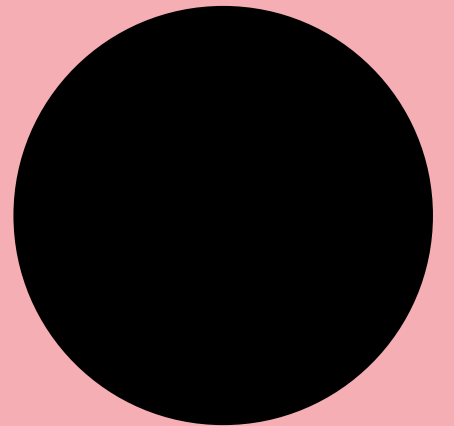
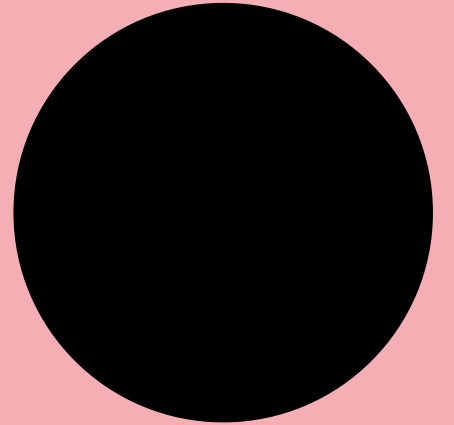

Civil Aviation Authority: UK Aviation Consumer Survey

Key Findings
Autumn 2019



Overall passenger satisfaction

Satisfied with overall travel experience

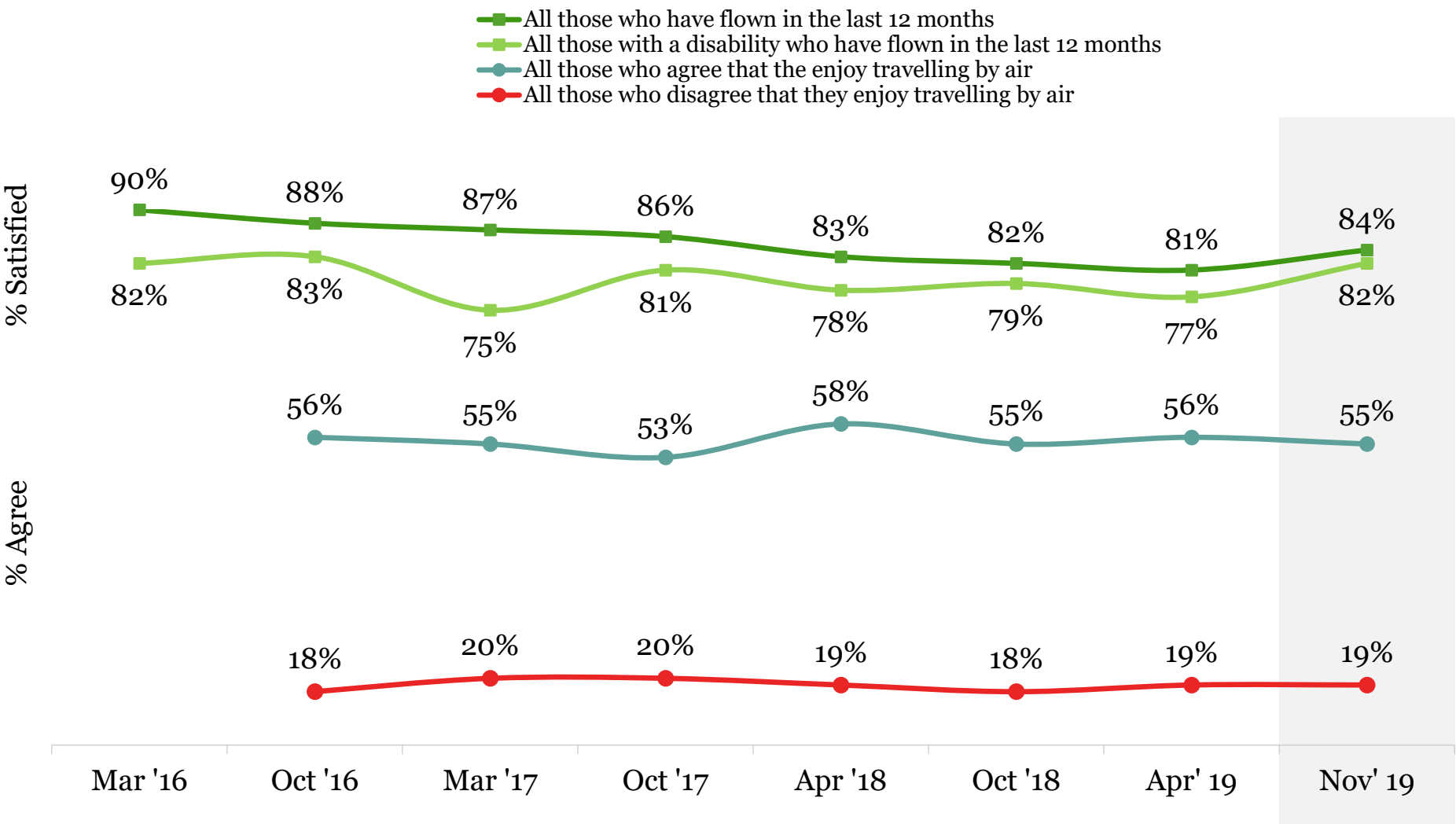
84% 

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



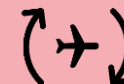
79%

The onboard
and in-flight
experience



74%

Any transfers
or
connections



81%

Passport
control /
immigration



78%

Baggage
collection

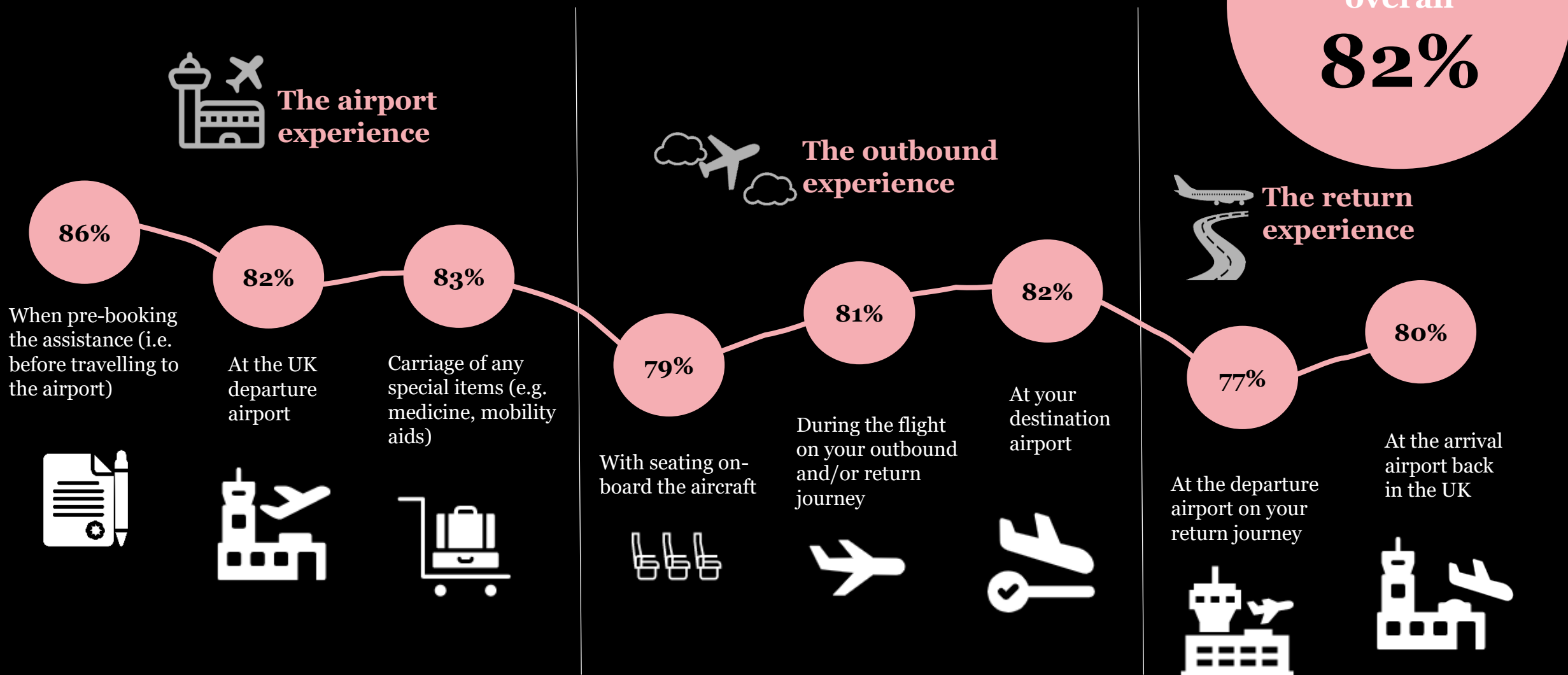


Handling of
any
complaints
made to the
airport or
airline

63%



Satisfaction as a disabled passenger



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.

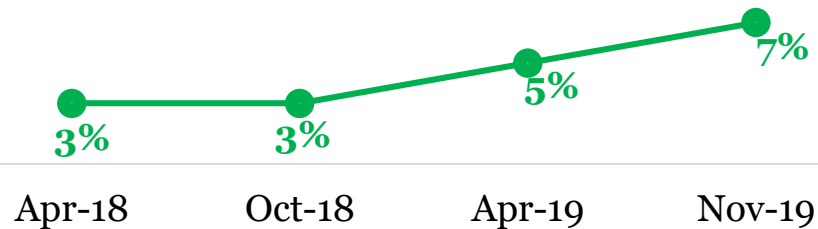
Frequency of flying

Tracked since August 2018



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

Tracked since August 2018

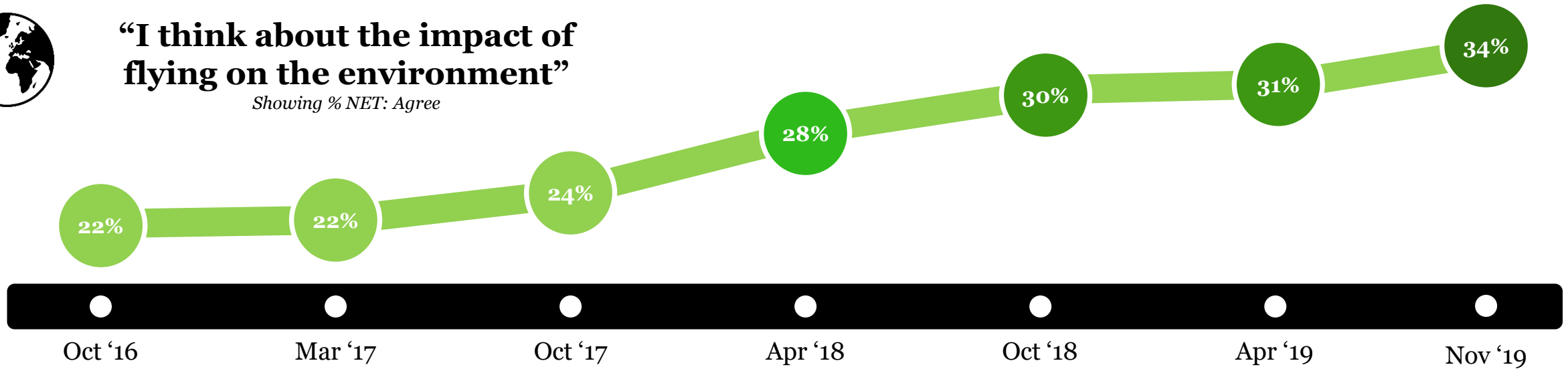


Environmental considerations



“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

