



Group Flights

Conducted by YouGov on behalf of Civil Aviation Authority

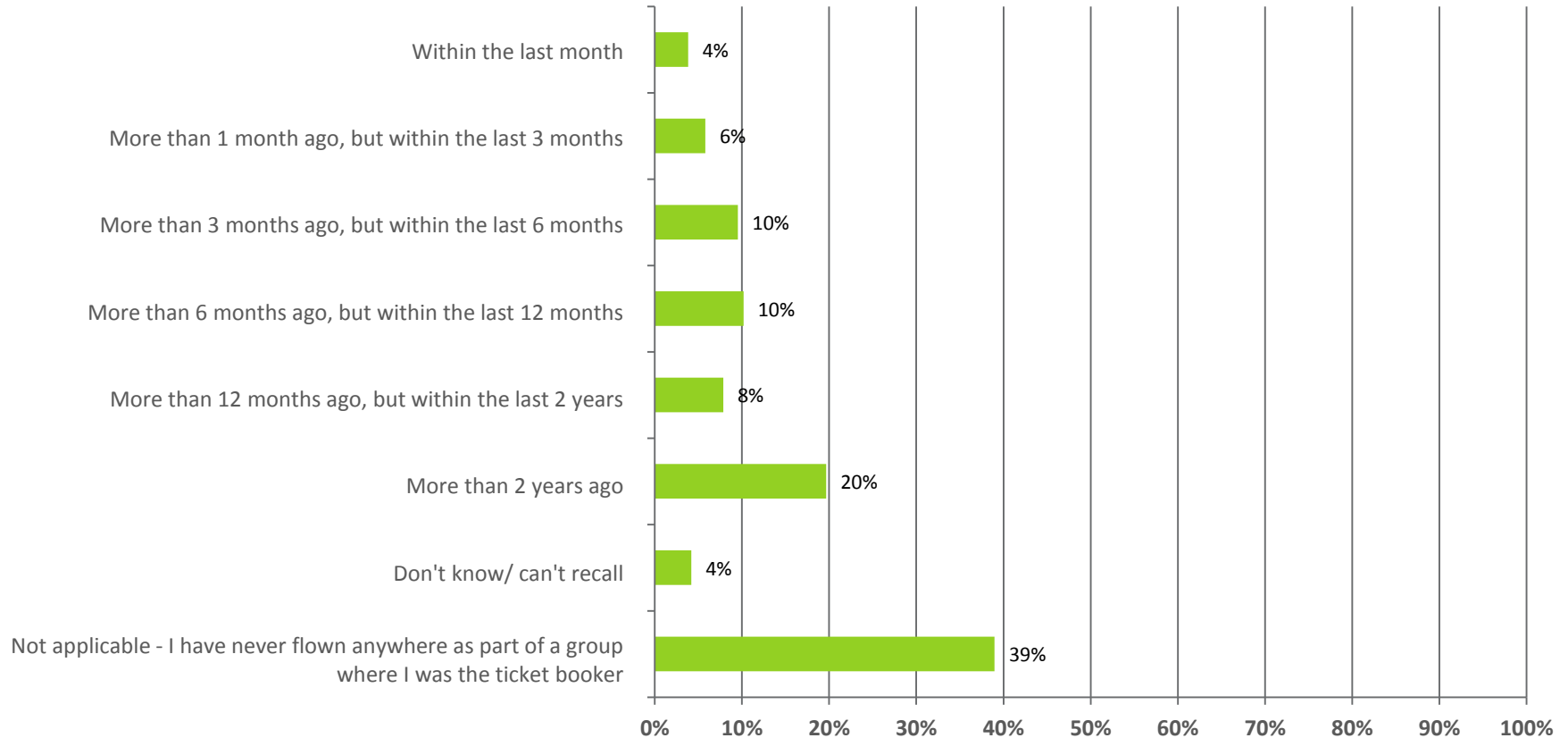
Fieldwork Dates: 28th December 2017 - 9th January 2018



Group Flights

ACF_Q1. For the following question, by "fly as part of a group", we mean flying anywhere (i.e. inside or out of the UK) with more than one person (e.g. with a partner, friends, family, colleagues, etc.) AND having booked the tickets together as one transaction. This can be flying for business or leisure, and includes flights booked within package holidays or on their own.

When, if ever, did you LAST fly anywhere as part of a group where you personally booked the tickets? (Please select the option that best applies. If you are unsure, please give your best estimate)



Base: All GB adults (14716)

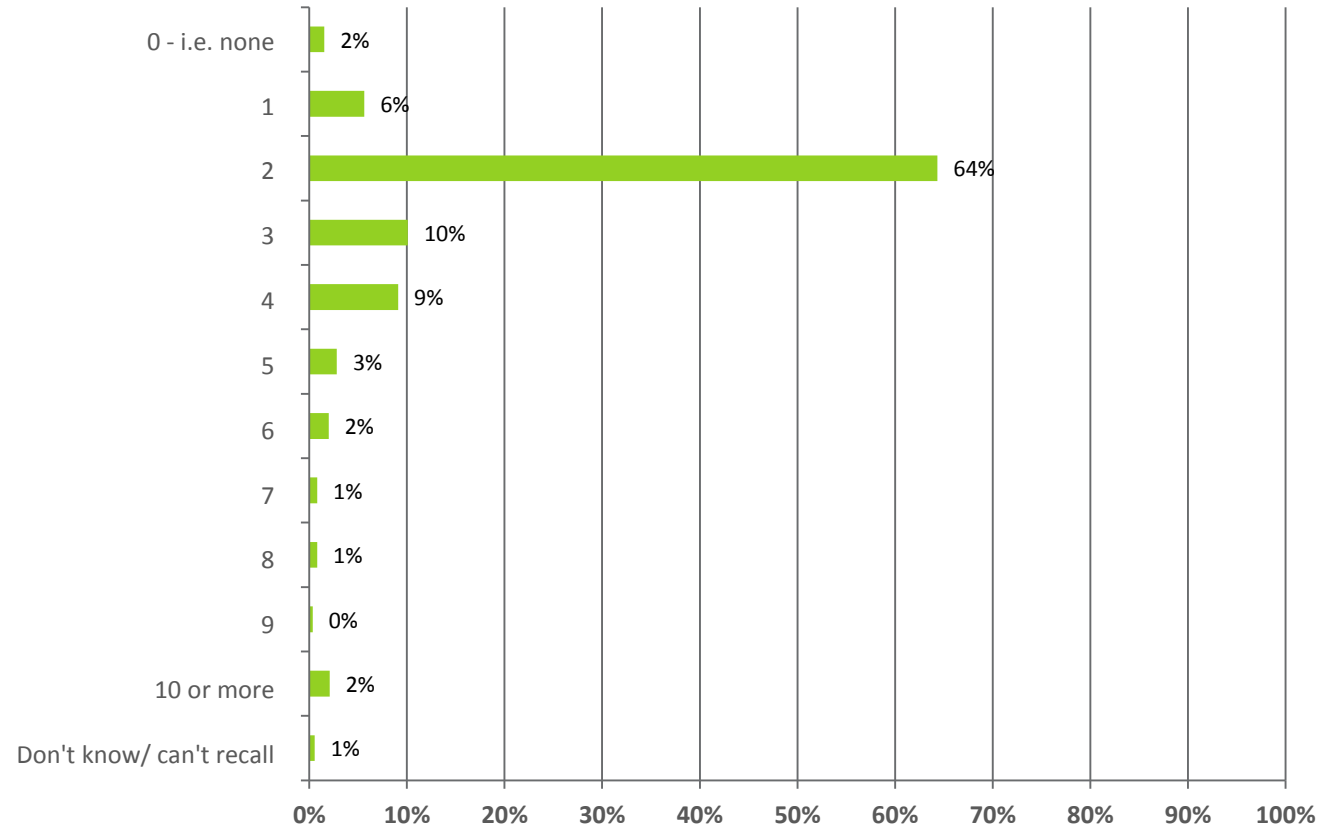


Group Flights

ACF_Q2_4. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

Including yourself, how many, if any, of each of the following types of people were in the group that you booked for? (Please select one option in each column)

- Adult(s) aged 17 years or older

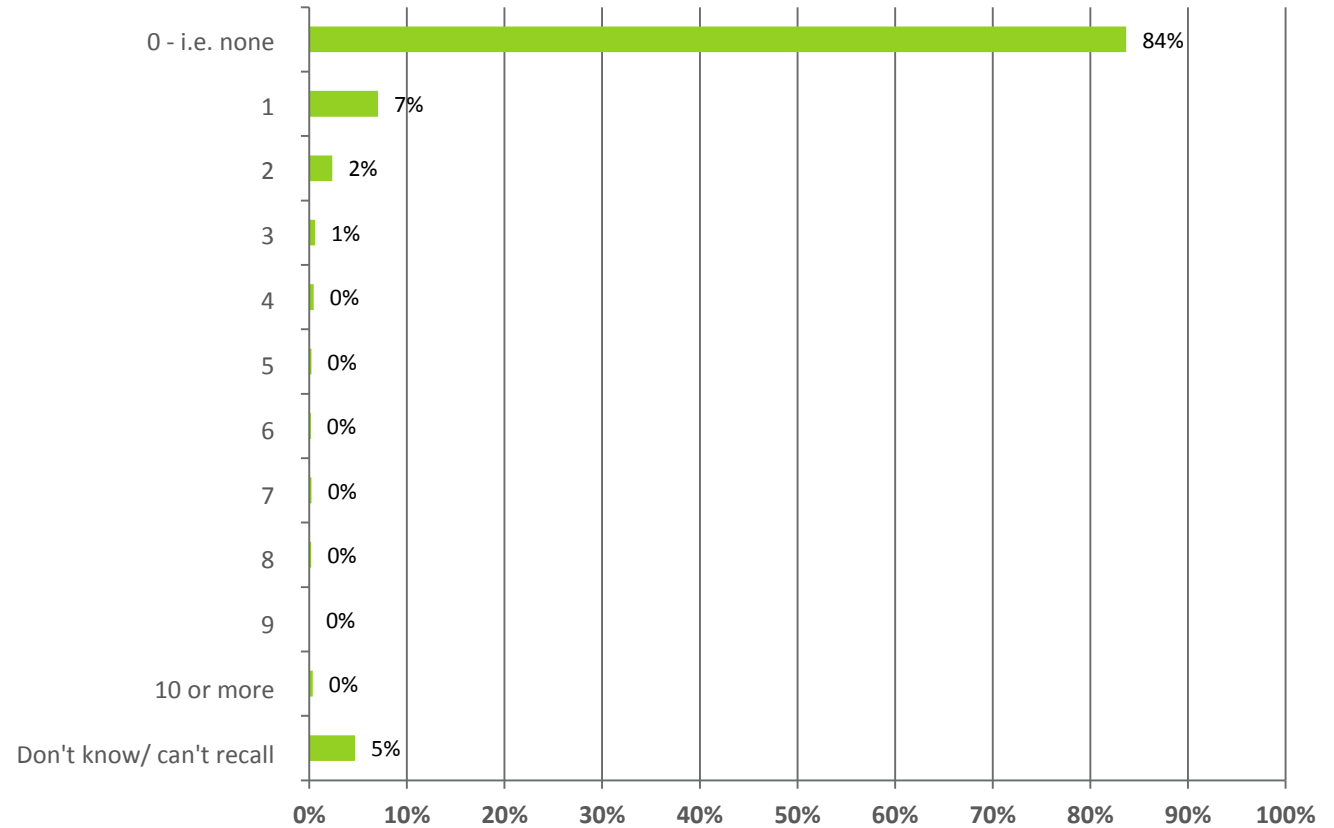


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q2_3. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.
Including yourself, how many, if any, of each of the following types of people were in the group that you booked for? (Please select one option in each column)
- Child(ren) aged 13 to 16 years old



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)

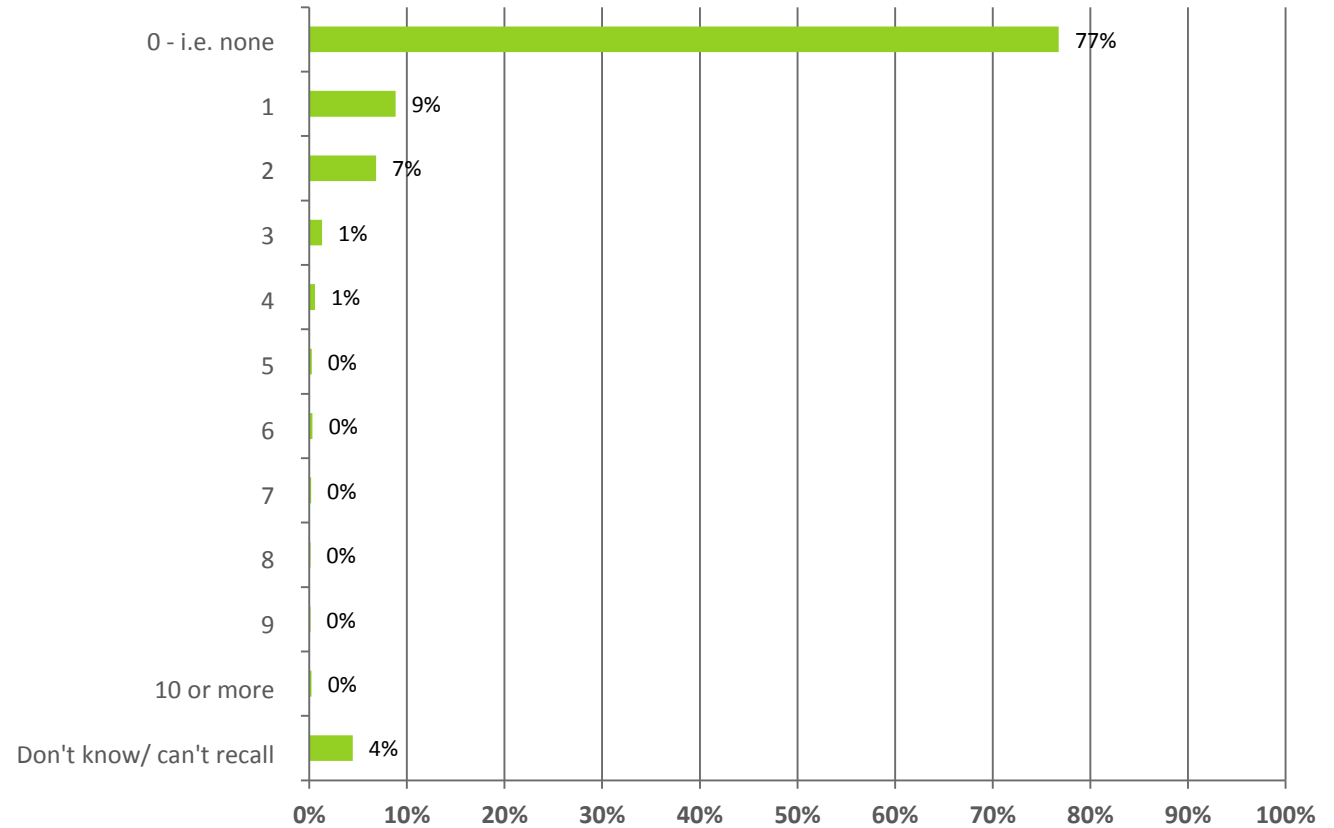


Group Flights

ACF_Q2_2. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

Including yourself, how many, if any, of each of the following types of people were in the group that you booked for? (Please select one option in each column)

- Child(ren) aged 2 to 12 years old



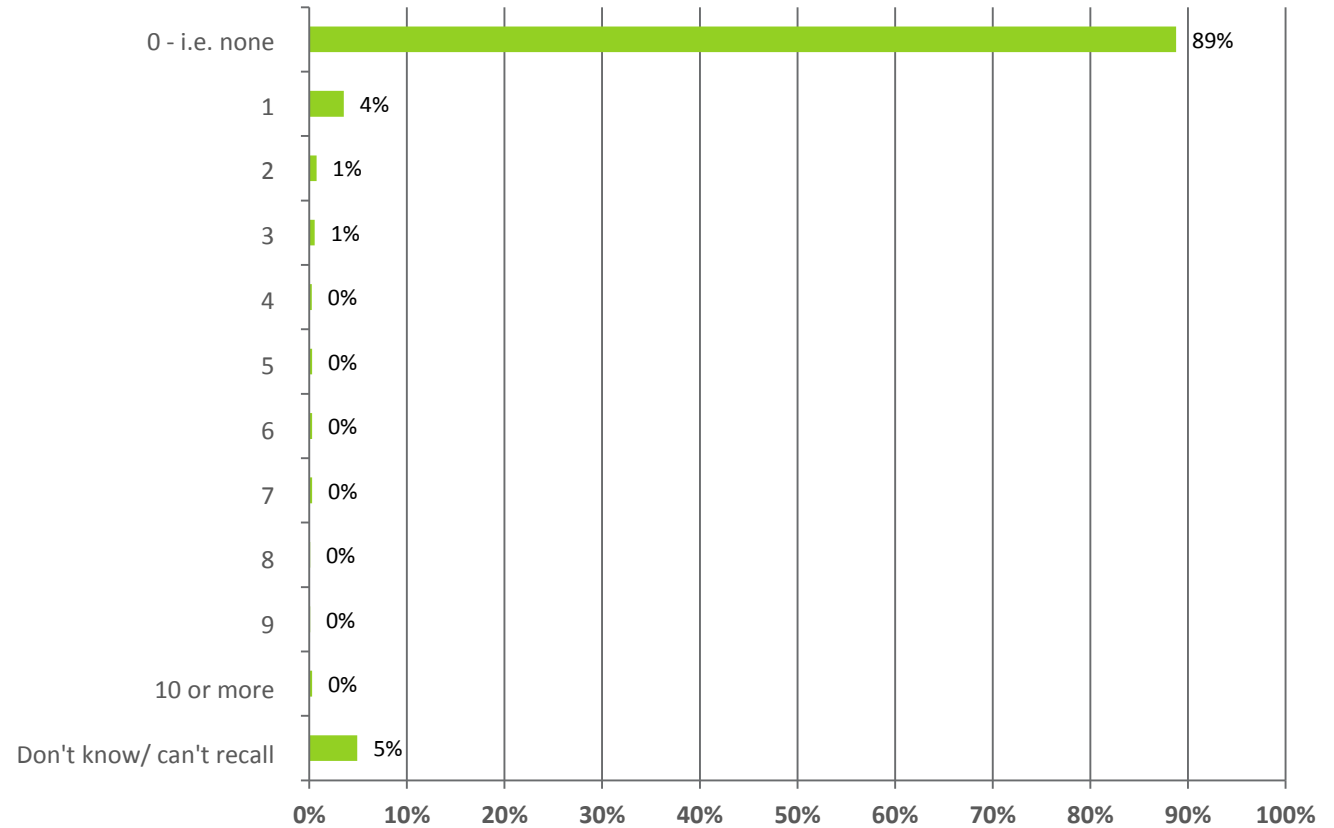
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q2_1. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

Including yourself, how many, if any, of each of the following types of people were in the group that you booked for? (Please select one option in each column)
- Infant(s) aged 2 or under



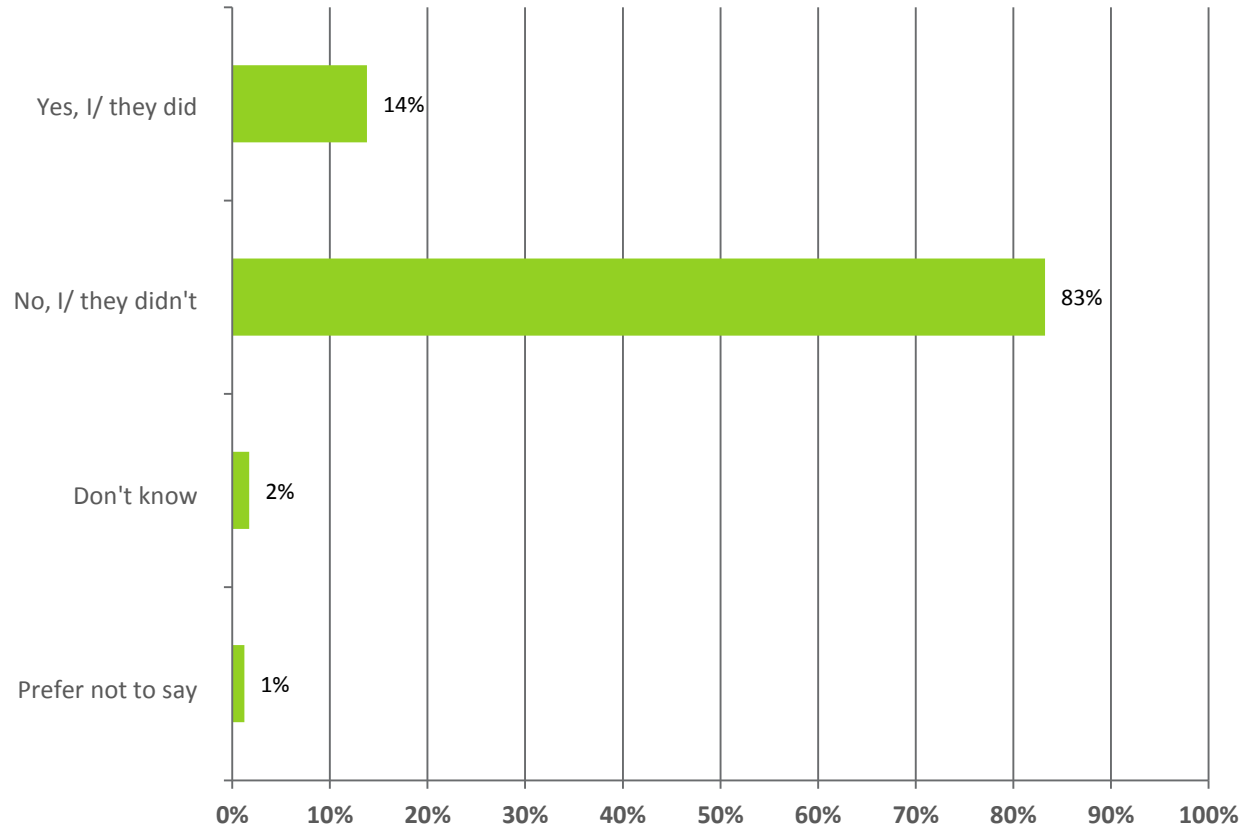
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q2b. For the following question, by "disability, health or medical condition", we mean physical conditions affecting movement, balance, vision or hearing, or non-physical disabilities or health conditions (e.g. affecting thinking, remembering, learning, communications, mental health or social relationships). It could also include temporary conditions that could be impacted by air travel, such as pregnancy or injury.

Did yourself or anyone else in the group booking have a disability, health or medical condition that would have an impact on travelling?

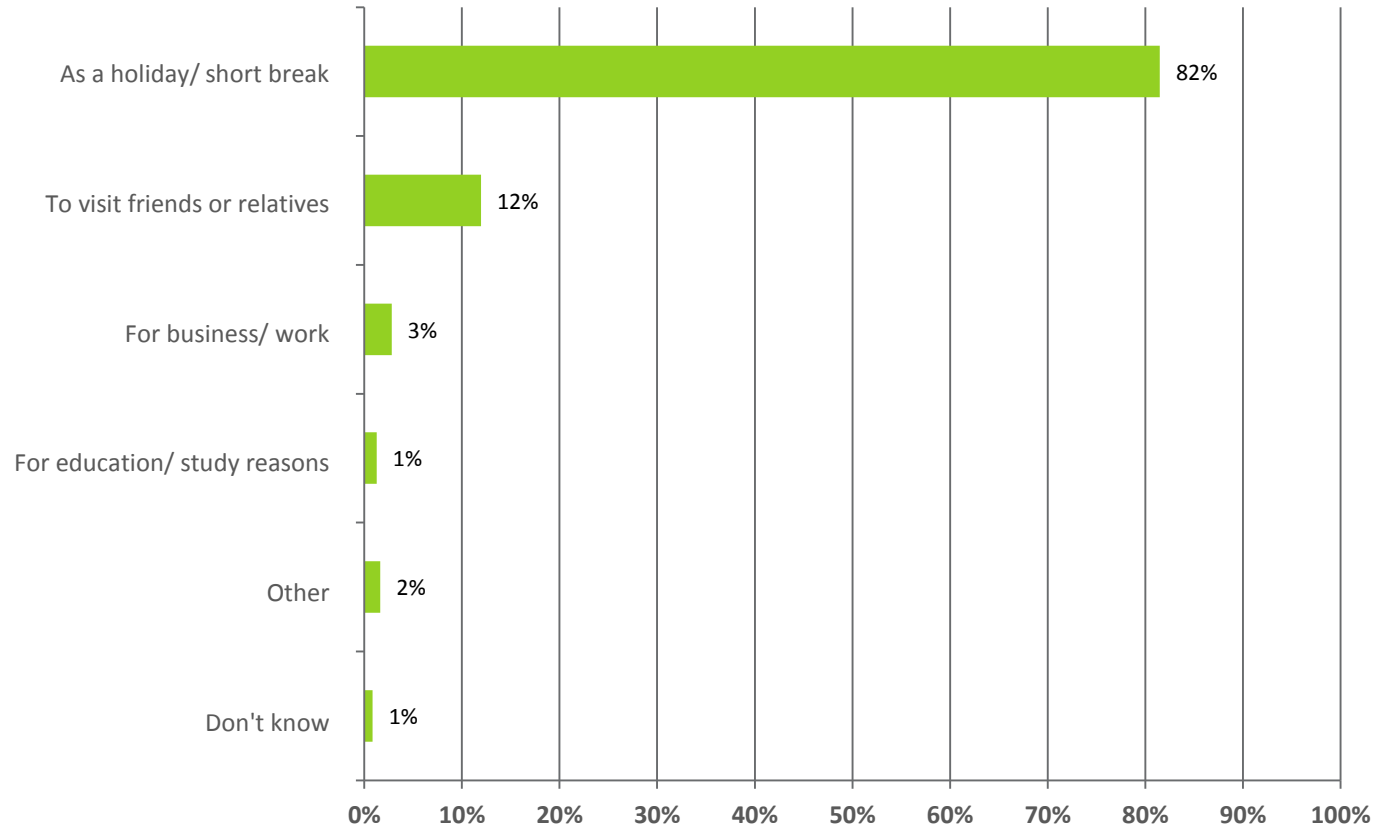


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)

Group Flights

ACF_Q3. Still thinking about the MOST recent time you flew as part of a group where you booked the tickets...

Which ONE, if any, of the following BEST describes the reason for the travel? (If your answer doesn't appear in the list, please type it in the "Other" box)

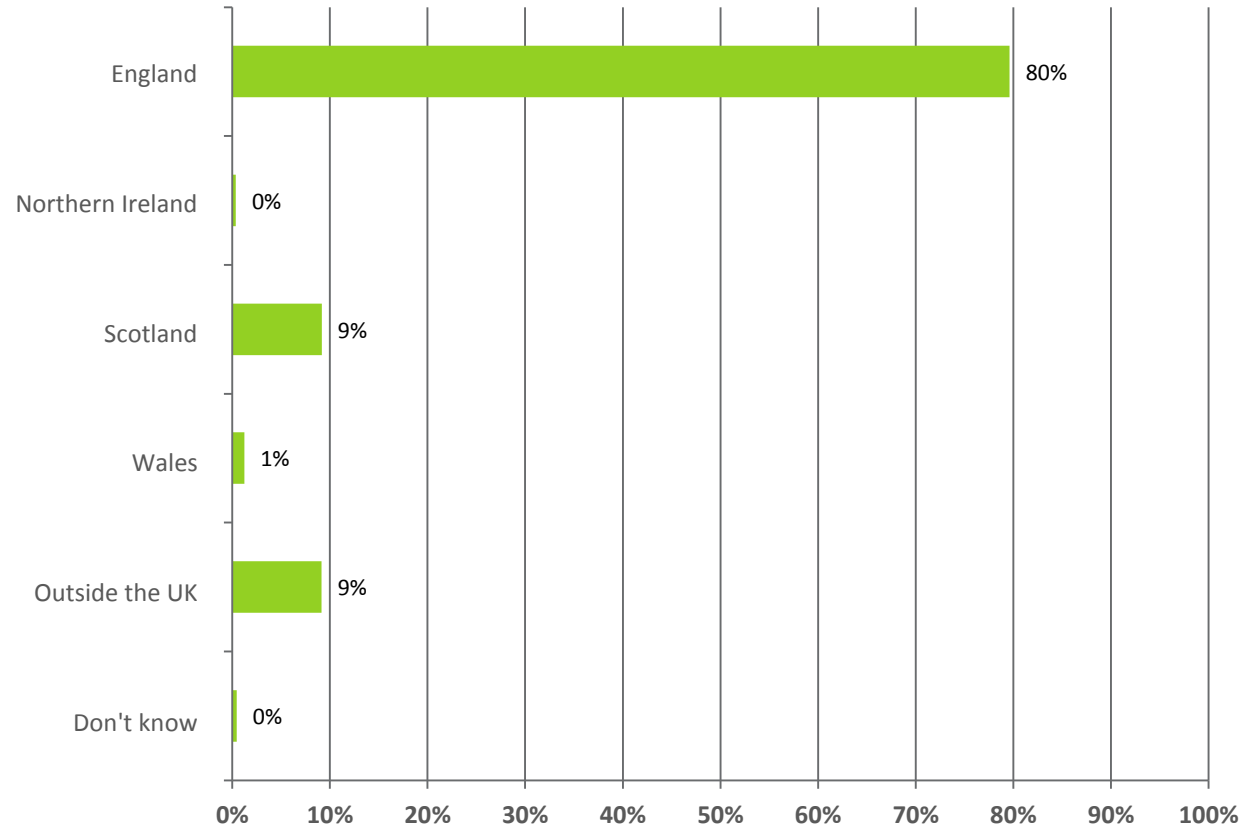


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)

Group Flights

ACF_Q4a. Still thinking about the MOST recent time you flew as part of a group where you were the ticket booker. If you booked tickets for a return trip please think about the first flight you took (i.e. the outbound flight).

From which ONE of the following places did your flight depart from?

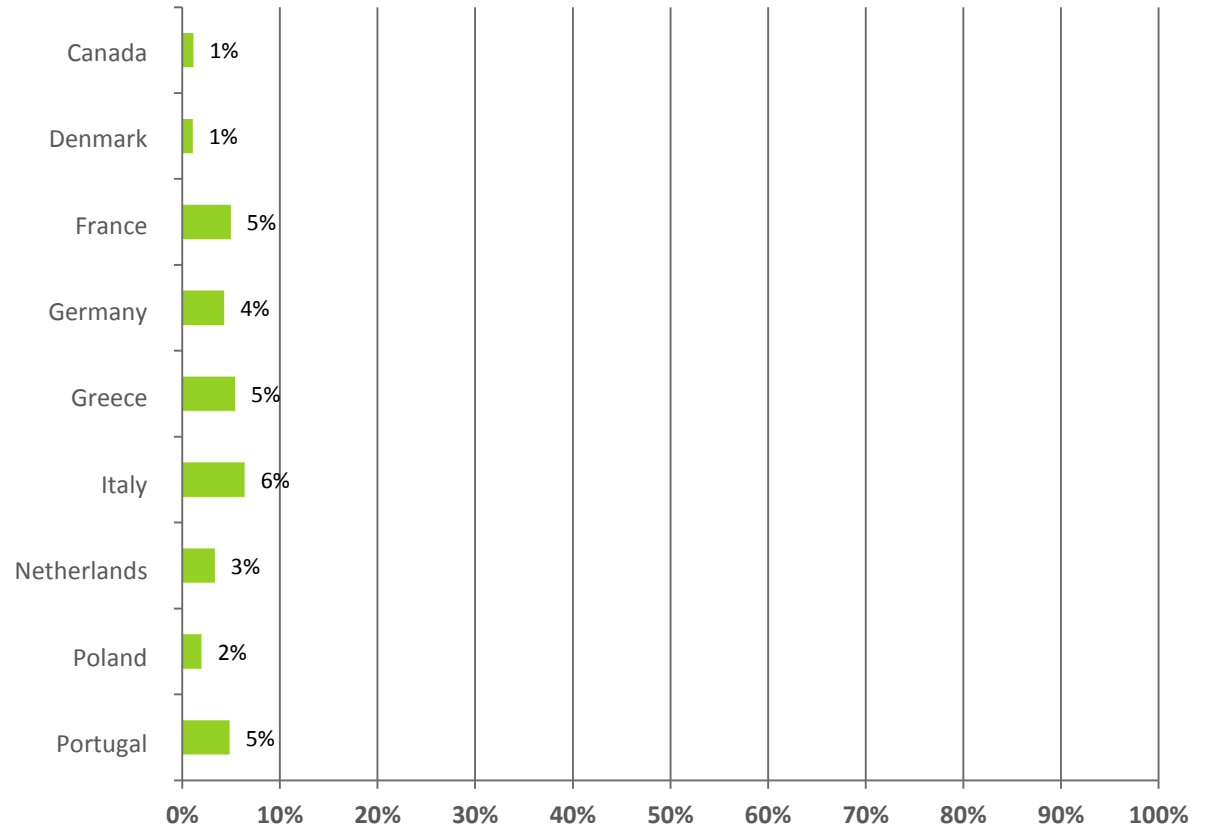


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q4b. Which ONE, if any, of the following countries/ places did you fly to (i.e. the final destination of the outbound flight)? (If your answer doesn't appear in the list, please type it in the "Other" box)

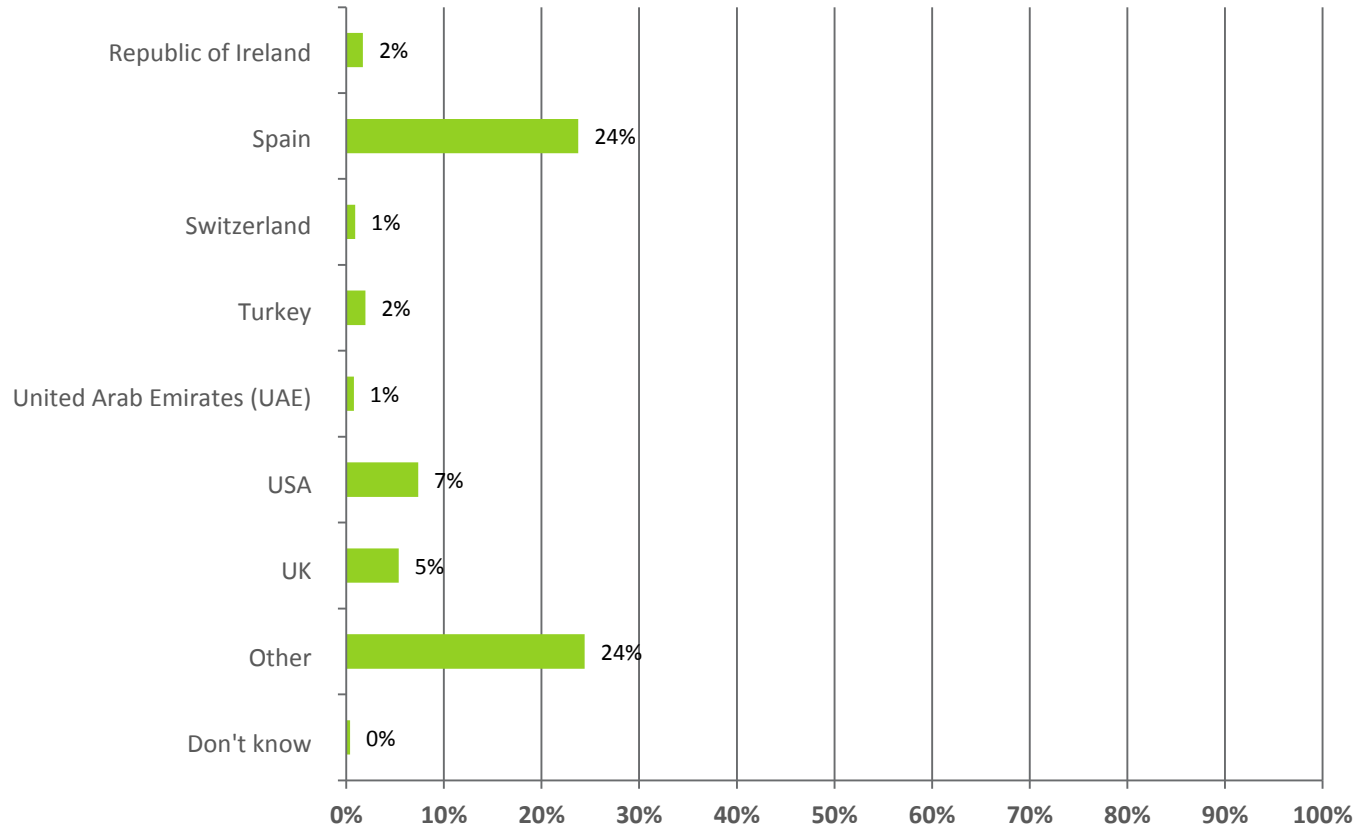


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q4b. Which ONE, if any, of the following countries/ places did you fly to (i.e. the final destination of the outbound flight)? (If your answer doesn't appear in the list, please type it in the "Other" box) (continued 2)

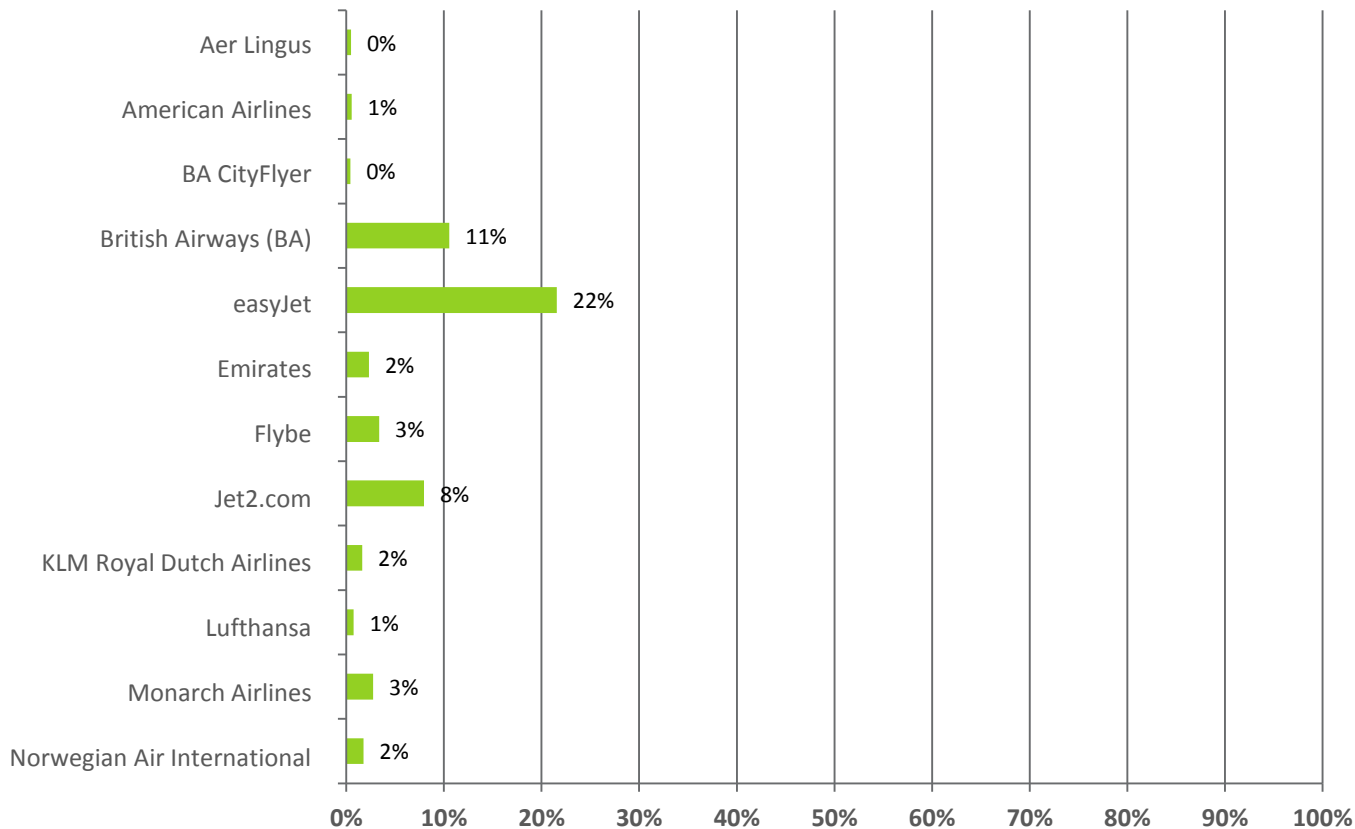


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q4c. For the following question, if you flew with more than one airline on the outbound journey, please think about the airline you flew with FIRST. Which ONE, if any, of the following airlines did you fly with? (If your answer doesn't appear in the list, please type it in the "Other" box)

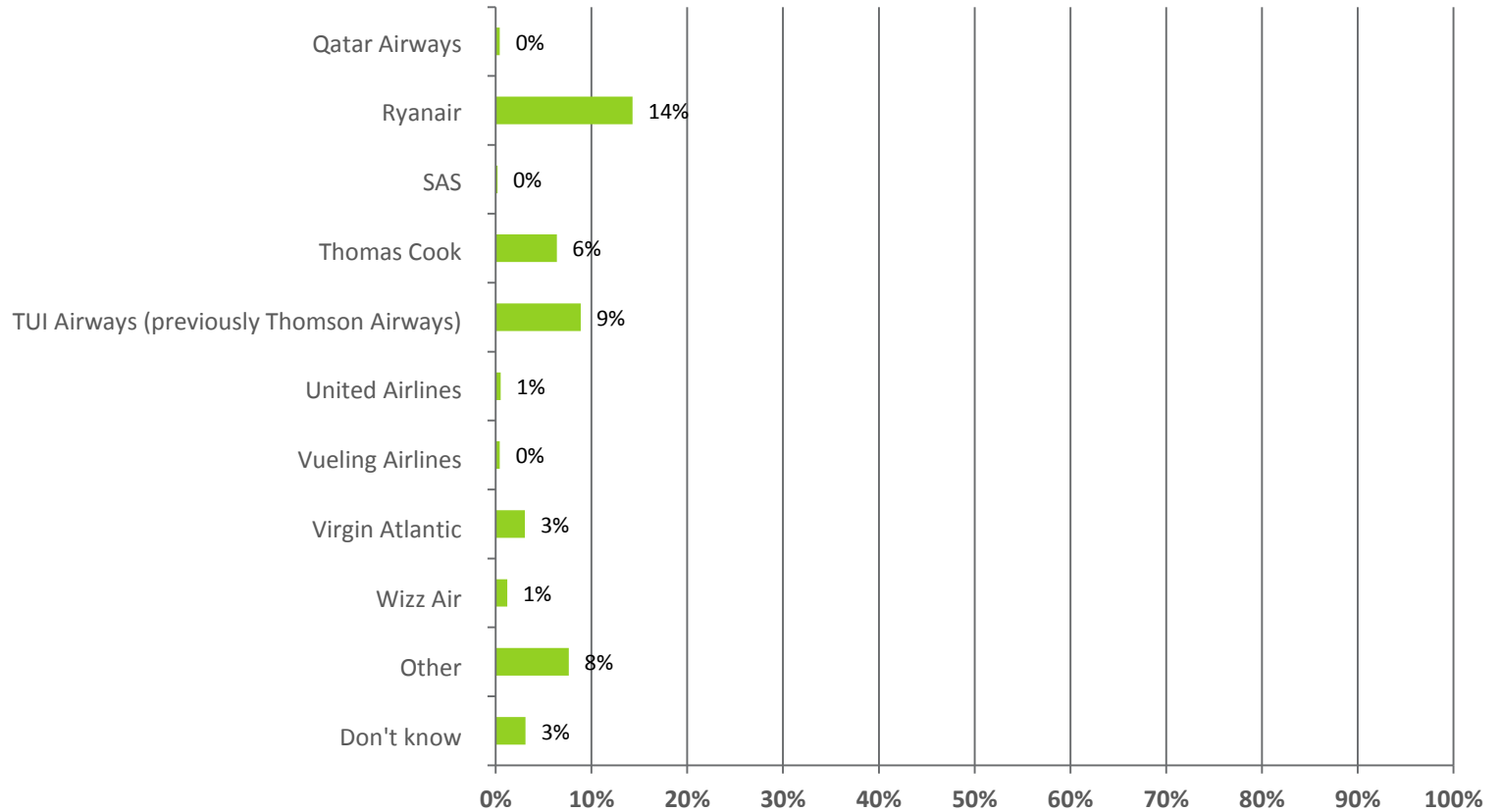


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q4c. For the following question, if you flew with more than one airline on the outbound journey, please think about the airline you flew with FIRST. Which ONE, if any, of the following airlines did you fly with? (If your answer doesn't appear in the list, please type it in the "Other" box) (continued 2)

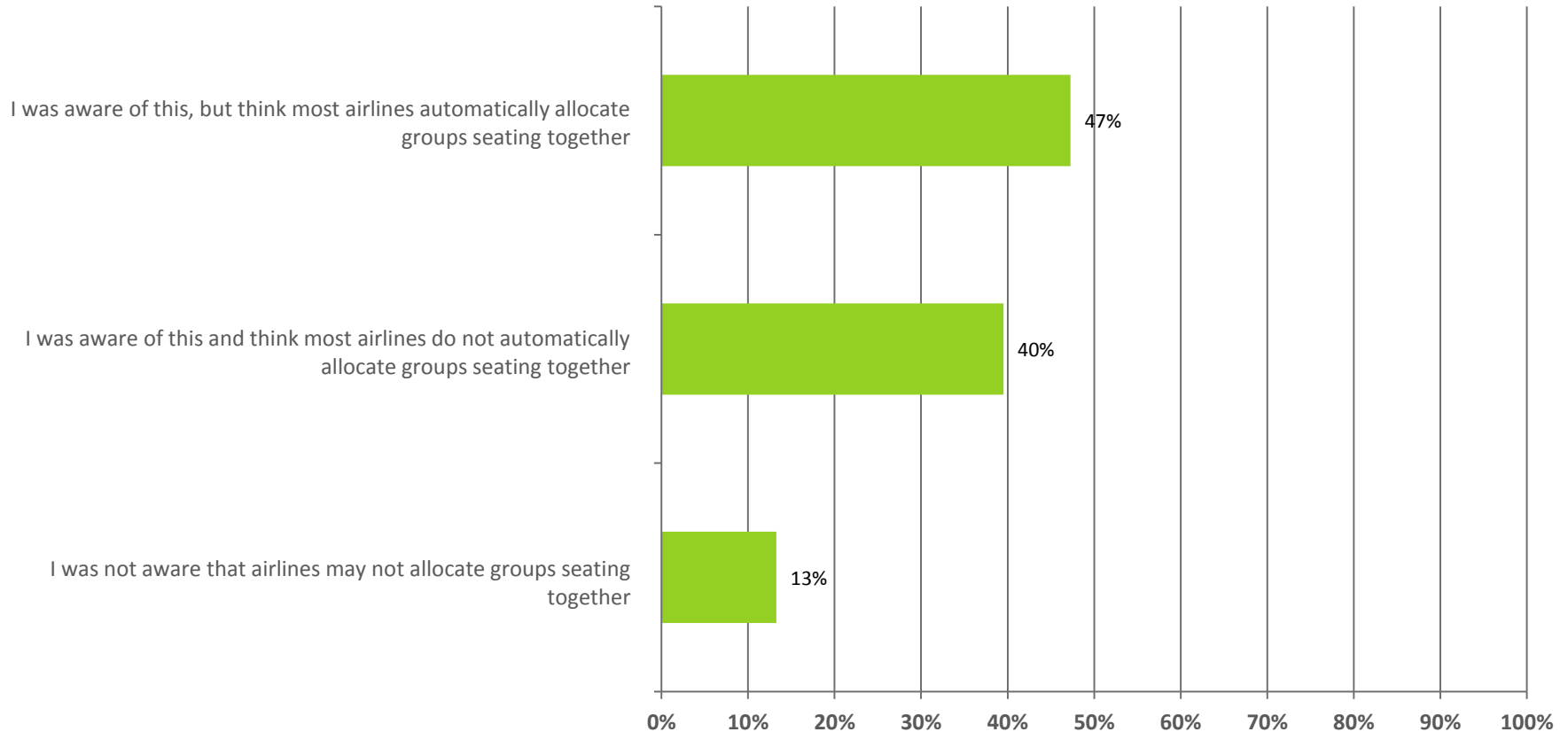


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

*ACF_Q5. When people book flight tickets for groups of people all within one transaction the airline may not automatically allocate the seats together, so people in the group may have to sit separately on the flight.
Before taking this survey, which ONE of the following statements best applies to you?*

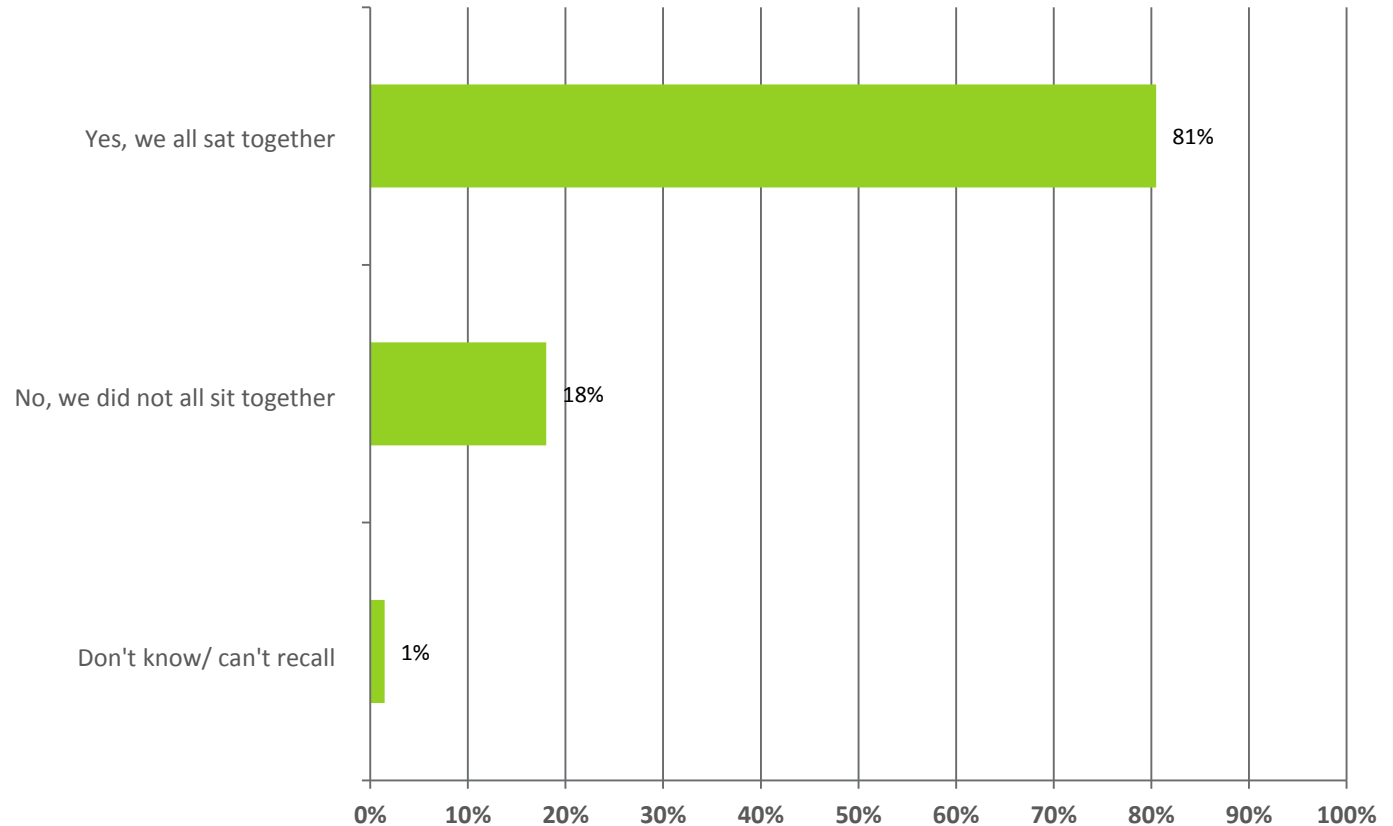


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q6. For the following questions, please continue to think about the MOST recent time you flew as part of a group where you booked the tickets. If you booked tickets for a return trip please think about the FIRST flight you took (i.e. the outbound flight).
Did the whole group you were with sit together on the flight?

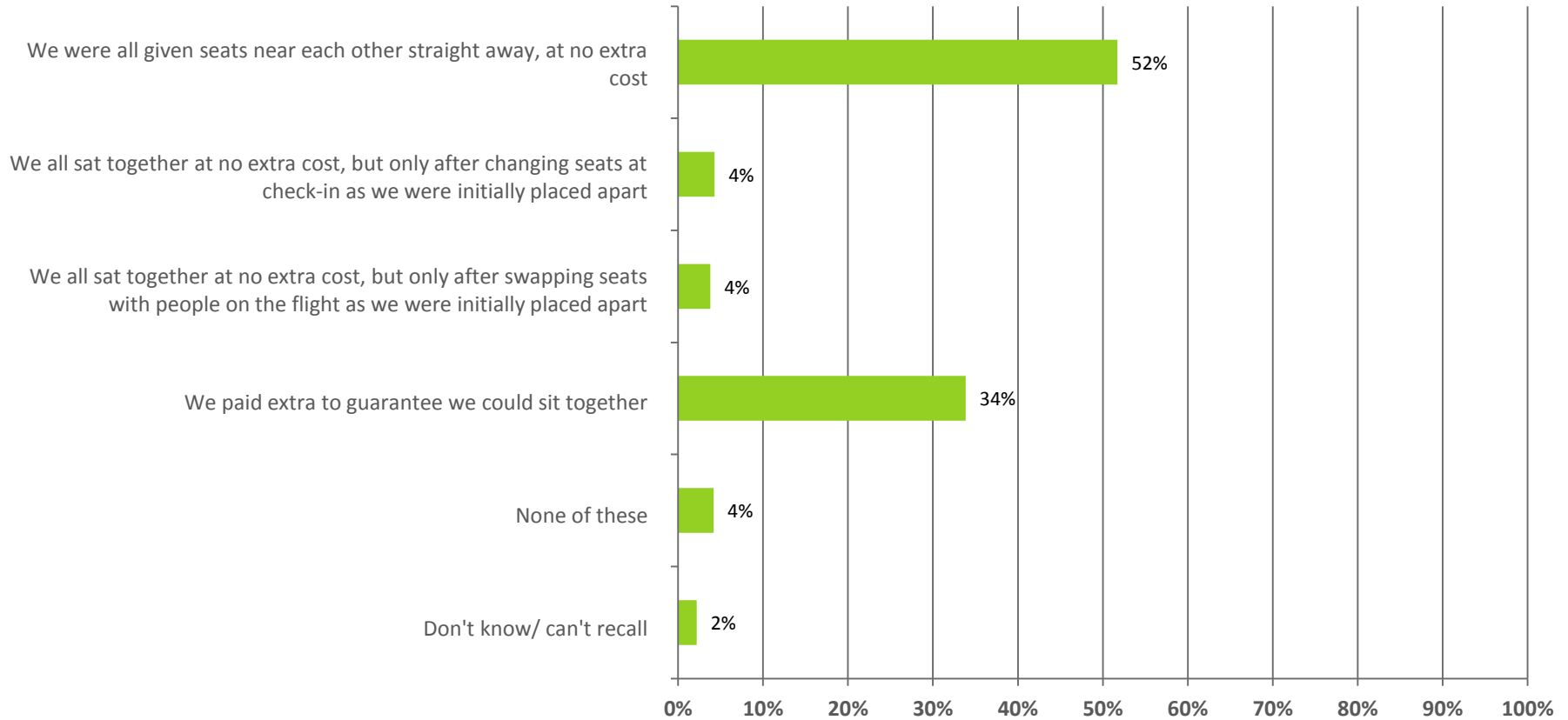


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

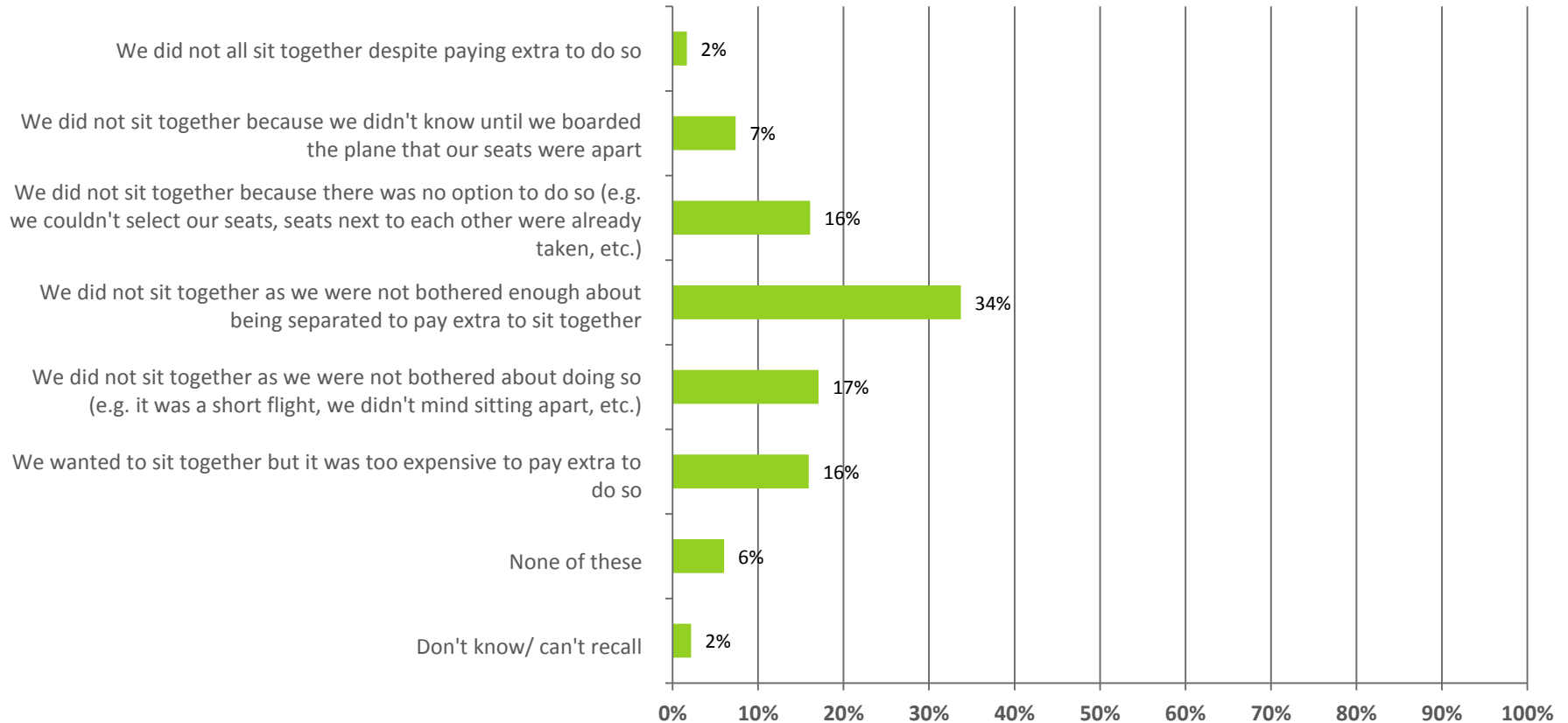
ACF_Q7. You said you sat together as a group on the flight...
Which ONE of the following BEST describes how you were able to sit together?



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and sat together on the flight (3469)

Group Flights

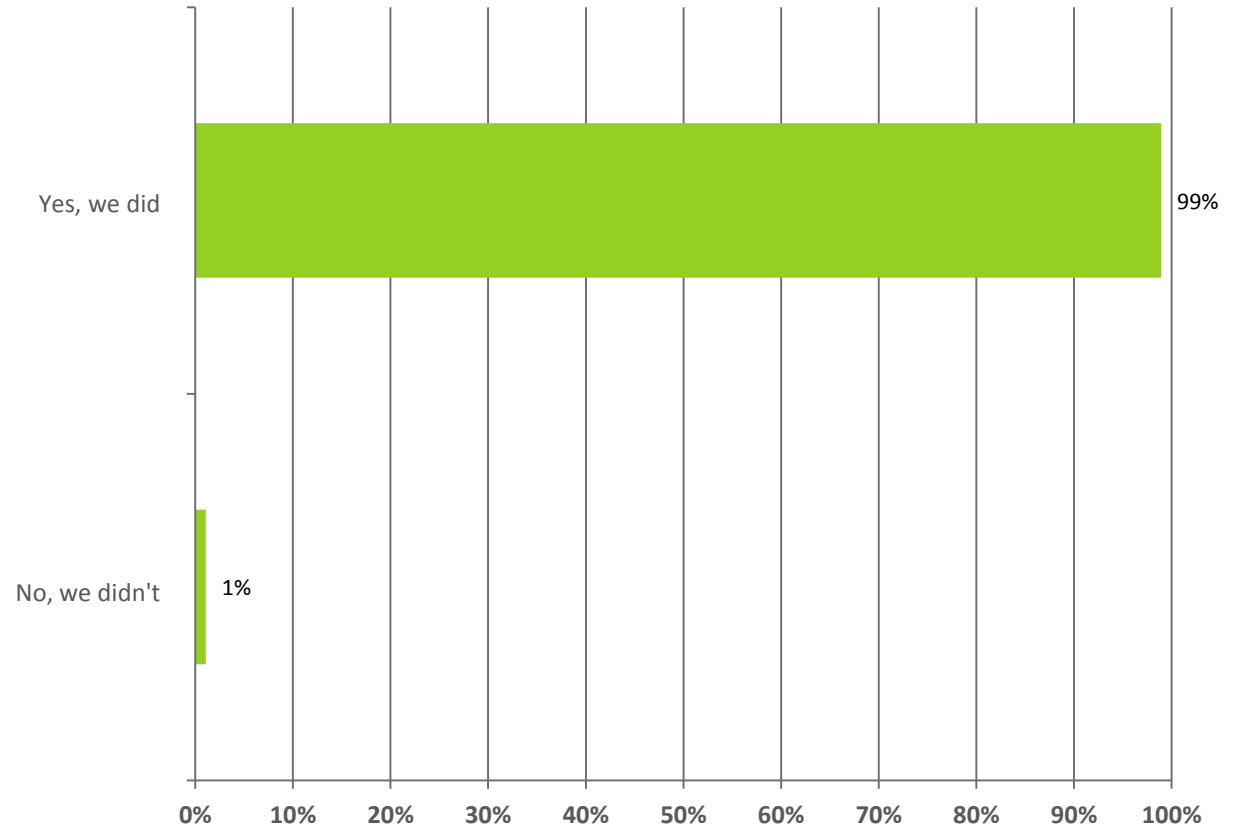
ACF_Q8. You said you did not sit together as a group on the flight...
Which ONE of the following BEST describes why you didn't sit together?



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and did not sit together on the flight (769)

Group Flights

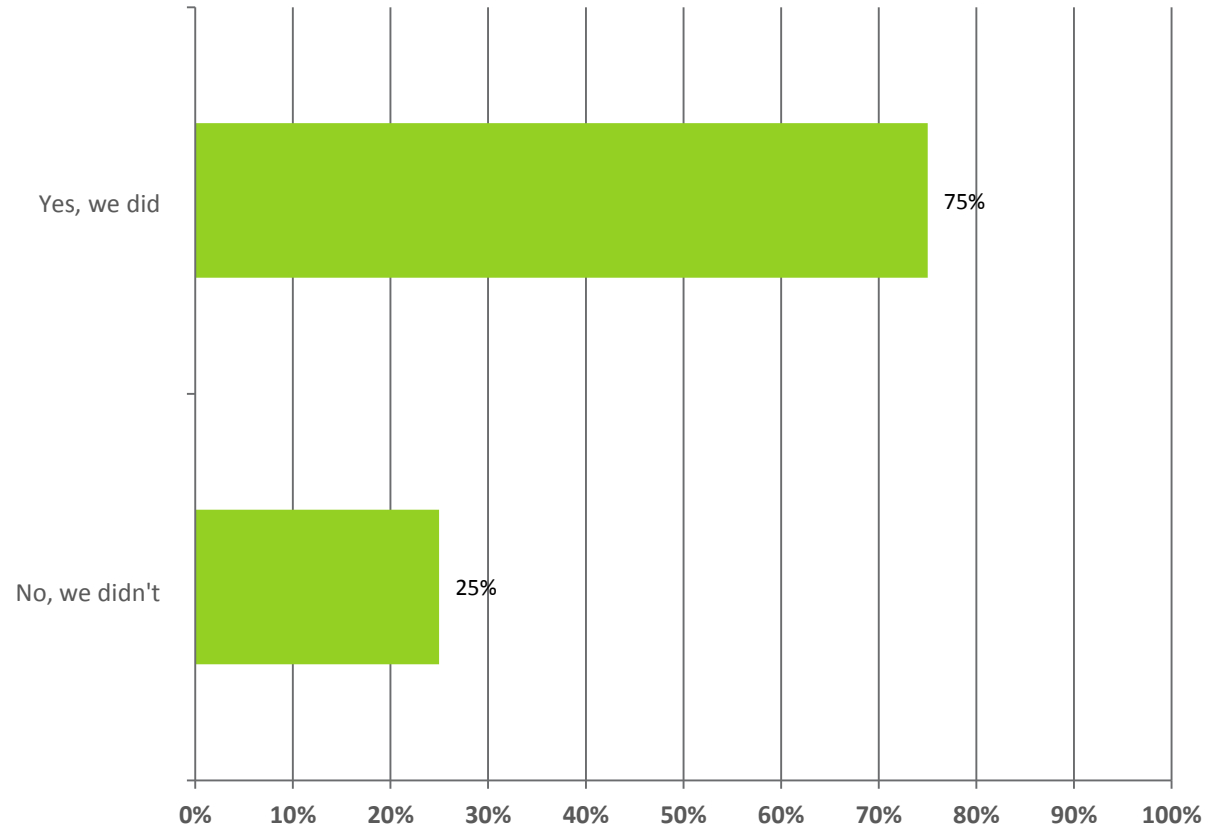
Q15a. You said you paid extra to guarantee seats next to each other on the most recent time you flew as part of a group where you booked the tickets... Did you get to sit together in the end?



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and paid extra to guarantee seats together (1224)

Group Flights

Q15b_rc. You did not pay extra to guarantee seats next to each other on the most recent time you flew as part of a group where you booked the tickets... Did you get to sit together in the end? (recoded)

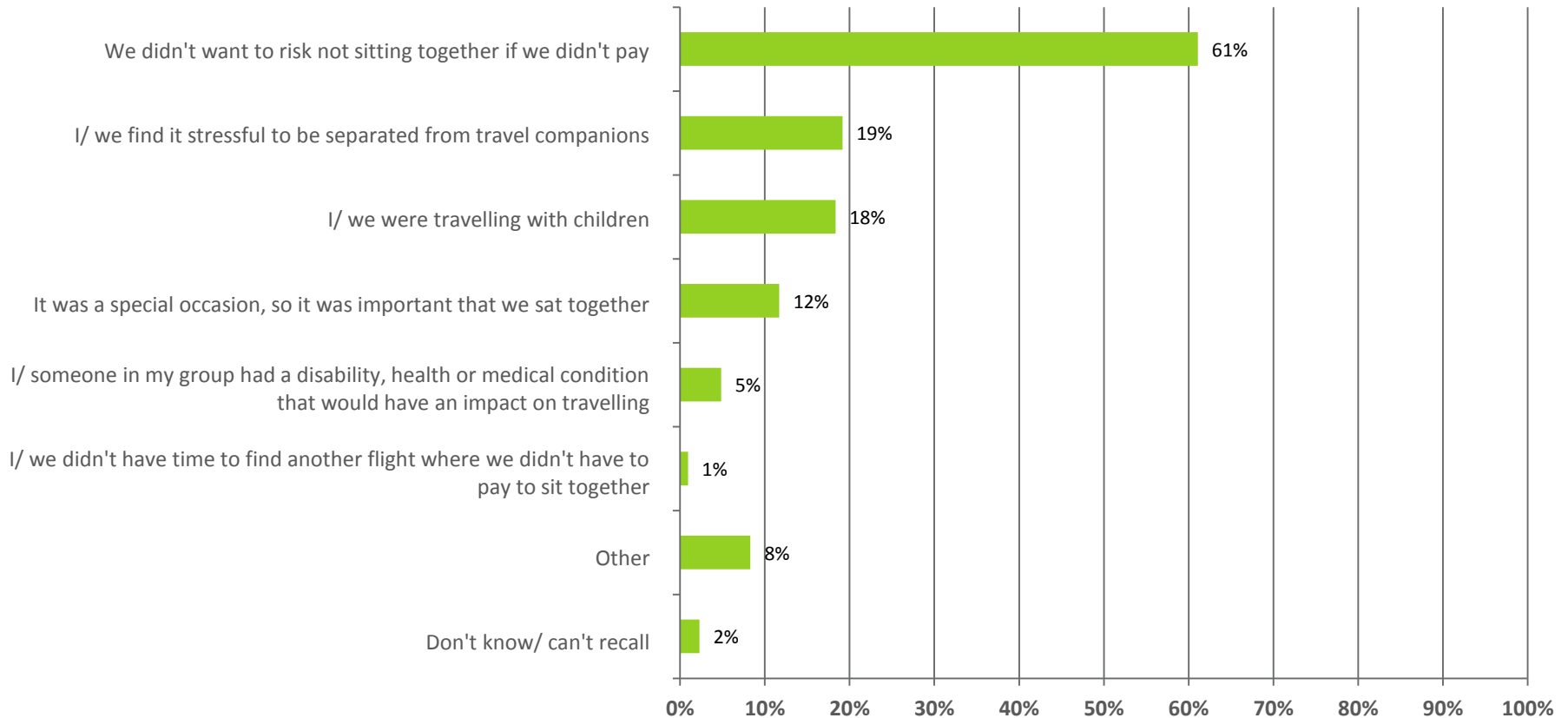


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and did not pay extra to guarantee seats together (3014)

Group Flights

ACF_Q11. You said you had paid extra to guarantee your group would sit together...

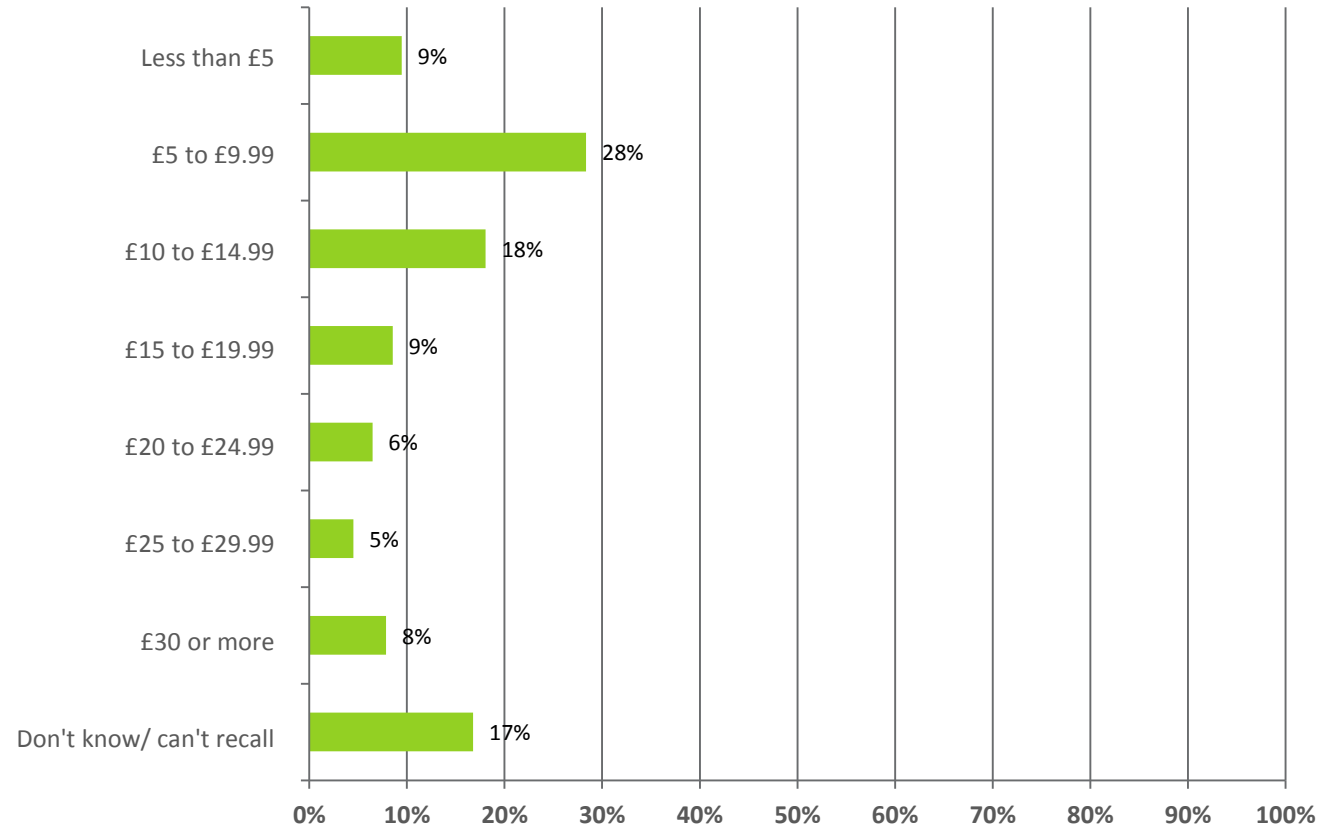
Which, if any, of the following are reasons why you paid for this? (Please select all that apply. If your answer doesn't appear in the list, please type it in the "Other" box)



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, who paid extra to guarantee seats together (1224)

Group Flights

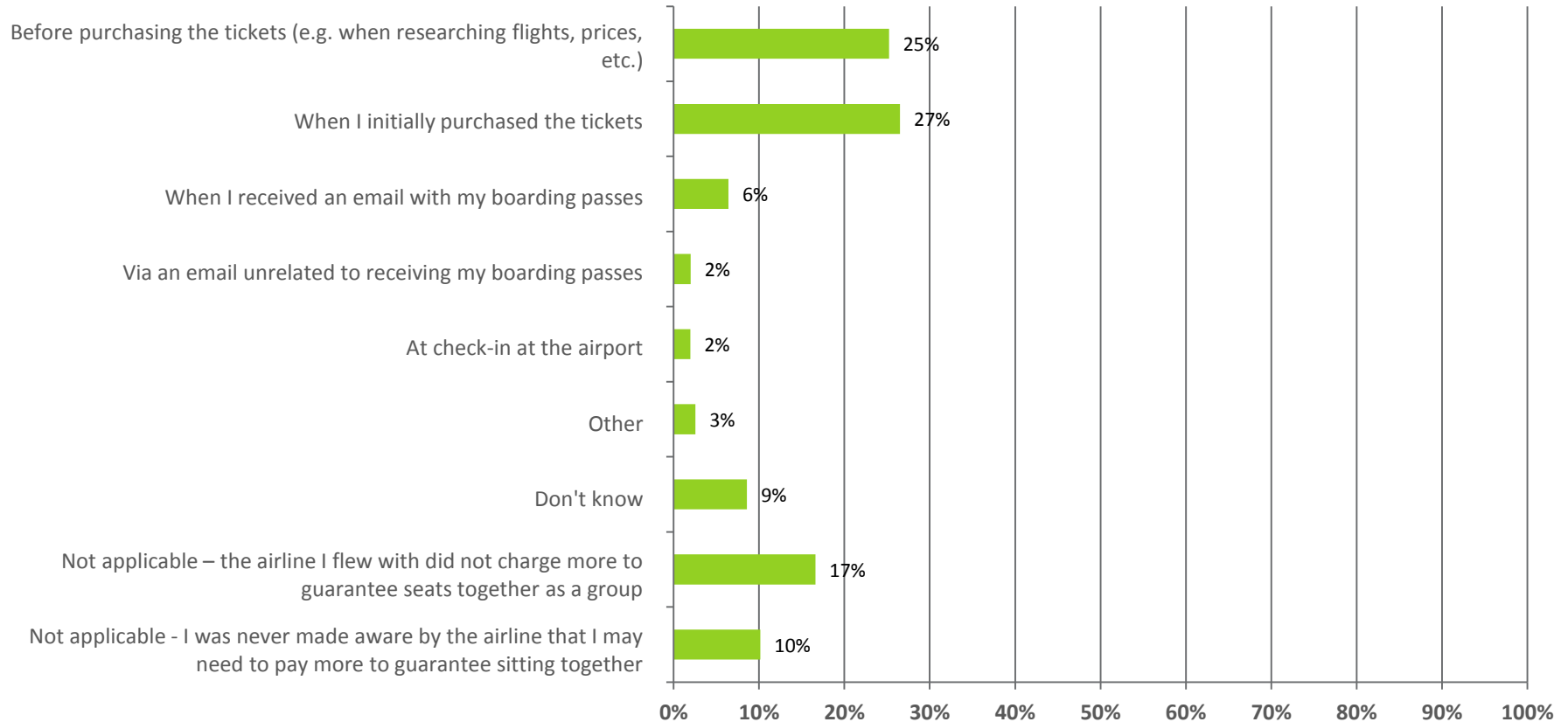
ACF_Q10. As a reminder, if you booked tickets for a return trip please think about the **FIRST** flight you took (i.e. the outbound flight).
Approximately how much money did you pay, per seat, to sit together? (If you are unsure, please give your best estimate)



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, who paid extra to guarantee seats together (1224)

Group Flights

ACF_Q9. At which stage were you **FIRST** made aware by the airline that you would need to pay to ensure your group could sit together? (Please select the option that best applies. If your answer doesn't appear in the list, please type it in the "Other" box)



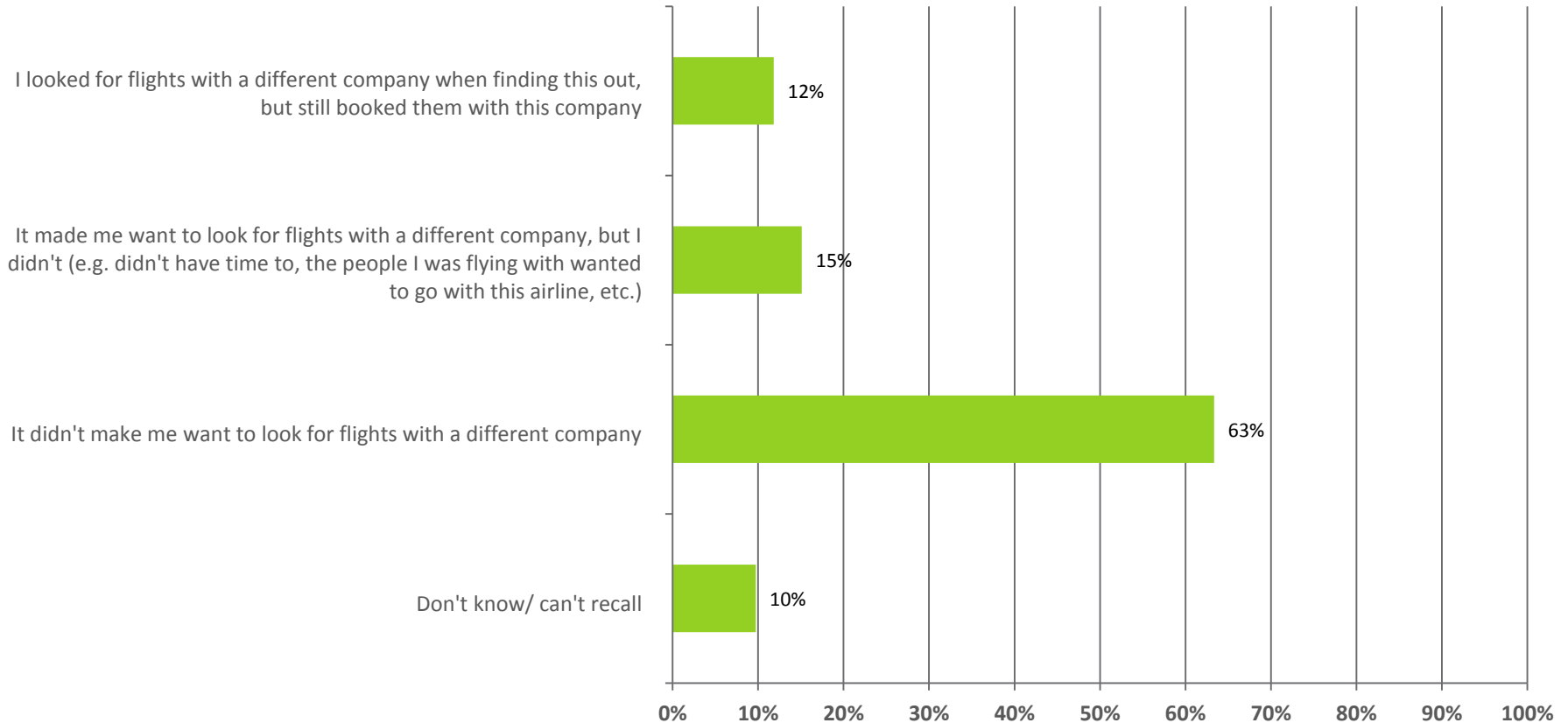
Base: All GB adults online who have flown as part of a group where they were the ticket holder in the last year (4296)



Group Flights

ACF_Q12. You previously said you were *FIRST* made aware before purchasing or when you initially purchased the tickets that you would need to pay more to guarantee sitting together...

Which *ONE* of the following statements best applies to you?

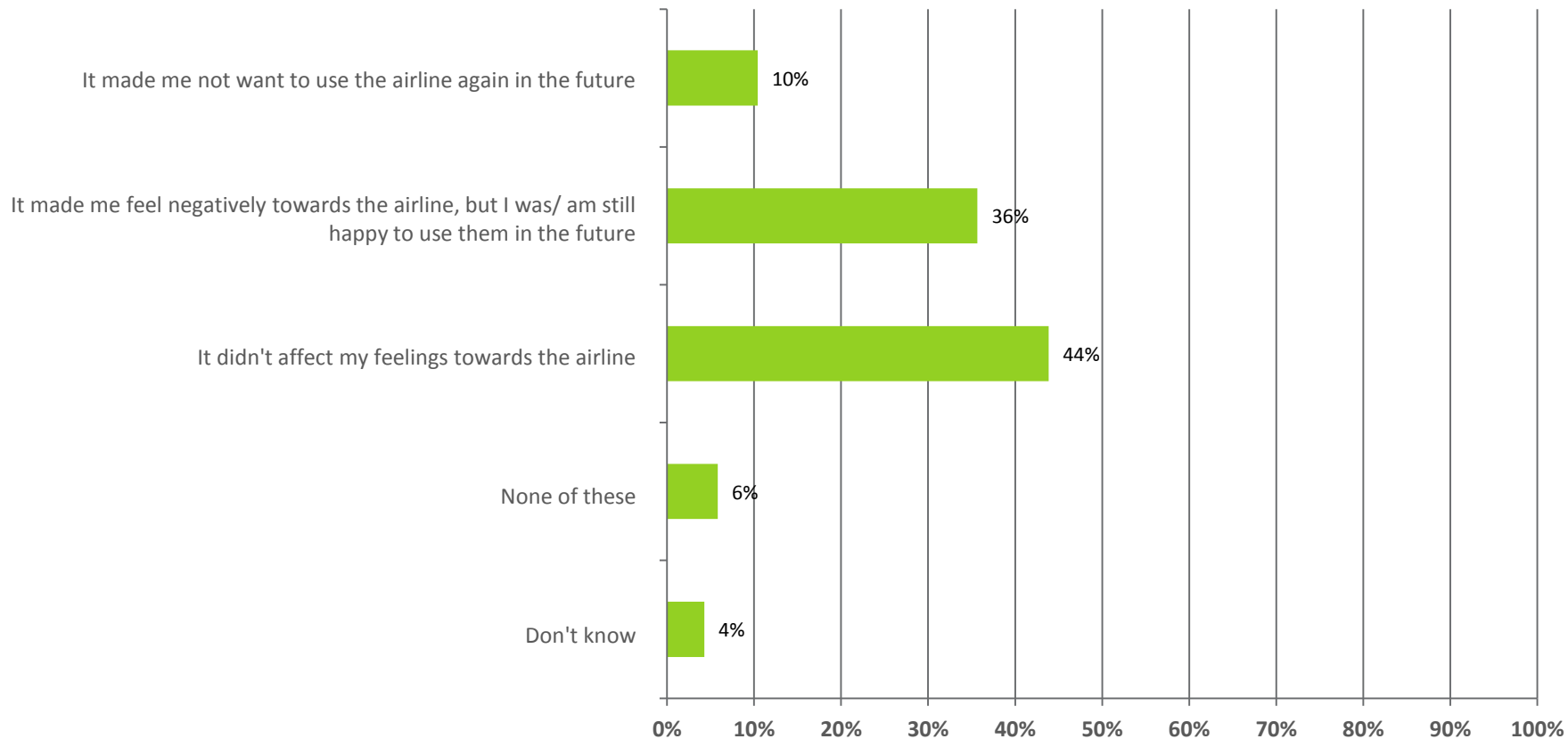


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, who were told when initially purchasing the tickets they would need to pay more to guarantee seats together (2239)



Group Flights

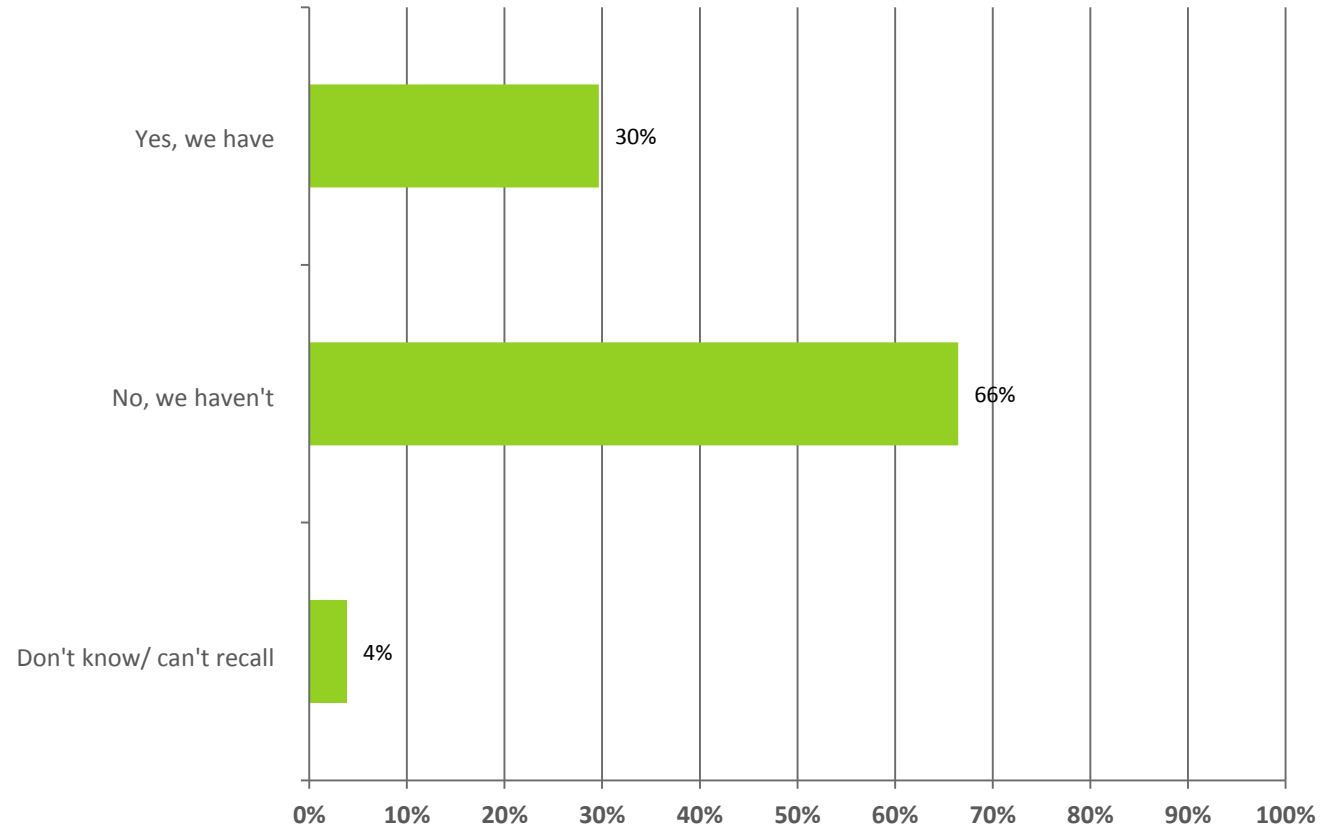
ACF_Q12b. Thinking about when you were made aware you would need to pay more to guarantee sitting together as a group... Which ONE of the following statements BEST describes how it made you feel about the airline?



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, who were told they would need to pay more to guarantee seats together (3148)

Group Flights

ACF_Q14. For the following question, please think about ANY time you flew as part of a group where you booked the tickets in the last 12 months...
Have your group had to sit separately on ANY of these flights?



Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



Introduction

In December 2017 we asked YouGov to survey over 4,000 GB adults who had flown as part of a group (where the respondent booked the tickets) for their views on being able to sit with their group when flying. We analysed the results and found differences between different airlines. So we provided information for consumers, to help them make informed choices.

The data tables below show the information we used.

YouGov Survey Results

Any calculations based on fewer than 50 respondents do not represent a wide enough cross-section of the target population to be considered statistically reliable.

For the following questions, please continue to think about the MOST recent time you flew as part of a group where you booked the tickets. If you booked tickets for a return trip please think about the FIRST flight you took (i.e. the outbound flight).

Did the whole group you were with sit together on the flight?

	Unweighted base	Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year	Yes, we all sat together	No, we did not all sit together	Don't know/ can't recall
Total	4296	4316	3474	778	63
Aer Lingus	20	20	19	1	-
American Airlines	23	24	17	6	1
BA CityFlyer	15	17	10	7	-
British Airways (BA)	452	456	382	67	6
easyJet	929	930	775	142	13
Emirates	96	100	74	22	3
Flybe	146	144	125	17	3
Jet2.com	354	343	286	54	2
KLM Royal Dutch Airlines	70	70	59	11	-
Lufthansa	31	32	24	5	3
Monarch Airlines	120	119	104	14	1
Norwegian Air International	73	75	70	5	-
Qatar Airways	18	18	14	4	-
Ryanair	607	617	394	217	6
SAS	7	7	5	2	1
Thomas Cook	274	275	235	40	-
TUI Airways (previously Thomson Airways)	386	383	336	45	3
United Airlines	22	22	19	3	-
Vueling Airlines	19	18	17	1	1
Virgin Atlantic	132	131	106	23	2
Wizz Air	48	51	44	8	-
Other	325	329	268	52	8
Don't know	129	134	91	31	11

ACF_Q7. Which ONE of the following BEST describes how you were able to sit together?

	Unweighted base	Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and sat together on the flight	We were all given seats near each other straight away, at no extra cost	We all sat together at no extra cost, but only after changing seats at check-in as we were initially placed apart	We all sat together at no extra cost, but only after swapping seats with people on the flight as we were initially placed apart	We paid extra to guarantee we could sit together	None of these	Don't know/ can't recall
Total	3469	3474	1797	149	132	1176	145	75
Aer Lingus	19	19	11	1	3	2	2	1
American Airlines	18	17	7	3	-	5	2	1
BA CityFlyer	9	10	6	1	2	1	-	-
British Airways (BA)	384	382	245	29	16	61	19	12
easyJet	773	775	430	24	18	258	23	22
Emirates	74	74	52	4	7	7	3	1
Flybe	124	125	72	6	10	32	3	1
Jet2.com	295	286	129	8	8	132	7	3
KLM Royal Dutch Airlines	58	59	39	5	1	7	7	1
Lufthansa	23	24	14	2	3	3	3	-
Monarch Airlines	105	104	47	3	6	42	5	2
Norwegian Air International	67	70	48	2	5	12	1	2
Qatar Airways	14	14	6	1	3	1	2	1
Ryanair	389	394	112	11	25	224	13	8
SAS	4	5	4	-	1	-	-	-
Thomas Cook	233	235	111	6	11	97	8	1
TUI Airways (previously Thomson Airways)	337	336	137	4	1	181	9	3
United Airlines	19	19	11	5	2	1	-	1

Vueling Airlines	17	17	12	2	-	3	-	-
Virgin Atlantic	108	106	44	6	5	29	19	3
Wizz Air	40	44	28	1	1	11	1	1
Other	269	268	179	18	4	45	15	8
Don't know	90	91	52	7	2	21	4	5

ACF_Q8. You said you did not sit together as a group on the flight...Which ONE of the following BEST describes why you didn't sit together?

	Unweighted base	Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and did not sit together on the flight	We did not all sit together despite paying extra to do so	We did not sit together because we didn't know until we boarded the plane that our seats were apart	We did not sit together because there was no option to do so (e.g. we couldn't select our seats, seats next to each other were already taken, etc.)	We did not sit together as we were not bothered enough about being separated to pay extra to sit together	We did not sit together as we were not bothered about doing so (e.g. it was a short flight, we didn't mind sitting apart, etc.)	We wanted to sit together but it was too expensive to pay extra to do so	None of these	Don't know/can't recall
Total	769	778	13	57	125	262	133	124	47	17
Aer Lingus	1	1	-	-	-	1	-	-	-	-
American Airlines	4	6	-	-	3	3	-	-	-	-
BA CityFlyer	6	7	1	-	1	-	1	1	3	-
British Airways (BA)	63	67	1	10	13	13	12	5	8	6
easyJet	146	142	-	10	14	58	30	19	9	2
Emirates	19	22	1	2	7	5	3	1	3	-
Flybe	19	17	-	2	3	5	4	3	1	-
Jet2.com	57	54	-	3	12	17	10	12	1	-
KLM Royal Dutch Airlines	12	11	-	2	4	3	2	-	1	-
Lufthansa	5	5	-	1	-	1	2	1	-	-
Monarch Airlines	14	14	1	1	3	6	1	1	1	-
Norwegian Air International	6	5	-	-	1	2	-	3	-	-
Qatar Airways	4	4	-	1	2	-	1	-	-	-
Ryanair	212	217	3	10	16	88	37	52	6	5
SAS	2	2	-	-	1	1	-	-	-	-

Thomas Cook	41	40	2	4	9	11	3	5	5	2
TUI Airways (previously Thomson Airways)	46	45	1	1	7	18	6	9	2	1
United Airlines	3	3	-	-	2	1	-	-	-	-
Vueling Airlines	1	1	-	-	1	-	-	-	-	-
Virgin Atlantic	23	23	-	4	8	4	-	3	4	1
Wizz Air	8	8	-	1	1	2	3	1	-	-
Other	49	52	-	4	13	15	11	5	5	-
Don't know	28	31	3	2	5	10	7	3	-	1