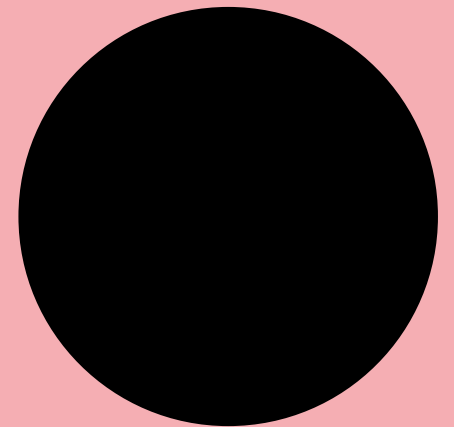
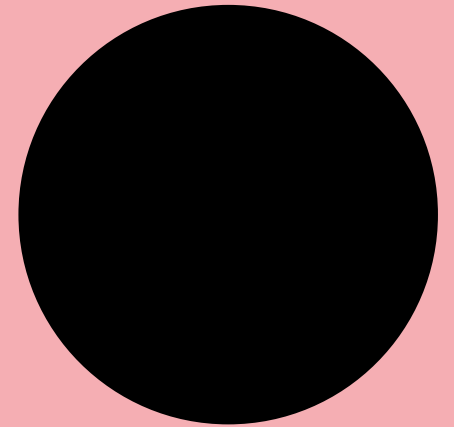

Civil Aviation Authority: UK Aviation Consumer Survey

Key Findings
Autumn 2019



Overall passenger satisfaction

Satisfied with overall travel experience

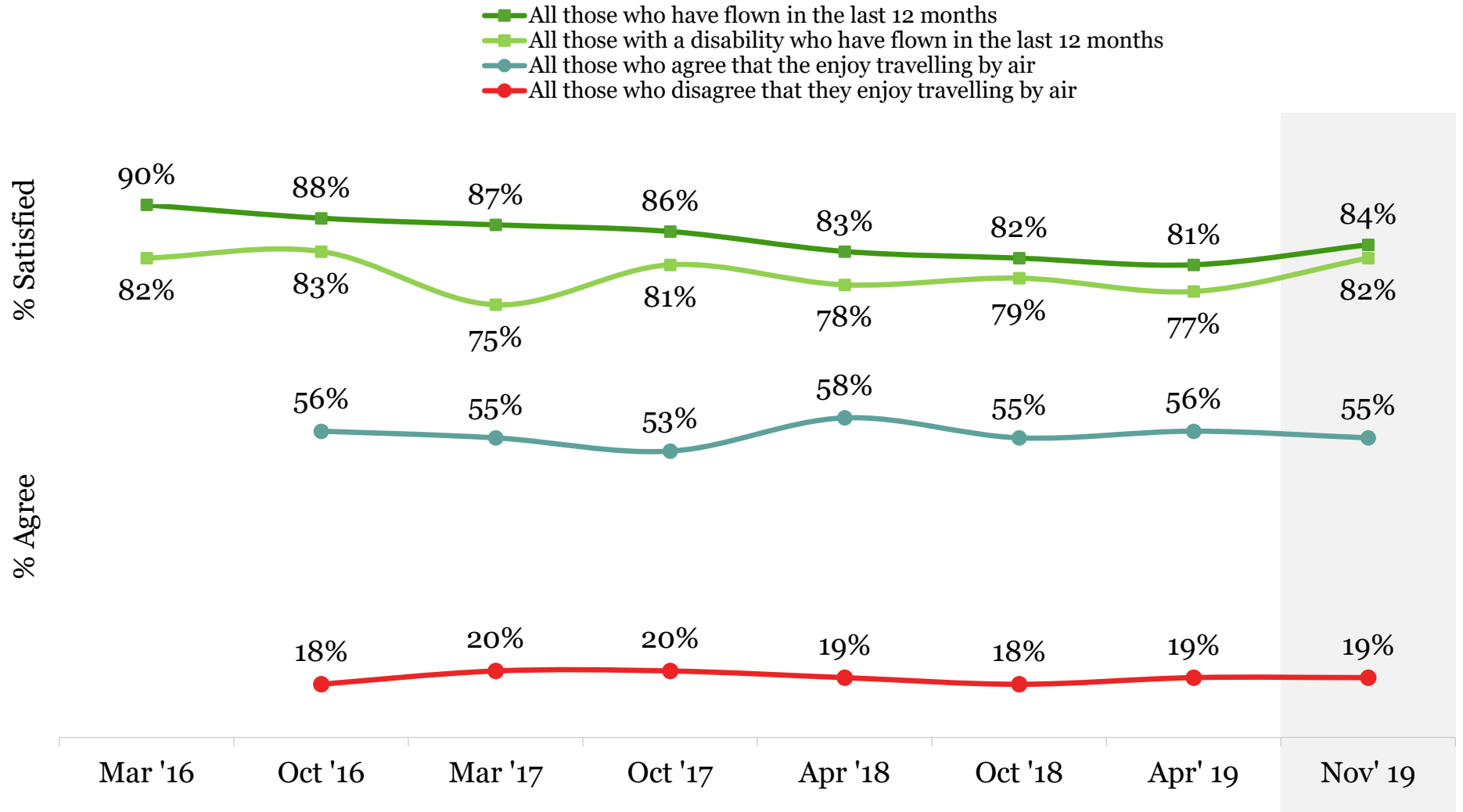
84% 

4% 

Enjoys travelling by air

55% 

19% 



Satisfaction as a passenger

Overall satisfaction

84%



The airport experience



The in-flight experience



The post-flight experience (UK airport)

86%

Ease of finding your way around the airport



82%

Check-in and bag drop



75%

Shops, restaurants and services provided



77%

Waiting at the boarding gate



79%

Journey between the boarding gate and the plane



84%

Boarding the plane



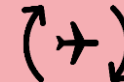
79%

The onboard and in-flight experience



74%

Any transfers or connections



81%

Passport control / immigration



78%

Baggage collection



63%

Handling of any complaints made to the airport or airline



Satisfaction as a disabled passenger

The assistance received overall
82%



The airport experience

86%

When pre-booking the assistance (i.e. before travelling to the airport)



82%

At the UK departure airport



83%

Carriage of any special items (e.g. medicine, mobility aids)



The outbound experience

79%

With seating on-board the aircraft



81%

During the flight on your outbound and/or return journey



82%

At your destination airport



The return experience

77%

At the departure airport on your return journey



80%

At the arrival airport back in the UK



Terms and conditions awareness

Baggage

80%

Oct 2017: 89% (-9)

Weight limit on the baggage they could check in to the hold



75%

Oct 2017: 81% (-6)

Additional charges they would incur if they exceeded the baggage weight limit

Boarding passes

72%

Oct 2017: 79% (-7)

Needed to print their own boarding pass, or have it available on their phone



49%

Oct 2017: 50% (-1)

A fee would be charged if printing my boarding pass at the airport

Charges

48%

Oct 2017: 47% (+1)

What charges, if any, they would incur for correcting a simple mistake in their booking (for instance a spelling mistake in name)



47%

Oct 2017: 48% (+1)

Additional expenses that they would incur in the event that someone travelling in their party had to drop out and they wanted to transfer the booking to another person

When making a booking, they always read the terms and conditions

45%

Oct 2017: 37% (+8)

Refunds

41%

Oct 2017: 35% (+6)

How much, if anything, they would be refunded by the airline if they chose to cancel their booking



35%

Oct 2017: 27% (+8)

How much, if anything, they would be refunded by the airline if they or one of their party fell seriously ill and could not travel for medical reasons

Missed flights

40%

Oct 2017: 28% (+12)

If they missed their outbound flight, the airline might cancel their return flight without their consent



40%

Oct 2017: 31% (+9)

What they would be entitled to if the airline rescheduled their flight to a different time of day (for example from morning to afternoon or afternoon to evening)

Environmentalism

More people are opting to fly, but the proportion choosing not to fly for environmental reasons is also increasing.

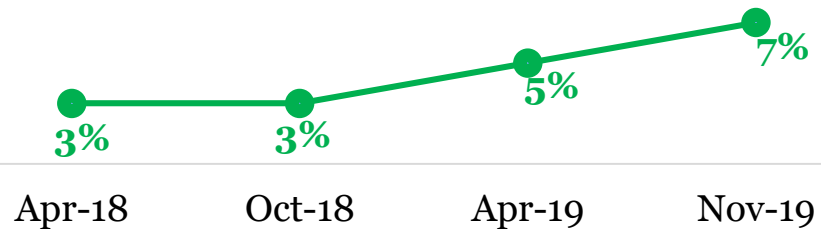
Frequency of flying

Tracked since August 2018



Not flown in the last 12 months because of concerns about the environment/carbon footprint

Tracked since August 2018

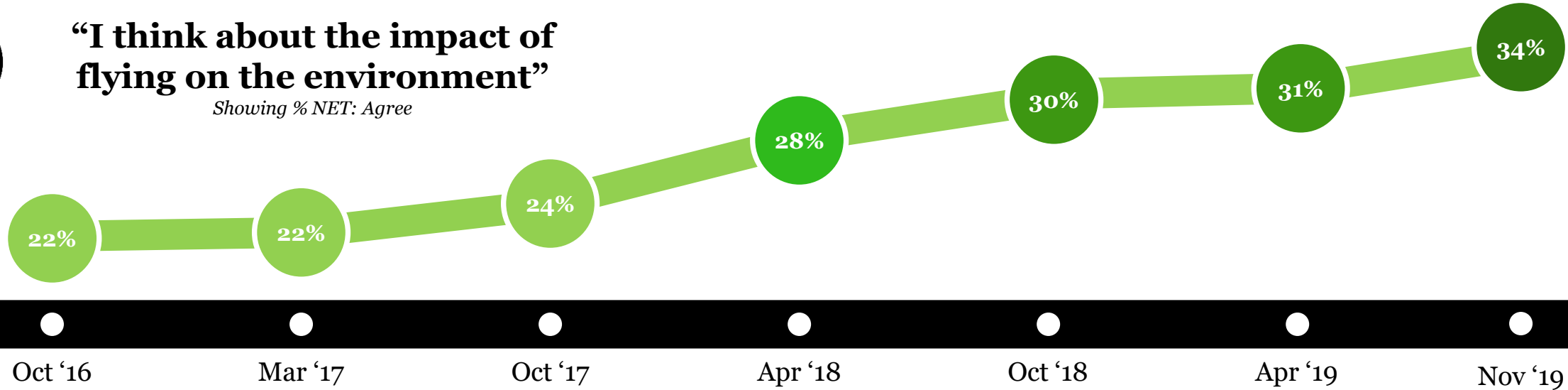


Environmental considerations



“I think about the impact of flying on the environment”

Showing % NET: Agree



“I would pay more for flight tickets to reduce environmental or noise impact”

Showing % NET: Agree

