Dashboard Report

Period 08 2026/27

18th October – 15th November 2026

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CALEDONIAN SLEEPER

Caledonian Sleeper Passenger Satisfaction

Rail Period 08: 18th October – 15th November 2026

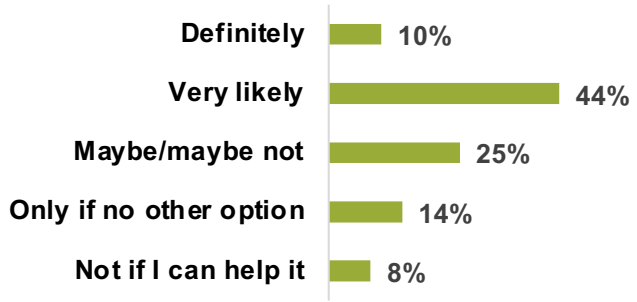
Overall journey experience

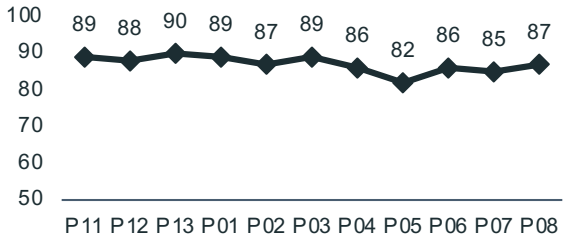


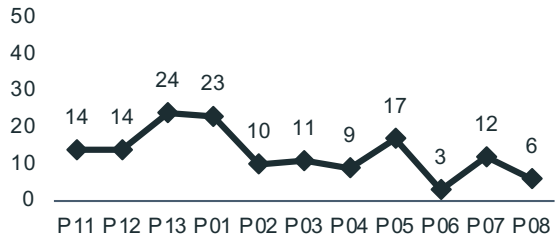
Net Promoter Score

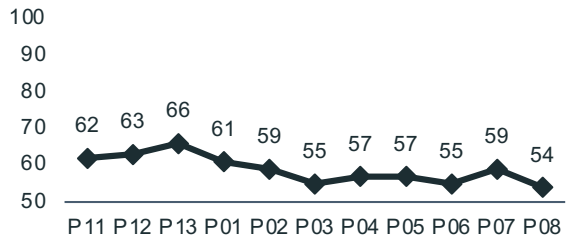


Likelihood of future use









Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	84%	90%
Net Promoter Score	-2	14
Future Use	49%	59%
Room Rating	87%	91%
Club Car Rating	94%	93%

Sample size: 211 (Lowlander 104, Highlander 107). Guests in a room: 157. Users of the Club Car: 78)

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