

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 1

SQ1. Would you describe yourself as male or female, or do you identify in another way?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Male	40	40	-	7	13	20	15	25	10	9	9	15	1	4	7	3	25	5	-	5	10
	40%	100%	-	58%	45%	34%	36%	45%	33%	45%	45%	29%	20%	40%	26%	30%	52%	17%	-	17%	45%
Female	59	-	59	5	15	39	27	30	19	11	11	36	4	6	20	6	23	24	5	23	12
	59%	-	100%	42%	52%	66%	64%	54%	63%	55%	55%	69%	80%	60%	74%	60%	48%	80%	100%	79%	55%
Non-binary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	1	-	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-
	1%	-	-	-	3%	-	-	2%	3%	-	-	2%	-	-	-	10%	-	3%	-	3%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 2
SQ2. Age
Base: All respondents

	Long standing disability or condition																				
	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
18-24	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
25-34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
35-44	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
45-54	1 1%	1 3%	-	1 8%	-	-	1 2%	-	-	-	1 5%	1 2%	-	-	-	1 10%	-	1 3%	-	1 3%	-
55-64	11 11%	6 15%	5 8%	11 92%	-	-	5 12%	6 11%	4 13%	1 5%	4 20%	6 12%	1 20%	1 10%	4 15%	-	5 10%	3 10%	2 40%	2 7%	3 14%
65-74	29 29%	13 33%	15 25%	-	29 100%	-	13 31%	16 29%	11 37%	8 40%	4 20%	11 21%	2 40%	2 20%	4 15%	3 30%	18 38%	6 20%	1 20%	6 21%	5 23%
75+	59 59%	20 50%	39 66%	-	-	59 100%	23 55%	34 61%	15 50%	11 55%	11 55%	34 65%	2 40%	7 70%	19 70%	6 60%	25 52%	20 67%	2 40%	20 69%	14 64%
Mean	74.67	72.90	75.97	60.08	69.79	80.03	74.05	74.71	72.70	75.35	73.10	75.08	71.20	74.80	76.44	73.60	74.23	75.27	70.60	75.66	74.82
Standard deviation	7.91	8.51	7.32	4.08	2.78	3.83	8.88	6.95	7.14	6.28	10.00	8.22	6.34	7.22	8.31	9.86	7.61	9.12	7.67	9.03	7.01
Standard error	0.79	1.35	0.95	1.18	0.52	0.50	1.37	0.93	1.30	1.40	2.24	1.14	2.84	2.28	1.60	3.12	1.10	1.67	3.43	1.68	1.50

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 3

SQ3. In the event of a major travel disruption (such as a significantly delayed or cancelled flight), would you normally be able to easily access sufficient funds (e.g. through a credit / debit card, cash, etc) to cover unexpected costs as a result of the disruption? This could include reasonable expenses such as a meal in the airport, a hotel if your flight is delayed overnight, etc.

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Yes	77 77%	31 78%	45 76%	7 58%	22 76%	48 81%	27 64%	49 88%	16 53%	18 90%	20 100%	45 87%	4 80%	8 80%	24 89%	9 90%	32 67%	28 93%	5 100%	27 93%	17 77%
No	23 23%	9 23%	14 24%	5 42%	7 24%	11 19%	15 36%	7 13%	14 47%	2 10%	-	7 13%	1 20%	2 20%	3 11%	1 10%	16 33%	2 7%	-	2 7%	5 23%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 4

SQ4. Which, if any, of these activities do you do online?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Online banking or paying bills online	53 53%	19 48%	33 56%	8 67%	15 52%	30 51%	18 43%	34 61%	15 50%	15 75%	11 55%	29 56%	2 40%	2 20%	20 74%	5 50%	24 50%	17 57%	2 40%	17 59%	12 55%
Find information for your leisure time including cinema, live music, theatre, museums	48 48%	18 45%	30 51%	6 50%	16 55%	26 44%	15 36%	32 57%	10 33%	9 45%	15 75%	30 58%	3 60%	5 50%	18 67%	4 40%	18 38%	17 57%	3 60%	16 55%	13 59%
Look online for public services information on government sites	41 41%	11 28%	29 49%	3 25%	11 38%	27 46%	18 43%	23 41%	12 40%	6 30%	8 40%	24 46%	4 80%	3 30%	13 48%	4 40%	17 35%	16 53%	3 60%	15 52%	8 36%
Pay online for your council tax or for another local council service	26 26%	12 30%	14 24%	2 17%	6 21%	18 31%	12 29%	14 25%	6 20%	4 20%	7 35%	13 25%	1 20%	1 10%	8 30%	3 30%	13 27%	8 27%	1 20%	8 28%	5 23%
Complete government processes online	25 25%	11 28%	14 24%	3 25%	5 17%	17 29%	13 31%	11 20%	7 23%	3 15%	5 25%	14 27%	- -	2 20%	9 33%	3 30%	11 23%	9 30%	- -	9 31%	5 23%
Watch TV programmes / films / content online	24 24%	12 30%	12 20%	7 58%	6 21%	11 19%	11 26%	12 21%	5 17%	5 25%	6 30%	12 23%	2 40%	1 10%	8 30%	1 10%	12 25%	8 27%	2 40%	8 28%	4 18%
Sign an online petition or use a campaigning website	21 21%	4 10%	16 27%	- -	6 21%	15 25%	7 17%	14 25%	10 33%	4 20%	3 15%	10 19%	- -	2 20%	6 22%	2 20%	11 23%	6 20%	1 20%	6 21%	4 18%
Listen to live, catch-up or on-demand radio through a website or app	5 5%	- -	5 8%	- -	1 3%	4 7%	4 10%	1 2%	2 7%	1 5%	- -	2 4%	- -	- -	2 7%	- -	3 6%	2 7%	- -	2 7%	- -
Finding / downloading information for work / business / school / college / university	3 3%	1 3%	2 3%	3 25%	- -	- -	1 2%	2 4%	- -	- -	3 15%	3 6%	- -	- -	2 7%	1 10%	- -	3 10%	2 40%	2 7%	- -
Use streamed audio services	3 3%	2 5%	1 2%	2 17%	- -	1 2%	2 5%	1 2%	1 3%	- -	1 5%	- -	- -	- -	- -	- -	3 6%	- -	- -	- -	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 4

SQ4. Which, if any, of these activities do you do online?**Base: All respondents**

							Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Gender		Age			Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither	
	Total	Male	Female	Under 65	65-74																75+
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Watch or post livestream videos	2 2%	1 3%	1 2%	-	1 3%	1 2%	1 2%	1 2%	-	2 10%	-	-	-	-	-	-	2 4%	-	-	-	-
Look at job opportunities or apply for a job online	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	14 14%	7 18%	7 12%	-	5 17%	9 15%	6 14%	7 13%	4 13%	2 10%	1 5%	6 12%	-	4 40%	-	2 20%	8 17%	2 7%	1 20%	2 7%	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 5

SQ5. How often have you travelled by plane, for personal or leisure reasons (i.e. not for business) in the past 10 years?**Base: All respondents**

							Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Gender			Age			Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
	Total	Male	Female	Under 65	65-74	75+															
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
NET: Travelled by plane in past 10 years	52	15	36	7	11	34	17	34	11	8	15	52	5	10	27	10	-	30	5	29	22
	52%	38%	61%	58%	38%	58%	40%	61%	37%	40%	75%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Once	5	1	4	1	2	2	1	4	1	2	1	5	5	-	-	-	-	2	1	2	3
	5%	3%	7%	8%	7%	3%	2%	7%	3%	10%	5%	10%	100%	-	-	-	-	7%	20%	7%	14%
A couple of times	10	4	6	1	2	7	2	8	2	2	3	10	-	10	-	-	-	4	-	4	6
	10%	10%	10%	8%	7%	12%	5%	14%	7%	10%	15%	19%	-	100%	-	-	-	13%	-	14%	27%
More than twice in the past 10 years	27	7	20	4	4	19	8	18	6	3	10	27	-	-	27	-	-	16	3	15	11
	27%	18%	34%	33%	14%	32%	19%	32%	20%	15%	50%	52%	-	-	100%	-	-	53%	60%	52%	50%
I have flown at least once per year	10	3	6	1	3	6	6	4	2	1	1	10	-	-	-	10	-	8	1	8	2
	10%	8%	10%	8%	10%	10%	14%	7%	7%	5%	5%	19%	-	-	-	100%	-	27%	20%	28%	9%
I haven't travelled by plane in past 10 years	48	25	23	5	18	25	25	22	19	12	5	-	-	-	-	-	48	-	-	-	-
	48%	63%	39%	42%	62%	42%	60%	39%	63%	60%	25%	-	-	-	-	-	100%	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 6

SQ6. At any point in the past 10 years, have you ever experienced the following to your flight journey?**Base: All respondents who have flown in the past 10 years**

							Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Gender		Age			NET: Travelled by plane in past 10 years						Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither	
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001										
Base	52	15	36	7	11	34	17	34	11	8	15	52	5	10	27	10	-	30	5	29	22
NET: Flight cancellation/delay	30	5	24	4	6	20	13	16	6	4	10	30	2	4	16	8	-	30	5	29	-
	58%	33%	67%	57%	55%	59%	76%	47%	55%	50%	67%	58%	40%	40%	59%	80%	-	100%	100%	100%	-
A flight cancellation	5	-	5	2	1	2	2	3	-	-	3	5	1	-	3	1	-	5	5	4	-
	10%	-	14%	29%	9%	6%	12%	9%	-	-	20%	10%	20%	-	11%	10%	-	17%	100%	14%	-
A flight delay	29	5	23	3	6	20	13	15	6	4	9	29	2	4	15	8	-	29	4	29	-
	56%	33%	64%	43%	55%	59%	76%	44%	55%	50%	60%	56%	40%	40%	56%	80%	-	97%	80%	100%	-
None of the above	22	10	12	3	5	14	4	18	5	4	5	22	3	6	11	2	-	-	-	-	22
	42%	67%	33%	43%	45%	41%	24%	53%	45%	50%	33%	42%	60%	60%	41%	20%	-	-	-	-	100%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 7

SQ7. In the past 10 years, what is the longest flight delay you have experienced?**Base: All respondents who have experienced a flight delay**

							Long standing disability or condition					Plane travel							Experienced Flight cancellation/delay				
	Gender			Age				Combined gross income						NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
	Total	Male	Female	Under 65	65-74	75+		Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001											
Base	29	5	23	3	6	20	13	15	6	4	9	29	2	4	15	8	-	29	4	29	-		
Less than 1 hour	4	1	3	2	-	2	2	2	-	1	3	4	-	2	1	1	-	4	-	4	-		
	14%	20%	13%	67%	-	10%	15%	13%	-	25%	33%	14%	-	50%	7%	13%	-	14%	-	14%	-		
More than 1 hour, but less than 2 hours	6	1	5	-	1	5	2	4	2	-	1	6	1	1	3	1	-	6	-	6	-		
	21%	20%	22%	-	17%	25%	15%	27%	33%	-	11%	21%	50%	25%	20%	13%	-	21%	-	21%	-		
2 or more hours, but less than 3 hours	3	-	2	-	1	2	1	2	2	-	1	3	-	-	1	2	-	3	-	3	-		
	10%	-	9%	-	17%	10%	8%	13%	33%	-	11%	10%	-	-	7%	25%	-	10%	-	10%	-		
3 or more hours	16	3	13	1	4	11	8	7	2	3	4	16	1	1	10	4	-	16	4	16	-		
	55%	60%	57%	33%	67%	55%	62%	47%	33%	75%	44%	55%	50%	25%	67%	50%	-	55%	100%	55%	-		

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 8

SQ8. Regarding this cancellation, when were you informed of the cancellation to your flight? If you have experienced more than one flight cancellation in the past 10 years, please think of the one where you have had the shortest notice.

Base: All respondents who have experienced a flight cancellation

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	5	-	5	2	1	2	2	3	-	-	3	5	1	-	3	1	-	5	5	4	-
On the same day as the flight	4	-	4	1	1	2	2	2	-	-	2	4	1	-	2	1	-	4	4	3	-
	80%	-	80%	50%	100%	100%	100%	67%	-	-	67%	80%	100%	-	67%	100%	-	80%	80%	75%	-
Within 7 days in advance of my scheduled flight	1	-	1	1	-	-	-	1	-	-	1	1	-	-	1	-	-	1	1	1	-
	20%	-	20%	50%	-	-	-	33%	-	-	33%	20%	-	-	33%	-	-	20%	20%	25%	-
Within 14 days in advance of my scheduled flight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Over 14 days in advance of my scheduled flight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 9
Respondent type
Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
NET: Delay/cabcellation	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
	20%	8%	27%	17%	17%	22%	21%	18%	13%	15%	30%	38%	20%	10%	44%	60%	-	67%	100%	66%	-
Delay only	16	3	12	1	4	11	7	8	4	3	4	16	-	1	10	5	-	16	1	16	-
	16%	8%	20%	8%	14%	19%	17%	14%	13%	15%	20%	31%	-	10%	37%	50%	-	53%	20%	55%	-
Cancellation only	1	-	1	1	-	-	-	1	-	-	1	1	-	-	1	-	-	1	1	-	-
	1%	-	2%	8%	-	-	-	2%	-	-	5%	2%	-	-	4%	-	-	3%	20%	-	-
Delay and Cancellation	3	-	3	-	1	2	2	1	-	-	1	3	1	-	1	1	-	3	3	3	-
	3%	-	5%	-	3%	3%	5%	2%	-	-	5%	6%	20%	-	4%	10%	-	10%	60%	10%	-
None	80	37	43	10	24	46	33	46	26	17	14	32	4	9	15	4	48	10	-	10	22
	80%	93%	73%	83%	83%	78%	79%	82%	87%	85%	70%	62%	80%	90%	56%	40%	100%	33%	-	34%	100%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 10

Q1. Was the delay / cancellation you experienced for a flight departing from...**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel					Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
Within the UK	9	1	8	1	3	5	3	6	3	1	3	9	1	1	4	3	-	9	3	8	-
	45%	33%	50%	50%	60%	38%	33%	60%	75%	33%	50%	45%	100%	100%	33%	50%	-	45%	60%	42%	-
Outside of the UK	11	2	8	1	2	8	6	4	1	2	3	11	-	-	8	3	-	11	2	11	-
	55%	67%	50%	50%	40%	62%	67%	40%	25%	67%	50%	55%	-	-	67%	50%	-	55%	40%	58%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 11

Q2. Which of the following best describes what happened as a result of your delay / cancellation?**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
I waited at the airport for a flight later that day	12 60%	3 100%	9 56%	-	2 40%	10 77%	5 56%	7 70%	2 50%	2 67%	4 67%	12 60%	-	1 100%	8 67%	3 50%	-	12 60%	2 40%	12 63%	-
I had to sleep / spend the night in the airport	2 10%	-	1 6%	-	2 40%	-	1 11%	1 10%	1 25%	-	-	2 10%	1 100%	-	-	1 17%	-	2 10%	1 20%	2 11%	-
The airline arranged overnight accommodation for me	2 10%	-	2 13%	1 50%	1 20%	-	1 11%	1 10%	-	1 33%	1 17%	2 10%	-	-	1 8%	1 17%	-	2 10%	1 20%	2 11%	-
I had to arrange overnight accommodation	1 5%	-	1 6%	-	-	1 8%	1 11%	-	-	-	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
I returned home and waited for a flight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I cancelled my trip entirely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	3 15%	-	3 19%	1 50%	-	2 15%	1 11%	1 10%	1 25%	-	1 17%	3 15%	-	-	2 17%	1 17%	-	3 15%	1 20%	2 11%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 12

Q3. When this delay / cancellation occurred, who were you travelling with at the time?**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	A couple of times		More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
												Once									
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
I was travelling with my partner / spouse	8 40%	1 33%	7 44%	1 50%	3 60%	4 31%	3 33%	5 50%	1 25%	1 33%	4 67%	8 40%	1 100%	-	6 50%	1 17%	-	8 40%	3 60%	7 37%	-
I was travelling with my children	5 25%	1 33%	4 25%	- -	3 60%	2 15%	3 33%	2 20%	1 25%	2 67%	1 17%	5 25%	- -	1 100%	2 17%	2 33%	-	5 25%	-	5 26%	-
I was travelling with friends	5 25%	- -	4 25%	- -	1 20%	4 31%	2 22%	2 20%	2 50%	-	1 17%	5 25%	- -	-	3 25%	2 33%	-	5 25%	-	5 26%	-
I was travelling by myself	4 20%	1 33%	3 19%	1 50%	-	3 23%	2 22%	2 20%	-	-	2 33%	4 20%	- -	-	2 17%	2 33%	-	4 20%	2 40%	4 21%	-
I was travelling with extended family	4 20%	1 33%	3 19%	-	1 20%	3 23%	2 22%	2 20%	1 25%	2 67%	1 17%	4 20%	-	1 100%	3 25%	-	-	4 20%	-	4 21%	-
I was travelling with my parents	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was traveling with someone I care for (e.g., as a carer for a person with a disability, illness, or other care needs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	1 5%	1 33%	-	-	-	1 8%	-	1 10%	-	-	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 13

Q4. When your delay / cancellation occurred, which, if any, of the following did you have access to?

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
Screens throughout the airport	17	3	13	2	4	11	7	9	4	3	6	17	-	1	11	5	-	17	4	16	-
	85%	100%	81%	100%	80%	85%	78%	90%	100%	100%	100%	85%	-	100%	92%	83%	-	85%	80%	84%	-
Text messages / SMS	13	3	10	2	4	7	6	6	1	1	4	13	1	1	7	4	-	13	4	12	-
	65%	100%	63%	100%	80%	54%	67%	60%	25%	33%	67%	65%	100%	100%	58%	67%	-	65%	80%	63%	-
Emails	9	2	7	-	4	5	5	3	1	1	2	9	1	1	3	4	-	9	2	9	-
	45%	67%	44%	-	80%	38%	56%	30%	25%	33%	33%	45%	100%	100%	25%	67%	-	45%	40%	47%	-
Mobile data (access to the internet without the need for Wi-Fi)	7	2	5	2	2	3	2	5	1	-	3	7	1	1	4	1	-	7	4	6	-
	35%	67%	31%	100%	40%	23%	22%	50%	25%	-	50%	35%	100%	100%	33%	17%	-	35%	80%	32%	-
Airport Wi-Fi	7	2	5	-	3	4	4	3	1	1	2	7	1	1	3	2	-	7	1	7	-
	35%	67%	31%	-	60%	31%	44%	30%	25%	33%	33%	35%	100%	100%	25%	33%	-	35%	20%	37%	-
The airline's app	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 14

Q5. Do you check the status of your flight before going to the airport?**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Yes	12	1	11	2	2	8	5	6	-	3	4	12	1	-	9	2	-	12	4	11	-
	60%	33%	69%	100%	40%	62%	56%	60%	-	100%	67%	60%	100%	-	75%	33%	-	60%	80%	58%	-
Yes, always	3	-	3	1	1	1	1	1	-	-	1	3	1	-	2	-	-	3	2	3	-
	15%	-	19%	50%	20%	8%	11%	10%	-	-	17%	15%	100%	-	17%	-	-	15%	40%	16%	-
Yes, sometimes	9	1	8	1	1	7	4	5	-	3	3	9	-	-	7	2	-	9	2	8	-
	45%	33%	50%	50%	20%	54%	44%	50%	-	100%	50%	45%	-	-	58%	33%	-	45%	40%	42%	-
No, never	8	2	5	-	3	5	4	4	4	-	2	8	-	1	3	4	-	8	1	8	-
	40%	67%	31%	-	60%	38%	44%	40%	100%	-	33%	40%	-	100%	25%	67%	-	40%	20%	42%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 15

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Summary Table

Base: All respondents who experienced a flight cancellation/ delay

	Priorities			
	Top 3 priorities (NET)	First choice priority	Second choice priority	Third choice priority
Base	20	20	20	20
The availability of food / drink	6 30%	1 5%	4 20%	1 5%
What I would need to do when I arrive at my destination	1 5%	- -	1 5%	- -
Cost incurred as a result of the disruption	2 10%	1 5%	- -	1 5%
The wellbeing of those who were travelling with me	6 30%	3 15%	- -	3 15%
Communicating with those who were waiting for me at my final destination	6 30%	- -	3 15%	3 15%
The impact of the disruption on my work life	1 5%	- -	1 5%	- -
The impact of the disruption on separately booked travel	2 10%	1 5%	1 5%	- -
The whereabouts of my luggage	7 35%	6 30%	1 5%	- -
Facilities available to me in the airport	2 10%	2 10%	- -	- -
Not knowing my options / the next steps to take	6 30%	1 5%	2 10%	3 15%
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1 5%	1 5%	- -	- -

CAA Delays Survey
CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 15

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Summary Table

Base: All respondents who experienced a flight cancellation/ delay

	Priorities			
	Top 3 priorities (NET)	First choice priority	Second choice priority	Third choice priority
Base	20	20	20	20
Other (please specify)	6 30%	4 20%	1 5%	1 5%
I did not have any other concerns	- -	- -	6 30%	8 40%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 16

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Top 3 priorities (NET)**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The whereabouts of my luggage	7 35%	2 67%	5 31%	-	1 20%	6 46%	2 22%	5 50%	2 50%	-	2 33%	7 35%	1 100%	1 100%	4 33%	1 17%	-	7 35%	1 20%	7 37%	-
The wellbeing of those who were travelling with me	6 30%	1 33%	5 31%	-	2 40%	4 31%	4 44%	2 20%	1 25%	3 100%	1 17%	6 30%	-	1 100%	4 33%	1 17%	-	6 30%	-	6 32%	-
Communicating with those who were waiting for me at my final destination	6 30%	-	6 38%	1 50%	2 40%	3 23%	3 33%	3 30%	-	2 67%	2 33%	6 30%	-	-	3 25%	3 50%	-	6 30%	1 20%	5 26%	-
The availability of food / drink	6 30%	1 33%	4 25%	1 50%	3 60%	2 15%	1 11%	4 40%	2 50%	-	2 33%	6 30%	-	1 100%	3 25%	2 33%	-	6 30%	1 20%	6 32%	-
Not knowing my options / the next steps to take	6 30%	1 33%	5 31%	1 50%	1 20%	4 31%	2 22%	4 40%	-	1 33%	4 67%	6 30%	-	-	6 50%	-	-	6 30%	2 40%	5 26%	-
Cost incurred as a result of the disruption	2 10%	-	2 13%	-	1 20%	1 8%	2 22%	-	-	-	-	2 10%	1 100%	-	1 8%	-	-	2 10%	1 20%	2 11%	-
Facilities available to me in the airport	2 10%	-	1 6%	-	2 40%	-	1 11%	1 10%	1 25%	-	-	2 10%	-	-	-	2 33%	-	2 10%	-	2 11%	-
The impact of the disruption on separately booked travel	2 10%	-	2 13%	-	1 20%	1 8%	2 22%	-	1 25%	1 33%	-	2 10%	-	-	-	2 33%	-	2 10%	-	2 11%	-
What I would need to do when I arrive at my destination	1 5%	-	1 6%	-	-	1 8%	1 11%	-	-	1 33%	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
The impact of the disruption on my work life	1 5%	-	1 6%	1 50%	-	-	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	1 5%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 16

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Top 3 priorities (NET)

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1 5%	-	1 6%	1 50%	-	-	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	-	-
Other (please specify)	6 30%	-	6 38%	1 50%	1 20%	4 31%	3 33%	3 30%	1 25%	1 33%	1 17%	6 30%	1 100%	-	3 25%	2 33%	-	6 30%	3 60%	6 32%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 17

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? First choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The whereabouts of my luggage	6 30%	2 67%	4 25%	-	1 20%	5 38%	2 22%	4 40%	1 25%	-	2 33%	6 30%	1 100%	1 100%	3 25%	1 17%	-	6 30%	1 20%	6 32%	-
The wellbeing of those who were travelling with me	3 15%	1 33%	2 13%	-	2 40%	1 8%	2 22%	1 10%	-	2 67%	1 17%	3 15%	-	-	2 17%	1 17%	-	3 15%	-	3 16%	-
Facilities available to me in the airport	2 10%	-	1 6%	-	2 40%	-	1 11%	1 10%	1 25%	-	-	2 10%	-	-	-	2 33%	-	2 10%	-	2 11%	-
The impact of the disruption on separately booked travel	1 5%	-	1 6%	-	-	1 8%	1 11%	-	1 25%	-	-	1 5%	-	-	-	1 17%	-	1 5%	-	1 5%	-
Cost incurred as a result of the disruption	1 5%	-	1 6%	-	-	1 8%	1 11%	-	-	-	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
The availability of food / drink	1 5%	-	1 6%	-	-	1 8%	-	-	-	-	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
Not knowing my options / the next steps to take	1 5%	-	1 6%	-	-	1 8%	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	1 5%	-
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1 5%	-	1 6%	1 50%	-	-	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	-	-
The impact of the disruption on my work life	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
What I would need to do when I arrive at my destination	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 17

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? First choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
Communicating with those who were waiting for me at my final destination	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	4	-	4	1	-	3	2	2	1	1	1	4	-	-	3	1	-	4	2	4	-
	20%	-	25%	50%	-	23%	22%	20%	25%	33%	17%	20%	-	-	25%	17%	-	20%	40%	21%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 18

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Second choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender		Age			Long standing disability or condition		Combined gross income			Plane travel							Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The availability of food / drink	4 20%	1 33%	2 13%	-	3 60%	1 8%	1 11%	3 30%	2 50%	-	1 17%	4 20%	-	1 100%	1 8%	2 33%	-	4 20%	-	4 21%	-
Communicating with those who were waiting for me at my final destination	3 15%	-	3 19%	1 50%	-	2 15%	-	3 30%	-	-	2 33%	3 15%	-	-	2 17%	1 17%	-	3 15%	1 20%	2 11%	-
Not knowing my options / the next steps to take	2 10%	-	2 13%	-	-	2 15%	2 22%	-	-	1 33%	-	2 10%	-	-	2 17%	-	-	2 10%	-	2 11%	-
The impact of the disruption on my work life	1 5%	-	1 6%	1 50%	-	-	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	1 5%	-
The impact of the disruption on separately booked travel	1 5%	-	1 6%	-	1 20%	-	1 11%	-	-	1 33%	-	1 5%	-	-	-	1 17%	-	1 5%	-	1 5%	-
The whereabouts of my luggage	1 5%	-	1 6%	-	-	1 8%	-	1 10%	1 25%	-	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
What I would need to do when I arrive at my destination	1 5%	-	1 6%	-	-	1 8%	1 11%	-	-	1 33%	-	1 5%	-	-	1 8%	-	-	1 5%	-	1 5%	-
The wellbeing of those who were travelling with me	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Facilities available to me in the airport	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cost incurred as a result of the disruption	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 18

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Second choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	1	-	1	-	1	-	1	-	-	-	-	1	1	-	-	-	-	1	1	1	-
	5%	-	6%	-	20%	-	11%	-	-	-	-	5%	100%	-	-	-	-	5%	20%	5%	-
I did not have any other concerns	6	2	4	-	-	6	3	2	1	-	2	6	-	-	4	2	-	6	2	6	-
	30%	67%	25%	-	-	46%	33%	20%	25%	-	33%	30%	-	-	33%	33%	-	30%	40%	32%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 19

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Third choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The wellbeing of those who were travelling with me	3 15%	-	3 19%	-	-	3 23%	2 22%	1 10%	1 25%	1 33%	-	3 15%	-	1 100%	2 17%	-	-	3 15%	-	3 16%	-
Communicating with those who were waiting for me at my final destination	3 15%	-	3 19%	-	2 40%	1 8%	3 33%	-	-	2 67%	-	3 15%	-	-	1 8%	2 33%	-	3 15%	-	3 16%	-
Not knowing my options / the next steps to take	3 15%	1 33%	2 13%	1 50%	1 20%	1 8%	-	3 30%	-	-	3 50%	3 15%	-	-	3 25%	-	-	3 15%	1 20%	2 11%	-
Cost incurred as a result of the disruption	1 5%	-	1 6%	-	1 20%	-	1 11%	-	-	-	-	1 5%	1 100%	-	-	-	-	1 5%	1 20%	1 5%	-
The availability of food / drink	1 5%	-	1 6%	1 50%	-	-	-	1 10%	-	-	1 17%	1 5%	-	-	1 8%	-	-	1 5%	1 20%	1 5%	-
The impact of the disruption on my work life	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The impact of the disruption on separately booked travel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The whereabouts of my luggage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Facilities available to me in the airport	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
What I would need to do when I arrive at my destination	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 19

Q6. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption? Third choice priority**Base: All respondents who experienced a flight cancellation/ delay**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	1	-	1	-	-	1	-	1	-	-	-	1	-	-	-	1	-	1	-	1	-
	5%	-	6%	-	-	8%	-	10%	-	-	-	5%	-	-	-	17%	-	5%	-	5%	-
I did not have any other concerns	8	2	5	-	1	7	3	4	3	-	2	8	-	-	5	3	-	8	2	8	-
	40%	67%	31%	-	20%	54%	33%	40%	75%	-	33%	40%	-	-	42%	50%	-	40%	40%	42%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 20

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

Summary Table

Base: All respondents who experienced a flight cancellation/ delay

	Elements							
	My ability to contact airline staff / customer support during the delays / cancellations	How the disruption was initially communicated	The airline's communications to me while working to resolve the delays / cancellations	The resolution of the delay (i.e. arrival at my destination, receiving compensation, etc)	The options available for me to resolve the disruption online	The options available for me to resolve the disruption in person	The frequency of the updates I received from the airline	The availability of information in the airport (e.g. posters, brochures) to help me understand my rights during delays / cancellations
Base	20	20	20	20	20	20	20	20
NET: Satisfied	9 45%	9 45%	10 50%	14 70%	2 10%	9 45%	9 45%	5 25%
Very satisfied	3 15%	4 20%	5 25%	8 40%	- -	5 25%	4 20%	1 5%
Fairly satisfied	6 30%	5 25%	5 25%	6 30%	2 10%	4 20%	5 25%	4 20%
Neither satisfied nor dissatisfied	2 10%	4 20%	1 5%	1 5%	2 10%	- -	2 10%	- -
Fairly dissatisfied	2 10%	4 20%	3 15%	1 5%	3 15%	4 20%	2 10%	4 20%
Very dissatisfied	6 30%	3 15%	5 25%	3 15%	4 20%	5 25%	4 20%	7 35%
NET: Dissatisfied	8 40%	7 35%	8 40%	4 20%	7 35%	9 45%	6 30%	11 55%
I'm not sure	1 5%	- -	1 5%	1 5%	9 45%	2 10%	3 15%	4 20%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 21

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

My ability to contact airline staff / customer support during the delays / cancellations

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	9	3	6	1	2	6	4	5	-	2	5	9	1	-	8	-	-	9	3	9	-
	45%	100%	38%	50%	40%	46%	44%	50%	-	67%	83%	45%	100%	-	67%	-	-	45%	60%	47%	-
Very satisfied	3	1	2	1	1	1	2	1	-	-	2	3	1	-	2	-	-	3	2	3	-
	15%	33%	13%	50%	20%	8%	22%	10%	-	-	33%	15%	100%	-	17%	-	-	15%	40%	16%	-
Fairly satisfied	6	2	4	-	1	5	2	4	-	2	3	6	-	-	6	-	-	6	1	6	-
	30%	67%	25%	-	20%	38%	22%	40%	-	67%	50%	30%	-	-	50%	-	-	30%	20%	32%	-
Neither satisfied nor dissatisfied	2	-	2	-	1	1	2	-	-	-	-	2	-	-	-	2	-	2	1	2	-
	10%	-	13%	-	20%	8%	22%	-	-	-	-	10%	-	-	-	33%	-	10%	20%	11%	-
Fairly dissatisfied	2	-	2	1	-	1	-	2	1	-	1	2	-	1	1	-	-	2	1	1	-
	10%	-	13%	50%	-	8%	-	20%	25%	-	17%	10%	-	100%	8%	-	-	10%	20%	5%	-
Very dissatisfied	6	-	5	-	2	4	3	3	3	1	-	6	-	-	2	4	-	6	-	6	-
	30%	-	31%	-	40%	31%	33%	30%	75%	33%	-	30%	-	-	17%	67%	-	30%	-	32%	-
NET: Dissatisfied	8	-	7	1	2	5	3	5	4	1	1	8	-	1	3	4	-	8	1	7	-
	40%	-	44%	50%	40%	38%	33%	50%	100%	33%	17%	40%	-	100%	25%	67%	-	40%	20%	37%	-
I'm not sure	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	1	-
	5%	-	6%	-	-	8%	-	-	-	-	-	5%	-	-	8%	-	-	5%	-	5%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 22

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

How the disruption was initially communicated

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	9	3	6	-	3	6	4	4	-	1	4	9	1	-	7	1	-	9	2	9	-
	45%	100%	38%	-	60%	46%	44%	40%	-	33%	67%	45%	100%	-	58%	17%	-	45%	40%	47%	-
Very satisfied	4	1	3	-	2	2	3	-	-	-	1	4	1	-	2	1	-	4	1	4	-
	20%	33%	19%	-	40%	15%	33%	-	-	-	17%	20%	100%	-	17%	17%	-	20%	20%	21%	-
Fairly satisfied	5	2	3	-	1	4	1	4	-	1	3	5	-	-	5	-	-	5	1	5	-
	25%	67%	19%	-	20%	31%	11%	40%	-	33%	50%	25%	-	-	42%	-	-	25%	20%	26%	-
Neither satisfied nor dissatisfied	4	-	3	1	2	1	1	3	2	1	1	4	-	-	2	2	-	4	1	4	-
	20%	-	19%	50%	40%	8%	11%	30%	50%	33%	17%	20%	-	-	17%	33%	-	20%	20%	21%	-
Fairly dissatisfied	4	-	4	1	-	3	1	3	1	1	1	4	-	1	2	1	-	4	1	3	-
	20%	-	25%	50%	-	23%	11%	30%	25%	33%	17%	20%	-	100%	17%	17%	-	20%	20%	16%	-
Very dissatisfied	3	-	3	-	-	3	3	-	1	-	-	3	-	-	1	2	-	3	1	3	-
	15%	-	19%	-	-	23%	33%	-	25%	-	-	15%	-	-	8%	33%	-	15%	20%	16%	-
NET: Dissatisfied	7	-	7	1	-	6	4	3	2	1	1	7	-	1	3	3	-	7	2	6	-
	35%	-	44%	50%	-	46%	44%	30%	50%	33%	17%	35%	-	100%	25%	50%	-	35%	40%	32%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 23

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The airline's communications to me while working to resolve the delays / cancellations

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	10	3	7	1	4	5	6	4	-	3	4	10	1	-	7	2	-	10	2	10	-
	50%	100%	44%	50%	80%	38%	67%	40%	-	100%	67%	50%	100%	-	58%	33%	-	50%	40%	53%	-
Very satisfied	5	1	4	1	3	1	2	3	-	1	3	5	1	-	3	1	-	5	2	5	-
	25%	33%	25%	50%	60%	8%	22%	30%	-	33%	50%	25%	100%	-	25%	17%	-	25%	40%	26%	-
Fairly satisfied	5	2	3	-	1	4	4	1	-	2	1	5	-	-	4	1	-	5	-	5	-
	25%	67%	19%	-	20%	31%	44%	10%	-	67%	17%	25%	-	-	33%	17%	-	25%	-	26%	-
Neither satisfied nor dissatisfied	1	-	1	-	-	1	-	1	-	-	1	1	-	-	1	-	-	1	1	1	-
	5%	-	6%	-	-	8%	-	10%	-	-	17%	5%	-	-	8%	-	-	5%	20%	5%	-
Fairly dissatisfied	3	-	3	1	-	2	-	3	1	-	1	3	-	1	1	1	-	3	1	2	-
	15%	-	19%	50%	-	15%	-	30%	25%	-	17%	15%	-	100%	8%	17%	-	15%	20%	11%	-
Very dissatisfied	5	-	4	-	1	4	3	2	3	-	-	5	-	-	2	3	-	5	1	5	-
	25%	-	25%	-	20%	31%	33%	20%	75%	-	-	25%	-	-	17%	50%	-	25%	20%	26%	-
NET: Dissatisfied	8	-	7	1	1	6	3	5	4	-	1	8	-	1	3	4	-	8	2	7	-
	40%	-	44%	50%	20%	46%	33%	50%	100%	-	17%	40%	-	100%	25%	67%	-	40%	40%	37%	-
I'm not sure	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-	1	-
	5%	-	6%	-	-	8%	-	-	-	-	-	5%	-	-	8%	-	-	5%	-	5%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 24

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The resolution of the delay (i.e. arrival at my destination, receiving compensation, etc)

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	14	2	12	1	4	9	7	6	1	3	5	14	1	1	8	4	-	14	4	14	-
	70%	67%	75%	50%	80%	69%	78%	60%	25%	100%	83%	70%	100%	100%	67%	67%	-	70%	80%	74%	-
Very satisfied	8	1	7	1	2	5	2	5	1	1	3	8	-	1	4	3	-	8	3	8	-
	40%	33%	44%	50%	40%	38%	22%	50%	25%	33%	50%	40%	-	100%	33%	50%	-	40%	60%	42%	-
Fairly satisfied	6	1	5	-	2	4	5	1	-	2	2	6	1	-	4	1	-	6	1	6	-
	30%	33%	31%	-	40%	31%	56%	10%	-	67%	33%	30%	100%	-	33%	17%	-	30%	20%	32%	-
Neither satisfied nor dissatisfied	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	1	-
	5%	33%	-	-	-	8%	-	10%	-	-	-	5%	-	-	8%	-	-	5%	-	5%	-
Fairly dissatisfied	1	-	1	1	-	-	-	1	-	-	1	1	-	-	1	-	-	1	1	-	-
	5%	-	6%	50%	-	-	-	10%	-	-	17%	5%	-	-	8%	-	-	5%	20%	-	-
Very dissatisfied	3	-	3	-	-	3	2	1	2	-	-	3	-	-	2	1	-	3	-	3	-
	15%	-	19%	-	-	23%	22%	10%	50%	-	-	15%	-	-	17%	17%	-	15%	-	16%	-
NET: Dissatisfied	4	-	4	1	-	3	2	2	2	-	1	4	-	-	3	1	-	4	1	3	-
	20%	-	25%	50%	-	23%	22%	20%	50%	-	17%	20%	-	-	25%	17%	-	20%	20%	16%	-
I'm not sure	1	-	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-	1	-	1	-
	5%	-	-	-	20%	-	-	10%	25%	-	-	5%	-	-	-	17%	-	5%	-	5%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 25

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The options available for me to resolve the disruption online

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	2 10%	-	2 13%	-	1 20%	1 8%	2 22%	-	-	1 33%	-	2 10%	1 100%	-	1 8%	-	-	2 10%	1 20%	2 11%	-
Very satisfied	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Fairly satisfied	2 10%	- -	2 13%	- -	1 20%	1 8%	2 22%	- -	- -	1 33%	- -	2 10%	1 100%	- -	1 8%	- -	- -	2 10%	1 20%	2 11%	- -
Neither satisfied nor dissatisfied	2 10%	- -	2 13%	- -	- -	2 15%	- -	2 20%	- -	- -	1 17%	2 10%	- -	- -	1 8%	1 17%	- -	2 10%	1 20%	2 11%	- -
Fairly dissatisfied	3 15%	- -	3 19%	- -	1 20%	2 15%	2 22%	1 10%	1 25%	2 67%	- -	3 15%	- -	1 100%	1 8%	1 17%	- -	3 15%	- -	3 16%	- -
Very dissatisfied	4 20%	- -	4 25%	1 50%	1 20%	2 15%	3 33%	1 10%	1 25%	- -	1 17%	4 20%	- -	- -	2 17%	2 33%	- -	4 20%	1 20%	3 16%	- -
NET: Dissatisfied	7 35%	- -	7 44%	1 50%	2 40%	4 31%	5 56%	2 20%	2 50%	2 67%	1 17%	7 35%	- -	1 100%	3 25%	3 50%	- -	7 35%	1 20%	6 32%	- -
I'm not sure	9 45%	3 100%	5 31%	1 50%	2 40%	6 46%	2 22%	6 60%	2 50%	- -	4 67%	9 45%	- -	- -	7 58%	2 33%	- -	9 45%	2 40%	9 47%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 26

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The options available for me to resolve the disruption in person

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	9	2	7	1	1	7	4	4	-	2	4	9	1	-	8	-	-	9	3	9	-
	45%	67%	44%	50%	20%	54%	44%	40%	-	67%	67%	45%	100%	-	67%	-	-	45%	60%	47%	-
Very satisfied	5	1	4	1	1	3	2	2	-	-	3	5	1	-	4	-	-	5	2	5	-
	25%	33%	25%	50%	20%	23%	22%	20%	-	-	50%	25%	100%	-	33%	-	-	25%	40%	26%	-
Fairly satisfied	4	1	3	-	-	4	2	2	-	2	1	4	-	-	4	-	-	4	1	4	-
	20%	33%	19%	-	-	31%	22%	20%	-	67%	17%	20%	-	-	33%	-	-	20%	20%	21%	-
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied	4	1	3	1	2	1	1	3	-	1	2	4	-	-	2	2	-	4	1	3	-
	20%	33%	19%	50%	40%	8%	11%	30%	-	33%	33%	20%	-	-	17%	33%	-	20%	20%	16%	-
Very dissatisfied	5	-	4	-	1	4	3	2	3	-	-	5	-	-	2	3	-	5	1	5	-
	25%	-	25%	-	20%	31%	33%	20%	75%	-	-	25%	-	-	17%	50%	-	25%	20%	26%	-
NET: Dissatisfied	9	1	7	1	3	5	4	5	3	1	2	9	-	-	4	5	-	9	2	8	-
	45%	33%	44%	50%	60%	38%	44%	50%	75%	33%	33%	45%	-	-	33%	83%	-	45%	40%	42%	-
I'm not sure	2	-	2	-	1	1	1	1	1	-	-	2	-	1	-	1	-	2	-	2	-
	10%	-	13%	-	20%	8%	11%	10%	25%	-	-	10%	-	100%	-	17%	-	10%	-	11%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 27

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The frequency of the updates I received from the airline

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	9	3	6	1	3	5	5	4	-	3	4	9	-	-	7	2	-	9	1	9	-
	45%	100%	38%	50%	60%	38%	56%	40%	-	100%	67%	45%	-	-	58%	33%	-	45%	20%	47%	-
Very satisfied	4	1	3	1	1	2	3	1	-	2	2	4	-	-	3	1	-	4	1	4	-
	20%	33%	19%	50%	20%	15%	33%	10%	-	67%	33%	20%	-	-	25%	17%	-	20%	20%	21%	-
Fairly satisfied	5	2	3	-	2	3	2	3	-	1	2	5	-	-	4	1	-	5	-	5	-
	25%	67%	19%	-	40%	23%	22%	30%	-	33%	33%	25%	-	-	33%	17%	-	25%	-	26%	-
Neither satisfied nor dissatisfied	2	-	2	-	-	2	1	1	1	-	1	2	-	-	1	1	-	2	1	2	-
	10%	-	13%	-	-	15%	11%	10%	25%	-	17%	10%	-	-	8%	17%	-	10%	20%	11%	-
Fairly dissatisfied	2	-	2	1	1	-	1	1	-	-	1	2	1	-	1	-	-	2	2	1	-
	10%	-	13%	50%	20%	-	11%	10%	-	-	17%	10%	100%	-	8%	-	-	10%	40%	5%	-
Very dissatisfied	4	-	3	-	1	3	1	3	2	-	-	4	-	-	2	2	-	4	-	4	-
	20%	-	19%	-	20%	23%	11%	30%	50%	-	-	20%	-	-	17%	33%	-	20%	-	21%	-
NET: Dissatisfied	6	-	5	1	2	3	2	4	2	-	1	6	1	-	3	2	-	6	2	5	-
	30%	-	31%	50%	40%	23%	22%	40%	50%	-	17%	30%	100%	-	25%	33%	-	30%	40%	26%	-
I'm not sure	3	-	3	-	-	3	1	1	1	-	-	3	-	1	1	1	-	3	1	3	-
	15%	-	19%	-	-	23%	11%	10%	25%	-	-	15%	-	100%	8%	17%	-	15%	20%	16%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 28

Q7. Overall, how satisfied or dissatisfied were you with each element of your delays / cancellations experience?

The availability of information in the airport (e.g. posters, brochures) to help me understand my rights during delays / cancellations

Base: All respondents who experienced a flight cancellation/ delay

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
NET: Satisfied	5	2	3	-	1	4	1	4	-	1	3	5	-	-	5	-	-	5	1	5	-
	25%	67%	19%	-	20%	31%	11%	40%	-	33%	50%	25%	-	-	42%	-	-	25%	20%	26%	-
Very satisfied	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	1	-
	5%	33%	-	-	-	8%	-	10%	-	-	-	5%	-	-	8%	-	-	5%	-	5%	-
Fairly satisfied	4	1	3	-	1	3	1	3	-	1	3	4	-	-	4	-	-	4	1	4	-
	20%	33%	19%	-	20%	23%	11%	30%	-	33%	50%	20%	-	-	33%	-	-	20%	20%	21%	-
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied	4	-	4	1	1	2	2	2	-	1	1	4	-	-	2	2	-	4	1	4	-
	20%	-	25%	50%	20%	15%	22%	20%	-	33%	17%	20%	-	-	17%	33%	-	20%	20%	21%	-
Very dissatisfied	7	-	6	1	2	4	4	3	3	1	1	7	-	-	3	4	-	7	2	6	-
	35%	-	38%	50%	40%	31%	44%	30%	75%	33%	17%	35%	-	-	25%	67%	-	35%	40%	32%	-
NET: Dissatisfied	11	-	10	2	3	6	6	5	3	2	2	11	-	-	5	6	-	11	3	10	-
	55%	-	63%	100%	60%	46%	67%	50%	75%	67%	33%	55%	-	-	42%	100%	-	55%	60%	53%	-
I'm not sure	4	1	3	-	1	3	2	1	1	-	1	4	1	1	2	-	-	4	1	4	-
	20%	33%	19%	-	20%	23%	22%	10%	25%	-	17%	20%	100%	100%	17%	-	-	20%	20%	21%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 29

Q9. Overall, what (if anything) could the airline have done to improve your experience of the disruption?**Base: All respondents who experienced a flight cancellation/ delay**

	Gender		Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	20	3	16	2	5	13	9	10	4	3	6	20	1	1	12	6	-	20	5	19	-
Made more staff available to answer questions in person	14 70%	- -	13 81%	1 50%	3 60%	10 77%	7 78%	6 60%	4 100%	3 100%	2 33%	14 70%	- -	1 100%	7 58%	6 100%	- -	14 70%	2 40%	13 68%	- -
Communicated more frequently	12 60%	1 33%	10 63%	2 100%	4 80%	6 46%	6 67%	6 60%	3 75%	2 67%	2 33%	12 60%	1 100%	- -	5 42%	6 100%	- -	12 60%	4 80%	11 58%	- -
Provided more detailed information	11 55%	1 33%	9 56%	2 100%	3 60%	6 46%	3 33%	7 70%	4 100%	1 33%	2 33%	11 55%	1 100%	1 100%	5 42%	4 67%	- -	11 55%	3 60%	10 53%	- -
Provided airline telephone contact details	10 50%	1 33%	9 56%	1 50%	3 60%	6 46%	6 67%	4 40%	2 50%	2 67%	1 17%	10 50%	1 100%	- -	4 33%	5 83%	- -	10 50%	3 60%	9 47%	- -
Offered more online customer support options	6 30%	- -	6 38%	- -	1 20%	5 38%	4 44%	2 20%	2 50%	- -	- -	6 30%	1 100%	1 100%	1 8%	3 50%	- -	6 30%	2 40%	6 32%	- -
Communicated less frequently	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other (please specify)	3 15%	- -	3 19%	- -	1 20%	2 15%	3 33%	- -	- -	2 67%	- -	3 15%	- -	- -	1 8%	2 33%	- -	3 15%	1 20%	3 16%	- -
I'm not sure	3 15%	2 67%	1 6%	- -	1 20%	2 15%	1 11%	2 20%	- -	- -	3 50%	3 15%	- -	- -	3 25%	- -	- -	3 15%	1 20%	3 16%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 30

Q10. Imagine you are traveling (or intending to travel) by plane and you experience a flight DELAY (not a cancellation) on the day of your flight. In what ways would you prefer to be FIRST notified about delays?

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Screens in the airport before getting to my gate	84 84%	32 80%	51 86%	10 83%	25 86%	49 83%	35 83%	48 86%	25 83%	17 85%	19 95%	48 92%	5 100%	8 80%	25 93%	10 100%	36 75%	27 90%	4 80%	27 93%	21 95%
A text message from the airline	77 77%	29 73%	47 80%	11 92%	23 79%	43 73%	32 76%	44 79%	26 87%	14 70%	14 70%	42 81%	5 100%	8 80%	20 74%	9 90%	35 73%	23 77%	4 80%	23 79%	19 86%
The loudspeaker at the airport	76 76%	32 80%	43 73%	12 100%	21 72%	43 73%	35 83%	41 73%	22 73%	16 80%	18 90%	39 75%	4 80%	7 70%	21 78%	7 70%	37 77%	23 77%	5 100%	22 76%	16 73%
Airport lounge staff	72 72%	32 80%	39 66%	9 75%	23 79%	40 68%	29 69%	42 75%	23 77%	15 75%	13 65%	37 71%	3 60%	5 50%	20 74%	9 90%	35 73%	21 70%	4 80%	20 69%	16 73%
Agents at the gate prior to boarding the plane	65 65%	26 65%	39 66%	8 67%	22 76%	35 59%	30 71%	35 63%	18 60%	15 75%	17 85%	32 62%	5 100%	4 40%	16 59%	7 70%	33 69%	19 63%	5 100%	18 62%	13 59%
An email from the airline	59 59%	23 58%	35 59%	7 58%	20 69%	32 54%	27 64%	30 54%	20 67%	11 55%	9 45%	28 54%	1 20%	6 60%	15 56%	6 60%	31 65%	17 57%	3 60%	17 59%	11 50%
An online flight tracker	23 23%	6 15%	17 29%	5 42%	6 21%	12 20%	12 29%	11 20%	9 30%	2 10%	6 30%	11 21%	2 40%	- -	6 22%	3 30%	12 25%	9 30%	5 100%	8 28%	2 9%
The airline app	21 21%	7 18%	14 24%	5 42%	5 17%	11 19%	10 24%	10 18%	9 30%	3 15%	4 20%	10 19%	1 20%	- -	7 26%	2 20%	11 23%	7 23%	3 60%	7 24%	3 14%
Social media	15 15%	6 15%	9 15%	3 25%	6 21%	6 10%	11 26%	4 7%	7 23%	2 10%	1 5%	5 10%	1 20%	- -	2 7%	2 20%	10 21%	4 13%	1 20%	4 14%	1 5%
Other (please specify)	9 9%	2 5%	7 12%	2 17%	3 10%	4 7%	5 12%	4 7%	3 10%	3 15%	- -	3 6%	- -	1 10%	1 4%	1 10%	6 13%	1 3%	- -	1 3%	2 9%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 31

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Summary Table

Base: All respondents

	Priorities					
	Top 5 most important (NET)	Most important	Second most important	Third most important	Fourth most important	Fifth most important
Base	100	100	100	100	100	100
Length of delay / new flight time	83 83%	44 44%	13 13%	12 12%	5 5%	9 9%
Reason for disruption	51 51%	22 22%	9 9%	6 6%	6 6%	8 8%
Rebooking options / next available flight to my destination	60 60%	7 7%	23 23%	8 8%	12 12%	10 10%
Refund / reimbursement / compensation eligibility	40 40%	5 5%	4 4%	16 16%	8 8%	7 7%
Refund / reimbursement / compensation process	40 40%	1 1%	7 7%	6 6%	12 12%	14 14%
Impact on connecting flights (if applicable)	42 42%	2 2%	12 12%	5 5%	13 13%	10 10%
Estimated wait times for customer service support	10 10%	- -	2 2%	- -	6 6%	2 2%
Checked luggage handling information (if applicable)	29 29%	1 1%	6 6%	7 7%	9 9%	6 6%
Contact details for customer service	16 16%	1 1%	3 3%	4 4%	6 6%	2 2%
Options for in person airline support	16 16%	2 2%	3 3%	3 3%	3 3%	5 5%
Options for online airline support	5 5%	1 1%	- -	3 3%	- -	1 1%
Any boarding gate changes	29 29%	2 2%	5 5%	6 6%	9 9%	7 7%
Availability of disability support staff	38 38%	9 9%	7 7%	11 11%	4 4%	7 7%

CAA Delays Survey
CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 31

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Summary Table

Base: All respondents

	Priorities					
	Top 5 most important (NET)	Most important	Second most important	Third most important	Fourth most important	Fifth most important
Base	100	100	100	100	100	100
Other (please specify)	19 19%	3 3%	6 6%	13 13%	7 7%	1 1%
No others	- -	- -	- -	- -	- -	11 11%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 32

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Top 5 most important (NET)

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Length of delay / new flight time	83 83%	34 85%	48 81%	9 75%	23 79%	51 86%	36 86%	45 80%	21 70%	16 80%	18 90%	44 85%	4 80%	8 80%	23 85%	9 90%	39 81%	27 90%	5 100%	26 90%	17 77%
Rebooking options / next available flight to my destination	60 60%	27 68%	32 54%	9 75%	15 52%	36 61%	23 55%	37 66%	19 63%	14 70%	10 50%	31 60%	3 60%	6 60%	16 59%	6 60%	29 60%	18 60%	4 80%	17 59%	13 59%
Reason for disruption	51 51%	16 40%	34 58%	7 58%	18 62%	26 44%	20 48%	30 54%	17 57%	10 50%	10 50%	29 56%	2 40%	7 70%	14 52%	6 60%	22 46%	16 53%	4 80%	15 52%	13 59%
Impact on connecting flights (if applicable)	42 42%	15 38%	27 46%	4 33%	11 38%	27 46%	15 36%	26 46%	11 37%	12 60%	8 40%	20 38%	2 40%	6 60%	11 41%	1 10%	22 46%	11 37%	- -	11 38%	9 41%
Refund / reimbursement / compensation process	40 40%	19 48%	21 36%	5 42%	15 52%	20 34%	14 33%	25 45%	7 23%	10 50%	10 50%	17 33%	2 40%	3 30%	9 33%	3 30%	23 48%	8 27%	1 20%	7 24%	9 41%
Refund / reimbursement / compensation eligibility	40 40%	16 40%	23 39%	5 42%	15 52%	20 34%	19 45%	21 38%	11 37%	10 50%	11 55%	13 25%	1 20%	2 20%	8 30%	2 20%	27 56%	7 23%	1 20%	6 21%	6 27%
Availability of disability support staff	38 38%	11 28%	27 46%	2 17%	13 45%	23 39%	27 64%	10 18%	14 47%	7 35%	4 20%	15 29%	2 40%	2 20%	7 26%	4 40%	23 48%	10 33%	3 60%	10 34%	5 23%
Any boarding gate changes	29 29%	12 30%	16 27%	5 42%	8 28%	16 27%	15 36%	13 23%	7 23%	8 40%	5 25%	17 33%	1 20%	3 30%	6 22%	7 70%	12 25%	11 37%	2 40%	11 38%	6 27%
Checked luggage handling information (if applicable)	29 29%	9 23%	20 34%	4 33%	5 17%	20 34%	13 31%	15 27%	10 33%	2 10%	7 35%	17 33%	2 40%	3 30%	9 33%	3 30%	12 25%	11 37%	2 40%	11 38%	6 27%
Contact details for customer service	16 16%	8 20%	8 14%	2 17%	7 24%	7 12%	5 12%	11 20%	5 17%	3 15%	2 10%	8 15%	1 20%	2 20%	3 11%	2 20%	8 17%	5 17%	1 20%	5 17%	3 14%
Options for in person airline support	16 16%	4 10%	12 20%	- -	2 7%	14 24%	8 19%	8 14%	8 27%	2 10%	2 10%	12 23%	- -	3 30%	6 22%	3 30%	4 8%	8 27%	1 20%	8 28%	4 18%
Estimated wait times for customer service support	10 10%	2 5%	8 14%	- -	4 14%	6 10%	3 7%	7 13%	6 20%	2 10%	1 5%	4 8%	- -	2 20%	2 7%	- -	6 13%	- -	- -	- -	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 32

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Top 5 most important (NET)

Base: All respondents

	Long standing disability or condition																				
	Gender			Age			Combined gross income			Plane travel					Experienced Flight cancellation/delay						
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Options for online airline support	5 5%	3 8%	2 3%	1 8%	-	4 7%	2 5%	3 5%	2 7%	1 5%	-	2 4%	-	-	1 4%	1 10%	3 6%	1 3%	-	1 3%	1 5%
Other (please specify)	19 19%	11 28%	8 14%	2 17%	3 10%	14 24%	6 14%	12 21%	5 17%	2 10%	6 30%	14 27%	1 20%	2 20%	9 33%	2 20%	5 10%	10 33%	-	10 34%	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 33

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Length of delay / new flight time	44 44%	19 48%	25 42%	6 50%	11 38%	27 46%	15 36%	27 48%	7 23%	11 55%	11 55%	22 42%	3 60%	3 30%	12 44%	4 40%	22 46%	14 47%	2 40%	13 45%	8 36%
Reason for disruption	22 22%	7 18%	14 24%	2 17%	8 28%	12 20%	9 21%	13 23%	10 33%	4 20%	2 10%	10 19%	- -	3 30%	5 19%	2 20%	12 25%	4 13%	- -	4 14%	6 27%
Availability of disability support staff	9 9%	2 5%	7 12%	1 8%	2 7%	6 10%	8 19%	1 2%	4 13%	1 5%	- -	4 8%	1 20%	- -	1 4%	2 20%	5 10%	3 10%	2 40%	3 10%	1 5%
Rebooking options / next available flight to my destination	7 7%	2 5%	5 8%	1 8%	- -	6 10%	2 5%	5 9%	1 3%	2 10%	2 10%	6 12%	- -	1 10%	5 19%	- -	1 2%	3 10%	1 20%	3 10%	3 14%
Refund / reimbursement / compensation eligibility	5 5%	2 5%	3 5%	- -	2 7%	3 5%	2 5%	3 5%	2 7%	1 5%	2 10%	3 6%	- -	1 10%	2 7%	- -	2 4%	1 3%	- -	1 3%	2 9%
Options for in person airline support	2 2%	1 3%	1 2%	- -	- -	2 3%	1 2%	1 2%	2 7%	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -
Any boarding gate changes	2 2%	2 5%	- -	1 8%	1 3%	- -	2 5%	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -
Impact on connecting flights (if applicable)	2 2%	- -	2 3%	- -	1 3%	1 2%	- -	2 4%	2 7%	- -	- -	2 4%	- -	1 10%	1 4%	- -	- -	2 7%	- -	2 7%	- -
Refund / reimbursement / compensation process	1 1%	1 3%	- -	- -	1 3%	- -	- -	1 2%	- -	1 5%	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -
Options for online airline support	1 1%	1 3%	- -	- -	- -	1 2%	1 2%	- -	- -	- -	- -	1 2%	- -	- -	- -	1 10%	- -	1 3%	- -	1 3%	- -
Checked luggage handling information (if applicable)	1 1%	1 3%	- -	- -	1 3%	- -	1 2%	- -	1 3%	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -
Contact details for customer service	1 1%	- -	1 2%	- -	1 3%	- -	1 2%	- -	- -	- -	- -	1 2%	- -	- -	- -	1 10%	- -	1 3%	- -	1 3%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 33

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Estimated wait times for customer service support	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	3	2	1	1	1	1	-	3	1	-	2	3	1	1	1	-	-	1	-	1	2
	3%	5%	2%	8%	3%	2%	-	5%	3%	-	10%	6%	20%	10%	4%	-	-	3%	-	3%	9%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 34

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?**Please rank your top 5 in order of priority, 1 being the most important. Second most important****Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Rebooking options / next available flight to my destination	23 23%	13 33%	10 17%	2 17%	5 17%	16 27%	4 10%	19 34%	8 27%	4 20%	2 10%	13 25%	1 20%	4 40%	5 19%	3 30%	10 21%	6 20%	1 20%	6 21%	7 32%
Length of delay / new flight time	13 13%	5 13%	7 12%	1 8%	5 17%	7 12%	8 19%	5 9%	5 17%	3 15%	2 10%	8 15%	- -	1 10%	5 19%	2 20%	5 10%	5 17%	1 20%	5 17%	3 14%
Impact on connecting flights (if applicable)	12 12%	3 8%	9 15%	- -	4 14%	8 14%	6 14%	5 9%	- -	5 25%	2 10%	3 6%	- -	- -	3 11%	- -	9 19%	3 10%	- -	3 10%	- -
Reason for disruption	9 9%	3 8%	6 10%	3 25%	3 10%	3 5%	4 10%	5 9%	- -	3 15%	4 20%	7 13%	1 20%	2 20%	2 7%	2 20%	2 4%	7 23%	2 40%	6 21%	- -
Refund / reimbursement / compensation process	7 7%	4 10%	3 5%	- -	4 14%	3 5%	2 5%	5 9%	4 13%	- -	2 10%	2 4%	- -	1 10%	1 4%	- -	5 10%	1 3%	- -	1 3%	1 5%
Availability of disability support staff	7 7%	3 8%	4 7%	1 8%	2 7%	4 7%	6 14%	1 2%	1 3%	- -	2 10%	3 6%	- -	1 10%	1 4%	1 10%	4 8%	2 7%	1 20%	2 7%	1 5%
Checked luggage handling information (if applicable)	6 6%	2 5%	4 7%	- -	- -	6 10%	4 10%	2 4%	3 10%	1 5%	1 5%	3 6%	1 20%	- -	1 4%	1 10%	3 6%	1 3%	- -	1 3%	2 9%
Any boarding gate changes	5 5%	3 8%	2 3%	1 8%	2 7%	2 3%	2 5%	2 4%	- -	2 10%	1 5%	1 2%	- -	- -	- -	1 10%	4 8%	1 3%	- -	1 3%	- -
Refund / reimbursement / compensation eligibility	4 4%	1 3%	3 5%	2 17%	2 7%	- -	2 5%	2 4%	2 7%	2 10%	- -	2 4%	- -	1 10%	1 4%	- -	2 4%	- -	- -	- -	2 9%
Contact details for customer service	3 3%	1 3%	2 3%	1 8%	- -	2 3%	1 2%	2 4%	1 3%	- -	1 5%	2 4%	1 20%	- -	1 4%	- -	1 2%	1 3%	- -	1 3%	1 5%
Options for in person airline support	3 3%	- -	3 5%	- -	- -	3 5%	- -	3 5%	2 7%	- -	1 5%	2 4%	- -	- -	2 7%	- -	1 2%	- -	- -	- -	2 9%
Estimated wait times for customer service support	2 2%	- -	2 3%	- -	1 3%	1 2%	1 2%	1 2%	1 3%	- -	1 5%	1 2%	- -	- -	1 4%	- -	1 2%	- -	- -	- -	1 5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 34

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Second most important

Base: All respondents

	Long standing disability or condition																				
	Gender		Age					Combined gross income			Plane travel					Experienced Flight cancellation/delay					
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Options for online airline support	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6	2	4	1	1	4	2	4	3	-	1	5	1	-	4	-	1	3	-	3	2
	6%	5%	7%	8%	3%	7%	5%	7%	10%	-	5%	10%	20%	-	15%	-	2%	10%	-	10%	9%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 35

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Third most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years		A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Cancellation Delay Neither			
												Once						NET: Either	ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Refund / reimbursement / compensation eligibility	16 16%	6 15%	10 17%	1 8%	4 14%	11 19%	11 26%	5 9%	3 10%	4 20%	4 20%	3 6%	- -	- -	2 7%	1 10%	13 27%	1 3%	- -	1 3%	2 9%
Length of delay / new flight time	12 12%	5 13%	7 12%	1 8%	2 7%	9 15%	6 14%	6 11%	1 3%	1 5%	2 10%	8 15%	1 20%	2 20%	3 11%	2 20%	4 8%	4 13%	2 40%	4 14%	4 18%
Availability of disability support staff	11 11%	5 13%	6 10%	- -	5 17%	6 10%	7 17%	3 5%	4 13%	3 15%	- -	3 6%	- -	- -	3 11%	- -	8 17%	2 7%	- -	2 7%	1 5%
Rebooking options / next available flight to my destination	8 8%	2 5%	6 10%	2 17%	2 7%	4 7%	4 10%	4 7%	3 10%	2 10%	3 15%	4 8%	1 20%	- -	2 7%	1 10%	4 8%	2 7%	1 20%	1 3%	2 9%
Checked luggage handling information (if applicable)	7 7%	2 5%	5 8%	2 17%	1 3%	4 7%	1 2%	5 9%	1 3%	1 5%	2 10%	4 8%	- -	1 10%	3 11%	- -	3 6%	3 10%	- -	3 10%	1 5%
Reason for disruption	6 6%	3 8%	3 5%	1 8%	4 14%	1 2%	1 2%	5 9%	2 7%	2 10%	1 5%	4 8%	1 20%	1 10%	2 7%	- -	2 4%	- -	- -	- -	4 18%
Any boarding gate changes	6 6%	1 3%	4 7%	1 8%	2 7%	3 5%	2 5%	4 7%	2 7%	1 5%	2 10%	4 8%	- -	- -	2 7%	2 20%	2 4%	3 10%	2 40%	3 10%	1 5%
Refund / reimbursement / compensation process	6 6%	3 8%	3 5%	2 17%	1 3%	3 5%	3 7%	3 5%	2 7%	1 5%	- -	3 6%	- -	2 20%	1 4%	- -	3 6%	- -	- -	- -	3 14%
Impact on connecting flights (if applicable)	5 5%	1 3%	4 7%	- -	1 3%	4 7%	- -	5 9%	3 10%	- -	1 5%	4 8%	1 20%	1 10%	1 4%	1 10%	1 2%	3 10%	- -	3 10%	1 5%
Contact details for customer service	4 4%	2 5%	2 3%	- -	3 10%	1 2%	- -	4 7%	2 7%	2 10%	- -	2 4%	- -	1 10%	1 4%	- -	2 4%	2 7%	- -	2 7%	- -
Options for in person airline support	3 3%	- -	3 5%	- -	1 3%	2 3%	2 5%	1 2%	2 7%	- -	- -	3 6%	- -	- -	1 4%	2 20%	- -	3 10%	- -	3 10%	- -
Options for online airline support	3 3%	1 3%	2 3%	- -	- -	3 5%	- -	3 5%	2 7%	1 5%	- -	- -	- -	- -	- -	- -	3 6%	- -	- -	- -	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 35

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Third most important

Base: All respondents

							Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay							
	Gender			Age								NET: Travelled by plane in past 10 years		A couple of times		More than twice in the past 10 years		I have flown at least once per year		Not travelled by plane in past 10 years		NET: Either		Cancellat ion	
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither					
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22				
Estimated wait times for customer service support	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-				
Other (please specify)	13	9	4	2	3	8	5	8	3	2	5	10	1	2	6	1	3	7	-	7	3				
	13%	23%	7%	17%	10%	14%	12%	14%	10%	10%	25%	19%	20%	20%	22%	10%	6%	23%	-	24%	14%				

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 36

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?**Please rank your top 5 in order of priority, 1 being the most important. Fourth most important****Base: All respondents**

	Long standing disability or condition																				
	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel					Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Impact on connecting flights (if applicable)	13 13%	7 18%	6 10%	3 25%	3 10%	7 12%	3 7%	10 18%	3 10%	4 20%	3 15%	7 13%	1 20%	1 10%	5 19%	- -	6 13%	1 3%	- -	1 3%	6 27%
Refund / reimbursement / compensation process	12 12%	5 13%	7 12%	1 8%	4 14%	7 12%	8 19%	4 7%	- -	5 25%	3 15%	3 6%	- -	- -	1 4%	2 20%	9 19%	2 7%	- -	2 7%	1 5%
Rebooking options / next available flight to my destination	12 12%	6 15%	6 10%	2 17%	4 14%	6 10%	6 14%	6 11%	4 13%	4 20%	1 5%	4 8%	- -	1 10%	2 7%	1 10%	8 17%	3 10%	- -	3 10%	1 5%
Checked luggage handling information (if applicable)	9 9%	1 3%	8 14%	2 17%	2 7%	5 8%	5 12%	4 7%	3 10%	- -	3 15%	7 13%	1 20%	2 20%	2 7%	2 20%	2 4%	6 20%	2 40%	6 21%	1 5%
Any boarding gate changes	9 9%	5 13%	4 7%	1 8%	1 3%	7 12%	6 14%	3 5%	3 10%	3 15%	- -	6 12%	1 20%	2 20%	2 7%	1 10%	3 6%	2 7%	- -	2 7%	4 18%
Refund / reimbursement / compensation eligibility	8 8%	4 10%	3 5%	1 8%	2 7%	5 8%	1 2%	7 13%	2 7%	- -	4 20%	5 10%	1 20%	- -	3 11%	1 10%	3 6%	5 17%	1 20%	4 14%	- -
Reason for disruption	6 6%	2 5%	4 7%	- -	2 7%	4 7%	1 2%	4 7%	2 7%	1 5%	1 5%	2 4%	- -	- -	2 7%	- -	4 8%	2 7%	- -	2 7%	- -
Contact details for customer service	6 6%	3 8%	3 5%	1 8%	2 7%	3 5%	3 7%	3 5%	1 3%	- -	1 5%	3 6%	- -	1 10%	1 4%	1 10%	3 6%	1 3%	1 20%	1 3%	2 9%
Estimated wait times for customer service support	6 6%	2 5%	4 7%	- -	3 10%	3 5%	1 2%	5 9%	4 13%	2 10%	- -	2 4%	- -	1 10%	1 4%	- -	4 8%	- -	- -	- -	2 9%
Length of delay / new flight time	5 5%	1 3%	4 7%	- -	3 10%	2 3%	2 5%	3 5%	3 10%	- -	2 10%	3 6%	- -	2 20%	1 4%	- -	2 4%	2 7%	- -	2 7%	1 5%
Availability of disability support staff	4 4%	- -	4 7%	- -	1 3%	3 5%	2 5%	2 4%	2 7%	1 5%	- -	3 6%	- -	- -	2 7%	1 10%	1 2%	2 7%	- -	2 7%	1 5%
Options for in person airline support	3 3%	- -	3 5%	- -	1 3%	2 3%	2 5%	1 2%	1 3%	- -	1 5%	2 4%	- -	- -	2 7%	- -	1 2%	2 7%	1 20%	2 7%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 36

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Fourth most important

Base: All respondents

	Long standing disability or condition																				
	Gender		Age					Combined gross income			Plane travel					Experienced Flight cancellation/delay					
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Options for online airline support	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	7	4	3	1	1	5	2	4	2	-	1	5	1	-	3	1	2	2	-	2	3
	7%	10%	5%	8%	3%	8%	5%	7%	7%	-	5%	10%	20%	-	11%	10%	4%	7%	-	7%	14%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 37

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?**Please rank your top 5 in order of priority, 1 being the most important. Fifth most important****Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Refund / reimbursement / compensation process	14 14%	6 15%	8 14%	2 17%	5 17%	7 12%	1 2%	12 21%	1 3%	3 15%	5 25%	9 17%	2 40%	- -	6 22%	1 10%	5 10%	5 17%	1 20%	4 14%	4 18%
Rebooking options / next available flight to my destination	10 10%	4 10%	5 8%	2 17%	4 14%	4 7%	7 17%	3 5%	3 10%	2 10%	2 10%	4 8%	1 20%	- -	2 7%	1 10%	6 13%	4 13%	1 20%	4 14%	- -
Impact on connecting flights (if applicable)	10 10%	4 10%	6 10%	1 8%	2 7%	7 12%	6 14%	4 7%	3 10%	3 15%	2 10%	4 8%	- -	3 30%	1 4%	- -	6 13%	2 7%	- -	2 7%	2 9%
Length of delay / new flight time	9 9%	4 10%	5 8%	1 8%	2 7%	6 10%	5 12%	4 7%	5 17%	1 5%	1 5%	3 6%	- -	- -	2 7%	1 10%	6 13%	2 7%	- -	2 7%	1 5%
Reason for disruption	8 8%	1 3%	7 12%	1 8%	1 3%	6 10%	5 12%	3 5%	3 10%	- -	2 10%	6 12%	- -	1 10%	3 11%	2 20%	2 4%	3 10%	2 40%	3 10%	3 14%
Refund / reimbursement / compensation eligibility	7 7%	3 8%	4 7%	1 8%	5 17%	1 2%	3 7%	4 7%	2 7%	3 15%	1 5%	- -	- -	- -	- -	- -	7 15%	- -	- -	- -	- -
Any boarding gate changes	7 7%	1 3%	6 10%	1 8%	2 7%	4 7%	3 7%	4 7%	2 7%	2 10%	1 5%	6 12%	- -	1 10%	2 7%	3 30%	1 2%	5 17%	- -	5 17%	1 5%
Availability of disability support staff	7 7%	1 3%	6 10%	- -	3 10%	4 7%	4 10%	3 5%	3 10%	2 10%	2 10%	2 4%	1 20%	1 10%	- -	- -	5 10%	1 3%	- -	1 3%	1 5%
Checked luggage handling information (if applicable)	6 6%	3 8%	3 5%	- -	1 3%	5 8%	2 5%	4 7%	2 7%	- -	1 5%	3 6%	- -	- -	3 11%	- -	3 6%	1 3%	- -	1 3%	2 9%
Options for in person airline support	5 5%	3 8%	2 3%	- -	- -	5 8%	3 7%	2 4%	1 3%	2 10%	- -	5 10%	- -	3 30%	1 4%	1 10%	- -	3 10%	- -	3 10%	2 9%
Contact details for customer service	2 2%	2 5%	- -	- -	1 3%	1 2%	- -	2 4%	1 3%	1 5%	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -
Estimated wait times for customer service support	2 2%	- -	2 3%	- -	- -	2 3%	1 2%	1 2%	1 3%	- -	- -	1 2%	- -	1 10%	- -	- -	1 2%	- -	- -	- -	1 5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 37

Q11. What are the most important pieces of information you want to receive when FIRST notified about a travel disruption?

Please rank your top 5 in order of priority, 1 being the most important. Fifth most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Options for online airline support	1 1%	1 3%	- -	1 8%	- -	- -	1 2%	- -	- -	- -	- -	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	1 5%
Other (please specify)	1 1%	1 3%	- -	- -	- -	1 2%	- -	1 2%	- -	- -	1 5%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -
No others	11 11%	6 15%	5 8%	2 17%	3 10%	6 10%	1 2%	9 16%	3 10%	1 5%	2 10%	8 15%	1 20%	-	6 22%	1 10%	3 6%	4 13%	1 20%	4 14%	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 38

Q12. After being first notified of your delay, how would you prefer to receive UPDATES about your delay?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,001	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Screens in the airport before getting to my gate	91	36	54	11	27	53	37	52	27	20	19	49	5	10	26	8	42	28	5	27	21
	91%	90%	92%	92%	93%	90%	88%	93%	90%	100%	95%	94%	100%	100%	96%	80%	88%	93%	100%	93%	95%
Airport lounge staff	79	30	48	9	25	45	36	42	22	19	16	40	5	6	21	8	39	25	5	24	15
	79%	75%	81%	75%	86%	76%	86%	75%	73%	95%	80%	77%	100%	60%	78%	80%	81%	83%	100%	83%	68%
Agents at the gate prior to boarding the plane	79	32	46	10	23	46	35	44	23	18	17	42	3	9	22	8	37	25	4	24	17
	79%	80%	78%	83%	79%	78%	83%	79%	77%	90%	85%	81%	60%	90%	81%	80%	77%	83%	80%	83%	77%
The loudspeaker at the airport	78	32	45	11	21	46	33	44	23	16	17	39	4	8	21	6	39	23	5	22	16
	78%	80%	76%	92%	72%	78%	79%	79%	77%	80%	85%	75%	80%	80%	78%	60%	81%	77%	100%	76%	73%
A text message from the airline	72	28	43	10	24	38	31	41	25	14	12	38	4	8	17	9	34	20	4	20	18
	72%	70%	73%	83%	83%	64%	74%	73%	83%	70%	60%	73%	80%	80%	63%	90%	71%	67%	80%	69%	82%
An email from the airline	52	18	34	7	16	29	25	25	19	10	8	23	1	5	13	4	29	15	3	15	8
	52%	45%	58%	58%	55%	49%	60%	45%	63%	50%	40%	44%	20%	50%	48%	40%	60%	50%	60%	52%	36%
The airline app	18	6	12	5	4	9	9	8	7	1	4	8	-	2	5	1	10	5	3	5	3
	18%	15%	20%	42%	14%	15%	21%	14%	23%	5%	20%	15%	-	20%	19%	10%	21%	17%	60%	17%	14%
An online flight tracker	16	3	13	4	4	8	9	7	7	1	4	7	1	1	3	2	9	6	4	6	1
	16%	8%	22%	33%	14%	14%	21%	13%	23%	5%	20%	13%	20%	10%	11%	20%	19%	20%	80%	21%	5%
Social media	14	6	8	2	8	4	8	6	5	2	1	5	1	2	1	1	9	3	1	3	2
	14%	15%	14%	17%	28%	7%	19%	11%	17%	10%	5%	10%	20%	20%	4%	10%	19%	10%	20%	10%	9%
Other (please specify)	10	2	8	2	3	5	7	3	3	1	1	3	-	-	1	2	7	1	-	1	2
	10%	5%	14%	17%	10%	8%	17%	5%	10%	5%	5%	6%	-	-	4%	20%	15%	3%	-	3%	9%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 39
Q13. And now, imagine your flight has been CANCELLED. Via which channel(s) would you prefer to be notified about CANCELLATIONS that happen on the day of your flight?
Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,001	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Screens in the airport before getting to my gate	88 88%	34 85%	53 90%	12 100%	26 90%	50 85%	37 88%	49 88%	25 83%	18 90%	20 100%	48 92%	5 100%	9 90%	25 93%	9 90%	40 83%	27 90%	4 80%	26 90%	21 95%
Agents at the gate prior to boarding the plane	76 76%	31 78%	44 75%	11 92%	23 79%	42 71%	32 76%	44 79%	25 83%	16 80%	15 75%	38 73%	5 100%	8 80%	17 63%	8 80%	38 79%	21 70%	3 60%	21 72%	17 77%
Airport lounge staff	74 74%	31 78%	42 71%	10 83%	25 86%	39 66%	32 76%	41 73%	20 67%	17 85%	17 85%	36 69%	5 100%	6 60%	17 63%	8 80%	38 79%	22 73%	4 80%	21 72%	14 64%
A text message from the airline	71 71%	30 75%	40 68%	11 92%	23 79%	37 63%	30 71%	40 71%	24 80%	13 65%	14 70%	39 75%	5 100%	6 60%	19 70%	9 90%	32 67%	22 73%	4 80%	22 76%	17 77%
The loudspeaker at the airport	70 70%	31 78%	38 64%	10 83%	20 69%	40 68%	30 71%	39 70%	20 67%	15 75%	16 80%	33 63%	3 60%	7 70%	16 59%	7 70%	37 77%	22 73%	3 60%	21 72%	11 50%
An email from the airline	60 60%	23 58%	37 63%	8 67%	19 66%	33 56%	26 62%	32 57%	19 63%	11 55%	12 60%	31 60%	3 60%	6 60%	16 59%	6 60%	29 60%	16 53%	3 60%	16 55%	15 68%
The airline app	18 18%	8 20%	10 17%	4 33%	6 21%	8 14%	8 19%	10 18%	9 30%	1 5%	3 15%	6 12%	- -	2 20%	3 11%	1 10%	12 25%	3 10%	2 40%	3 10%	3 14%
An online flight tracker	17 17%	3 8%	14 24%	4 33%	5 17%	8 14%	10 24%	7 13%	6 20%	3 15%	4 20%	7 13%	1 20%	1 10%	4 15%	1 10%	10 21%	7 23%	3 60%	7 24%	- -
Social media	11 11%	6 15%	5 8%	2 17%	5 17%	4 7%	7 17%	4 7%	4 13%	2 10%	1 5%	4 8%	1 20%	2 20%	1 4%	- -	7 15%	2 7%	1 20%	2 7%	2 9%
Other (please specify)	18 18%	7 18%	11 19%	4 33%	5 17%	9 15%	11 26%	7 13%	4 13%	3 15%	3 15%	10 19%	- -	2 20%	6 22%	2 20%	8 17%	7 23%	2 40%	6 21%	3 14%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 40

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Summary Table

Base: All respondents

	Priorities					
	Top 5 most important (NET)	Most important	Second most important	Third most important	Fourth most important	Fifth most important
Base	100	100	100	100	100	100
Reason for cancellation	63 63%	23 23%	15 15%	7 7%	7 7%	11 11%
Rebooking options / next available flight to my destination	86 86%	39 39%	26 26%	10 10%	4 4%	7 7%
Refund / reimbursement / compensation eligibility	53 53%	3 3%	9 9%	14 14%	16 16%	11 11%
Refund / reimbursement / compensation process	52 52%	4 4%	7 7%	12 12%	14 14%	15 15%
Impact on connecting flights (if applicable)	52 52%	11 11%	12 12%	11 11%	11 11%	7 7%
Estimated wait times for customer service support	25 25%	1 1%	4 4%	10 10%	6 6%	4 4%
Checked luggage handling information (if applicable)	37 37%	1 1%	4 4%	14 14%	9 9%	9 9%
Contact details for customer service	33 33%	3 3%	6 6%	8 8%	6 6%	10 10%
Options for in person airline support	32 32%	2 2%	7 7%	7 7%	9 9%	7 7%
Options for online airline support	4 4%	1 1%	-	-	-	3 3%
Availability of disability support staff	29 29%	9 9%	7 7%	3 3%	8 8%	2 2%
Other (please specify)	18 18%	3 3%	3 3%	4 4%	10 10%	2 2%
No others	-	-	-	-	-	12 12%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 41

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?**Please rank your top 5 in order of priority, 1 being the most important. Top 5 most important (NET)****Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Rebooking options / next available flight to my destination	86 86%	35 88%	50 85%	9 75%	25 86%	52 88%	30 71%	54 96%	25 83%	17 85%	18 90%	45 87%	4 80%	9 90%	24 89%	8 80%	41 85%	25 83%	5 100%	24 83%	20 91%
Reason for cancellation	63 63%	28 70%	34 58%	8 67%	22 76%	33 56%	28 67%	34 61%	22 73%	12 60%	11 55%	27 52%	3 60%	2 20%	14 52%	8 80%	36 75%	16 53%	2 40%	16 55%	11 50%
Refund / reimbursement / compensation eligibility	53 53%	22 55%	30 51%	8 67%	17 59%	28 47%	25 60%	28 50%	17 57%	11 55%	12 60%	23 44%	2 40%	4 40%	13 48%	4 40%	30 63%	14 47%	1 20%	13 45%	9 41%
Refund / reimbursement / compensation process	52 52%	18 45%	33 56%	7 58%	16 55%	29 49%	21 50%	30 54%	15 50%	12 60%	13 65%	24 46%	1 20%	8 80%	11 41%	4 40%	28 58%	12 40%	2 40%	11 38%	12 55%
Impact on connecting flights (if applicable)	52 52%	19 48%	33 56%	7 58%	12 41%	33 56%	22 52%	28 50%	17 57%	10 50%	11 55%	27 52%	2 40%	7 70%	15 56%	3 30%	25 52%	15 50%	1 20%	15 52%	12 55%
Checked luggage handling information (if applicable)	37 37%	14 35%	23 39%	5 42%	12 41%	20 34%	12 29%	24 43%	7 23%	5 25%	14 70%	26 50%	2 40%	5 50%	15 56%	4 40%	11 23%	16 53%	3 60%	16 55%	10 45%
Contact details for customer service	33 33%	15 38%	18 31%	3 25%	10 34%	20 34%	11 26%	22 39%	7 23%	7 35%	5 25%	21 40%	4 80%	2 20%	9 33%	6 60%	12 25%	9 30%	2 40%	9 31%	12 55%
Options for in person airline support	32 32%	9 23%	23 39%	3 25%	8 28%	21 36%	13 31%	19 34%	10 33%	7 35%	6 30%	19 37%	2 40%	3 30%	13 48%	1 10%	13 27%	13 43%	3 60%	12 41%	6 27%
Availability of disability support staff	29 29%	7 18%	22 37%	1 8%	10 34%	18 31%	21 50%	7 13%	11 37%	6 30%	3 15%	11 21%	2 40%	2 20%	5 19%	2 20%	18 38%	8 27%	2 40%	8 28%	3 14%
Estimated wait times for customer service support	25 25%	11 28%	13 22%	2 17%	12 41%	11 19%	11 26%	14 25%	10 33%	7 35%	1 5%	10 19%	- -	2 20%	4 15%	4 40%	15 31%	4 13%	- -	4 14%	6 27%
Options for online airline support	4 4%	2 5%	2 3%	1 8%	- -	3 5%	2 5%	2 4%	2 7%	- -	- -	1 2%	- -	- -	- -	1 10%	3 6%	1 3%	- -	1 3%	- -
Other (please specify)	18 18%	9 23%	9 15%	3 25%	1 3%	14 24%	7 17%	10 18%	3 10%	3 15%	5 25%	15 29%	2 40%	3 30%	7 26%	3 30%	3 6%	11 37%	2 40%	11 38%	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 42

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?**Please rank your top 5 in order of priority, 1 being the most important. Most important****Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Rebooking options / next available flight to my destination	39 39%	16 40%	23 39%	4 33%	11 38%	24 41%	12 29%	26 46%	8 27%	8 40%	11 55%	21 40%	3 60%	6 60%	11 41%	1 10%	18 38%	11 37%	3 60%	10 34%	10 45%
Reason for cancellation	23 23%	11 28%	12 20%	5 42%	9 31%	9 15%	13 31%	10 18%	9 30%	6 30%	3 15%	9 17%	- -	1 10%	6 22%	2 20%	14 29%	7 23%	- -	7 24%	2 9%
Impact on connecting flights (if applicable)	11 11%	3 8%	8 14%	1 8%	3 10%	7 12%	4 10%	7 13%	3 10%	1 5%	2 10%	6 12%	- -	1 10%	4 15%	1 10%	5 10%	3 10%	1 20%	3 10%	3 14%
Availability of disability support staff	9 9%	3 8%	6 10%	1 8%	3 10%	5 8%	8 19%	1 2%	6 20%	1 5%	- -	3 6%	- -	1 10%	1 4%	1 10%	6 13%	1 3%	- -	1 3%	2 9%
Refund / reimbursement / compensation process	4 4%	1 3%	2 3%	- -	1 3%	3 5%	1 2%	3 5%	3 10%	- -	1 5%	2 4%	- -	- -	1 4%	1 10%	2 4%	1 3%	- -	1 3%	1 5%
Contact details for customer service	3 3%	3 8%	- -	- -	- -	3 5%	- -	3 5%	1 3%	1 5%	- -	1 2%	- -	1 10%	- -	- -	2 4%	- -	- -	- -	1 5%
Refund / reimbursement / compensation eligibility	3 3%	2 5%	1 2%	1 8%	1 3%	1 2%	2 5%	1 2%	- -	1 5%	2 10%	3 6%	- -	- -	2 7%	1 10%	- -	2 7%	- -	2 7%	1 5%
Options for in person airline support	2 2%	- -	2 3%	- -	1 3%	1 2%	- -	2 4%	- -	2 10%	- -	1 2%	1 20%	- -	- -	- -	1 2%	- -	- -	- -	1 5%
Checked luggage handling information (if applicable)	1 1%	- -	1 2%	- -	- -	1 2%	- -	- -	- -	- -	- -	1 2%	- -	- -	1 4%	- -	- -	1 3%	- -	1 3%	- -
Options for online airline support	1 1%	1 3%	- -	- -	- -	1 2%	1 2%	- -	- -	- -	- -	1 2%	- -	- -	- -	1 10%	- -	1 3%	- -	1 3%	- -
Estimated wait times for customer service support	1 1%	- -	1 2%	- -	- -	1 2%	- -	1 2%	- -	- -	- -	1 2%	- -	- -	- -	1 10%	- -	- -	- -	- -	1 5%
Other (please specify)	3 3%	- -	3 5%	- -	- -	3 5%	1 2%	2 4%	- -	- -	1 5%	3 6%	1 20%	- -	1 4%	1 10%	- -	3 10%	1 20%	3 10%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 43

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Second most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Rebooking options / next available flight to my destination	26 26%	10 25%	15 25%	2 17%	10 34%	14 24%	12 29%	13 23%	11 37%	5 25%	2 10%	11 21%	1 20%	-	5 19%	5 50%	15 31%	8 27%	2 40%	8 28%	3 14%
Reason for cancellation	15 15%	6 15%	9 15%	1 8%	3 10%	11 19%	5 12%	10 18%	5 17%	3 15%	4 20%	7 13%	1 20%	-	4 15%	2 20%	8 17%	2 7%	-	2 7%	5 23%
Impact on connecting flights (if applicable)	12 12%	3 8%	9 15%	2 17%	1 3%	9 15%	4 10%	8 14%	6 20%	-	3 15%	9 17%	1 20%	4 40%	4 15%	-	3 6%	6 20%	-	6 21%	3 14%
Refund / reimbursement / compensation eligibility	9 9%	4 10%	5 8%	2 17%	4 14%	3 5%	5 12%	4 7%	3 10%	2 10%	1 5%	3 6%	-	-	3 11%	-	6 13%	2 7%	-	2 7%	1 5%
Refund / reimbursement / compensation process	7 7%	5 13%	2 3%	1 8%	2 7%	4 7%	4 10%	3 5%	1 3%	2 10%	3 15%	5 10%	-	2 20%	2 7%	1 10%	2 4%	2 7%	-	2 7%	3 14%
Options for in person airline support	7 7%	2 5%	5 8%	1 8%	2 7%	4 7%	3 7%	4 7%	-	2 10%	3 15%	6 12%	-	-	6 22%	-	1 2%	5 17%	1 20%	4 14%	1 5%
Availability of disability support staff	7 7%	1 3%	6 10%	-	2 7%	5 8%	6 14%	-	2 7%	-	1 5%	2 4%	1 20%	-	-	1 10%	5 10%	2 7%	1 20%	2 7%	-
Contact details for customer service	6 6%	2 5%	4 7%	1 8%	2 7%	3 5%	1 2%	5 9%	1 3%	1 5%	-	4 8%	1 20%	1 10%	1 4%	1 10%	2 4%	-	-	-	4 18%
Checked luggage handling information (if applicable)	4 4%	2 5%	2 3%	-	2 7%	2 3%	-	4 7%	-	2 10%	2 10%	2 4%	-	2 20%	-	-	2 4%	1 3%	-	1 3%	1 5%
Estimated wait times for customer service support	4 4%	3 8%	1 2%	1 8%	1 3%	2 3%	1 2%	3 5%	1 3%	2 10%	-	-	-	-	-	-	4 8%	-	-	-	-
Options for online airline support	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	3 3%	2 5%	1 2%	1 8%	-	2 3%	1 2%	2 4%	-	1 5%	1 5%	3 6%	-	1 10%	2 7%	-	-	2 7%	1 20%	2 7%	1 5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 44

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Third most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Refund / reimbursement / compensation eligibility	14 14%	3 8%	11 19%	3 25%	3 10%	8 14%	8 19%	6 11%	3 10%	4 20%	2 10%	5 10%	- -	2 20%	3 11%	- -	9 19%	3 10%	1 20%	2 7%	2 9%
Checked luggage handling information (if applicable)	14 14%	5 13%	9 15%	2 17%	2 7%	10 17%	6 14%	8 14%	3 10%	- -	6 30%	10 19%	- -	1 10%	7 26%	2 20%	4 8%	5 17%	1 20%	5 17%	5 23%
Refund / reimbursement / compensation process	12 12%	6 15%	6 10%	1 8%	5 17%	6 10%	4 10%	7 13%	2 7%	3 15%	3 15%	4 8%	- -	2 20%	1 4%	1 10%	8 17%	3 10%	- -	3 10%	1 5%
Impact on connecting flights (if applicable)	11 11%	6 15%	5 8%	1 8%	3 10%	7 12%	4 10%	6 11%	3 10%	4 20%	1 5%	3 6%	1 20%	1 10%	1 4%	- -	8 17%	1 3%	- -	1 3%	2 9%
Estimated wait times for customer service support	10 10%	4 10%	6 10%	1 8%	6 21%	3 5%	6 14%	4 7%	5 17%	1 5%	1 5%	3 6%	- -	- -	3 11%	- -	7 15%	- -	- -	- -	3 14%
Rebooking options / next available flight to my destination	10 10%	4 10%	6 10%	1 8%	4 14%	5 8%	4 10%	6 11%	3 10%	3 15%	2 10%	5 10%	- -	- -	3 11%	2 20%	5 10%	3 10%	- -	3 10%	2 9%
Contact details for customer service	8 8%	5 13%	3 5%	1 8%	1 3%	6 10%	5 12%	3 5%	1 3%	1 5%	1 5%	6 12%	- -	- -	3 11%	3 30%	2 4%	4 13%	1 20%	4 14%	2 9%
Reason for cancellation	7 7%	2 5%	4 7%	1 8%	3 10%	3 5%	2 5%	5 9%	4 13%	1 5%	1 5%	5 10%	2 40%	- -	2 7%	1 10%	2 4%	3 10%	1 20%	3 10%	2 9%
Options for in person airline support	7 7%	2 5%	5 8%	1 8%	1 3%	5 8%	1 2%	6 11%	5 17%	- -	1 5%	5 10%	1 20%	2 20%	2 7%	- -	2 4%	4 13%	- -	4 14%	1 5%
Availability of disability support staff	3 3%	- -	3 5%	- -	- -	3 5%	- -	3 5%	- -	1 5%	2 10%	3 6%	1 20%	1 10%	1 4%	- -	- -	2 7%	1 20%	2 7%	1 5%
Options for online airline support	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other (please specify)	4 4%	3 8%	1 2%	- -	1 3%	3 5%	2 5%	2 4%	1 3%	2 10%	- -	3 6%	- -	1 10%	1 4%	1 10%	1 2%	2 7%	- -	2 7%	1 5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 45

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Fourth most important

Base: All respondents

	Long standing disability or condition																				
	Gender			Age					Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Refund / reimbursement / compensation eligibility	16 16%	8 20%	7 12%	2 17%	5 17%	9 15%	6 14%	10 18%	4 13%	2 10%	5 25%	7 13%	1 20%	1 10%	2 7%	3 30%	9 19%	3 10%	- -	3 10%	4 18%
Refund / reimbursement / compensation process	14 14%	5 13%	9 15%	3 25%	4 14%	7 12%	5 12%	9 16%	5 17%	4 20%	2 10%	6 12%	- -	3 30%	3 11%	- -	8 17%	4 13%	1 20%	3 10%	2 9%
Impact on connecting flights (if applicable)	11 11%	5 13%	6 10%	2 17%	2 7%	7 12%	5 12%	6 11%	2 7%	4 20%	4 20%	6 12%	- -	1 10%	4 15%	1 10%	5 10%	3 10%	- -	3 10%	3 14%
Checked luggage handling information (if applicable)	9 9%	4 10%	5 8%	1 8%	4 14%	4 7%	4 10%	5 9%	3 10%	2 10%	2 10%	6 12%	1 20%	- -	4 15%	1 10%	3 6%	2 7%	- -	2 7%	4 18%
Options for in person airline support	9 9%	2 5%	7 12%	1 8%	2 7%	6 10%	2 5%	7 13%	3 10%	2 10%	2 10%	6 12%	- -	1 10%	4 15%	1 10%	3 6%	3 10%	2 40%	3 10%	3 14%
Availability of disability support staff	8 8%	2 5%	6 10%	- -	4 14%	4 7%	6 14%	2 4%	3 10%	2 10%	- -	2 4%	- -	- -	2 7%	- -	6 13%	2 7%	- -	2 7%	- -
Reason for cancellation	7 7%	2 5%	5 8%	- -	2 7%	5 8%	3 7%	3 5%	1 3%	- -	1 5%	3 6%	- -	- -	2 7%	1 10%	4 8%	2 7%	1 20%	2 7%	1 5%
Estimated wait times for customer service support	6 6%	2 5%	4 7%	- -	2 7%	4 7%	4 10%	2 4%	2 7%	2 10%	- -	4 8%	- -	1 10%	1 4%	2 20%	2 4%	3 10%	- -	3 10%	1 5%
Contact details for customer service	6 6%	2 5%	4 7%	- -	4 14%	2 3%	3 7%	3 5%	3 10%	1 5%	1 5%	2 4%	2 40%	- -	- -	- -	4 8%	2 7%	1 20%	2 7%	- -
Rebooking options / next available flight to my destination	4 4%	1 3%	3 5%	1 8%	- -	3 5%	1 2%	3 5%	1 3%	- -	2 10%	3 6%	- -	2 20%	1 4%	- -	1 2%	2 7%	- -	2 7%	1 5%
Options for online airline support	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other (please specify)	10 10%	7 18%	3 5%	2 17%	- -	8 14%	3 7%	6 11%	3 10%	1 5%	1 5%	7 13%	1 20%	1 10%	4 15%	1 10%	3 6%	4 13%	- -	4 14%	3 14%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 46

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Fifth most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Refund / reimbursement / compensation process	15 15%	1 3%	14 24%	2 17%	4 14%	9 15%	7 17%	8 14%	4 13%	3 15%	4 20%	7 13%	1 20%	1 10%	4 15%	1 10%	8 17%	2 7%	1 20%	2 7%	5 23%
Refund / reimbursement / compensation eligibility	11 11%	5 13%	6 10%	- -	4 14%	7 12%	4 10%	7 13%	7 23%	2 10%	2 10%	5 10%	1 20%	1 10%	3 11%	- -	6 13%	4 13%	- -	4 14%	1 5%
Reason for cancellation	11 11%	7 18%	4 7%	1 8%	5 17%	5 8%	5 12%	6 11%	3 10%	2 10%	2 10%	3 6%	- -	1 10%	- -	2 20%	8 17%	2 7%	- -	2 7%	1 5%
Contact details for customer service	10 10%	3 8%	7 12%	1 8%	3 10%	6 10%	2 5%	8 14%	1 3%	3 15%	3 15%	8 15%	1 20%	- -	5 19%	2 20%	2 4%	3 10%	- -	3 10%	5 23%
Checked luggage handling information (if applicable)	9 9%	3 8%	6 10%	2 17%	4 14%	3 5%	2 5%	7 13%	1 3%	1 5%	4 20%	7 13%	1 20%	2 20%	3 11%	1 10%	2 4%	7 23%	2 40%	7 24%	- -
Rebooking options / next available flight to my destination	7 7%	4 10%	3 5%	1 8%	- -	6 10%	1 2%	6 11%	2 7%	1 5%	1 5%	5 10%	- -	1 10%	4 15%	- -	2 4%	1 3%	- -	1 3%	4 18%
Impact on connecting flights (if applicable)	7 7%	2 5%	5 8%	1 8%	3 10%	3 5%	5 12%	1 2%	3 10%	1 5%	1 5%	3 6%	- -	- -	2 7%	1 10%	4 8%	2 7%	- -	2 7%	1 5%
Options for in person airline support	7 7%	3 8%	4 7%	- -	2 7%	5 8%	7 17%	- -	2 7%	1 5%	- -	1 2%	- -	- -	1 4%	- -	6 13%	1 3%	- -	1 3%	- -
Estimated wait times for customer service support	4 4%	2 5%	1 2%	- -	3 10%	1 2%	- -	4 7%	2 7%	2 10%	- -	2 4%	- -	1 10%	- -	1 10%	2 4%	1 3%	- -	1 3%	1 5%
Options for online airline support	3 3%	1 3%	2 3%	1 8%	- -	2 3%	1 2%	2 4%	2 7%	- -	- -	- -	- -	- -	- -	- -	3 6%	- -	- -	- -	- -
Availability of disability support staff	2 2%	1 3%	1 2%	- -	1 3%	1 2%	1 2%	1 2%	- -	2 10%	- -	1 2%	- -	- -	1 4%	- -	1 2%	1 3%	- -	1 3%	- -
Other (please specify)	2 2%	1 3%	1 2%	- -	- -	2 3%	1 2%	1 2%	- -	- -	2 10%	2 4%	- -	1 10%	1 4%	- -	- -	2 7%	- -	2 7%	- -

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 46

Q14. What are the most important pieces of information you would want to receive when notified about a SAME-DAY CANCELLATION?

Please rank your top 5 in order of priority, 1 being the most important. Fifth most important

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	Experienced Flight cancellation/delay			
																		NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
No others	12 12%	7 18%	5 8%	3 25%	- -	9 15%	6 14%	5 9%	3 10%	2 10%	1 5%	8 15%	1 20%	2 20%	3 11%	2 20%	4 8%	4 13%	2 40%	3 10%	4 18%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 47

Q15. If it is necessary to rebook your flight, what is your preferred method of doing so?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
In person	64	30	33	8	20	36	26	38	20	12	14	35	3	8	18	6	29	19	4	18	16
	64%	75%	56%	67%	69%	61%	62%	68%	67%	60%	70%	67%	60%	80%	67%	60%	60%	63%	80%	62%	73%
Airline telephone rebooking service	26	7	19	2	7	17	10	15	8	7	6	11	2	2	5	2	15	7	1	7	4
	26%	18%	32%	17%	24%	29%	24%	27%	27%	35%	30%	21%	40%	20%	19%	20%	31%	23%	20%	24%	18%
Airline website / in-app rebooking support	6	2	4	2	2	2	5	1	2	1	-	3	-	-	2	1	3	2	-	2	1
	6%	5%	7%	17%	7%	3%	12%	2%	7%	5%	-	6%	-	-	7%	10%	6%	7%	-	7%	5%
Other (please specify)	4	1	3	-	-	4	1	2	-	-	-	3	-	-	2	1	1	2	-	2	1
	4%	3%	5%	-	-	7%	2%	4%	-	-	-	6%	-	-	7%	10%	2%	7%	-	7%	5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 48

Q16. If in person support is not available, what is your preferred method of rebooking your flight?**Base: All respondents who prefer in person rebooking**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel					Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	64	30	33	8	20	36	26	38	20	12	14	35	3	8	18	6	29	19	4	18	16
Airline telephone rebooking service	54 84%	26 87%	27 82%	4 50%	18 90%	32 89%	22 85%	32 84%	19 95%	10 83%	12 86%	27 77%	3 100%	6 75%	14 78%	4 67%	27 93%	16 84%	3 75%	15 83%	11 69%
Airline website / in-app rebooking support	9 14%	3 10%	6 18%	4 50%	2 10%	3 8%	3 12%	6 16%	1 5%	1 8%	2 14%	7 20%	-	1 13%	4 22%	2 33%	2 7%	3 16%	1 25%	3 17%	4 25%
Other (please specify)	1 2%	1 3%	-	-	-	1 3%	1 4%	-	-	1 8%	-	1 3%	-	1 13%	-	-	-	-	-	-	1 6%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 49

Q17. To what extent are you aware of your rights as a traveller when it comes to facing a flight delay or cancellation?**Base: All respondents**

	Long standing disability or condition																				
	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel					Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
I am fully informed about my rights as a traveller	2 2%	-	2 3%	-	-	2 3%	-	1 2%	-	-	-	2 4%	-	-	2 7%	-	-	2 7%	-	2 7%	-
I have a good understanding of my rights	21 21%	7 18%	13 22%	4 33%	6 21%	11 19%	9 21%	12 21%	6 20%	4 20%	5 25%	16 31%	2 40%	1 10%	10 37%	3 30%	5 10%	10 33%	3 60%	10 34%	6 27%
I have limited knowledge of my rights	46 46%	17 43%	29 49%	4 33%	13 45%	29 49%	21 50%	25 45%	13 43%	10 50%	8 40%	24 46%	2 40%	5 50%	11 41%	6 60%	22 46%	15 50%	2 40%	14 48%	9 41%
I have no knowledge of my rights	31 31%	16 40%	15 25%	4 33%	10 34%	17 29%	12 29%	18 32%	11 37%	6 30%	7 35%	10 19%	1 20%	4 40%	4 15%	1 10%	21 44%	3 10%	-	3 10%	7 32%
NET: Fully informed/ good understanding	23 23%	7 18%	15 25%	4 33%	6 21%	13 22%	9 21%	13 23%	6 20%	4 20%	5 25%	18 35%	2 40%	1 10%	12 44%	3 30%	5 10%	12 40%	3 60%	12 41%	6 27%
NET: Limited / no knowledge	77 77%	33 83%	44 75%	8 67%	23 79%	46 78%	33 79%	43 77%	24 80%	16 80%	15 75%	34 65%	3 60%	9 90%	15 56%	7 70%	43 90%	18 60%	2 40%	17 59%	16 73%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 50

Q18. If you are not satisfied with the outcome of your flight disruption, which of the following are you aware of that can support you to resolve the dispute?

Base: All respondents

	Long standing disability or condition																				
	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel					Experienced Flight cancellation/delay				
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Airline customer service	81 81%	31 78%	49 83%	12 100%	24 83%	45 76%	36 86%	44 79%	24 80%	17 85%	16 80%	45 87%	5 100%	9 90%	24 89%	7 70%	36 75%	25 83%	4 80%	24 83%	20 91%
The Money Saving Expert (Martin Lewis)	44 44%	14 35%	30 51%	5 42%	12 41%	27 46%	17 40%	26 46%	15 50%	9 45%	7 35%	22 42%	4 80%	3 30%	15 56%	- -	22 46%	13 43%	4 80%	12 41%	9 41%
The Civil Aviation Authority (CAA)	36 36%	17 43%	19 32%	4 33%	6 21%	26 44%	16 38%	19 34%	17 57%	6 30%	7 35%	19 37%	2 40%	2 20%	13 48%	2 20%	17 35%	12 40%	2 40%	12 41%	7 32%
Social media	19 19%	8 20%	11 19%	3 25%	5 17%	11 19%	9 21%	9 16%	7 23%	1 5%	4 20%	10 19%	2 40%	- -	6 22%	2 20%	9 19%	5 17%	2 40%	5 17%	5 23%
An alternative dispute resolution scheme (e.g. AviationADR, CEDR)	9 9%	4 10%	5 8%	2 17%	3 10%	4 7%	7 17%	2 4%	6 20%	1 5%	1 5%	3 6%	- -	- -	2 7%	1 10%	6 13%	2 7%	1 20%	2 7%	1 5%
Something else (please specify)	25 25%	9 23%	16 27%	3 25%	3 10%	19 32%	14 33%	11 20%	4 13%	5 25%	6 30%	14 27%	- -	2 20%	8 30%	4 40%	11 23%	13 43%	1 20%	13 45%	1 5%
None of the above	9 9%	5 13%	4 7%	- -	4 14%	5 8%	3 7%	6 11%	2 7%	2 10%	4 20%	4 8%	- -	1 10%	2 7%	1 10%	5 10%	2 7%	- -	2 7%	2 9%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 51

Q19. At what stage of the travel process would you prefer to be informed / reminded of your rights when facing a travel disruption?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
While booking the flight, prior to any disruption	87 87%	33 83%	53 90%	10 83%	25 86%	52 88%	38 90%	48 86%	28 93%	17 85%	16 80%	46 88%	5 100%	10 100%	23 85%	8 80%	41 85%	25 83%	4 80%	25 86%	21 95%
During check in, prior to any disruption	73 73%	29 73%	44 75%	11 92%	21 72%	41 69%	35 83%	37 66%	23 77%	16 80%	14 70%	36 69%	4 80%	8 80%	17 63%	7 70%	37 77%	18 60%	3 60%	17 59%	18 82%
On the day of my flight, prior to any disruption	76 76%	29 73%	46 78%	11 92%	20 69%	45 76%	31 74%	44 79%	25 83%	15 75%	14 70%	41 79%	4 80%	10 100%	19 70%	8 80%	35 73%	20 67%	4 80%	19 66%	21 95%
On the day of my flight, when being notified of a disruption that has occurred	90 90%	38 95%	52 88%	11 92%	26 90%	53 90%	40 95%	50 89%	29 97%	18 90%	18 90%	46 88%	4 80%	10 100%	23 85%	9 90%	44 92%	26 87%	4 80%	25 86%	20 91%
I do not need to be specifically informed of my rights when facing a travel disruption; I am happy for this information to be available online	1 1%	1 3%	- -	- -	1 3%	- -	- -	1 2%	- -	- -	1 5%	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	1 5%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 52

S1. Which statement best reflects your household composition?**Base: All respondents**

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellation	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Single no children	23	11	11	5	8	10	11	12	12	3	4	9	3	1	4	1	14	5	-	5	4
	23%	28%	19%	42%	28%	17%	26%	21%	40%	15%	20%	17%	60%	10%	15%	10%	29%	17%	-	17%	18%
Cohabiting / married no children	5	2	3	-	1	4	1	4	-	3	2	3	-	2	1	-	2	2	-	2	1
	5%	5%	5%	-	3%	7%	2%	7%	-	15%	10%	6%	-	20%	4%	-	4%	7%	-	7%	5%
Single with children living at home	2	-	2	1	1	-	1	1	-	1	-	-	-	-	-	-	2	-	-	-	-
	2%	-	3%	8%	3%	-	2%	2%	-	5%	-	-	-	-	-	-	4%	-	-	-	-
Cohabiting / married with children living at home	3	1	2	-	-	3	1	2	1	-	1	-	-	-	-	-	3	-	-	-	-
	3%	3%	3%	-	-	5%	2%	4%	3%	-	5%	-	-	-	-	-	6%	-	-	-	-
Single, all children left home	35	10	25	4	6	25	17	18	11	7	4	22	2	2	12	6	13	16	3	16	6
	35%	25%	42%	33%	21%	42%	40%	32%	37%	35%	20%	42%	40%	20%	44%	60%	27%	53%	60%	55%	27%
Cohabiting / married, all children left home	30	16	14	2	13	15	11	19	6	6	9	17	-	5	9	3	13	6	2	5	11
	30%	40%	24%	17%	45%	25%	26%	34%	20%	30%	45%	33%	-	50%	33%	30%	27%	20%	40%	17%	50%
Prefer not to say	2	-	2	-	-	2	-	-	-	-	-	1	-	-	1	-	1	1	-	1	-
	2%	-	3%	-	-	3%	-	-	-	-	-	2%	-	-	4%	-	2%	3%	-	3%	-

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 53
S2. What is the combined gross income of your household?
Base: All respondents

	Long standing disability or condition																				
	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
Under or equal to 16,000 pounds	30 30%	10 25%	19 32%	4 33%	11 38%	15 25%	15 36%	15 27%	30 100%	- -	- -	11 21%	1 20%	2 20%	6 22%	2 20%	19 40%	6 20%	- -	6 21%	5 23%
16,001 - 25,000 pounds	20 20%	9 23%	11 19%	1 8%	8 28%	11 19%	8 19%	12 21%	- 100%	20 -	- -	8 15%	2 40%	2 20%	3 11%	1 10%	12 25%	4 13%	- -	4 14%	4 18%
25,001 - 30,000 pounds	11 11%	5 13%	6 10%	2 17%	1 3%	8 14%	3 7%	8 14%	- -	- -	11 55%	7 13%	1 20%	2 20%	3 11%	1 10%	4 8%	3 10%	- -	3 10%	4 18%
30,001 - 35,000 pounds	3 3%	1 3%	2 3%	1 8%	1 3%	1 2%	- -	3 5%	- -	- -	3 15%	3 6%	- -	1 10%	2 7%	- -	- -	3 10%	1 20%	3 10%	- -
35,001 - 40,000 pounds	1 1%	- -	1 2%	1 8%	- -	- -	- -	1 2%	- -	- -	1 5%	1 2%	- -	- -	1 4%	- -	- -	1 3%	1 20%	1 3%	- -
40,001 - 45,000 pounds	2 2%	1 3%	1 2%	1 8%	- -	1 2%	1 2%	1 2%	- -	- -	2 10%	2 4%	- -	- -	2 7%	- -	- -	2 7%	1 20%	1 3%	- -
45,001 - 50,000 pounds	1 1%	- -	1 2%	- -	- -	1 2%	- -	1 2%	- -	- -	1 5%	1 2%	- -	- -	1 4%	- -	- -	1 3%	- -	1 3%	- -
50,001 - 60,000 pounds	1 1%	1 3%	- -	- -	1 3%	- -	1 2%	- -	- -	- -	1 5%	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -
60,001 - 75,000 pounds	1 1%	1 3%	- -	- -	1 3%	- -	- -	1 2%	- -	- -	1 5%	1 2%	- -	- -	1 4%	- -	- -	- -	- -	- -	1 5%
75,001+ pounds	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know / Prefer not to say	30 30%	12 30%	18 31%	2 17%	6 21%	22 37%	14 33%	14 25%	- -	- -	- -	18 35%	1 20%	3 30%	8 30%	6 60%	12 25%	10 33%	2 40%	10 34%	8 36%

CAA Delays Survey

CATI Fieldwork : 24th March - 3rd April 2025

Absolutes/col percents

Table 54

S3. Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?

Base: All respondents

	Gender			Age			Long standing disability or condition		Combined gross income			Plane travel						Experienced Flight cancellation/delay			
	Total	Male	Female	Under 65	65-74	75+	Yes	No	Under #16,000	#16,001 - #25,000	Over #25,001	NET: Travelled by plane in past 10 years	Once	A couple of times	More than twice in the past 10 years	I have flown at least once per year	Not travelled by plane in past 10 years	NET: Either	Cancellat ion	Delay	Neither
Base	100	40	59	12	29	59	42	56	30	20	20	52	5	10	27	10	48	30	5	29	22
NET: Yes	42	15	27	6	13	23	42	-	15	8	5	17	1	2	8	6	25	13	2	13	4
	42%	38%	46%	50%	45%	39%	100%	-	50%	40%	25%	33%	20%	20%	30%	60%	52%	43%	40%	45%	18%
Yes - mental condition	3	2	1	2	1	-	3	-	-	1	-	1	-	-	1	-	2	-	-	-	1
	3%	5%	2%	17%	3%	-	7%	-	-	5%	-	2%	-	-	4%	-	4%	-	-	-	5%
Yes - physical condition	31	11	20	3	11	17	31	-	9	7	5	13	1	1	6	5	18	11	2	11	2
	31%	28%	34%	25%	38%	29%	74%	-	30%	35%	25%	25%	20%	10%	22%	50%	38%	37%	40%	38%	9%
Yes - disability	12	5	7	3	3	6	12	-	7	1	-	4	-	1	2	1	8	2	-	2	2
	12%	13%	12%	25%	10%	10%	29%	-	23%	5%	-	8%	-	10%	7%	10%	17%	7%	-	7%	9%
Yes - other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No	56	25	30	6	16	34	-	56	15	12	15	34	4	8	18	4	22	16	3	15	18
	56%	63%	51%	50%	55%	58%	-	100%	50%	60%	75%	65%	80%	80%	67%	40%	46%	53%	60%	52%	82%
Prefer not to say	2	-	2	-	-	2	-	-	-	-	-	1	-	-	1	-	1	1	-	1	-
	2%	-	3%	-	-	3%	-	-	-	-	-	2%	-	-	4%	-	2%	3%	-	3%	-