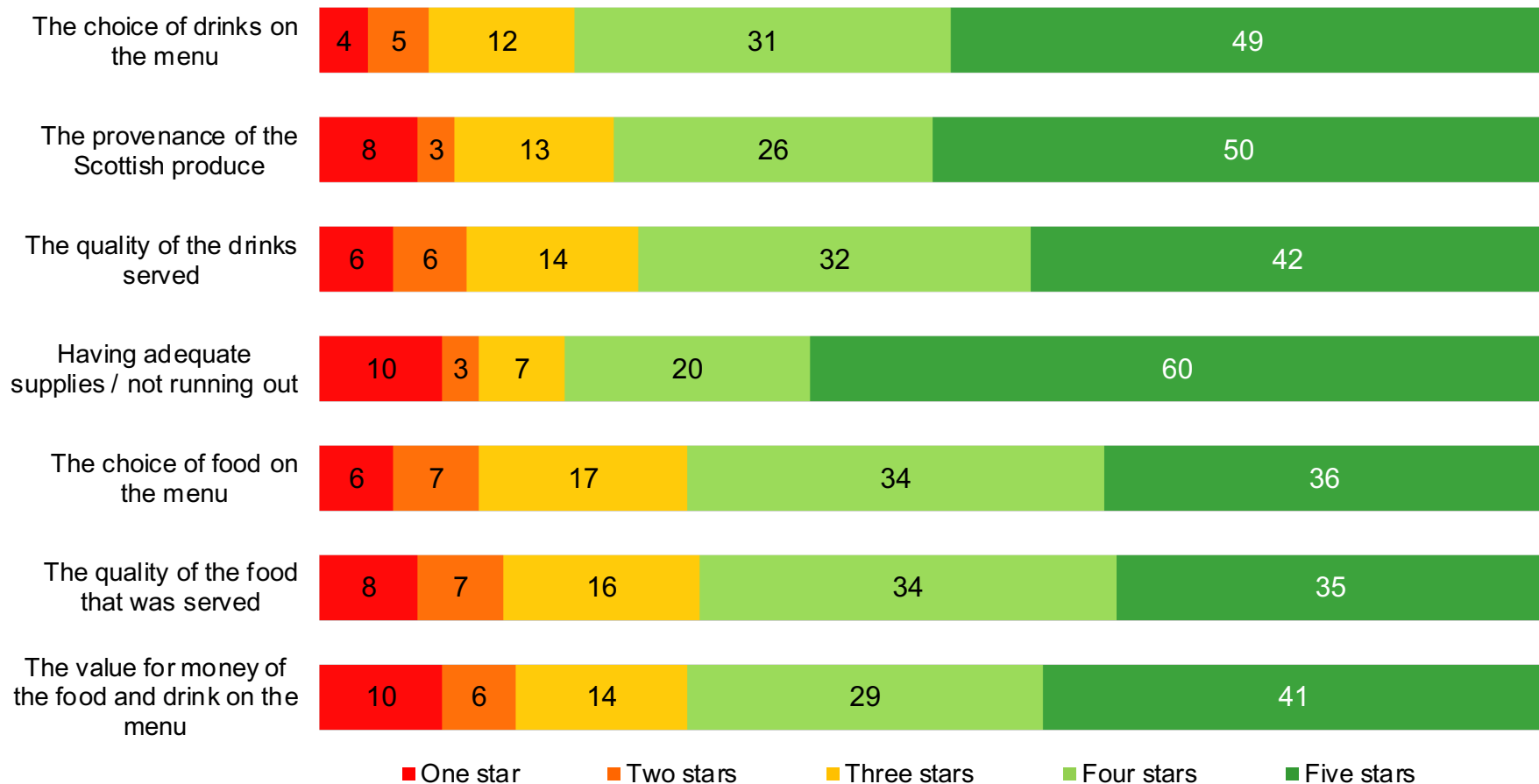
*Whilst we were able to order what we wanted, a number of people were told that supplies of certain items had run out. There weren't that many people using the car either.*

*Although we were not vegans there was no vegan food and one other passenger therefore could not get anything to eat. We were told there was only 1 portion left of the starter there was on the menu - they then found another one, but this is not quality service.*

Q25b. You gave x stars for the choice of food on the menu / the quality of the food that was served / the choice of drinks on the menu / the quality of the drinks served / the providence of the Scottish products / the value for money of the food and drink on the menu / having adequate supplies, what should Caledonian Sleeper do to improve this rating?



# Rating of the breakfast service menu



Q25c. Thinking about the food and drink that you received on the morning of your journey, how would you rate the breakfast service menu in terms of..?  
 Base: All using the morning menu with an opinion (396 - 497)



# Rating of features of the breakfast service menu – customer comments

*The Continental breakfast used to be nice as it included a croissant and granola and yoghurt cereal. But now it doesn't and it has a small pancake which I don't like and a heavy yoghurt which I don't like. Please bring back the croissant and previous breakfast menu.*

*Every part of the Scottish breakfast was poor quality and felt very unhealthy. The food was incredibly salty. The potato pancake thing was unbelievably greasy. The egg was solid not poached. The breakfast was cold when it arrived.*

*The coffee was a coffee bag in hot water. There is no reason that decent coffee machines cannot be used to serve better coffee!*

*More vegan-friendly options would be welcome.*

*As a Classic room customer, the choice of coffee is 'coffee in a bag' and the snack is an oat/fruit bar. It is fine, but not what I would determine to be high quality.*

*The food was poor, disappointing, and in no way representing the branding and marketing we were expecting of a 1st class experience.*

*Serve proper coffee (espresso based, from the Club car, when it's working). Find better quality juice. More bottled water in the room.*

*Didn't feel like a very Scottish breakfast.*

*No tatie scone. No square sausage. No mother's pride. No classic Scottish offerings*

*it's a very expensive service which should include an edible breakfast which I didn't get.*

*No hot water in the morning for hot drinks, had to use disposable cutlery as no washing up facilities*

*There was no hot breakfast not even a hot bacon or sausage bap. Surely a microwaveable option could have replaced the items not available due to a water problem? I am sure this is not a one-off problem so an alternative solution should be put in place to stop such disappointment?*

Q25d. You gave x stars for the choice of food on the menu / the quality of the food that was served / the choice of drinks on the menu / the quality of the drinks served / the providence of the Scottish products / the value for money of the food and drink on the menu / having adequate supplies, what should Caledonian Sleeper do to improve this rating?



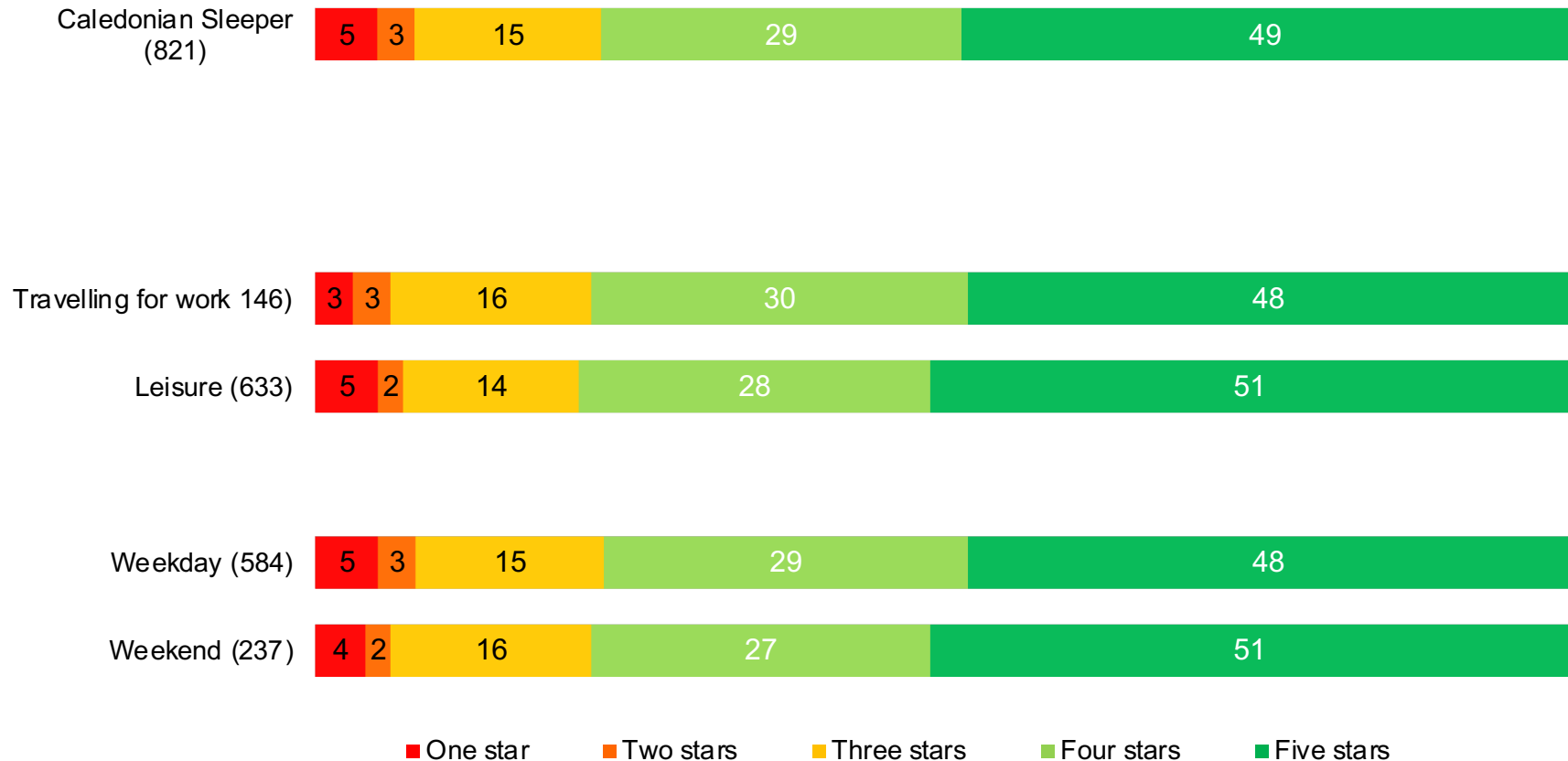
# Caledonian Sleeper

## Arrival



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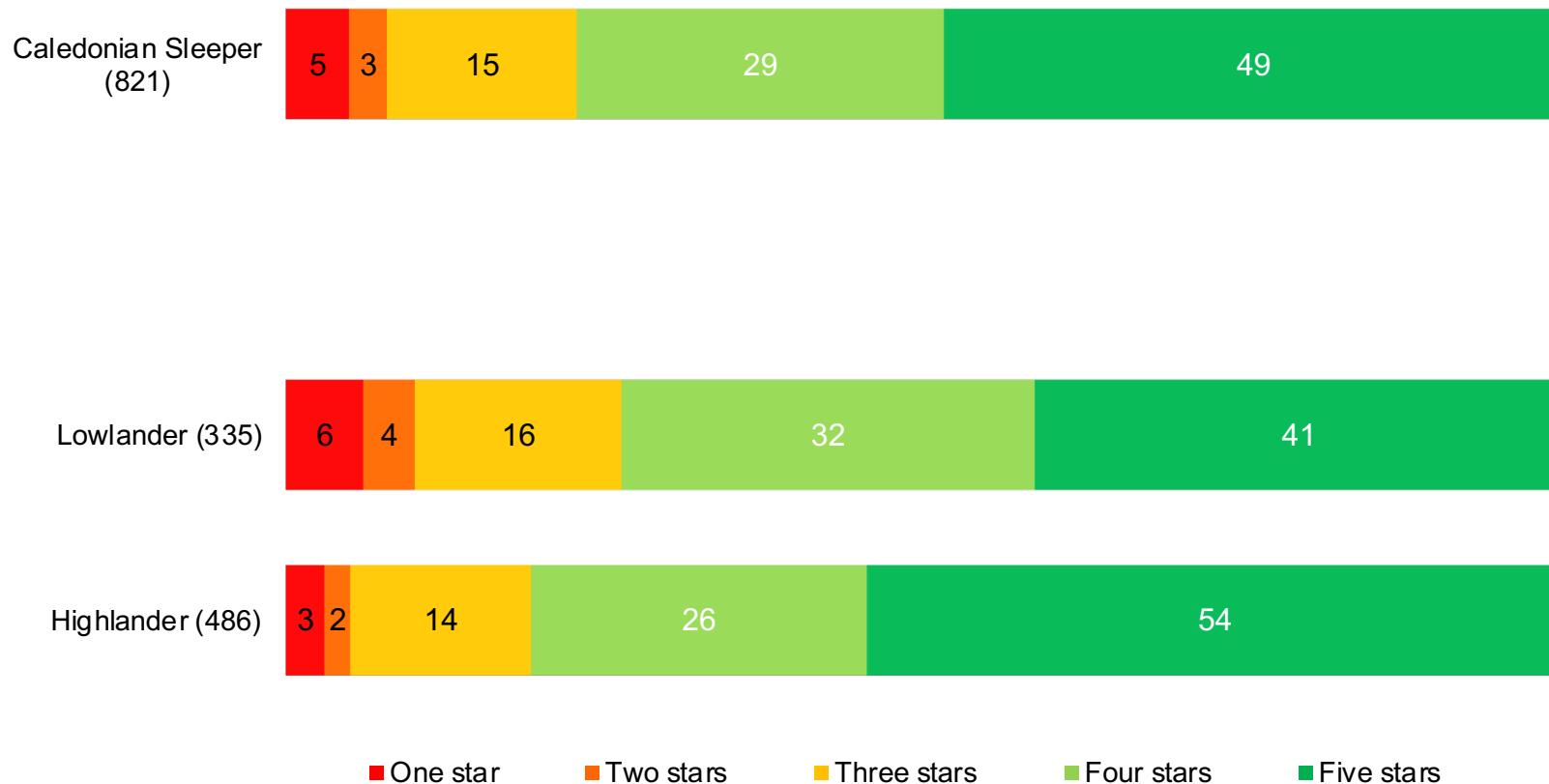
# Overall rating of arrival by passenger group



Q26a. Using stars, how would you rate the experience of arriving at your destination?  
Base: All guests (in brackets above)



# Overall rating of arrival by route



Q26a. Using stars, how would you rate the experience of arriving at your destination?  
Base: All guests (in brackets above)



# Rating of arrival – customer comments

*The booking said be could be on the train until 8 am, at maybe 7.35 am we were told that the doors would be locking in a couple of minutes and we had to get of now. I hadn't arranged for onward travel, but if I had, and then had to sit in the cold train station for 20 minutes, I would not be happy.*

*Tell us what is happening, where to get our bags from, where to leave our keys, not just chat to each other but help an occasional customer.*

*We were due to arrive at the station at 8:45, there were no announcements of it coming up or any announcements at all. When we pulled up to the station earlier than the time, we were very surprised, not fully ready and therefor ended our journey in a massive rush.*

*No announcements. I woke up for my stop by sheer chance. We arrived a good 40 minutes earlier than scheduled.*

*Could have woken us up, we slept in and had to leave in a hurry.*

*We felt like the staff almost threw us off the train, it was hurried and uncomfortable*

*Despite being told during the booking process that you could stay on board until 08:00, I got woken up early by a staff announcement letting me know that we would be arriving early into Kings Cross and that we had to leave the train by 07:30. While an early arrival would be welcomed on any daytime journey, the point of the sleeper train is to allow for sleep. Waking everyone up due to an early arrival and then kicking everyone off the train early is the exact opposite of what I would expect.*

*Dirty dark platform, no signage. Arrived over 75 minutes before time? This is not good! Platform was horrid and dark. Did not feel safe at all.*

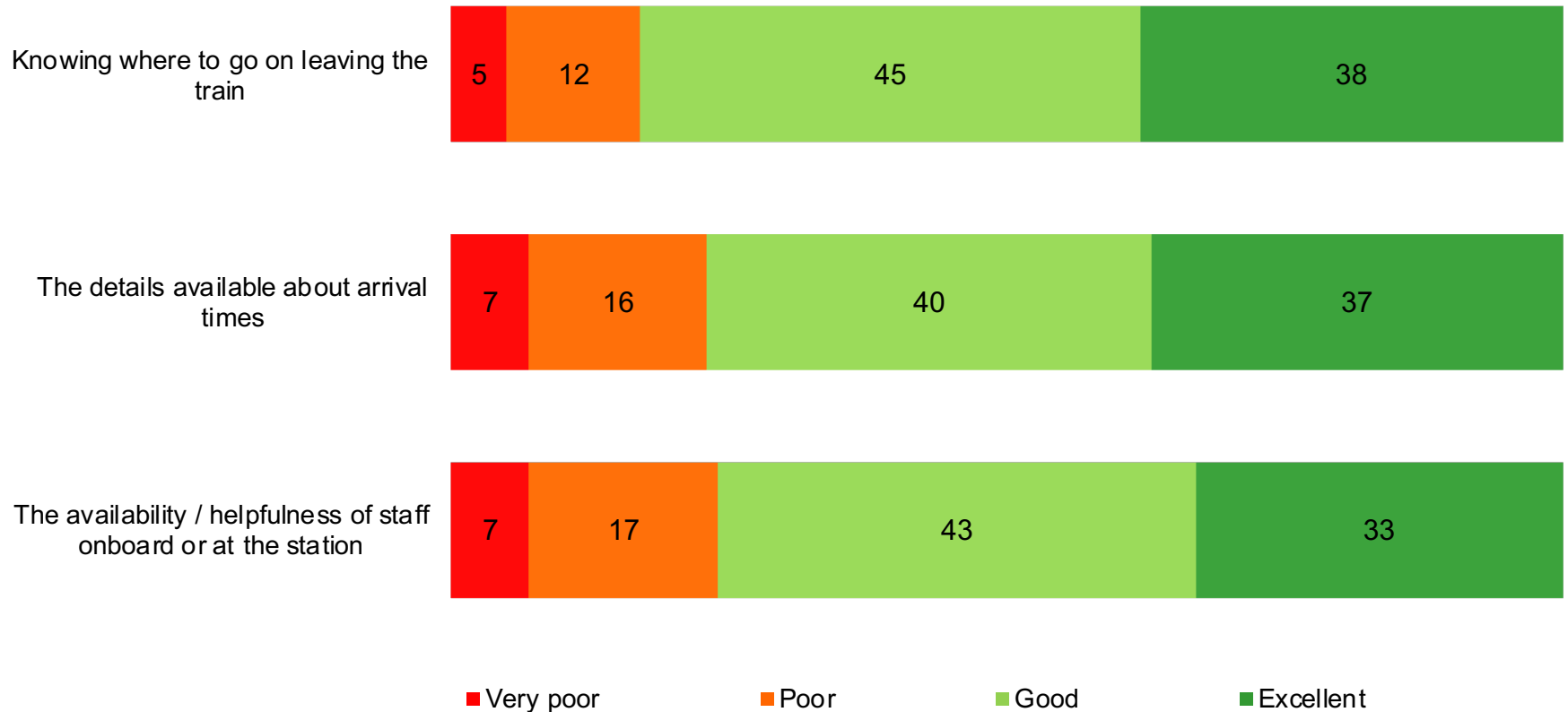
*We were again abandoned. No staff anywhere in the train or at the gate line. No clue if we should have handed back our key (we didn't as there was nobody to give it to). We arrived at 6.30 when the arrival on the sparse info on your website seemed to say 7.15 - is this normal? I don't know. When should we leave the train? Where is the lounge? No idea, we were left to find out.*

*There was an indistinct announcement through the speaker system about an hour before we arrived. No one knocked on my door until after we arrived when a woman banged on the door and shouted 'room check'. I felt guilty for still being in my room and was told curtly that I needed to be on the platform for 8am (which I knew)*

Q26b. What could Caledonian Sleeper do to improve the experience of arriving at the destination?  
Base: All guests rating the experience of arriving at 1 or 2 stars (60)



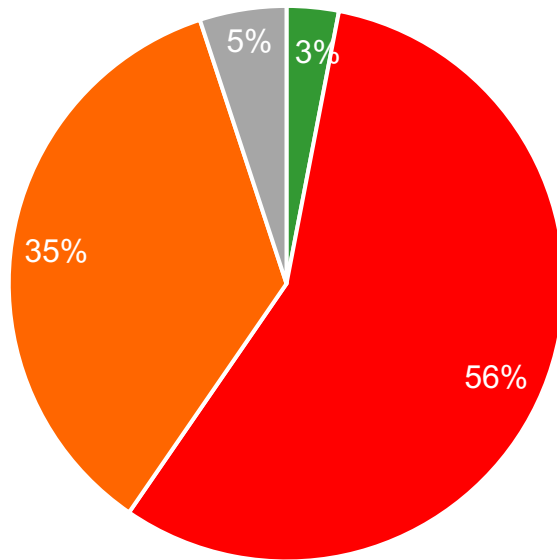
# Rating of features of arrival



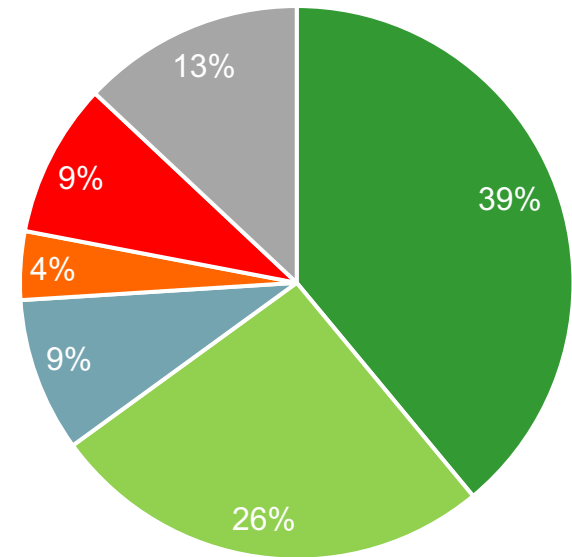
Q26c. Thinking about your arrival in x in the morning, how would you rate..?  
Base: All guests (821)



# Use of shower



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



- Very satisfied
- Fairly satisfied
- Neither / nor
- Fairly dissatisfied
- Very dissatisfied
- I don't know

Q28a. Did you use the shower facilities at the station in x on arrival that morning? Q28b. How satisfied or dissatisfied were you with the shower facilities in x?  
Base: All travelling to Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (729). All who used the shower facilities at the station (23) \*caution – low base



# Satisfaction with shower on arrival – customer comments

*Better heating if possible.*

*Not enough room in the cubicle (lucky we are slim and small). Shower pressure pathetic.*

*The shower was not very clear. The hairdryer was broken. The man at the Glasgow Central showers said that I had to pay for them (I'd been told on boarding that I could have one for free). He took cash only and exact change only, so it took ages to get cash out, break a note, and go back with the right change. Need more information for passengers about the shower situation at Glasgow Central.*

Q28c. What could Caledonian Sleeper do to improve the shower facilities in x?

Base: All guests who were very / fairly dissatisfied with the shower facilities on arrival (3)



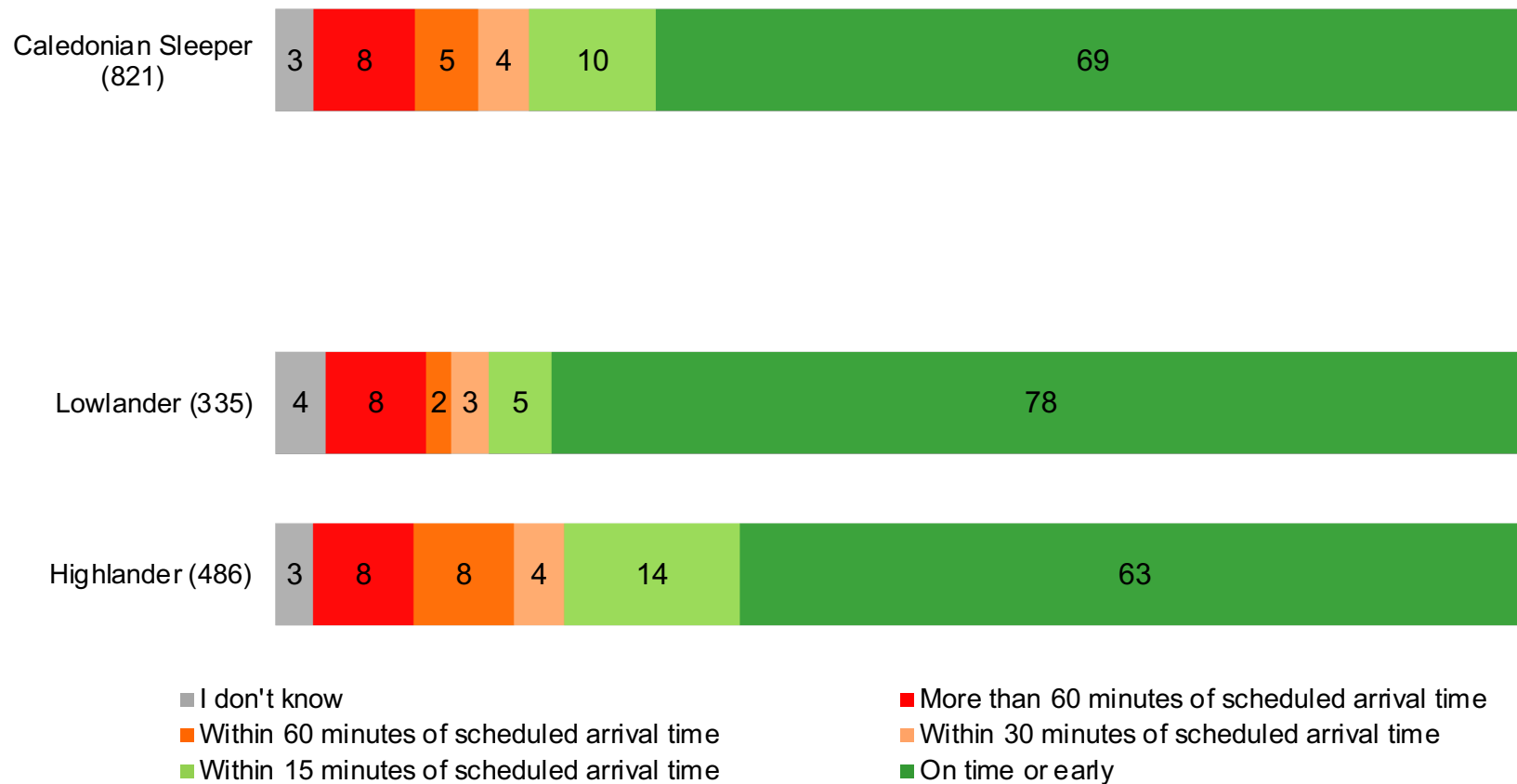
# Caledonian Sleeper

## Delay



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# Punctuality of service by route



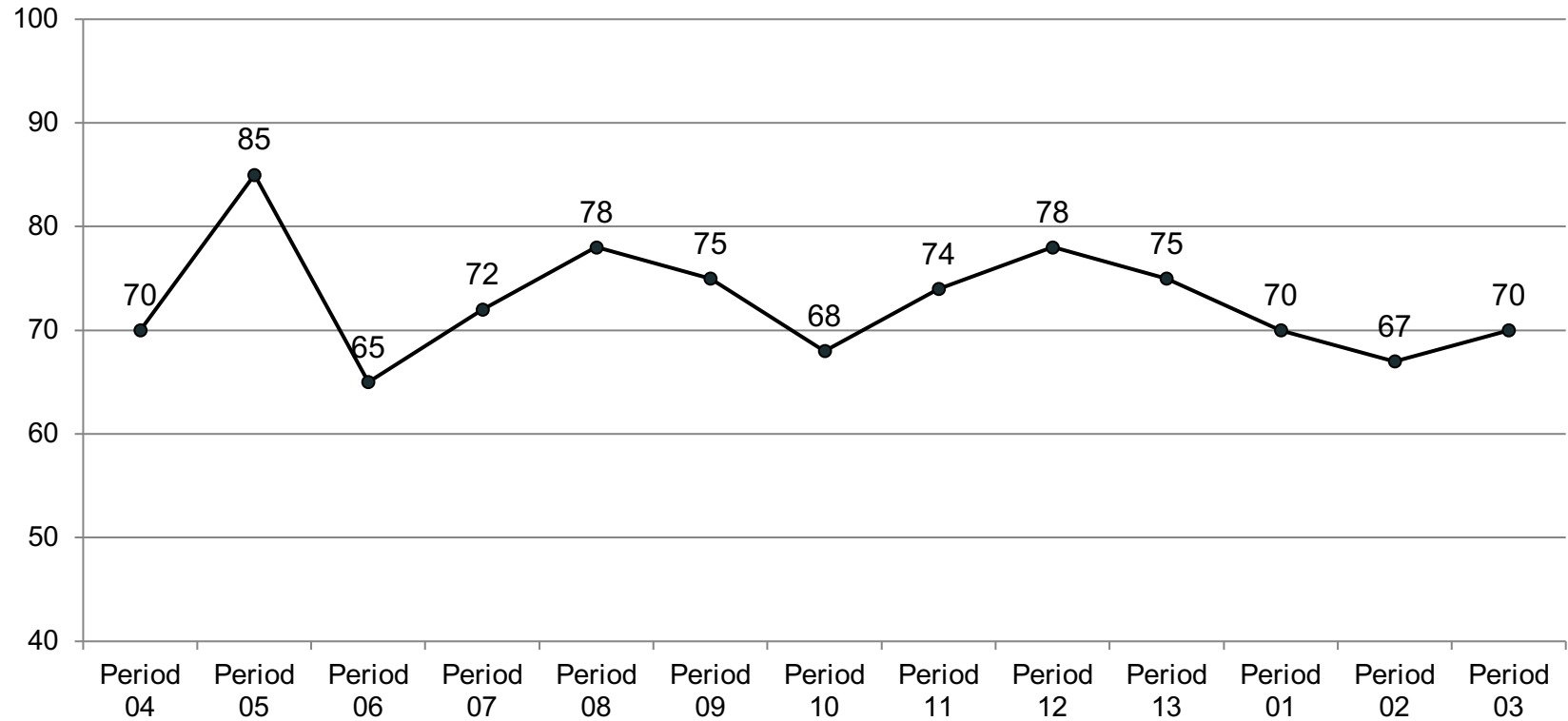
Q27d. Did your train arrive on time?  
Base: in brackets above



# Punctuality of service - trend

*Rating of experience*

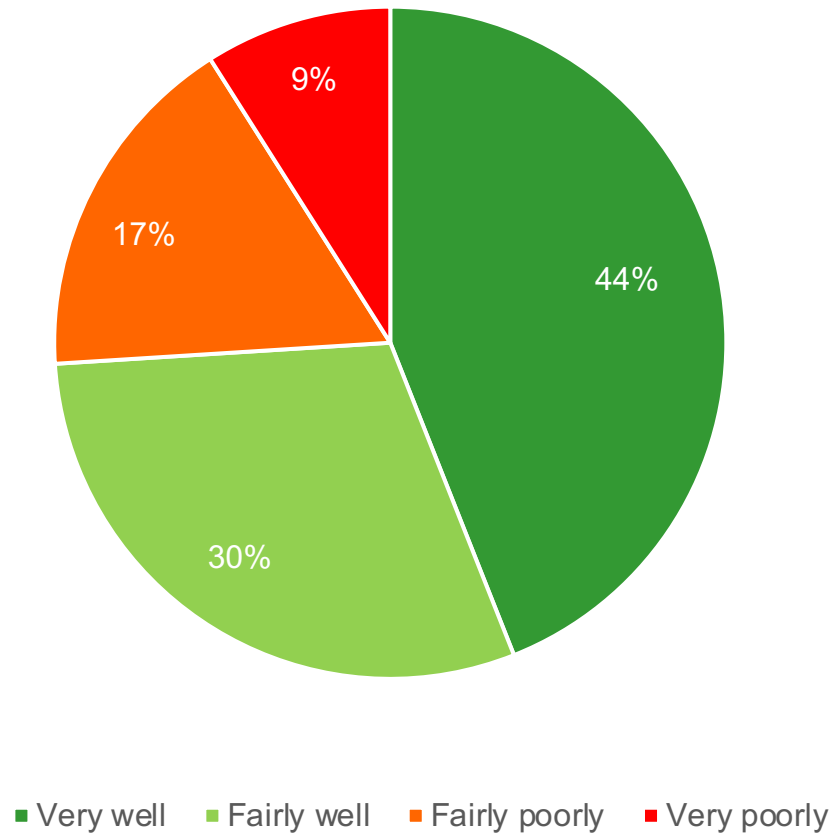
*Trend: On time or early*



Q27d Did your train arrive on time?



# How well delay was dealt with



Q27e. 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 (225)



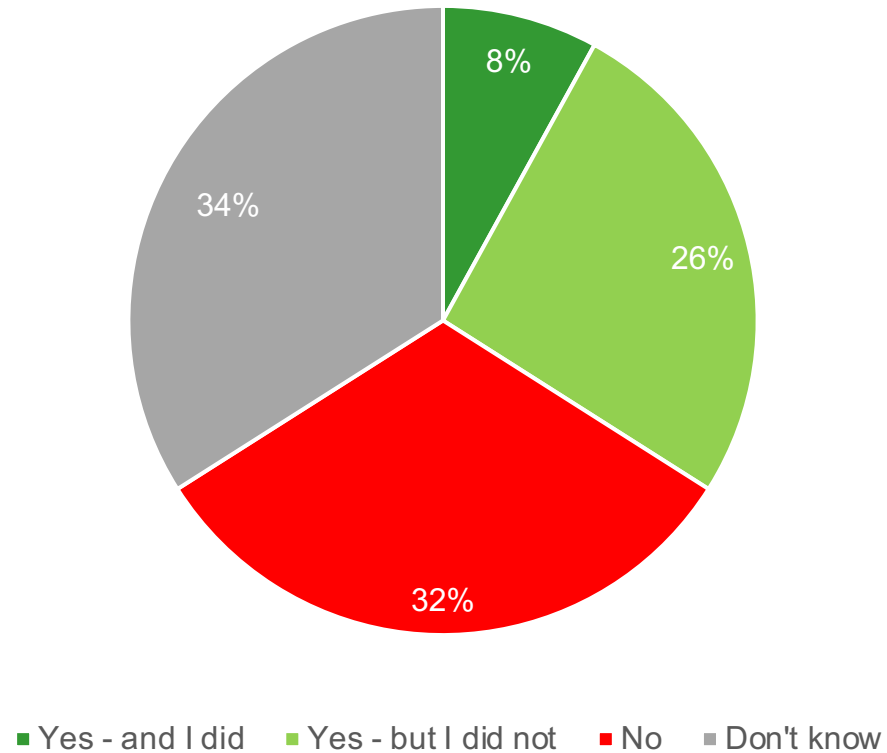
# Caledonian Sleeper

## Use of customer lounge at arrival station



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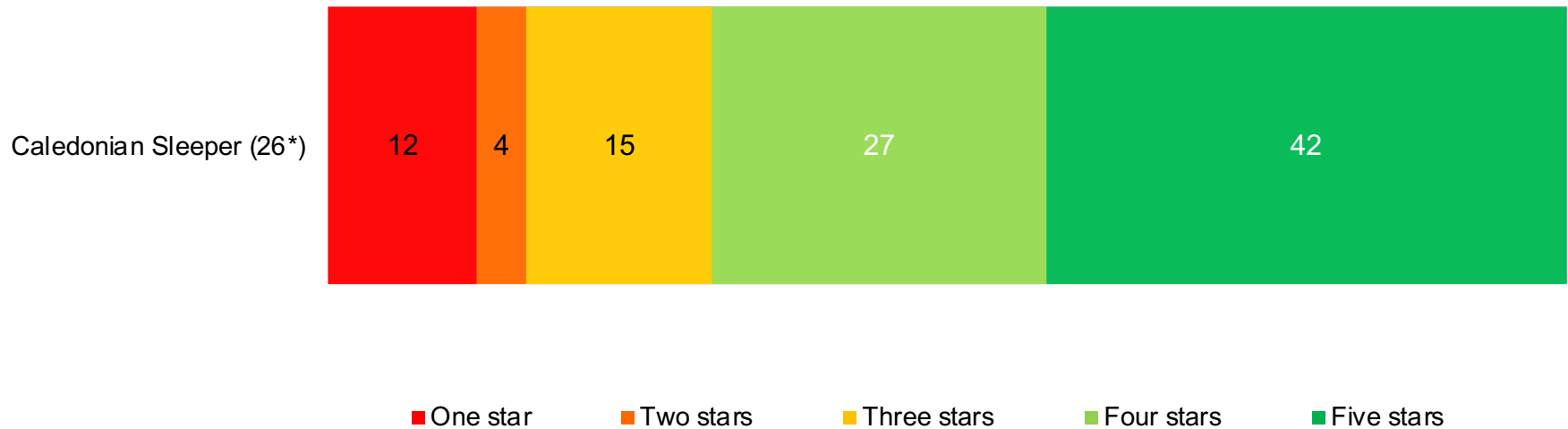
# Use of customer lounge



Q29. Were you entitled to use the customer lounge at the station in x?  
Base: All arriving at Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (728)



# Rating of experience of using the lounge on arrival in Aberdeen, Edinburgh, Fort William or Glasgow

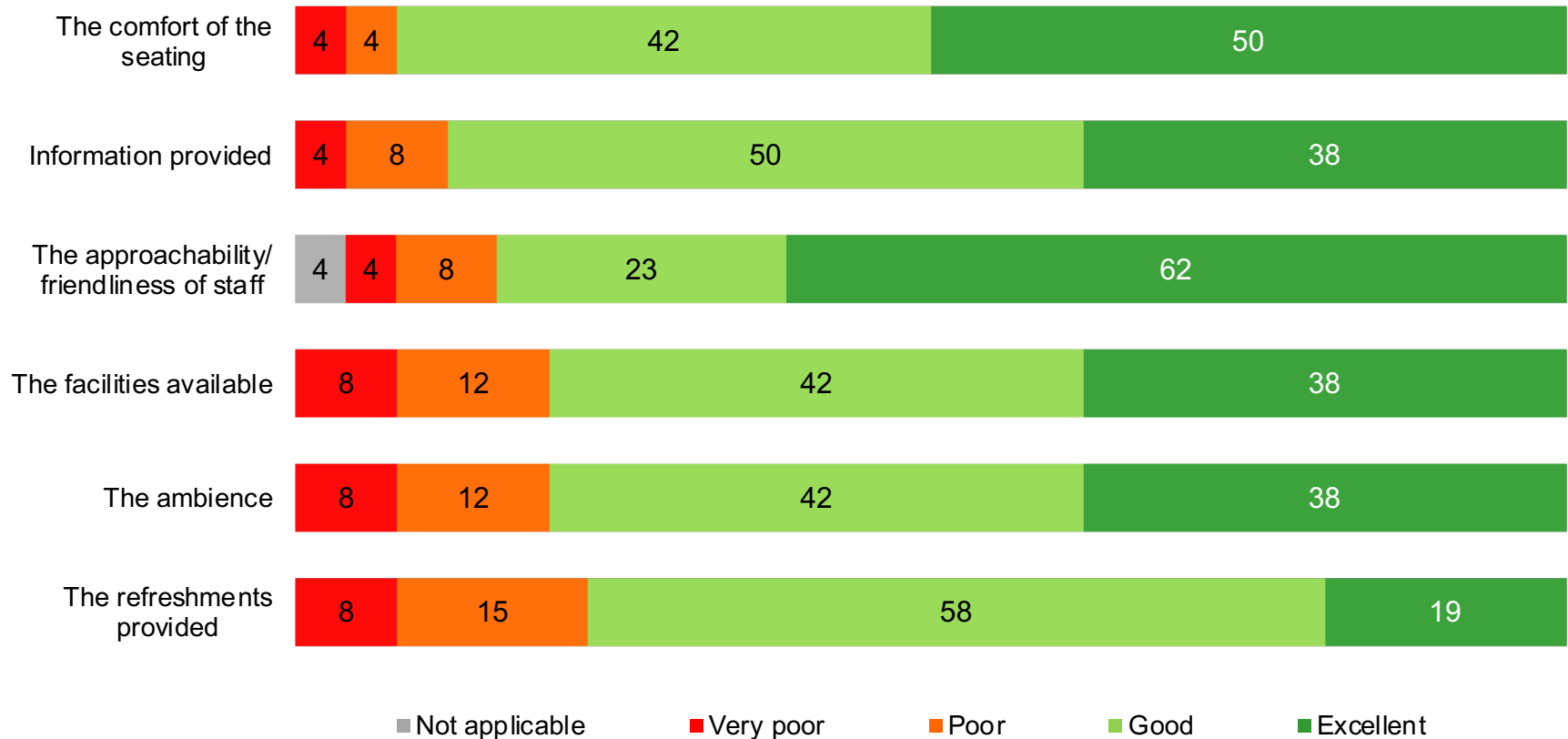


Q30a. How many stars would you rate the overall experience of using the lounge at the station in x?

Base: All those using the lounge at the arrival station in Aberdeen / Edinburgh / Fort William / Glasgow (in brackets above \*caution – low base).



# Rating of customer lounge at the station in Aberdeen, Edinburgh, Fort William and Glasgow

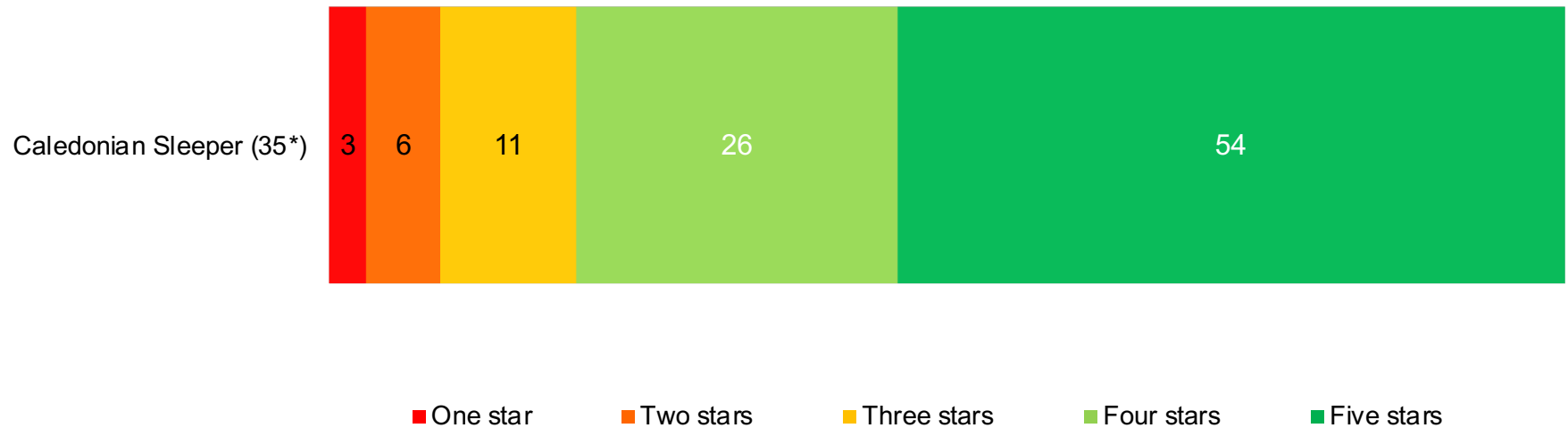


Q30b. Thinking about your experience in the lounge at the station in x, how would you rate...?

Base: All who used the customer lounge on arrival at Aberdeen / Edinburgh / Fort William / Glasgow (26 \*caution – low base)



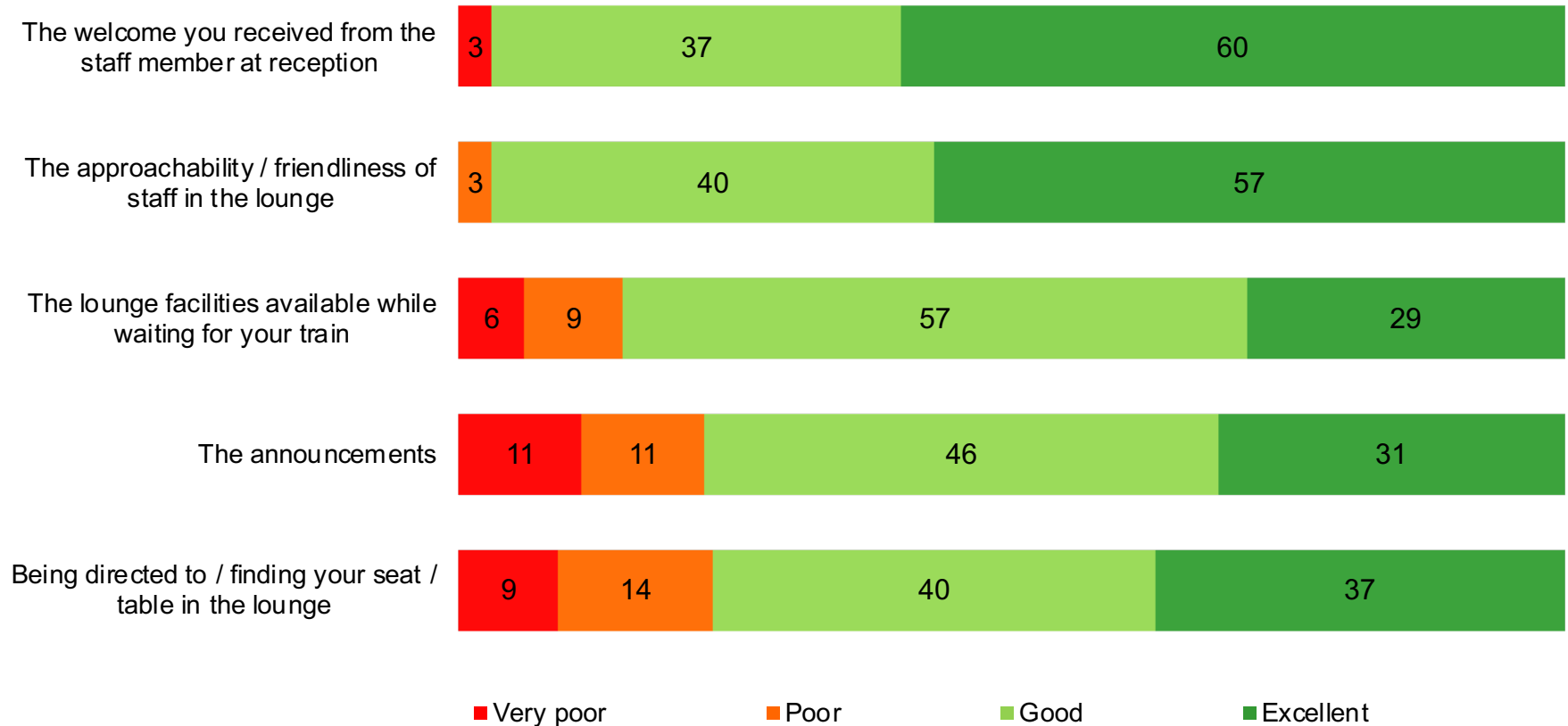
# Rating of experience of using the lounge on arrival in London



Q30c. How many stars would you rate the overall experience of using the lounge at the station in London?  
Base: All those using the lounge at the arrival station in London (in brackets above \*caution – low base).



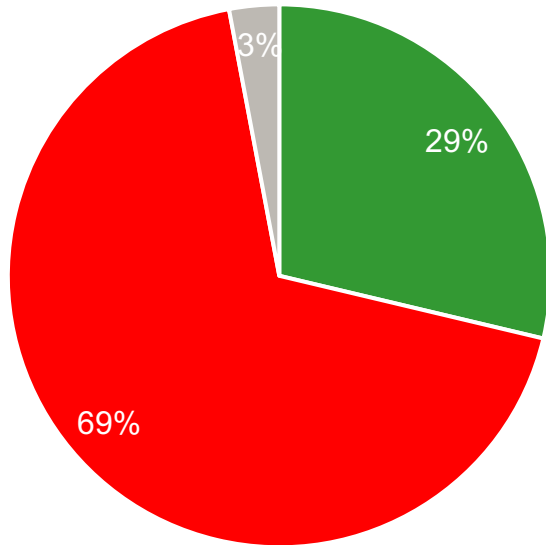
# Rating of customer lounge at the station in London



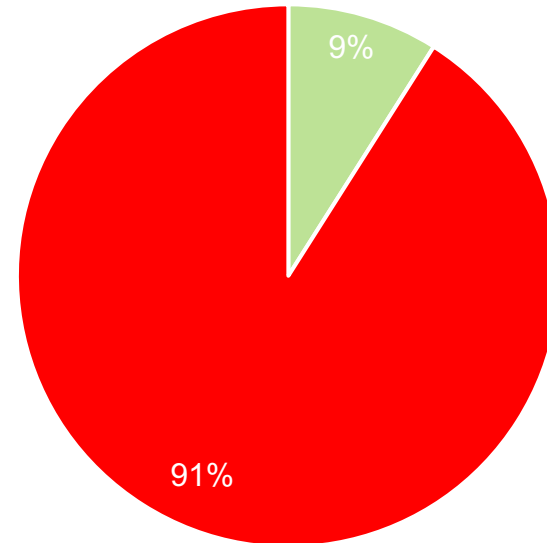
Q30d. Thinking about your experience in the lounge at the station in London, how would you rate..?  
Base: All who used the customer lounge on arrival in London (35 \*caution – low base)



# Lounge crowdedness and use of lounge catering



■ Yes ■ No ■ Don't know



■ Order both a drink and a breakfast  
■ Order a breakfast only  
■ Order a drink only  
■ None of the above

Q30e. Was the lounge crowded when you arrived? Q30f. In the lounge at the departure station in London did you use the evening menu to..?  
Base: All who used the customer lounge in London (35 \*caution – low base)



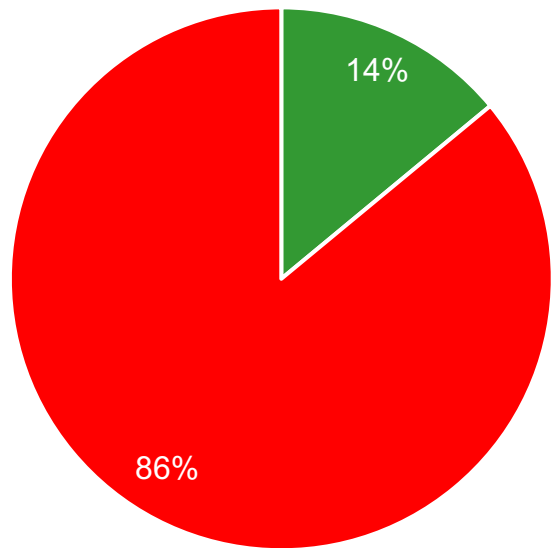
# Caledonian Sleeper

## Facilities for those with a disability or illness

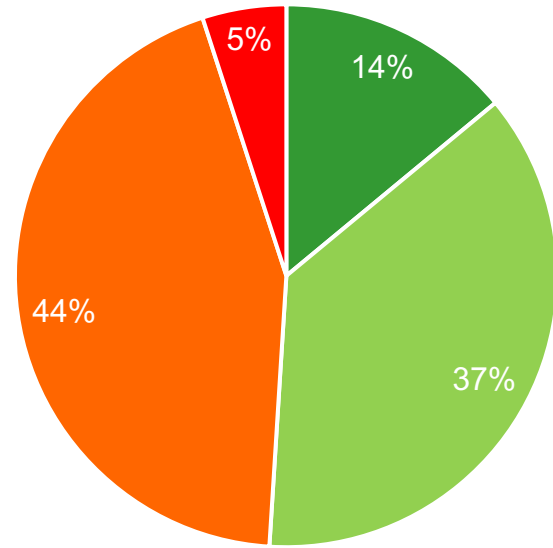


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# Agreement that Caledonian Sleeper provides a services which addresses accessibility needs



■ Yes      ■ No



■ Strongly agree    ■ Agree    ■ Disagree    ■ Strongly disagree

Q39. Do you face any accessibility barriers that impact on your ability to travel on the Caledonian Sleeper? Q40. To what extent do you agree or disagree that the Caledonian Sleeper provided a service which addressed the accessibility barriers that you face?  
Base: All those who face an accessibility barrier that impacts on their ability to travel on the Caledonian Sleeper (63\*) \*caution – low base



# Providing a service that addresses accessibility issues

## – customer comments

*Make lounges available to all. The Sleeper leaves late and somewhere safe and comfortable to wait for some time is particularly important for people who are less able. At London Euston in particular, you have to walk down a large ramp and some stairs before being told that you can't use the lounge unless you have a particular ticket and then having to walk all the way back up again. The lack of legroom on the train itself is also a problem for anyone with pain issues.*

*Make the club accommodation more suited to people with assistance issues. The static ladder on the bunk beds make it impossible for someone with leg issues to get in or out of the lower bunk. The lack of a space around the double bed make it impossible for the second person to get off the bed for the toilet without waking up the first!*

*We struggled to access the top bunk. We were offered a high stool for breakfast. It was changed for us a little reluctantly.*

*Hearing difficulties - the speaker doing announcements was not useful being so muffled  
Social anxiety- staff and their attitude along with that people walking loudly through cabin.*

*With a hearing loss I was unable to access any of the communications over the speakers during travel. This was partly due to poor sound quality and partly due to background noise. I had not anticipated this, or I might have spoken to someone, but I did feel I was guessing what might have been communicated which left me a little uncertain.*

*I am autistic and have ADHD, so sensory issues are very real for me. Also have mobility issues, so seats that adjust better would be desirable. Also, offer pillows and cushions for seat passengers for comfort - the seats are very sore on the body.*

*I'm hard of hearing so I prefer visual information. I don't remember seeing information boards anywhere. I asked if I wasn't sure but would have been better to see information boards.*

*It is a challenge to make the booking, despite the option being on Trainline. They do not guarantee a wheelchair space, booking is down to already knowing work-arounds, it is not easy at all. Then on top there is need to book passenger assistance, then problems boarding. It feels like they don't want wheelchairs on.*

*Aid passengers that have mobility issues! At least four staff let me struggle to board and did not even tell us where our coach was! More concerned with gossiping amongst themselves. Access is poor for people with issues and or disabilities like myself.*

Q41. What could Caledonian Sleeper do to better address the accessibility barriers that you face?

Base: All those who disagree that Caledonian Sleeper provided a service which addressed their accessibility need (31)



# Caledonian Sleeper

## Appendix



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# Sample profile – journey details

| Sample size                     | 821<br>% | Sample size                                                                | 821<br>% | Sample size                                                               | 889<br>% |
|---------------------------------|----------|----------------------------------------------------------------------------|----------|---------------------------------------------------------------------------|----------|
| <b><u>Journey Purpose</u></b>   |          | <b><u>Return journey mode</u><br/>(those making outward journey)</b> (598) |          | <b><u>Why not Caledonian Sleeper</u></b> (508)                            |          |
| Business                        | 12       | Caledonian Sleeper                                                         | 39       | The Caledonian Sleeper was not available to book                          | 5        |
| Business / Leisure mix          | 6        | Daytime train                                                              | 34       | The Caledonian Sleeper was fully booked at the times I wanted to travel   | 7        |
| Main holiday                    | 25       | Plane                                                                      | 15       | The times that the Caledonian Sleeper trains were running did not suit me | 30       |
| Short break                     | 39       | Coach                                                                      | 1        | The cost of using the Caledonian Sleeper was too expensive                | 23       |
| Visiting friends or relatives   | 13       | Own Car                                                                    | 2        | Other reason                                                              | 46       |
| Trade travel                    | >1       | Hire car                                                                   | 1        |                                                                           |          |
| Prefer not to say               | 5        | Other                                                                      | 5        |                                                                           |          |
|                                 |          | Don't know                                                                 | 3        |                                                                           |          |
| <b><u>Accommodation</u></b>     |          | <b><u>Outward journey mode</u><br/>(those making return journey)</b> (221) |          | <b><u>Accommodation type</u></b>                                          |          |
| Seat                            | 22       | Caledonian Sleeper                                                         | 28       | 1 <sup>st</sup> class                                                     | 45       |
| Room                            | 26       | Daytime train                                                              | 49       | Standard                                                                  | 30       |
| En-suite room (with shower)     | 50       | Plane                                                                      | 14       | Seated                                                                    | 25       |
| Accessible room                 | 2        | Coach                                                                      | >1       | <b><u>Party size</u></b>                                                  |          |
| <b><u>Journey direction</u></b> |          | Own Car                                                                    | 2        | Single traveller                                                          | 54       |
| Outward                         | 73       | Hire car                                                                   | 2        | Two people                                                                | 40       |
| Return                          | 27       | Other                                                                      | 5        | Three or more people                                                      | 6        |
| One way                         | -        |                                                                            |          |                                                                           |          |



# Sample profile – journey details

| Sample size                               | 821<br>% | Sample size               | 821<br>% | Sample size                                          | 821<br>% |
|-------------------------------------------|----------|---------------------------|----------|------------------------------------------------------|----------|
| <b><u>Travel to departure station</u></b> |          | <b><u>Service Day</u></b> |          | <b><u>Frequency of use</u></b>                       |          |
| Train                                     | 42       | Weekday                   | 71       | First journey on the Caledonian Sleeper              | 8        |
| Underground/ Tram/ Subway                 | 25       | Weekend                   | 29       | Between 2 and 5 times                                | 22       |
| Bus/ Coach                                | 8        | <b><u>Direction</u></b>   |          | More than 5 but less than ten times                  | 27       |
| Taxi                                      | 12       | Northbound                | 63       | More than ten times                                  | 25       |
| Own car/ Dropped off                      | 12       | Southbound                | 37       | Don't know                                           | 13       |
| Hire car                                  | 3        | <b><u>Train Type</u></b>  |          | <b><u>How heard about the Caledonian Sleeper</u></b> |          |
| On foot                                   | 18       | Highlander                | 59       |                                                      | (482)    |
| Bicycle                                   | 2        | Lowlander                 | 41       | From friends / family                                | 30       |
| Other                                     | 3        | <b><u>Crew</u></b>        |          | Instagram                                            | 4        |
| <b><u>Travel from arrival station</u></b> |          | Aberdeen                  | 6        | X                                                    | >1       |
| Train                                     | 33       | Edinburgh                 | 9        | Tik-Tok                                              | 1        |
| Underground/ Tram/ Subway                 | 12       | Fort William              | 8        | YouTube                                              | 5        |
| Bus/ Coach                                | 9        | Glasgow                   | 10       | LinkedIn                                             | >1       |
| Taxi                                      | 13       | Inverness                 | 18       | Facebook                                             | 3        |
| Own car/ Dropped off                      | 9        | London                    | 49       | Google search                                        | 38       |
| Hire car                                  | 8        |                           |          | In-station promotion                                 | 4        |
| On foot                                   | 29       |                           |          | Competition                                          | >1       |
| Bicycle                                   | 3        |                           |          | Other                                                | 28       |
| Other                                     | 5        |                           |          |                                                      |          |



# Sample profile – journey details

| <i>Sample size</i>           | <i>821<br/>%</i> |
|------------------------------|------------------|
| <b><u>Age</u></b>            |                  |
| 16-34                        | 9                |
| 35-54                        | 32               |
| 55+                          | 55               |
| Not stated                   | 3                |
| <b><u>Gender</u></b>         |                  |
| Male                         | 48               |
| Female                       | 47               |
| Non-binary / Not stated      | 5                |
| <b><u>Working status</u></b> |                  |
| Full time                    | 57               |
| Part time                    | 13               |
| Not working                  | 2                |
| Retired                      | 22               |
| Student                      | 2                |
| Not stated                   | 4                |
| <b><u>Residence</u></b>      |                  |
| UK                           | 78               |
| Non-UK                       | 22               |

| <i>Sample size</i>                        | <i>821<br/>%</i> |
|-------------------------------------------|------------------|
| <b><u>Disability or Illness</u></b> (63)  |                  |
| Vision                                    | 3                |
| Hearing                                   | 17               |
| Mobility                                  | 60               |
| Dexterity                                 | 14               |
| Poor memory                               | 5                |
| Mental health                             | 14               |
| Respiratory impairment                    | 17               |
| Neurodiverse                              | 16               |
| Other                                     | 22               |
| Prefer not to say                         | -                |
| <b><u>Booked Passenger Assistance</u></b> |                  |
| Yes                                       | 2                |
| No                                        | 98               |



# 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 13<sup>th</sup> 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 first quarter of fieldwork for the year 2026/27, combining Rail Periods 01, 02 and 03.

**Fieldwork for quarter 1 2026/27 took place between 2 April and 5 July 2026.** This covered journeys made between 1 April and 27 June 2026.

**821 questionnaires were completed in total.**



# Caledonian Sleeper

## Quarterly Report

Quarter 1, 2026/27

Rail Periods 01, 02, and 03



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