

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 1  
Sample type  
Base: All respondents

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Delay	1267	647	620	114	179	176	216	234	348	108	41	155	111	111	90	65	121	128	181	119	36	1267	-
	63%adeqv	59%	70%xa	54%	53%	54%	64%de	73%xcdef	74%xcdef	65%q	52%	70%xjq	68%jq	63%q	62%q	70%jq	64%q	49%	65%q	69%jq	62%	100% xv	-
Cancellation	738	456	269	97	160	151	119	87	123	59	39	65	53	64	56	28	68	133	96	55	22	-	738
	37%bghku	41%xb	30%	46%gh	47%xfgh	46%xfgh	36%gh	27%	26%	35%	48%klos	30%	32%	37%	38%	30%	36%	51%xiiklmn oprs	35%	31%	38%	-	100% xu

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 2  
**Sample type**  
**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Delay	1267 63%bcm	408 69%xb	860 61%	570 59%	697 67%xc	132 49%	1135 65%xe	71 55%	50 66%	1192 63%	75 67%	687 61%	581 66%	507 60%	761 65%xm
Cancellation	738 37%adfn	182 31%	556 39%xa	395 41%xd	343 33%	137 51%xf	601 35%	58 45%	26 34%	699 37%	37 33%	432 39%	306 34%	335 40%xn	403 35%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 3  
**Sample type**  
**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	Dissatisfied (b)	NET Satisfied (c)	Dissatisfied (d)	NET Satisfied (i)	Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Delay	1267	417	560	434	548	554	426	1121	146	822	445
	63%cg	63%	62%	60%	63%	61%	62%	63%	62%	61%	68% <sub>cg</sub>
Cancellation	738	245	350	287	325	350	264	650	88	530	208
	37%h	37%	38%	40% <sub>x</sub>	37%	39%	38%	37%	38%	39% <sub>xh</sub>	32%

**Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$**   
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 4  
**S1. Gender**  
**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Male	1103	1103	-	75	202	190	202	161	274	88	40	126	79	101	84	52	105	152	155	89	33	647	456
	55%bcgu	100%xb	-	36%	60%cg	58%cg	60%xcg	50%c	58%cg	53%	51%	57%	48%	57%	57%	55%	55%	58%	56%	51%	57%	51%	62%xu
Female	889	-	889	134	135	133	129	160	198	79	40	93	75	75	62	42	84	109	121	84	25	620	269
	44%afv	-	100%xa	63%xdefgh	40%	41%	38%	50%xdefh	42%	47%	49%	42%	46%	43%	43%	45%	45%	42%	44%	48%	43%	49%xv	36%
Transgender	5	-	-	-	-	2	3	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	5
	*	-	-	-	-	1%	1%xh	-	-	-	-	-	3%xi	km	pqr	-	-	-	-	-	-	-	1%xu
Non-binary	5	-	-	-	2	2	1	-	-	-	-	2	2	-	-	-	-	-	-	1	-	-	5
	*	-	-	-	1%	1%	*	-	-	-	-	1%	1%x	-	-	-	-	-	-	1%	-	-	1%xu
Another gender identity	3	-	-	2	-	1	-	-	-	-	-	-	2	-	-	-	-	-	1	-	-	-	3
	*	-	-	1%	-	*	-	-	-	-	-	-	1%x	-	-	-	-	-	*	-	-	-	*u

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 5  
**S1. Gender**  
**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Male	1103 55%af	289 49%	814 57%xa	552 57%	551 53%	167 62%xf	936 54%	73 57%	41 54%	1039 55%	62 56%	654 58%xl	449 51%	466 55%	637 55%
Female	889 44%bek	297 50%xb	592 42%	405 42%	484 47%	100 37%	789 45%xe	56 43%	33 43%	840 44%	49 44%	460 41%	429 48%xk	373 44%	516 44%
Transgender	5 *	- -	5 *	5 1%d	- -	- -	5 *	- -	2 3%x	5 *	- -	- -	5 1%k	- -	5 *
Non-binary	5 *	2 *	3 *	3 *	2 *	1 *	4 *	- -	1 1%	5 *	- -	2 *	3 *	2 *	3 *
Another gender identity	3 *	1 *	2 *	- -	3 *	- -	3 *	- -	- -	3 *	- -	3 *	- -	1 *	2 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 6  
**S1. Gender**  
**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Male	1103 55%fh	382 58%	481 53%	399 55%	484 56%	512 57%	384 56%	1012 57%xf	91 39%	771 57%xh	333 51%
Female	889 44%e	275 42%	422 46%	318 44%	385 44%	386 43%	305 44%	747 42%	142 61%xe	578 43%	311 48%
Transgender	5 *	3 *	2 *	2 *	- -	4 *	- -	5 *	- -	- -	5 1% xg
Non-binary	5 *	1 *	2 *	2 *	2 *	2 *	2 *	4 *	1 *	3 *	2 *
Another gender identity	3 *	- -	3 *	- -	1 *	- -	1 *	3 *	- -	- -	3 * g

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 7  
S2. Age  
Base: All respondents

	Gender			Age						Region											Disruption type			
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
18-24	211 11% qu	75 ade 7%	134 fghk 15% xa	211 100% xdefgh	-	-	-	-	-	20 12% kq	6 8%	9 4%	20 12% kq	28 16% xkqs	17 12% k	19 20% xjkqs	25 13% kq	16 6%	34 12% kq	12 7%	5 9%	114 9%	97 13% xu	
25-34	339 17% cefg u	202 cefg 18%	135 fghs 15%	-	339 100% xdefgh	-	-	-	-	32 19% s	14 18%	50 23% xlnrst	23 14%	49 28% xlnopr st	18 13%	13 13%	30 16%	51 20% rs	36 13%	17 10%	6 11%	179 14%	160 22% xu	
35-44	327 16% cdfgh u	190 cdfgh 17%	133 fghs 15%	-	-	327 100% xcdfgh	-	-	-	22 13%	12 14%	27 12%	33 20% kr	24 14%	28 19%	12 13%	36 19%	59 23% xikmr	35 13%	30 17%	8 14%	176 14%	151 21% xu	
45-54	335 17% bcdegh m	202 bcdegh 18% xb	129 fghs 15%	-	-	-	335 100% xcdegh	-	-	33 20% m	10 13%	28 13%	29 18%	18 10%	23 16%	15 16%	37 20% m	55 21% xkm	43 16%	31 18%	12 20% m	216 17%	119 16%	
55-64	321 16% cdefhv	161 cdefhv 15%	160 fghs 18%	-	-	-	-	321 100% xcdefh	-	25 15%	11 13%	40 18%	25 15%	27 16%	29 20%	11 12%	26 14%	37 14%	48 17%	28 16%	14 24% oq	234 18% xv	87 12%	
65-74	253 13% cdefgm qv	142 cdefgm 13%	110 fghs 12%	-	-	-	-	-	253 54% xcdefg	20 12%	17 22% xlmq	33 15% mq	17 10%	13 8%	16 11%	12 13%	26 14%	23 9%	32 12%	35 20% xlmqr	9 15%	191 15% xv	62 8%	
75+	219 11% cdefgp qv	131 cdefgp 12%	88 fghs 10%	-	-	-	-	-	219 46% xcdefg	15 9%	9 12%	33 15% xpq	18 11%	16 9%	15 10%	11 12%	10 5%	18 7%	48 17% ximpqt	21 12% p	4 6%	157 12% xv	62 8%	
Mean	48.88 qv	48.88 cdem	49.79 xb	47.93	22.24	30.01 c	39.35 cd	49.32 cde	59.72 xcde f	73.28 xcde fg	47.87	51.51 m	51.58 xlm p	47.61	44.06	48.89 m	47.49	46.85	46.72	51.23 xmpq	53.13 xilm nopq	50.89 mq	51.29 xv	44.75
Standard deviation	17.94	17.45	18.54	1.78	2.90	3.01	2.93	2.80	5.60	18.47	18.26	17.87	17.82	18.69	17.33	19.65	16.73	15.67	19.45	17.28	15.69	17.84	17.36	
Standard error	0.40	0.52	0.63	0.18	0.15	0.16	0.16	0.14	0.26	1.46	2.40	1.19	1.40	1.41	1.51	1.95	1.22	0.92	1.18	1.34	1.76	0.50	0.65	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 8  
S2. Age  
Base: All respondents

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
18-24	211 11%afj	44 8%	166 12%xa	99 10%	111 11%	49 18%xf	161 9%	26 20%xh	5 6%	206 11%xj	5 4%	117 10%	93 11%	92 11%	119 10%
25-34	339 17%af	74 13%	265 19%xa	174 18%	165 16%	111 41%xf	228 13%	44 34%xh	9 12%	324 17%	13 12%	205 18%	134 15%	148 18%	191 16%
35-44	327 16%fjl	84 14%	243 17%	153 16%	174 17%	87 32%xf	240 14%	44 34%x	28 36%x	323 17%xj	4 4%	204 18%xl	123 14%	135 16%	192 16%
45-54	335 17%el	88 15%	247 17%	168 17%	167 16%	19 7%	317 18%xe	15 11%	28 37%yg	316 17%	19 17%	211 19%xl	124 14%	145 17%	191 16%
55-64	321 16%beghk	114 19%xb	207 15%	146 15%	175 17%	2 1%	320 18%xe	- -	3 3%g	302 16%	20 18%	163 15%	158 18%	135 16%	186 16%
65-74	253 13%beghk	89 15%xb	163 12%	115 12%	138 13%	1 1%	251 14%xe	1 1%	2 3%	234 12%	19 17%	122 11%	131 15%xx	105 13%	148 13%
75+	219 11%beghik	95 16%xb	124 9%	110 11%	109 10%	- -	219 13%xe	- -	2 2%	187 10%	31 28%xi	96 9%	123 14%xx	81 10%	138 12%
Mean	48.88beghik	53.26xb	47.06	48.56	49.18	33.04	51.34xe	33.91	42.64g	48.24	60.08xi	47.18	51.03xx	48.14	49.42
Standard deviation	17.94	18.11	17.56	18.01	17.89	8.32	17.78	8.66	10.81	17.67	18.84	17.10	18.74	17.74	18.08
Standard error	0.40	0.74	0.47	0.58	0.55	0.51	0.43	0.77	1.23	0.41	1.82	0.51	0.63	0.61	0.53

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
Overlap formulae used. \* small base



## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 9  
**S2. Age**  
**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
18-24	211 11%dehj	78 12%	84 9%	88 12%d	73 8%	101 11%	57 8%	153 9%	58 25%xe	160 12%xh	50 8%
25-34	339 17%b	138 21%xb	131 14%	138 19%	135 15%	174 19%xj	102 15%	305 17%	34 15%	244 18%	95 15%
35-44	327 16%e	119 18%	141 16%	118 16%	140 16%	151 17%	119 17%	279 16%	48 21%	235 17%	92 14%
45-54	335 17%a	93 14%	159 17%	116 16%	140 16%	146 16%	110 16%	291 16%	44 19%	223 16%	112 17%
55-64	321 16%	104 16%	149 16%	106 15%	149 17%	135 15%	115 17%	290 16%	31 13%	215 16%	106 16%
65-74	253 13%fg	76 11%	127 14%	88 12%	117 13%	111 12%	92 13%	240 14%xf	13 6%	147 11%	106 16%yg
75+	219 11%afg	54 8%	119 13%xa	67 9%	119 14%xc	86 9%	95 14%xi	214 12%xf	5 2%	128 9%	91 14%yg
Mean	48.88acfgi	46.54	50.71xa	47.16	50.89xc	47.56	50.88xi	49.96xf	40.73	47.51	51.72yg
Standard deviation	17.94	17.90	17.83	18.02	17.87	18.08	17.79	17.93	15.85	17.72	18.08
Standard error	0.40	0.69	0.59	0.67	0.61	0.60	0.68	0.42	1.08	0.48	0.70

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 10  
**S3. Region**  
**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Scotland	168 8% ijklmnop qrst	88 8% 8%	79 9% 9%	20 10% 10%	32 9% 9%	22 7% 7%	33 10% 10%	25 8% 8%	35 7% 7%	168 100% ijklmnop qrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	108 9%	59 8%
North East	80 4% ijklmnop rsu	40 4% 4%	40 4% 4%	6 3% 3%	14 4% 4%	12 4% 4%	10 3% 3%	11 3% 3%	27 6% 6%	- - - pqrst	80 100% ijklmnop qrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	41 3%	39 5% xu
North West	220 11% cijlmno opqrstv	126 11% 11%	93 10% 10%	9 4% 4%	50 15% xcef	27 8% 8%	28 8% 8%	40 12% c	66 14% xcef	- - - pqrst	- - - pqrst	220 100% xijlmno pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	155 12% xv	65 9%
Yorkshire and the Humber	164 8% ijklmnop qrst	79 7% 7%	75 8% 8%	20 9% 9%	23 7% 7%	33 10% 10%	29 9% 9%	25 8% 8%	35 7% 7%	- - - pqrst	- - - pqrst	- - - pqrst	164 100% xijklmnop pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	111 9%	53 7%
West Midlands	175 9% fhijklno opqrst	101 9% 9%	75 8% 8%	28 13% fh	49 14% xefgh	24 7% 7%	18 5% 5%	27 9% 9%	29 6% 6%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	175 100% xijklno pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	111 9%	64 9%
East Midlands	146 7% ijklmnop qrst	84 8% 8%	62 7% 7%	17 8% 8%	18 5% 5%	28 9% 9%	23 7% 7%	29 9% 9%	31 7% 7%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	146 100% xijklmo pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	90 7%	56 8%
Wales	94 5% ijklmnop rs	52 5% 5%	42 5% 5%	19 9% xdg	13 4% 4%	12 4% 4%	15 5% 5%	11 4% 4%	23 5% 5%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	94 100% xijklmn pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	65 5%	28 4%
East of England	189 9% ijklmnop qrst	105 9% 9%	84 9% 9%	25 12% 12%	30 9% 9%	36 11% 11%	37 11% 11%	26 8% 8%	36 8% 8%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	189 100% xijklmn opqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	121 10%	68 9%
London	261 13% hijklm noprstu	152 14% 14%	109 12% 12%	16 8% 8%	51 15% h	59 18% xcgh	55 16% xch	37 12% 12%	41 9% 9%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	261 100% xijklmn oprst	- - - pqrst	- - - pqrst	- - - pqrst	128 10%	133 18% xu
South East	277 14% ijklmn opqst	155 14% 14%	121 14% 14%	34 16% 16%	36 11% 11%	35 11% 11%	43 13% 13%	48 15% 15%	80 17% xde	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	277 100% xijklmn opqst	- - - pqrst	- - - pqrst	181 14%	96 13%
South West	173 9% dijklmn opqrt	89 8% 8%	84 9% 9%	12 6% 6%	17 5% 5%	30 9% d	31 9% d	28 9% d	56 12% xd	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	173 100% xijklmn opqrt	- - - pqrst	119 9%	55 7%
Northern Ireland	58 3% iklmnp s	33 3% 3%	25 3% 3%	5 2% 2%	6 2% 2%	8 3% 3%	12 4% 4%	14 4% d	13 3% 3%	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	- - - pqrst	58 100% xijklmn opqrs	36 3%	22 3%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 11  
**S3. Region**  
**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Scotland	168 8%dg	54 9%	113 8%	95 10%xd	73 7%	24 9%	144 8%	4 3%	8 11%g	160 8%	8 7%	84 7%	84 9%	73 9%	95 8%
North East	80 4%k	28 5%	52 4%	39 4%	41 4%	8 3%	72 4%	4 3%	5 7%	74 4%	6 6%	34 3%	46 5%xx	38 5%	41 4%
North West	220 11%i	61 10%	159 11%	99 10%	121 12%	36 14%	184 11%	14 11%	5 7%	200 11%	20 18%xi	120 11%	101 11%	104 12%	116 10%
Yorkshire and the Humber	164 8%	44 8%	119 8%	75 8%	89 9%	15 6%	149 9%	7 5%	5 6%	157 8%	6 5%	90 8%	74 8%	65 8%	98 8%
West Midlands	175 9%fk	43 7%	132 9%	90 9%	86 8%	44 17%xf	131 8%	20 16%x	5 6%	168 9%	7 7%	70 6%	106 12%xx	64 8%	112 10%
East Midlands	146 7%	43 7%	104 7%	69 7%	77 7%	18 7%	128 7%	6 5%	5 7%	136 7%	9 8%	76 7%	70 8%	62 7%	84 7%
Wales	94 5%cf	29 5%	64 5%	33 3%	60 6%xc	25 9%xf	68 4%	17 13%xh	2 2%	91 5%	3 3%	55 5%	38 4%	50 6%xn	44 4%
East of England	189 9%l	48 8%	141 10%	81 8%	108 10%	18 7%	171 10%	11 8%	9 12%	184 10%	5 5%	128 11%xl	61 7%	72 9%	117 10%
London	261 13%il	76 13%	185 13%	134 14%	127 12%	36 13%	225 13%	21 17%	16 21%x	239 13%	22 20%xi	167 15%xl	95 11%	108 13%	153 13%
South East	277 14%e	71 12%	206 15%	131 14%	146 14%	26 10%	251 14%	16 12%	8 11%	265 14%	11 10%	167 15%	110 12%	112 13%	164 14%
South West	173 9%b	68 11%xb	106 7%	82 8%	92 9%	16 6%	157 9%	8 6%	6 8%	161 9%	12 11%	99 9%	75 8%	70 8%	103 9%
Northern Ireland	58 3%d	23 4%	36 3%	38 4%xd	20 2%	3 1%	56 3%	1 1%	2 3%	57 3%	2 2%	31 3%	28 3%	23 3%	36 3%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 12  
**S3. Region**  
**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	Dissatisfied (b)	NET Satisfied (c)	Dissatisfied (d)	NET Satisfied (i)	Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Scotland	168 8%h	59 9%	78 9%	67 9%	70 8%	83 9%	55 8%	156 9%	12 5%	131 10%hx	36 6%
North East	80 4%	25 4%	40 4%	26 4%	46 5% <sub>x</sub>	35 4%	36 5%	67 4%	13 6%	51 4%	29 4%
North West	220 11%g	71 11%	108 12%	78 11%	96 11%	99 11%	79 11%	196 11%	24 10%	127 9%	93 14% <sub>xg</sub>
Yorkshire and the Humber	164 8%g	61 9%	73 8%	65 9%	66 8%	82 9%	57 8%	147 8%	17 7%	81 6%	83 13% <sub>xg</sub>
West Midlands	175 9% <sub>bd</sub>	74 11% <sub>xb</sub>	63 7%	77 11% <sub>xd</sub>	59 7%	96 11% <sub>xj</sub>	49 7%	159 9%	17 7%	122 9%	54 8%
East Midlands	146 7% <sub>a</sub>	37 6%	77 8% <sub>a</sub>	42 6%	68 8%	56 6%	57 8%	122 7%	24 10%	91 7%	55 8%
Wales	94 5% <sub>e</sub>	35 5%	44 5%	40 6%	38 4%	48 5%	29 4%	76 4%	18 8% <sub>ee</sub>	55 4%	39 6%
East of England	189 9% <sub>e</sub>	63 10%	80 9%	73 10%	73 8%	85 9%	57 8%	158 9%	31 13%	139 10%	50 8%
London	261 13%	74 11%	110 12%	96 13%	115 13%	110 12%	84 12%	238 13%	23 10%	186 14%	76 12%
South East	277 14% <sub>ch</sub>	91 14%	126 14%	81 11%	133 15% <sub>c</sub>	114 13%	102 15%	245 14%	32 14%	214 16% <sub>xh</sub>	63 10%
South West	173 9%	58 9%	80 9%	53 7%	85 10%	72 8%	65 9%	155 9%	19 8%	116 9%	57 9%
Northern Ireland	58 3%	14 2%	31 3%	21 3%	25 3%	24 3%	22 3%	53 3%	5 2%	41 3%	18 3%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j  
 Overlap formulae used.

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 13

#### S4. Which statement best reflects your household composition?

Base: All respondents

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Single no children	374	162	209	112	69	44	45	46	57	42	14	32	35	37	18	11	38	49	62	26	10	227	147
	19%aefgh	15%	23%xa	53%xcdefgh	20%efgh	14%	14%	14%	12%	25%xknos	18%	15%	21%n	21%	12%	12%	20%	19%	22%kno	15%	18%	18%	20%
Cohabiting / married no children	357	209	147	30	107	67	55	50	49	34	12	32	37	23	30	18	23	56	50	33	9	229	129
	18%hp	19%	17%	14%	32%xcdefgh	21%h	16%h	15%h	10%	20%	15%	15%	23%mp	13%	20%	20%	12%	22%mp	18%	19%	15%	18%	17%
NET: With children at home	805	473	323	67	162	215	209	110	43	52	29	97	54	82	66	41	85	121	94	59	25	462	343
	40%bghiru	43%xb	36%	32%h	48%xcgh	66%xcdgh	63%xcdgh	34%h	9%	31%	36%	44%ilr	33%	47%ilrs	45%ilr	43%	45%ilrs	46%xilrs	34%	34%	43%	36%	46%xu
Single with children living at home	85	32	53	5	13	15	26	18	9	3	5	15	7	6	7	4	7	8	10	9	4	63	22
	4%ahv	3%	6%xa	2%	4%	4%h	8%xcdh	6%h	2%	2%	6%	7%i	5%	3%	5%	4%	4%	3%	3%	5%	7%	5%xv	3%
Cohabiting / married with children living at home	720	442	270	62	149	200	184	92	34	49	23	82	47	76	58	37	78	113	84	50	21	399	321
	36%bghu	40%xb	30%	29%h	44%xcgh	61%xcdgh	55%xcdgh	29%h	7%	29%	29%	37%	29%	44%xilrs	40%	39%	41%ilrs	43%xilrs	30%	29%	36%	31%	44%xu
Single, all children left home	112	41	70	-	-	1	4	29	78	10	7	15	10	10	5	4	8	11	20	7	4	76	36
	6%acdef	4%	8%xa	-	-	*	1%d	9%xcdef	16%xcdefg	6%	9%	7%	6%	6%	4%	4%	4%	4%	7%	4%	8%	6%	5%
Cohabiting / married, all children left home	357	217	140	2	1	-	22	87	246	29	18	44	27	24	27	19	35	24	51	48	10	274	83
	18%bcdefq	20%xb	16%	1%	*	-	6%cde	27%xcdef	52%xcdefg	17%q	22%q	20%q	16%q	13%	19%q	20%q	18%q	9%	19%q	28%xilmpq	18%q	22%xv	11%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 14

**S4. Which statement best reflects your household composition?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Single no children	374 19%begh	128 22%xb	246 17%	176 18%	198 19%	- -	374 22%xe	- -	- -	350 19%	23 20%	197 18%	177 20%	158 19%	216 19%
Cohabiting / married no children	357 18%ceghln	110 19%	248 17%	152 16%	205 20%xc	- -	357 21%xe	- -	- -	333 18%	24 22%	257 23%xl	100 11%	176 21%xn	181 16%
NET: With children at home	805 40%adfmj	177 30%	628 44%xa	429 44%xd	375 36%	269 100%xf	536 31%	129 100%x	74 97%x	778 41%xj	25 23%	436 39%	369 42%	308 37%	496 43%xm
Single with children living at home	85 4%k	27 5%	57 4%	43 4%	42 4%	7 3%	77 4%	4 3%	5 7%	80 4%	5 4%	33 3%	52 6%xx	27 3%	58 5%
Cohabiting / married with children living at home	720 36%adfj	149 25%	571 40%xa	386 40%xd	333 32%	261 97%xf	459 26%	125 97%xh	69 90%x	698 37%xj	21 19%	403 36%	317 36%	281 33%	438 38%
Single, all children left home	112 6%begik	50 8%xb	62 4%	50 5%	61 6%	- -	112 6%xe	- -	1 1%	95 5%	17 15%xi	27 2%	85 10%xx	46 6%	65 6%
Cohabiting / married, all children left home	357 18%begh	125 21%xb	232 16%	157 16%	200 19%	- -	357 21%xe	- -	2 2%	335 18%	22 20%	202 18%	155 18%	152 18%	205 18%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 15

**S4. Which statement best reflects your household composition?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Single no children	374 19%e	117 18%	164 18%	126 18%	149 17%	153 17%	118 17%	318 18%	55 24%	256 19%	117 18%
Cohabiting / married no children	357 18%aci	101 15%	175 19%	98 14%	178 20%xc	136 15%	138 20%i	323 18%	35 15%	242 18%	116 18%
NET: With children at home	805 40%bdehj	310 47%xb	318 35%	340 47%xd	306 35%	415 46%xj	240 35%	687 39%	118 50%xe	578 43%xh	227 35%
Single with children living at home	85 4%e	27 4%	35 4%	28 4%	32 4%	38 4%	21 3%	62 3%	23 10%xe	60 4%	25 4%
Cohabiting / married with children living at home	720 36%bdhj	283 43%xb	283 31%	312 43%xd	274 31%	377 42%xj	220 32%	625 35%	95 41%	518 38%xh	202 31%
Single, all children left home	112 6%ai	20 3%	71 8%xa	31 4%	64 7%xc	39 4%	52 7%xi	103 6%	9 4%	68 5%	44 7%
Cohabiting / married, all children left home	357 18%fg	114 17%	182 20%x	125 17%	176 20%x	161 18%	144 21%x	340 19%xf	17 7%	208 15%	149 23%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 16

**S5. How many children do you have living at home with you currently?****Base: All with children at home**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	832	483	340	32	177	236	204	133	50	52	22	103	56	87	61	38	87	133	99	60	34	487	345
Weighted Base	805	473	323	67*	162	215	209	110	43*	52*	29**	97*	54*	82*	66*	41*	85*	121	94*	59*	25*	462	343
1	355 44%efq	200 42%	156 48%	45 68%xcdef	76 47%ef	66 31%	67 32%	69 63%xcdef	32 75%xcdef	29 56%lpq	15 54%	40 41%	19 34%	39 48%	31 48%	27 66%xklpqr t	31 37%	44 36%	42 45%	28 48%	9 37%	204 44%	151 44%
2	350 44%gh	212 45%	130 40%	21 32%	66 41%h	111 52%xcdgh	108 52%xcdgh	35 32%	9 22%	17 33%	11 37%	44 45%	32 59%ximor	31 38%	27 41%	12 30%	47 55%ximor	58 48%	37 39%	24 41%	11 43%	208 45%	142 42%
3+	99 12%cg	61 13%	37 11%	- -	20 12%cg	38 18%xcgh	34 16%cg	6 5%	1 3%	6 11%	3 9%	13 14%	4 7%	12 14%	7 11%	2 4%	7 8%	19 16%	15 16%	7 11%	5 20%o	50 11%	49 14%
Mean	1.71cgho	1.74	1.65	1.32	1.67cgh	1.92xcdgh	1.87xcdgh	1.44	1.28	1.56	1.60	1.76o	1.73o	1.71o	1.68	1.38	1.74o	1.87xio	1.72o	1.63	1.83o	1.69	1.74
Standard deviation	0.76	0.79	0.73	0.47	0.74	0.82	0.75	0.69	0.53	0.70	0.79	0.77	0.58	0.83	0.80	0.57	0.68	0.91	0.75	0.68	0.75	0.73	0.81
Standard error	0.03	0.04	0.04	0.08	0.06	0.05	0.05	0.06	0.07	0.10	0.17	0.08	0.08	0.09	0.10	0.09	0.07	0.08	0.08	0.09	0.13	0.03	0.04

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 17

**S5. How many children do you have living at home with you currently?****Base: All with children at home**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (i)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	832	189	643	448	384	263	569	125	75	804	27	451	381	314	518
Weighted Base	805	177	628	429	375	269	536	129	74*	778	25**	436	369	308	496
1	355 44%hln	82 47%	273 43%	183 43%	172 46%	122 45%	233 44%	57 45%h	19 26%	342 44%	14 53%	213 49%xl	142 39%	151 49%xn	204 41%
2	350 44%dem	73 41%	277 44%	202 47%xd	149 40%	102 38%	249 46%xe	50 39%	43 58%yg	340 44%	10 39%	184 42%	166 45%	115 37%	235 47%xm
3+	99 12%fk	21 12%	78 12%	45 10%	54 14%	45 17%xf	54 10%	21 17%	12 16%	96 12%	2 7%	39 9%	60 16%yk	42 14%	57 12%
Mean	1.71k	1.68	1.72	1.71	1.71	1.76	1.69	1.77	1.93x	1.71	1.54	1.62	1.81xk	1.68	1.73
Standard deviation	0.76	0.80	0.75	0.76	0.77	0.86	0.71	0.90	0.71	0.77	0.64	0.72	0.80	0.79	0.74
Standard error	0.03	0.06	0.03	0.04	0.04	0.05	0.03	0.08	0.08	0.03	0.12	0.03	0.04	0.04	0.03

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 18

**S5. How many children do you have living at home with you currently?****Base: All with children at home**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	832	316	334	346	321	424	251	715	117	596	236
Weighted Base	805	310	318	340	306	415	240	687	118	578	227
1	355 44%h	145 47%	138 43%	144 42%	146 48%	183 44%	108 45%	300 44%	56 47%	268 46% <sup>xh</sup>	87 39%
2	350 44%f	128 41%	147 46%	151 44%	125 41%	177 43%	111 46%	311 45% <sup>xf</sup>	39 33%	246 43%	105 46%
3+	99 12% <sup>e</sup>	37 12%	34 11%	45 13%	34 11%	56 13%	22 9%	76 11%	23 20% <sup>xe</sup>	64 11%	35 15%
Mean	1.71 <sup>g</sup>	1.68	1.69	1.73	1.67	1.72	1.66	1.70	1.76	1.67	1.82 <sup>xg</sup>
Standard deviation	0.76	0.76	0.72	0.74	0.77	0.77	0.70	0.75	0.86	0.72	0.86
Standard error	0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.08	0.03	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 19

**S6. You mentioned you have a child / children. How old are they?**

**Base: All with children at home**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	832	483	340	32	177	236	204	133	50	52	22	103	56	87	61	38	87	133	99	60	34	487	345
Weighted Base	805	473	323	67*	162	215	209	110	43*	52*	29**	97*	54*	82*	66*	41*	85*	121	94*	59*	25*	462	343
Under 1	22 3%af	7 2%	15 5%xa	- -	12 7%xf	10 5%xf	- -	- -	- -	3 5%am	- -	4 4%	1 2%	- -	1 2%	- -	3 3%	3 3%	4 5%am	3 5%am	- -	15 3%	7 2%
1-3 year	156 19%fghpt	98 21%	59 18%	41 61%xcdefgh	64 39%xefgh	47 22%fgh	4 2%	- -	1 2%	9 17%	4 14%	21 21%pt	9 17%	27 33%xnppqrs t	8 13%	21 51%xlknppq rst	7 8%	23 19%p	18 19%p	9 15%	1 6%	84 18%	72 21%
4-5 years	147 18%bfghu	100 21%xb	46 14%	23 35%xfgh	58 36%xefgh	46 21%fgh	18 8%g	2 1%	1 2%	15 28%prt	4 14%	24 24%	8 15%	23 27%xpqrt	12 18%	9 22%	11 13%	19 15%	13 14%	8 14%	2 8%	68 15%	79 23%xu
6-9 years	211 26%bfgh	136 29%b	70 22%	11 17%	51 32%fgh	103 48%xcdfgh	37 18%gh	6 5%	2 5%	13 25%	5 19%	19 20%	15 28%	19 23%	21 32%	6 16%	33 39%xkmort	35 29%	23 25%	16 28%	4 16%	113 24%	98 29%
10-12 years	189 23%cgh	119 25%	66 20%	- -	32 20%cgh	78 36%xcdgh	69 33%xcdgh	8 8%	2 4%	8 15%	13 46%	22 23%	14 26%	14 17%	18 27%	4 10%	23 27%	37 30%imo	19 21%	14 23%	4 18%	100 22%	89 26%
13-15 years	205 26%bcdgh	126 27%	71 22%	4 6%	27 17%	61 28%cdgh	93 44%xcdegh	18 16%	3 7%	8 15%	6 20%	23 24%	22 40%xikmor	16 20%	16 24%	6 14%	24 29%	36 30%i	21 22%	19 33%i	8 31%	110 24%	96 28%
16-18 years	155 19%dem	89 19%	66 20%	8 12%	9 5%	30 14%d	70 34%xcdeg	25 23%de	13 30%de	10 19%	8 27%	15 16%	8 14%	9 11%	13 20%	5 11%	23 27%am	29 24%am	19 20%	10 17%	7 29%am	94 20%	61 18%
Over 18 years	159 20%acdev	74 16%	85 26%xa	- -	1 1%	5 2%	51 24%cde	73 67%xcdef	28 67%xcdef	7 13%	2 8%	26 27%ooq	9 16%	16 20%	12 19%	4 9%	14 16%	18 15%	27 29%xioq	13 22%	11 43%xilmmo pq	118 26%xv	41 12%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 20

**S6. You mentioned you have a child / children. How old are they?****Base: All with children at home**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	832	189	643	448	384	263	569	125	75	804	27	451	381	314	518
Weighted Base	805	177	628	429	375	269	536	129	74*	778	25**	436	369	308	496
Under 1	22 3%f	5 3%	17 3%	14 3%	7 2%	22 8%xf	-	6 5%	2 3%	22 3%	-	14 3%	8 2%	7 2%	15 3%
1-3 year	156 19%afh	21 12%	135 22%xa	89 21%	67 18%	156 58%xf	-	72 56%xh	4 5%	152 20%	3 11%	81 19%	75 20%	62 20%	94 19%
4-5 years	147 18%fhk	24 14%	123 20%	85 20%	62 16%	147 55%xf	-	53 41%xh	5 7%	146 19%	1 4%	62 14%	85 23%xx	55 18%	92 19%
6-9 years	211 26%a	35 20%	175 28%xa	119 28%	92 24%	69 26%	141 26%	44 34%x	48 64%yg	208 27%	2 7%	111 26%	99 27%	74 24%	136 27%
10-12 years	189 23%ek	45 25%	144 23%	94 22%	95 25%	26 10%	163 30%xe	22 17%	36 49%yg	182 23%	7 27%	90 21%	99 27%yk	74 24%	115 23%
13-15 years	205 26%eg	46 26%	160 25%	113 26%	92 24%	21 8%	184 34%xe	12 9%	29 39%yg	195 25%	10 41%	107 25%	98 27%	72 23%	133 27%
16-18 years	155 19%egh	43 24%xb	112 18%	77 18%	78 21%	8 3%	147 27%xe	7 6%	8 10%	150 19%	5 19%	92 21%	63 17%	61 20%	94 19%
Over 18 years	159 20%begh	47 27%xb	112 18%	77 18%	82 22%	1 *	158 30%xe	1 1%	-	150 19%	9 35%	86 20%	73 20%	60 20%	99 20%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 21

**S6. You mentioned you have a child / children. How old are they?****Base: All with children at home**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	832	316	334	346	321	424	251	715	117	596	236
Weighted Base	805	310	318	340	306	415	240	687	118	578	227
Under 1	22 3%	6 2%	11 3%	8 2%	12 4%	9 2%	8 3%	20 3%	2 1%	17 3%	4 2%
1-3 year	156 19%	62 20%	63 20%	77 23%	58 19%	85 20%	47 20%	136 20%	20 17%	114 20%	42 19%
4-5 years	147 18%	57 18%	53 17%	69 20%	53 17%	83 20%	42 17%	125 18%	23 19%	109 19%	38 17%
6-9 years	211 26% <sup>d</sup>	80 26%	75 24%	91 27%	68 22%	109 26%	60 25%	181 26%	29 25%	148 26%	62 27%
10-12 years	189 23% <sup>eg</sup>	75 24%	71 22%	79 23%	74 24%	100 24%	54 22%	151 22%	38 32% <sup>xe</sup>	125 22%	64 28% <sup>xg</sup>
13-15 years	205 26% <sup>j</sup>	85 27%	73 23%	97 29%	67 22%	120 29% <sup>xj</sup>	50 21%	169 25%	36 30%	141 24%	64 28%
16-18 years	155 19%	64 21%	63 20%	61 18%	57 19%	79 19%	44 18%	139 20%	16 14%	109 19%	46 20%
Over 18 years	159 20% <sup>aci</sup>	46 15%	77 24% <sup>xa</sup>	56 16%	70 23% <sup>c</sup>	68 16%	56 23% <sup>i</sup>	136 20%	23 19%	108 19%	51 23%

Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$   
 Overlap formulae used.

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 22

**S7. What is the combined gross income of your household?**

**Base: All respondents**

		Gender			Age						Region											Disruption type		
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Under or equal to £16,000	(12.5)	101	35	66	13	9	4	12	23	41	13	6	11	12	11	7	5	9	10	10	4	3	70	31
		5%ade	3%	7%xa	6%e	3%	1%	4%	7%xd	9%xd	8%8s	8%	5%	8%8s	6%	5%	6%	5%	4%	4%	2%	5%	6%	4%
£16,001-£25,000		151	58	93	16	13	12	10	37	63	14	12	11	13	13	9	3	10	15	28	17	6	107	44
		8%adevf	5%	11%xa	7%	4%	4%	3%	11%xd	13%xd	8%	15%8kopq	5%	8%	8%	6%	3%	5%	6%	10%o	10%	10%	8%	6%
£25,001-£30,000		173	86	87	23	19	22	22	37	50	17	9	24	15	20	16	6	14	7	26	14	3	128	45
		9%ddqv	8%	10%	11%	6%	7%	7%	11%xd	11%8d	10%q	11%q	11%q	9%q	11%q	11%q	6%	8%q	3%	10%q	8%q	6%	10%8xv	6%
£30,001-£35,000		147	82	66	15	27	12	19	24	50	13	5	22	13	14	8	7	6	21	16	17	4	103	44
		7%ep	7%	7%	7%	8%e	4%	6%	7%e	11%xf	8%p	6%	10%p	8%p	8%p	5%	8%	3%	8%p	6%	10%p	8%	8%	6%
£35,001-£40,000		162	86	76	9	20	27	29	24	53	17	13	17	8	14	13	8	15	19	19	15	4	102	61
		8%	8%	9%	4%	6%	8%	9%	8%	11%xd	10%	16%8xlr	8%	5%	8%	9%	9%	8%	7%	7%	9%	7%	8%	8%
£40,001-£45,000		191	113	76	27	46	24	22	21	51	17	7	23	10	39	13	11	9	22	18	14	6	103	88
		10%fgpu	10%	9%	13%	14%8efg	7%	7%	6%	11%fg	10%	9%	10%p	6%	22%8ijklnpqrst	9%	12%p	5%	8%	7%	8%	11%	8%	12%8xu
£45,001-£50,000		176	104	65	15	28	31	37	29	38	6	3	19	23	8	17	10	16	31	24	15	3	104	72
		9%8i	9%	7%	7%	8%	9%	11%	9%	8%	4%	3%	9%	14%8xijm	5%	12%im	10%	9%	12%im	9%	9%	5%	8%	10%
£50,001-£60,000		208	129	78	21	40	31	39	33	43	21	7	21	20	13	22	7	21	29	21	17	9	138	69
		10%	12%8xb	9%	10%	12%	10%	12%	10%	9%	12%	9%	9%	12%	7%	15%mr	7%	11%	11%	8%	10%	15%	11%	9%
£60,001-£75,000		226	123	103	25	58	49	34	29	31	18	9	27	18	16	15	19	19	25	33	21	9	136	90
		11%h	11%	12%	12%	17%8xfgh	15%8xgh	10%	9%	7%	11%	11%	12%	11%	9%	10%	20%8xilmnpq	10%	9%	12%	12%	15%	11%	12%
£75,001+	(85)	470	288	178	46	80	113	111	66	54	31	10	46	32	27	26	17	69	82	80	39	11	276	194
		23%8bhmu	26%8xb	20%	22%h	24%h	35%8xcdgh	33%8xcdgh	20%h	11%	18%	13%	21%	19%	15%	18%	19%	37%8xijklmnst	31%8xijklmnst	29%8xijklmn	22%	19%	22%	26%8xu
Mean		51.72bghjmu	54.23xb	48.49	50.68h	55.49xgh	59.82xcdgh	57.64xcgh	48.01h	42.17	48.08	43.54	50.60j	49.57	46.43	49.92	52.69jm	58.33xijklmnst	56.45xijklmnst	53.77ijm	51.50jm	50.88	50.28	54.19xmu
Standard deviation		23.19	22.49	23.71	23.42	21.28	22.13	22.90	23.82	20.96	23.07	22.04	22.54	22.99	21.43	21.63	21.66	24.21	23.08	24.47	22.68	22.76	23.28	22.83
Standard error		0.52	0.67	0.80	2.38	1.10	1.16	1.27	1.21	0.98	1.82	2.89	1.50	1.81	1.62	1.89	2.16	1.77	1.36	1.48	1.76	2.56	0.65	0.85

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 23

**S7. What is the combined gross income of your household?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Under or equal to £16,000	(12.5) 101	56 5%begik	45 10%xb	52 5%	50 5%	2 1%	100 6%xe	1 1%	2 2%	81 4%	19 17%xi	-	101 11%xx	34 4%	67 6%
£16,001-£25,000	151	63 8%behikm	88 11%xb	83 9%	68 7%	11 4%	140 8%xe	6 5%	-	135 7%	16 14%xi	-	151 17%xx	41 5%	110 9%xm
£25,001-£30,000	173	69 9%begk	104 12%xb	72 7%	101 10%	7 3%	166 10%xe	1 1%	4 5%	162 9%	10 9%	-	173 20%xx	61 7%	112 10%
£30,001-£35,000	147	54 7%egik	93 7%	70 7%	77 7%	5 2%	142 8%xe	3 2%	4 6%	133 7%	14 12%	-	147 17%xx	54 6%	93 8%
£35,001-£40,000	162	54 8%km	108 9%	86 9%	76 7%	16 6%	146 8%	14 11%h	2 2%	148 8%	14 12%	43 4%	120 14%xx	50 6%	112 10%xm
£40,001-£45,000	191	49 10%f	142 8%	92 10%	98 9%	62 23%xf	128 7%	28 22%x	13 16%x	177 9%	12 11%	99 9%	91 10%	81 10%	109 9%
£45,001-£50,000	176	41 9%fl	136 10%	96 10%	80 8%	34 13%xf	142 8%	15 11%	13 17%x	170 9%	6 6%	116 10%xl	60 7%	77 9%	99 9%
£50,001-£60,000	208	57 10%cln	150 11%	82 9%	126 12%xc	27 10%	181 10%	11 9%	13 17%x	200 11%	8 7%	165 15%xl	43 5%	104 12%xn	104 9%
£60,001-£75,000	226	62 11%jl	164 12%	111 11%	116 11%	37 14%	189 11%	24 19%x	8 10%	221 12%xj	5 4%	226 20%xl	-	97 11%	130 11%
£75,001+	(85) 470	85 23%ajln	385 27%xa	222 23%	248 24%	68 25%	402 23%	25 20%	18 24%	462 24%xj	8 7%	470 42%xl	-	242 29%xn	228 20%
Mean	51.72afjln	44.85	54.58xa	51.26	52.15	56.91xf	50.92	55.39	56.54	52.63xj	36.69	67.80xl	31.43	55.57xn	48.94
Standard deviation	23.19	22.62	22.82	23.28	23.10	19.86	23.56	19.07	19.41	23.06	19.86	16.66	11.29	22.99	22.94
Standard error	0.52	0.93	0.61	0.75	0.72	1.22	0.56	1.71	2.21	0.53	1.92	0.50	0.38	0.79	0.67

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 24

**S7. What is the combined gross income of your household?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Under or equal to £16,000	(12.5) 101 5%de	32 5%	46 5%	41 6%	31 4%	46 5%	27 4%	77 4%	24 10%xe	60 4%	42 6%
£16,001-£25,000	151 8%e	41 6%	76 8%	47 6%	75 9%	59 7%	62 9%	121 7%	30 13%xe	91 7%	60 9%
£25,001-£30,000	173 9%acei	42 6%	88 10%a	42 6%	87 10%c	55 6%	71 10%i	138 8%	35 15%xe	110 8%	63 10%
£30,001-£35,000	147 7%a	37 6%	77 8%a	49 7%	70 8%	57 6%	61 9%	130 7%	18 7%	93 7%	54 8%
£35,001-£40,000	162 8%	50 8%	84 9%	51 7%	80 9%	70 8%	62 9%	152 9%x	10 4%	119 9%	43 7%
£40,001-£45,000	191 10%bdj	78 12%xb	68 8%	99 14%xd	67 8%	113 12%xj	47 7%	172 10%	19 8%	133 10%	58 9%
£45,001-£50,000	176 9%g	62 9%	78 9%	62 9%	74 9%	85 9%	60 9%	155 9%	21 9%	107 8%	70 11%
£50,001-£60,000	208 10%	72 11%	93 10%	82 11%	78 9%	97 11%	66 10%	185 10%	22 9%	146 11%	62 9%
£60,001-£75,000	226 11%	88 13%	95 10%	88 12%	89 10%	110 12%	71 10%	201 11%	25 11%	149 11%	77 12%
£75,001+	(85) 470 23%fh	161 24%	206 23%	159 22%	220 25%	212 23%	163 24%	440 25%xf	31 13%	345 25%xh	126 19%
Mean	51.72fh	53.58xb	50.63	52.07	51.96	52.73	51.03	52.79xf	43.65	52.98xh	49.11
Standard deviation	23.19	22.68	23.31	22.55	23.49	22.68	23.39	23.05	22.67	23.19	22.97
Standard error	0.52	0.88	0.77	0.84	0.80	0.75	0.89	0.55	1.54	0.63	0.89

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j  
 Overlap formulae used.



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 25

**S8. Which, if any, of the following statements apply to you?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Over the past 6 months I have fallen behind on, or missed, any payments for credit commitments or domestic bills, for 3 months or more (not necessarily consecutive months)	87 4%hu	46 4%	39 4%	13 6%h	24 7%xgh	23 7%xgh	13 4%h	10 3%h	4 1%	4 2%	5 6%	7 3%	9 5%	9 5%	7 5%	2 2%	8 4%	20 8%ixikort	9 3%	7 4%	1 1%	45 4%	43 6%xu
I am in debt and am struggling to pay it off	138 7%h	69 6%	63 7%	11 5%	29 9%h	37 11%xgh	29 9%h	18 5%	14 3%	8 5%	7 9%	15 7%	12 8%	13 7%	10 7%	5 5%	10 6%	22 8%	16 6%	15 9%	4 6%	96 8%	41 6%
I have little to no savings which I can rely on in an emergency / if I incur an unexpected expense for an essential item (e.g. boiler or car breaks down and needs significant repair or replacing)	382 19%ahv	174 16%	202 23%xa	43 20%h	73 22%h	85 26%xgh	87 26%xgh	60 19%h	34 7%	30 18%	17 21%	35 16%	37 22%	29 17%	36 25%r	13 14%	33 17%	56 21%	42 15%	40 23%r	14 25%	260 21%xv	121 16%
I have experienced a difficult event which has had a big impact on my life and finances in the past twelve months (e.g. loss of income, loss of work, relationship breakdown or divorce, bereavement, serious illness of yourself, or a close family member)	215 11%h	107 10%	104 12%	27 13%	34 10%	47 14%hx	37 11%h	38 12%h	32 7%	20 12%	5 6%	21 10%	13 8%	18 10%	21 14%	17 18%xjklr	19 10%	31 12%	25 9%	21 12%	5 9%	128 10%	86 12%
I struggle to pay off at least the minimum payment every month (credit commitments or domestic bills)	85 4%h	41 4%	40 4%	9 4%	15 4%	21 6%hx	18 5%h	11 3%	11 2%	3 2%	2 3%	8 3%	9 5%	5 3%	11 8%ir	3 3%	5 3%	20 8%ixipr	8 3%	7 4%	3 6%	50 4%	34 5%
I have poor literacy or numeracy skills which affects my ability to manage my money	20 1%h	9 1%	10 1%	11 5%xdfgh	3 1%h	5 2%fgh	- -	- -	- -	- -	- -	4 2%	1 1%	3 2%	1 1%	1 1%	3 2%	3 1%	4 1%	- -	- -	9 1%	11 1%
Other	13 1%	9 1%	4 *	- -	3 1%	3 1%	1 *	2 1%	4 1%	1 1%	- -	3 1%	1 *	1 *	1 1%	- -	- -	3 1%	1 *	1 1%	1 1%	9 1%	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 25

**S8. Which, if any, of the following statements apply to you?**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
None of these	1349 67%bcefnq	782 71%xb	566 64%	119 57%	217 64%e	185 57%	205 61%	225 70%cef	397 84%xcdefg	116 69%ni	61 77%niq	153 69%niq	107 65%	118 67%ni	80 55%	65 69%ni	135 71%niq	157 60%	208 75%xiinqst	112 65%	37 63%	855 67%	495 67%
Prefer not to say	21 1%	9 1%	11 1%	9 4%xfgh	4 1%	4 1%	1 *	2 1%	1 *	4 2%pr	-	1 *	2 1%	3 2%r	3 2%r	1 1%	-	4 1%	-	2 1%	1 2%pr	16 1%	5 1%
Mean mentions	0.5ah	0.4	0.5xa	0.5h	0.5h	0.7xgh	0.5h	0.4h	0.2	0.4	0.4	0.4	0.5	0.4	0.6ir	0.4	0.4	0.6xiikpr	0.4	0.5	0.5	0.5	0.5

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 26

**S8. Which, if any, of the following statements apply to you?**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Over the past 6 months I have fallen behind on, or missed, any payments for credit commitments or domestic bills, for 3 months or more (not necessarily consecutive months)	87 4%bfbm	39 7%xb	48 3%	46 5%	42 4%	26 10%xf	62 4%	12 9% x	6 7%	82 4%	5 5%	46 4%	41 5%	23 3%	64 6% xm
I am in debt and am struggling to pay it off	138 7%bkm	70 12%xb	67 5%	67 7%	71 7%	23 9%	114 7%	12 10%	11 14% x	128 7%	10 9%	47 4%	90 10% xk	39 5%	98 8% xm
I have little to no savings which I can rely on in an emergency / if I incur an unexpected expense for an essential item (e.g. boiler or car breaks down and needs significant repair or replacing)	382 19%bikm	171 29%xb	211 15%	178 18%	204 20%	45 17%	337 19%	28 21%	18 23%	338 18%	44 39% xi	163 15%	219 25% xk	133 16%	248 21% xm
I have experienced a difficult event which has had a big impact on my life and finances in the past twelve months (e.g. loss of income, loss of work, relationship breakdown or divorce, bereavement, serious illness of yourself, or a close family member)	215 11%b	111 19%xb	104 7%	106 11%	109 10%	37 14%	178 10%	21 16%	9 12%	198 10%	17 15%	108 10%	107 12%	85 10%	130 11%
I struggle to pay off at least the minimum payment every month (credit commitments or domestic bills)	85 4%bfikm	49 8%xb	35 2%	44 5%	41 4%	18 7% f	67 4%	10 8%	2 3%	74 4%	10 9% xi	24 2%	60 7% xk	25 3%	60 5% xm
I have poor literacy or numeracy skills which affects my ability to manage my money	20 1%f	8 1%	12 1%	7 1%	13 1%	6 2% f	14 1%	- -	2 2%	18 1%	2 2%	10 1%	10 1%	7 1%	13 1%
Other	13 1%b	10 2%xb	3 *	9 1%	4 *	- -	13 1%	- -	2 2%	13 1%	- -	6 1%	7 1%	6 1%	7 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 26

**S8. Which, if any, of the following statements apply to you?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
None of these	1349 67%agjln	303 51%	1046 74%xa	651 68%	698 67%	168 62%	1182 68%	74 57%	45 59%	1294 68%xj	54 48%	824 74%xl	525 59%	610 72%xn	739 64%
Prefer not to say	21 1%	8 1%	13 1%	7 1%	14 1%	5 2%	16 1%	3 2%	- -	21 1%	- -	11 1%	10 1%	5 1%	16 1%
Mean mentions	0.5bfikm	0.8xb	0.3	0.5	0.5	0.6xf	0.5	0.6x	0.6	0.5	0.8xi	0.4	0.6xk	0.4	0.5xm

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 27

**S8. Which, if any, of the following statements apply to you?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Over the past 6 months I have fallen behind on, or missed, any payments for credit commitments or domestic bills, for 3 months or more (not necessarily consecutive months)	87 4%eg	28 4%	42 5%	25 3%	39 4%	35 4%	31 5%	51 3%	36 15%xe	48 4%	40 6%yg
I am in debt and am struggling to pay it off	138 7%cei	37 6%	74 8%	33 5%	70 8%c	47 5%	59 9%i	87 5%	51 22%xe	92 7%	46 7%
I have little to no savings which I can rely on in an emergency / if I incur an unexpected expense for an essential item (e.g. boiler or car breaks down and needs significant repair or replacing)	382 19%acei	104 16%	205 22%xa	105 15%	195 22%xc	144 16%	157 23%xi	233 13%	149 64%xe	258 19%	124 19%
I have experienced a difficult event which has had a big impact on my life and finances in the past twelve months (e.g. loss of income, loss of work, relationship breakdown or divorce, bereavement, serious illness of yourself, or a close family member)	215 11%cei	59 9%	115 13%xa	58 8%	103 12%c	77 9%	81 12%i	166 9%	49 21%xe	140 10%	75 11%
I struggle to pay off at least the minimum payment every month (credit commitments or domestic bills)	85 4%e	23 3%	45 5%	23 3%	45 5%	31 3%	37 5%	49 3%	36 15%xe	49 4%	36 5%
I have poor literacy or numeracy skills which affects my ability to manage my money	20 1%cei	3 *	10 1%	3 *	13 1%c	4 *	9 1%	14 1%	5 2%	14 1%	6 1%
Other	13 1%h	7 1%	5 1%	4 1%	7 1%	8 1%	5 1%	11 1%	2 1%	12 1%	1 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

Prepared by Yonder

**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 27

**S8. Which, if any, of the following statements apply to you?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
None of these	1349 67%bdf	474 72%xb	584 64%	525 73%xd	565 65%	647 72%xj	446 65%	1310 74%xf	39 17%	912 67%	438 67%
Prefer not to say	21 1%	3 1%	11 1%	7 1%	6 1%	7 1%	6 1%	19 1%	2 1%	16 1%	5 1%
Mean mentions	0.5acei	0.4	0.5xa	0.4	0.5xc	0.4	0.5xi	0.3	1.4xe	0.5	0.5

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 28

**S9. 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**

	Total (x)	Gender		Age						Region										Disruption type			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Yes	1771	1012	747	153	305	279	291	290	454	156	67	196	147	159	122	76	158	238	245	155	53	1121	650
	88%bceo	92%xb	84%	73%	90% <sup>c</sup>	85% <sup>c</sup>	87% <sup>c</sup>	90% <sup>ce</sup>	96%xcdefg	93% <sup>nop</sup>	83%	89%	90%	91% <sup>oo</sup>	84%	81%	84%	91% <sup>nop</sup>	89%	89%	91%	88%	88%
No	234	91	142	58	34	48	44	31	18	12	13	24	17	17	24	18	31	23	32	19	5	146	88
	12%ah	8%	16%xa	27% <sup>xdefgh</sup>	10% <sup>h</sup>	15% <sup>xgh</sup>	13% <sup>h</sup>	10% <sup>h</sup>	4%	7%	17%	11%	10%	9%	16% <sup>iq</sup>	19% <sup>ximq</sup>	16% <sup>iq</sup>	9%	11%	11%	9%	12%	12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 29

**S9. 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**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Yes	1771 88%aj	496 84%	1275 90%xa	864 90%	907 87%	231 86%	1539 89%	111 86%	70 91%	1683 89%xj	86 77%	1028 92%xl	742 84%	753 89%	1018 88%
No	234 12%bik	93 16%xb	141 10%	101 10%	133 13%	37 14%	197 11%	18 14%	7 9%	208 11%	26 23%xi	90 8%	144 16%xx	89 11%	145 12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**



## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 30

**S9. 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**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Yes	1771 88%bdfj	606 92%xb	780 86%	662 92%xd	750 86%	829 92%xj	585 85%	1771 100%xf	- -	1194 88%	577 88%
No	234 12%acei	55 8%	131 14%xa	59 8%	122 14%xc	75 8%	106 15%xi	- -	234 100%xe	158 12%	76 12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 31

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Any condition	589 29%adv	289 26%	297 33%xa	44 21%	74 22%	84 26%	88 26%	114 36%xcdef	184 39%xcdef	54 33%	28 35%	61 28%	44 27%	43 25%	43 29%	29 31%	48 26%	76 29%	71 26%	68 39%xxklmpqr	23 39%mpqr	408 32%xv	182 25%
I have a physical disability e.g., use a wheelchair, walking stick, arthritis, uses an artificial limb, another mobility issue or physical condition	162 8%cd	77 7%	85 10%	- -	7 2%	8 2%	18 5%cd	45 14%xcdef	84 18%xcdef	10 6%	13 16%xilpr	21 9%	10 6%	16 9%	11 8%	10 11%	9 5%	19 7%	19 7%	19 11%	5 9%	121 10%xv	41 6%
I have a non-visible health condition such as chronic pain, respiratory condition, diabetes	254 13%cd	129 12%	126 14%	7 3%	21 6%	23 7%	44 13%cd	59 18%xcde	99 21%xcdef	26 16%lm	11 14%	35 16%lm	13 8%	14 8%	21 14%	10 11%	23 12%	33 13%	27 10%	36 21%xlmpqr	6 11%	189 15%xv	65 9%
I have a mental health illness for example anxiety, depression, obsessive compulsive disorder (OCD), schizophrenia, personality disorders	204 10%ah	87 8%	114 13%xa	32 15%h	45 13%xh	44 14%xfh	29 9%h	34 11%h	20 4%	14 9%	11 14%	18 8%	19 12%	18 10%	18 12%	9 10%	20 11%	22 8%	24 9%	23 13%	8 14%	129 10%	76 10%
I have a learning difficulty or disability that influences my ability to read or write e.g., dyslexia, dyspraxia	22 1%h	9 1%	13 1%	- -	6 2%h	10 3%xgh	5 2%h	2 *	- -	3 2%	- -	2 1%	3 2%	2 1%	1 1%	1 1%	2 1%	4 2%	1 *	4 2%	- -	13 1%	9 1%
I have a visual impairment (i.e., partial blindness, struggle to read even with glasses, struggle to read menus or signs even with glasses, deteriorating peripheral vision, unable to drive due to vision, partial to full blindness in one eye).	26 1%g	16 1%	11 1%	4 2%	2 1%	3 1%	6 2%g	1 *	10 2%g	5 3%lm	3 4%lm	4 2%	3 2%	- -	1 1%	- -	2 1%	2 1%	5 2%	1 1%	- -	17 1%	10 1%
I am neurodiverse with autism, Asperger's, or similar	55 3%aghk	22 2%	32 4%a	8 4%h	13 4%gh	18 6%xgh	10 3%h	4 1%	2 *	9 5%kn	1 2%	1 *	6 4%k	5 3%	1 1%	2 2%	6 3%	7 3%	6 2%	6 4%k	6 10%xjklmnopqrs	31 2%	24 3%
Something else	54 3%dv	34 3%	20 2%	4 2%	3 1%	5 2%	4 1%	13 4%def	24 5%xcdef	3 2%	1 1%	9 4%p	8 5%p	4 2%	4 3%	3 4%	2 1%	5 2%	6 2%	7 4%	1 2%	46 4%xv	9 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 31

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
I do not suffer from any of these conditions	1416	814	592	166	265	243	247	207	287	113	52	159	119	132	104	64	141	185	206	106	36	860	556
	71%bghsu	74%xb	67%	79%gh	78%xgh	74%gh	74%gh	64%	61%	67%	65%	72% <sub>s</sub>	73% <sub>s</sub>	75% <sub>st</sub>	71%	69%	74% <sub>st</sub>	71% <sub>s</sub>	74% <sub>st</sub>	61%	61%	68%	75% <sub>xu</sub>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 32

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Any condition	589	589	-	284	305	43	546	31	15	527	62	270	320	212	377
	29%beikm	100%xb	-	29%	29%	16%	31%xe	24%	19%	28%	56%xi	24%	36%xx	25%	32%xm
I have a physical disability e.g., use a wheelchair, walking stick, arthritis, uses an artificial limb, another mobility issue or physical condition	162	162	-	76	86	5	157	4	4	143	19	62	100	54	108
	8%begikm	27%xb	-	8%	8%	2%	9%xe	3%	6%	8%	17%xi	6%	11%xx	6%	9%xm
I have a non-visible health condition such as chronic pain, respiratory condition, diabetes	254	254	-	122	133	16	238	13	3	227	27	112	142	77	178
	13%behikm	43%xb	-	13%	13%	6%	14%xe	10%	4%	12%	24%xi	10%	16%xx	9%	15%xm
I have a mental health illness for example anxiety, depression, obsessive compulsive disorder (OCD), schizophrenia, personality disorders	204	204	-	104	100	17	187	15	6	186	18	94	110	80	124
	10%beik	35%xb	-	11%	10%	6%	11%xe	11%	8%	10%	16%xi	8%	12%xx	10%	11%
I have a learning difficulty or disability that influences my ability to read or write e.g., dyslexia, dyspraxia	22	22	-	14	8	6	17	2	4	21	1	10	12	7	15
	1%b	4%xb	-	1%	1%	2%	1%	1%	5%x	1%	1%	1%	1%	1%	1%
I have a visual impairment (i.e., partial blindness, struggle to read even with glasses, struggle to read menus or signs even with glasses, deteriorating peripheral vision, unable to drive due to vision, partial to full blindness in one eye).	26	26	-	14	12	-	26	-	1	25	2	14	13	9	18
	1%b	4%xb	-	1%	1%	-	2%	-	1%	1%	1%	1%	1%	1%	2%
I am neurodiverse with autism, Asperger's, or similar	55	55	-	26	29	5	50	1	5	53	2	26	29	25	30
	3%b	9%xb	-	3%	3%	2%	3%	1%	6%g	3%	2%	2%	3%	3%	3%
Something else	54	54	-	25	29	6	48	3	1	47	7	24	30	20	34
	3%bi	9%xb	-	3%	3%	2%	3%	2%	1%	2%	7%xi	2%	3%	2%	3%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 32

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
I do not suffer from any of these conditions	1416	-	1416	680	735	226	1190	98	62	1364	49	849	567	630	786
	71%afjln	-	100%xa	71%	71%	84%xf	69%	76%	81%	72%xj	44%	76%xl	64%	75%xn	68%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 33

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Any condition	589	162	307	174	290	225	238	496	93	383	207
	29%acei	25%	34%xa	24%	33%xc	25%	34%xi	28%	40%xe	28%	32%
I have a physical disability e.g., use a wheelchair, walking stick, arthritis, uses an artificial limb, another mobility issue or physical condition	162	45	84	54	71	64	60	140	22	98	64
	8%	7%	9%	8%	8%	7%	9%	8%	9%	7%	10%
I have a non-visible health condition such as chronic pain, respiratory condition, diabetes	254	66	131	71	131	93	102	224	30	152	102
	13%acgi	10%	14%xa	10%	15%xc	10%	15%i	13%	13%	11%	16%xg
I have a mental health illness for example anxiety, depression, obsessive compulsive disorder (OCD), schizophrenia, personality disorders	204	43	123	43	112	60	97	155	49	143	61
	10%acei	6%	13%xa	6%	13%xc	7%	14%xi	9%	21%xe	11%	9%
I have a learning difficulty or disability that influences my ability to read or write e.g., dyslexia, dyspraxia	22	5	14	5	13	7	12	16	6	16	7
	1%e	1%	2%	1%	2%	1%	2%	1%	3%xe	1%	1%
I have a visual impairment (i.e., partial blindness, struggle to read even with glasses, struggle to read menus or signs even with glasses, deteriorating peripheral vision, unable to drive due to vision, partial to full blindness in one eye).	26	6	16	10	14	10	11	22	5	18	8
	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%
I am neurodiverse with autism, Asperger's, or similar	55	18	30	17	29	20	25	42	13	42	13
	3%e	3%	3%	2%	3%	2%	4%	2%	5%xe	3%	2%
Something else	54	19	30	20	26	27	24	43	12	34	21
	3%e	3%	3%	3%	3%	3%	3%	2%	5%e	2%	3%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

Prepared by Yonder

**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 33

**S10. To ensure we are speaking to a wide range of people, please can you confirm whether you currently have any of the following disabilities, impairments or health conditions?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
I do not suffer from any of these conditions	1416 71% <sup>bdfj</sup>	499 75% <sup>xb</sup>	603 66%	547 76% <sup>xd</sup>	582 67%	678 75% <sup>xj</sup>	453 66%	1275 72% <sup>xf</sup>	141 60%	969 72%	447 68%

**Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$**   
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 34

**S11. Which of the following statements most closely applies to you?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Confident	1891 94%hkq	1039 94%	840 94%	206 98%h	324 96%h	323 99%xdgh	316 94%h	302 94%h	421 89%	160 95%	74 92%	200 91%	157 96%	168 96%	136 93%	91 97%	184 97%kq	239 91%	265 96%kq	161 93%	57 97%	1192 94%	699 95%
NET: Not confident	112 6%e	62 6%	49 6%	5 2%	13 4%e	4 1%	19 6%e	20 6%e	50 11%xcdefg	8 5%	6 8%	20 9%xlpr	6 4%	7 4%	9 6%	3 3%	5 3%	22 9%xpr	11 4%	12 7%	2 3%	75 6%	37 5%
I am very confident using technology (4)	1037 52%bghu	620 56%xb	413 46%	135 64%xgh	211 62%xfgh	206 63%xfgh	181 54%gh	131 41%	173 37%	94 56%	45 56%	117 53%	82 50%	95 54%	71 48%	48 51%	98 52%	143 55%	133 48%	83 48%	29 50%	616 49%	421 57%xu
I am fairly confident using technology (3)	854 43%adeqv	419 38%	427 48%xa	71 34%	113 33%	117 36%	135 40%	170 53%xcdef	248 53%xcdef	66 39%	29 36%	84 38%	75 46%	73 42%	65 45%	43 46%	86 46%	96 37%	132 48%kq	78 45%	27 47%	576 45% xv	278 38%
I am not very confident using technology (2)	107 5%e	61 6%	46 5%	5 2%	13 4%e	4 1%	18 5%e	19 6%e	47 10%xcdefg	8 5%	6 8%	18 8% xpr	6 4%	7 4%	9 6%	3 3%	5 3%	21 8% xpr	10 4%	11 6%	2 3%	72 6%	35 5%
I often struggle to use technology (1)	5 *	2 *	4 *	- -	- -	- -	1 *	1 *	3 1%	- -	- -	2 1%	- -	- -	- -	- -	- -	2 1%	1 *	1 1%	- -	3 *	2 *
Don't know / Prefer not to say	2 *	2 *	- -	- -	2 1% x	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	1 *
Mean	3.46bghu	3.50xb	3.40	3.62xfgh	3.59xfgh	3.62xfgh	3.48gh	3.34h	3.25	3.52	3.48	3.43	3.47	3.50	3.42	3.48	3.49	3.46	3.44	3.40	3.47	3.43	3.52xu
Standard deviation	0.61	0.61	0.61	0.53	0.57	0.51	0.62	0.60	0.66	0.59	0.64	0.68	0.57	0.58	0.61	0.56	0.55	0.67	0.58	0.64	0.56	0.61	0.60
Standard error	0.01	0.02	0.02	0.05	0.03	0.03	0.03	0.03	0.03	0.05	0.08	0.05	0.04	0.04	0.05	0.06	0.04	0.04	0.04	0.05	0.06	0.02	0.02

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 35

**S11. Which of the following statements most closely applies to you?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Confident	1891 94%afjln	527 89%	1364 96%xa	913 95%	978 94%	264 98%xf	1627 94%	127 98%x	74 97%	1891 100%xj	-	1080 97%xl	812 92%	808 96%xn	1084 93%
NET: Not confident	112 6%begikm	62 11%xb	49 3%	50 5%	62 6%	4 1%	108 6%xe	1 1%	3 3%	-	112 100%xi	39 3%	73 8%xk	32 4%	80 7%xm
I am very confident using technology	(4) 1037 52%afjln	249 42%	788 56%xa	490 51%	547 53%	179 67%xf	858 49%	92 72%xh	42 54%	1037 55%xj	-	680 61%xl	357 40%	483 57%xn	555 48%
I am fairly confident using technology	(3) 854 43%begikm	278 47%xb	576 41%	423 44%	431 41%	85 32%	769 44%xe	34 27%	32 42%g	854 45%xj	-	400 36%	455 51%xk	325 39%	529 45%xm
I am not very confident using technology	(2) 107 5%begikm	57 10%xb	49 3%	46 5%	60 6%	4 1%	103 6%xe	1 1%	3 3%	-	107 95%xi	36 3%	70 8%xk	32 4%	75 6%xm
I often struggle to use technology	(1) 5 *i	5 1%xb	-	3 *	2 *	-	5 *	-	-	-	5 5%xi	3 *	2 *	-	5 *
Don't know / Prefer not to say	2 *	-	2 *	2 *	-	1 *	1 *	1 1%x	-	-	-	-	2 *	2 *	-
Mean	3.46afjln	3.31	3.52xa	3.45	3.46	3.66xf	3.43	3.71xh	3.51	3.55xj	1.95	3.57xl	3.32	3.54xn	3.40
Standard deviation	0.61	0.68	0.57	0.60	0.61	0.50	0.62	0.47	0.57	0.50	0.21	0.57	0.63	0.57	0.63
Standard error	0.01	0.03	0.02	0.02	0.02	0.03	0.01	0.04	0.06	0.01	0.02	0.02	0.02	0.02	0.02

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 36

**S11. Which of the following statements most closely applies to you?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Confident	1891	638	843	694	811	865	642	1683	208	1288	603
	94%bdfh	97%xb	93%	96%xd	93%	96%xj	93%	95%xf	89%	95%xh	92%
NET: Not confident	112	23	66	27	60	39	48	86	26	62	50
	6%acegi	3%	7%xa	4%	7%xc	4%	7%i	5%	11%xe	5%	8%yg
I am very confident using technology	1037	408	429	426	422	525	329	932	105	716	321
(4)	52%bdj	62%xb	47%	59%xd	48%	58%xj	48%	53%xf	45%	53%	49%
I am fairly confident using technology	854	230	414	268	389	340	313	751	103	572	282
(3)	43%aci	35%	45%xa	37%	45%c	38%	45%i	42%	44%	42%	43%
I am not very confident using technology	107	21	63	24	58	36	45	82	25	62	45
(2)	5%acegi	3%	7%xa	3%	7%xc	4%	7%i	5%	11%xe	5%	7%yg
I often struggle to use technology	5	2	3	2	3	2	3	4	2	-	5
(1)	*	*	*	*	*	*	*	*	1%	-	1%yg
Don't know / Prefer not to say	2	-	1	-	1	-	1	2	-	2	-
	*	-	*	-	*	-	*	*	-	*	-
Mean	3.46bdfhj	3.58xb	3.40	3.55xd	3.41	3.54xj	3.40	3.48xf	3.33	3.48xh	3.41
Standard deviation	0.61	0.57	0.63	0.58	0.63	0.59	0.63	0.60	0.69	0.58	0.65
Standard error	0.01	0.02	0.02	0.02	0.02	0.02	0.02	0.01	0.05	0.02	0.03

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 37

**S12. How often have you travelled by plane, for personal or leisure reasons (i.e. not for business) in the past 5 years?****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Once	74 4% <sup>dv</sup>	35 3%	39 4%	4 2%	6 2%	13 4%	17 5% <sup>d</sup>	16 5% <sup>d</sup>	18 4%	6 4%	-	7 3%	12 7% <sup>xjqr</sup>	7 4%	7 5%	7 7% <sup>jr</sup>	7 4%	7 3%	7 2%	7 4%	1 1%	59 5% <sup>xv</sup>	15 2%
A couple of times	311 16% <sup>f</sup>	169 15%	142 16%	44 21% <sup>f</sup>	67 20% <sup>x</sup> <sup>fgh</sup>	56 17% <sup>f</sup>	34 10%	45 14%	64 14%	32 19%	13 16%	32 14%	24 15%	33 19%	20 13%	9 9%	41 21% <sup>x</sup> <sup>or</sup>	41 16%	35 13%	24 14%	10 17%	194 15%	117 16%
More than twice in the past 5 years	778 39%	433 39%	335 38%	70 33%	118 35%	123 37%	140 42%	125 39%	203 43% <sup>d</sup>	57 34%	29 36%	78 35%	63 38%	72 41%	57 39%	28 30%	70 37%	106 41%	122 44% <sup>io</sup>	72 42%	25 43%	507 40%	271 37%
I have flown at least once per year	842 42% <sup>u</sup>	466 42%	373 42%	92 44%	148 44%	135 41%	145 43%	135 42%	186 39%	73 44%	38 48%	104 47% <sup>m</sup>	65 40%	64 36%	62 43%	50 53% <sup>x</sup> <sup>mp</sup>	72 38%	108 41%	112 41%	70 40%	23 39%	507 40%	335 45% <sup>xu</sup>
I haven't travelled by plane in past 5 years	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 38

**S12. How often have you travelled by plane, for personal or leisure reasons (i.e. not for business) in the past 5 years?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Once	74 4%bikm	37 6%xb	38 3%	39 4%	35 3%	4 2%	70 4%	3 2%	6 7%	62 3%	12 11%xi	28 3%	46 5%xx	-	74 6%xm
A couple of times	311 16%dkm	95 16%	216 15%	174 18%xd	137 13%	39 14%	272 16%	21 16%	6 8%	297 16%	14 12%	150 13%	161 18%xx	-	311 27%xm
More than twice in the past 5 years	778 39%km	246 42%	532 38%	381 39%	398 38%	117 43%	661 38%	44 34%	27 35%	724 38%	54 48%	416 37%	362 41%	-	778 67%xm
I have flown at least once per year	842 42%acjln	212 36%	630 44%xa	371 38%	471 45%xc	109 40%	733 42%	61 48%	38 49%	808 43%xj	32 29%	524 47%xl	317 36%	842 100%xn	-
I haven't travelled by plane in past 5 years	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 39

**S12. How often have you travelled by plane, for personal or leisure reasons (i.e. not for business) in the past 5 years?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Once	74 4%e	21 3%	32 3%	19 3%	35 4%	26 3%	28 4%	53 3%	21 9%xe	49 4%	26 4%
A couple of times	311 16%bde	121 18%xb	123 14%	110 15%	115 13%	144 16%	92 13%	264 15%	47 20%	211 16%	100 15%
More than twice in the past 5 years	778 39%ag	228 34%	373 41%a	284 39%	328 38%	343 38%	266 39%	701 40%x	77 33%	499 37%	279 43%yg
I have flown at least once per year	842 42%h	291 44%	383 42%	308 43%	394 45%x	391 43%	305 44%	753 43%	89 38%	593 44%yh	248 38%
I haven't travelled by plane in past 5 years	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 40

**S13. In the past 5 years, have you ever experienced the following to your flight journey? (Please select all that apply)****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
A flight cancellation	870 43%bghku	535 48%xb	323 36%	111 53%gh	182 54%xfgh	178 54%xfgh	138 41%h	109 34%	152 32%	73 44%	44 56%klr	74 34%	59 36%	75 43%	65 44%	37 40%	77 41%	160 61% xiklmn oprst	111 40%	69 40%	25 43%	133 10%	738 100% xu
A flight delay	1899 95%v	1043 94%	843 95%	200 95%	322 95%	311 95%	322 96%	303 94%	440 93%	160 95%	73 91%	208 94%	159 97%	164 94%	135 93%	91 98%	175 93%	249 95%	270 97% xjnpst	161 93%	54 92%	1267 100% xv	631 86%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 41

**S13. In the past 5 years, have you ever experienced the following to your flight journey? (Please select all that apply)****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
A flight cancellation	870 43%adfln	225 38%	645 46%xa	457 47%xd	413 40%	152 56%xf	719 41%	65 50%	35 45%	827 44%	43 38%	517 46%xl	353 40%	405 48%xn	465 40%
A flight delay	1899 95%cn	562 95%	1336 94%	897 93%	1002 96%xc	257 96%	1642 95%	124 96%	75 98%	1795 95%	103 92%	1064 95%	835 94%	824 98%xn	1074 92%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 42

**S13. In the past 5 years, have you ever experienced the following to your flight journey? (Please select all that apply)**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
A flight cancellation	870	297	400	342	372	419	304	769	101	624	247
	43%h	45%	44%	47%x	43%	46%x	44%	43%	43%	46%xh	38%
A flight delay	1899	620	861	675	826	847	652	1676	223	1281	618
	95%	94%	95%	94%	95%	94%	94%	95%	95%	95%	95%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 43

**S14. In the past 5 years, what is the longest flight delay you have experienced?****Base: All who have experienced a flight delay**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	1903	1065	826	92	354	345	313	367	432	154	53	214	157	167	121	98	174	273	265	155	72	1281	622
Weighted Base	1899	1043	843	200*	322	311	322	303	440	160	73*	208	159	164	135	91*	175	249	270	161	54*	1267	631
Less than 1 hour	13 1%u	10 1%	3 *	4 2%	4 1%	2 1%	1 *	1 *	2 *	- -	- -	5 2%x	2 1%	- -	2 1%	- -	2 1%	1 *	2 1%	- -	- -	- -	13 2%xu
More than 1 hour, but less than 2 hours	137 7%bghru	92 9%xb	41 5%	18 9%gh	48 15%xefgh	24 8%gh	23 7%gh	10 3%	14 3%	8 5%	6 8%	14 7%	6 4%	10 6%	10 8%	2 2%	17 10%lor	36 14%xlklt	11 4%	17 10%lor	2 4%	- -	137 22%xu
2 or more hours, but less than 3 hours	874 46%av	457 44%	413 49%xa	108 54%	156 48%	139 45%	136 42%	141 46%	195 44%	73 46%	32 44%	87 42%	68 43%	81 49%	68 50%	51 56%k	82 47%	112 45%	122 45%	73 45%	25 46%	705 56%xv	169 27%
3 or more hours	873 46%cdq	483 46%	386 46%	69 35%	116 36%	146 47%cd	162 50%cd	151 50%cd	229 52%xcd	79 50%	35 48%	102 49%	83 52%q	73 45%	56 41%	38 42%	75 43%	100 40%	134 50%q	72 44%	27 50%	562 44%	311 49%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

**S14. In the past 5 years, what is the longest flight delay you have experienced?**

Base: All who have experienced a flight delay

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1903	565	1338	898	1005	250	1653	120	75	1802	100	1075	828	826	1077
Weighted Base	1899	562	1336	897	1002	257	1642	124	75*	1795	103*	1064	835	824	1074
Less than 1 hour	13 1%	4 1%	9 1%	8 1%	6 1%	3 1%	10 1%	1 1%	- -	13 1%	- -	11 1%	3 *	5 1%	9 1%
More than 1 hour, but less than 2 hours	137 7%fm	31 5%	106 8%	73 8%	65 6%	33 13%xf	104 6%	11 9%	5 6%	124 7%	13 13%xi	71 7%	66 8%	46 6%	91 8%xm
2 or more hours, but less than 3 hours	874 46%k	263 47%	611 46%	429 48%	446 45%	127 49%	748 46%	70 57%x	43 58%x	825 46%	48 47%	465 44%	409 49%xx	371 45%	504 47%
3 or more hours	873 46%ceqln	264 47%	609 46%	387 43%	486 48%xc	94 37%	780 47%xe	42 34%	27 36%	832 46%	41 40%	517 49%xl	356 43%	403 49%xn	471 44%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 45

**S14. In the past 5 years, what is the longest flight delay you have experienced?****Base: All who have experienced a flight delay**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1903	627	860	677	827	853	652	1698	205	1276	627
Weighted Base	1899	620	861	675	826	847	652	1676	223	1281	618
Less than 1 hour	13 1%	6 1%	6 1%	6 1%	6 1%	7 1%	6 1%	13 1%	1 *	7 1%	6 1%
More than 1 hour, but less than 2 hours	137 7%bdj	54 9%b	38 4%	62 9%xd	37 4%	76 9%xj	24 4%	122 7%	15 7%	98 8%	39 6%
2 or more hours, but less than 3 hours	874 46%bdj	313 50%xb	347 40%	338 50%xd	346 42%	421 50%xj	261 40%	764 46%	110 49%	609 48%	266 43%
3 or more hours	873 46%acgi	248 40%	471 55%xa	270 40%	437 53%xc	342 40%	361 55%xi	776 46%	97 43%	567 44%	306 50%xcg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 46

**S15. Regarding this cancellation, when were you informed of the cancellation to your flight?****Base: All who have experienced a cancellation**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	861	538	311	51	199	196	136	133	146	70	31	75	57	74	57	36	73	176	112	67	33	137	724
Weighted Base	870	535	323	111*	182	178	138	109	152	73*	44**	74*	59*	75*	65*	37*	77*	160	111*	69*	25**	133	738
On the same day as the flight	738 85%u	456 85%	269 83%	97 88%	160 88%g	151 85%	119 86%	87 79%	123 81%	59 81%	39 87%	65 88%	53 90%	64 85%	56 87%	28 76%	68 88%	133 83%	96 87%	55 79%	22 89%	- -	738 100%xu
Within 7 days in advance of my scheduled flight	76 9%v	43 8%	33 10%	9 8%	16 9%	14 8%	10 7%	11 10%	16 10%	8 11%	1 3%	5 7%	4 7%	8 11%	4 6%	4 12%	5 7%	17 11%	8 7%	10 14%	1 3%	76 57%xv	- -
Within 14 days in advance of my scheduled flight	14 2%v	9 2%	6 2%	2 2%	3 2%	4 2%	1 1%	2 1%	2 2%	1 1%	- -	1 1%	- -	- -	4 6%x	1 2%	2 2%	4 3%	2 1%	1 1%	- -	14 11%xv	- -
Over 14 days in advance of my scheduled flight	42 5%dv	27 5%	15 5%	2 2%	3 1%	8 5%	8 6%d	10 9%xd	11 7%d	5 6%	5 10%	3 4%	2 3%	3 3%	1 2%	4 10%	3 3%	7 4%	5 5%	4 6%	2 9%	42 32%xv	- -

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 47

**S15. Regarding this cancellation, when were you informed of the cancellation to your flight?**

**Base: All who have experienced a cancellation**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	861	226	635	455	406	146	715	60	34	818	42	509	352	402	459
Weighted Base	870	225	645	457	413	152	719	65*	35*	827	43*	517	353	405	465
On the same day as the flight	738 85%	182 81%	556 86%	395 86%	343 83%	137 90%	601 84%	58 89%	26 76%	699 85%	37 88%	432 84%	306 87%	335 83%	403 87%
Within 7 days in advance of my scheduled flight	76 9%	26 11%	50 8%	42 9%	34 8%	12 8%	64 9%	5 8%	4 11%	71 9%	4 10%	46 9%	30 9%	42 10%	34 7%
Within 14 days in advance of my scheduled flight	14 2%	5 2%	9 1%	5 1%	10 2%	1 1%	14 2%	1 1%	2 5%	14 2%	- -	11 2%	3 1%	3 1%	11 2%
Over 14 days in advance of my scheduled flight	42 5%e	12 6%	30 5%	16 4%	26 6%	2 1%	40 6%xe	1 1%	3 8%	42 5%	1 2%	28 5%	14 4%	25 6%	17 4%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 48

**S15. Regarding this cancellation, when were you informed of the cancellation to your flight?****Base: All who have experienced a cancellation**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	861	293	395	339	373	416	301	770	91	624	237
Weighted Base	870	297	400	342	372	419	304	769	101*	624	247
On the same day as the flight	738 85%	245 82%	350 88% <sup>x</sup>	287 84%	325 87%	350 83%	264 87%	650 84%	88 87%	530 85%	208 84%
Within 7 days in advance of my scheduled flight	76 9%	35 12% <sup>xb</sup>	29 7%	32 9%	29 8%	43 10%	24 8%	70 9%	6 6%	53 9%	22 9%
Within 14 days in advance of my scheduled flight	14 2%	5 2%	6 1%	4 1%	5 1%	6 1%	3 1%	12 2%	3 2%	13 2%	2 1%
Over 14 days in advance of my scheduled flight	42 5%	13 4%	16 4%	19 6%	13 4%	21 5%	12 4%	37 5%	5 5%	27 4%	15 6%

**Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$**   
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 49

**Q1. With which airline carrier did the [delay / cancellation] occur?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
<b>NET: North American</b>	<b>95</b> <b>5%</b>	55 5%	40 4%	17 <b>8%f</b>	14 4%	19 6%	10 3%	15 5%	19 4%	4 2%	4 4%	8 4%	10 6%	7 4%	10 7%	5 5%	14 <b>8%ir</b>	16 6%	9 3%	7 4%	1 2%	63 5%	32 4%
United Airlines (USA)	19 1%	11 1%	9 1%	6 3%fh	2 1%	5 2%h	1 *	3 1%	1 *	- -	- -	2 1%	4 2%	2 1%	2 1%	1 1%	2 1%	4 1%	3 1%	- -	- -	8 1%	11 2%
American Airlines (USA)	33 2%	18 2%	15 2%	7 3%	4 1%	7 2%	5 2%	5 2%	4 1%	1 1%	1 1%	2 1%	4 2%	3 2%	5 3%	1 2%	4 2%	5 2%	3 1%	4 2%	1 1%	23 2%	10 1%
Delta Air Lines (USA)	15 1%	9 1%	6 1%	2 1%	4 1%	3 1%	- -	1 *	6 1%	2 1%	- -	1 *	- -	2 1%	2 1%	3 3%xl	2 1%	3 1%	- -	1 *	1 1%	11 1%	4 1%
JetBlue Airways (USA)	3 *	1 *	2 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	1 1%	- -	3 *	- -
Air Canada (Canada)	16 1%	11 1%	5 1%	- -	2 1%	2 1%	3 1%	3 1%	6 1%	1 1%	2 3%	2 1%	1 1%	- -	- -	- -	2 1%	3 1%	3 1%	1 1%	- -	13 1%	3 *
WestJet Airlines (Canada)	3 *	2 *	1 *	- -	- -	- -	- -	1 *	2 *	- -	- -	- -	1 1%	- -	2 1% <b>x</b>	- -	- -	- -	- -	- -	- -	1 *	2 *
Spirit Airlines (USA)	3 *	3 *	- -	2 1%	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 1% <b>x</b>	1 *	- -	- -	- -	2 *	1 *
Hawaiian Airlines (USA)	1 *	- -	- -	- -	- -	- -	- *	- -	- -	- -	- -	- -	1 1% <b>x</b>	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *
Air Transat (Canada)	3 *	1 *	2 *	- -	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	3 *	- -
<b>NET: Europe</b>	<b>1352</b> <b>67%hkl</b>	771 <b>70%xb</b>	578 65%	160 <b>76%h</b>	244 <b>72%<b>xh</b></b>	235 <b>72%<b>xh</b></b>	223 <b>66%h</b>	215 <b>67%h</b>	275 58%	131 <b>78%<b>xjklno</b></b> s	51 63%	127 58%	81 49%	122 <b>69%<b>kl</b></b>	91 <b>62%<b>l</b></b>	55 58%	139 <b>73%<b>kln</b></b>	186 <b>71%<b>klo</b></b>	214 <b>77%<b>xjklno</b></b> s	116 <b>67%<b>l</b></b>	41 <b>70%<b>l</b></b>	822 65%	530 <b>72%<b>xu</b></b>
Lufthansa (Germany)	34 2%	20 2%	12 1%	2 1%	5 2%	10 3% <b>x</b>	4 1%	6 2%	7 1%	4 2%	- -	3 2%	3 2%	8 5% <b>xps</b>	2 1%	1 1%	- -	7 3% <b>ps</b>	6 2%	- -	1 1%	17 1%	17 2%
Air France (France)	20 1%	10 1%	9 1%	5 2%	4 1%	4 1%	4 1%	1 *	2 1%	4 2%	- -	1 *	1 *	3 2%	1 1%	1 1%	2 1%	4 2%	3 1%	- -	- -	13 1%	6 1%
British Airways (UK)	442 22% <b>bhkl</b>	273 25% <b>xb</b>	169 19%	64 30% <b>xgh</b>	83 24% <b>h</b>	68 21%	79 24% <b>h</b>	67 21%	81 17%	40 24% <b>kit</b>	20 25% <b>kit</b>	27 12% <b>l</b>	9 6%	43 25% <b>kit</b>	25 17% <b>l</b>	19 20% <b>lt</b>	59 31% <b>xklnt</b>	79 30% <b>xklnt</b>	76 28% <b>xklnt</b>	41 23% <b>kit</b>	4 7%	226 18%	216 29% <b>xu</b>
KLM Royal Dutch Airlines (Netherlands)	26 1%	13 1%	13 1%	- -	4 1%	5 2%	7 2%	5 2%	4 1%	3 2% <b>q</b>	2 3% <b>q</b>	3 1%	4 2% <b>q</b>	5 3% <b>qs</b>	3 2% <b>q</b>	2 2% <b>q</b>	2 1%	- -	3 1%	- -	- -	15 1%	11 2%
Iberia (Spain)	10 *	5 *	4 *	2 1%	1 *	2 1%	1 *	2 1%	2 *	3 2%	- -	- -	1 1%	- -	- -	- -	- -	2 1%	5 2% <b>x</b>	- -	- -	4 *	6 1%
Ryanair (Ireland)	250 12% <b>rv</b>	127 12%	122 14%	30 14%	36 11%	44 13%	34 10%	51 16% <b>xdf</b>	55 12%	23 14%	12 15%	36 16% <b>rs</b>	25 15% <b>r</b>	19 11%	31 21% <b>xmoqrs</b>	7 8%	28 15% <b>r</b>	28 11%	21 8%	13 8%	7 12%	181 14% <b>xv</b>	68 9%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 49

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
easyJet (UK)	463 23% nq	256 23%	207 23%	46 22%	88 26%	71 22%	81 24%	71 22%	105 22%	50 30% xjlnq	10 13%	54 24% nq	30 18%	35 20%	17 12%	23 25% n	40 21% n	44 17%	79 29% xjlnq	53 30% xjlmnopqrs	28 49% xijklm	300 24%	163 22%
Alitalia (Italy)	3 *	3 *	- -	- -	1 *	2 1% x	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	- -	- -	1 *	2 *
SAS - Scandinavian Airlines (Denmark, Sweden, Norway)	10 1%	5 *	5 1%	2 1%	2 1%	1 *	- -	3 1%	2 *	1 1%	2 3% xq	2 1%	2 1%	- -	- -	- -	1 *	- -	2 1%	- -	1 1%	5 *	5 1%
Swiss International Air Lines (Switzerland)	4 *	3 *	1 *	- -	1 *	- -	2 1%	- -	1 *	- -	- -	- -	- -	1 1%	- -	1 2% x	- -	2 1%	- -	- -	- -	3 *	1 *
Austrian Airlines (Austria)	2 *	2 *	- -	- -	1 *	1 *	- -	- -	- -	- -	1 2% x	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	2 *
Norwegian Air Shuttle (Norway)	8 *	4 *	3 *	- -	3 1%	1 *	- -	1 *	3 1%	1 1%	- -	- -	- -	2 1%	- -	- -	2 1%	1 *	2 1%	- -	- -	6 *	2 *
Finnair (Finland)	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	1 *
TAP Air Portugal (Portugal)	8 *	4 *	3 *	- -	1 *	2 1%	2 1%	1 *	2 *	- -	- -	- -	1 1%	- -	- -	- -	1 *	3 1%	3 1% x	- -	- -	5 *	3 *
Vueling Airlines (Spain)	5 * u	2 *	3 *	- -	3 1% xh	1 *	- -	1 *	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	3 2% xqr	- -	1 *	4 1%
Wizz Air	68 3% hk	42 4%	26 3%	9 4%	11 3%	24 7% xdfgh	9 3%	7 2%	8 2%	2 1%	2 3%	2 1%	5 3%	6 3%	12 8% xikopt	1 1%	4 2%	15 6% xiikt	13 5% k	6 4%	- -	45 4%	23 3%
<b>NET: Asia</b>	<b>125 6% b</b>	<b>81 7% xb</b>	<b>40 5%</b>	<b>11 5%</b>	<b>23 7%</b>	<b>29 9% xgh</b>	<b>24 7%</b>	<b>14 4%</b>	<b>22 5%</b>	<b>5 3%</b>	<b>6 8%</b>	<b>17 8%</b>	<b>15 9% l</b>	<b>12 7%</b>	<b>11 8%</b>	<b>5 6%</b>	<b>8 4%</b>	<b>20 8%</b>	<b>12 4%</b>	<b>11 6%</b>	<b>3 5%</b>	<b>73 6%</b>	<b>52 7%</b>
China Southern Airlines (China)	3 *	- -	3 *	2 1%	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	2 1% x	- -	3 *	- -
China Eastern Airlines (China)	7 *	3 *	3 *	2 1%	4 1% xgh	1 *	- -	- -	- -	2 1%	- -	1 *	1 1%	- -	- -	- -	1 *	1 *	- -	1 1%	- -	6 *	1 *
Air China (China)	3 *	2 *	1 *	- -	2 1% x	1 *	- -	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	1 *	- -	- -	2 *	1 *
China Airlines (Taiwan)	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 1% x	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -
Singapore Airlines (Singapore)	15 1%	10 1%	4 *	2 1%	- -	5 1% d	2 1%	2 1%	5 1%	- -	- -	3 2%	2 1%	- -	1 1%	1 1%	1 1%	1 *	4 1%	2 1%	- -	8 1%	8 1%
Cathay Pacific (Hong Kong)	4 *	4 *	- -	- -	1 *	- -	3 1% x	- -	- -	- -	- -	1 *	- -	- -	1 1%	1 1%	1 1%	- -	- -	- -	- -	3 *	1 *
Emirates (UAE)	36 2% b	26 2% xb	9 1%	5 2%	6 2%	6 2%	6 2%	4 1%	9 2%	2 1%	3 4%	4 2%	3 2%	3 2%	3 2%	2 2%	2 1%	6 2%	4 1%	2 1%	1 2%	20 2%	16 2%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

Prepared by Yonder



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 49

**Q1. With which airline carrier did the [delay / cancellation] occur?**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Qatar Airways (Qatar)	16 1%	10 1%	6 1%	-	3 1%	5 1%h	6 2%h	3 1%	1 *	-	-	5 2%xr	2 1%	1 1%	1 1%	-	-	5 2%r	-	2 1%	1 2%ipr	7 1%	9 1%
Japan Airlines (JAL) (Japan)	1 *	-	-	-	-	1 *	-	-	-	-	-	-	1 1% x	-	-	-	-	-	-	-	-	-	1 *
All Nippon Airways (ANA) (Japan)	1 *	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	1 * x	-	-	-	-	-	1 *
Turkish Airlines (Turkey)	18 1%	11 1%	7 1%	-	4 1%	7 2% xgh	3 1%	2 *	2 1%	-	1 2%	2 1%	3 2%	3 2%	2 1%	2 2%	-	4 2%	1 *	-	-	12 1%	6 1%
Thai Airways (Thailand)	3 *	3 *	-	-	3 1% x	-	-	-	-	-	-	-	-	1 1%	-	-	-	2 1% x	-	-	-	1 *	2 *
Asiana Airlines (South Korea)	2 *	2 *	-	-	-	-	2 1% x	-	-	-	-	-	-	-	1 1%	-	-	-	-	1 1%	-	1 *	1 *
Air India (India)	9 *	5 *	4 *	-	-	1 *	-	3 1%	5 1% x	-	-	-	2 1%	1 *	1 1%	-	1 *	2 1%	2 1%	1 1%	-	7 1%	2 *
SriLankan Airlines (Sri Lanka)	1 *	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-	1 1% x	-	-	-	-	-	-	-	1 *
Ethiopian Airlines (Ethiopia)	3 *	2 *	1 *	-	-	3 1% xh	-	-	-	-	1 2% x	-	-	1 *	-	-	-	-	1 *	-	-	1 *	2 *
Garuda Indonesia (Indonesia)	1 *	-	1 *	-	-	-	-	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	1 *	-
Philippine Airlines (Philippines)	2 *	1 *	-	-	-	-	1 *	-	1 *	-	-	-	1 1%	1 *	-	-	-	-	-	-	-	1 *	1 *
NET: Oceania	26 1%	13 1%	11 1%	2 1%	7 2% f	3 1%	1 *	5 2%	9 2%	2 1%	-	6 3% r	1 1%	1 *	3 2%	3 3% r	2 1%	4 2%	1 *	3 2%	1 1%	13 1%	13 2%
Qantas Airways (Australia)	11 1%	6 1%	5 1%	-	1 *	-	-	3 1%	7 1% xef	1 *	-	2 1%	-	-	1 1%	1 1%	2 1%	1 1%	1 *	1 1%	-	8 1%	3 *
Air New Zealand (New Zealand)	3 *	1 *	1 *	-	1 *	-	-	2 1% x	-	-	-	2 1% x	-	-	1 1%	-	-	-	-	-	-	2 *	1 *
Virgin Australia (Australia)	7 * u	3 *	4 *	2 1%	2 1%	2 1%	-	-	1 *	-	-	1 *	-	1 *	-	2 2% xr	-	2 1%	-	1 *	1 1%	2 *	5 1% u
Jetstar Airways (Australia)	4 *	2 *	2 *	-	2 1%	1 *	-	-	1 *	1 1%	-	1 *	-	-	1 1%	-	-	-	-	1 *	-	2 *	2 *
Air Tahiti Nui (French Polynesia)	2 *	1 *	-	-	1 *	-	1 *	-	-	-	-	-	1 1%	-	-	-	-	1 *	-	-	-	-	2 *
NET: South America	5 * a	1 *	5 1%	-	1 *	-	2 1%	1 *	2 *	-	-	-	-	1 *	-	-	-	1 *	2 1%	2 1%	-	3 *	3 *
LATAM Airlines (Chile)	1 *	-	1 *	-	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	1 *	-

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 49

**Q1. With which airline carrier did the [delay / cancellation] occur?**

**Base: All respondents**

	Gender			Age						Region											Disruption type			
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
Avianca (Colombia)	2*	1*	1*	-	1*	-	1*	-	-	-	-	-	-	-	-	-	-	1*	1*	-	-	1*	1*	
Sky Airline (Chile)	2*	-	2*	-	-	-	-	-	2*	-	-	-	-	-	-	-	-	-	-	2 1% x	-	-	2*	
Aerolineas Argentinas (Argentina)	1*	-	1*	-	-	-	-	1*	-	-	-	-	-	1*	-	-	-	-	-	-	-	1*	-	
NET: Africa	14 1%	9 1%	4 1%	-	4 1% h	5 2% xh	2 1%	2*	1*	1 1%	-	-	2 1%	2 1%	-	-	2 1%	7 3% xkrs	1*	-	-	-	8 1%	6 1%
EgyptAir (Egypt)	2*	2*	-	-	1*	1*	-	-	-	-	-	-	1 1%	-	-	-	-	1*	-	-	-	1*	1*	
South African Airways (South Africa)	1*	1*	-	-	-	1*	-	-	-	-	-	-	-	-	-	-	-	1*	-	-	-	1*	-	
Kenya Airways (Kenya)	2*	1*	1*	-	2 1% x	-	-	-	-	1 1%	-	-	-	-	-	-	-	1*	-	-	-	1*	1*	
Royal Air Maroc (Morocco)	4*	3*	2*	-	-	2 1%	1*	2*	-	-	-	-	-	2 1%	-	-	1*	1*	1*	-	-	4*	1*	
Air Mauritius (Mauritius)	1*	-	1*	-	-	1*	-	-	-	-	-	-	-	-	-	-	-	1*	-	-	-	1*	-	
RwandAir (Rwanda)	1*	1*	-	-	-	-	-	-	1*	-	-	-	-	-	-	-	1*	-	-	-	-	1*	-	
Air Algerie (Algeria)	4*	2*	1*	-	2 1%	1*	1*	-	-	-	-	-	1 1%	-	-	-	-	3 1% x	-	-	-	-	4*	
NET: Middle East	11 1% b	9 1% b	-	2 1%	3 1%	2 1%	2 1%	1*	1*	-	-	1*	2 1%	1 1%	-	1 1%	-	2 1%	1*	3 2%	1 1%	5*	6 1%	
Etihad Airways (UAE)	6* u	4*	-	2 1%	1*	2 1%	-	1*	1*	-	-	-	2 1% x	-	-	1 1%	-	-	1*	2 1%	1 1%	1*	5 1% u	
Royal Jordanian (Jordan)	1*	1*	-	-	-	-	-	-	1*	-	-	-	-	-	-	-	-	-	-	1* x	-	1*	-	
Saudia (Saudi Arabia)	4*	4*	-	-	2 1%	-	2 1%	-	-	-	-	1*	-	1 1%	-	-	-	2 1% x	-	-	-	3*	1*	
Other	328 16% acdepqrv	146 13% a	182 20% xa	13 6%	28 8%	32 10%	66 20% cde	60 19% cde	129 27% xcdefg	23 14% q	18 23% pqr	54 25% ximpqr	49 30% ximnpqrs	26 15% q	27 19% pq	20 22% pqr	19 10%	19 7%	32 12%	29 17% q	10 18% q	244 19% xv	84 11%	
I don't remember	48 2% ae	19 2%	30 3% xa	4 2%	14 4% xef	2 1%	5 2%	8 3% e	14 3% e	1 1%	1 1%	7 3%	4 2%	5 3%	4 3%	4 5% i	6 3%	7 2%	5 2%	3 2%	2 3%	36 3%	12 2%	

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 50

**Q1. With which airline carrier did the [delay / cancellation] occur?**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
<b>NET: North American</b>	<b>95</b> <b>5%cf</b>	31 5%	65 5%	21 2%	75 7%xc	20 7%	76 4%	5 4%	3 4%	92 5%	3 3%	54 5%	42 5%	35 4%	61 5%
United Airlines (USA)	19 1%cf	4 1%	15 1%	2 *	18 2%xc	9 3%xf	10 1%	1 1%	1 1%	19 1%	- -	14 1%	5 1%	4 1%	15 1%
American Airlines (USA)	33 2%c	12 2%	20 1%	9 1%	24 2%xc	6 2%	27 2%	2 1%	1 1%	31 2%	2 2%	15 1%	17 2%	12 1%	20 2%
Delta Air Lines (USA)	15 1%c	6 1%	9 1%	2 *	14 1%xc	3 1%	12 1%	2 1%	- -	15 1%	- -	10 1%	5 1%	6 1%	9 1%
JetBlue Airways (USA)	3 *	1 *	2 *	2 *	1 *	1 *	2 *	1 1%	- -	3 *	- -	1 *	2 *	1 *	2 *
Air Canada (Canada)	16 1%	5 1%	11 1%	6 1%	10 1%	1 *	15 1%	- -	- -	16 1%	- -	9 1%	8 1%	8 1%	9 1%
WestJet Airlines (Canada)	3 *	- -	3 *	- -	3 *	- -	3 *	- -	- -	3 *	- -	- -	3 *	3 *	- -
Spirit Airlines (USA)	3 *	1 *	2 *	- -	3 *	- -	3 *	- -	- -	2 *	1 1%	2 *	1 *	- -	3 *
Hawaiian Airlines (USA)	1 *	- -	1 *	1 *	- -	- -	1 *	- -	1 1% x	1 *	- -	- -	1 *	- -	1 *
Air Transat (Canada)	3 *	2 *	1 *	- -	3 *	- -	3 *	- -	- -	2 *	1 1%	2 *	1 *	1 *	2 *
<b>NET: Europe</b>	<b>1352</b> <b>67%dfjn</b>	383 65%	969 68%	707 73%xd	645 62%	200 75%xf	1151 66%	93 72%	53 70%	1288 68%xj	62 55%	775 69%	577 65%	593 70%xn	759 65%
Lufthansa (Germany)	34 2%c	9 2%	25 2%	8 1%	25 2%xc	3 1%	31 2%	1 1%	1 1%	32 2%	2 1%	20 2%	14 2%	19 2%	15 1%
Air France (France)	20 1%	8 1%	12 1%	13 1%	7 1%	4 2%	15 1%	3 2%	- -	20 1%	- -	10 1%	9 1%	9 1%	11 1%
British Airways (UK)	442 22%adfjl	102 17%	340 24%xa	270 28%xd	172 17%	87 33%xf	355 20%	39 30% x	20 26%	430 23%xj	12 11%	272 24% xl	170 19%	193 23%	249 21%
KLM Royal Dutch Airlines (Netherlands)	26 1%	4 1%	22 2%	8 1%	18 2%	2 1%	24 1%	1 1%	- -	26 1%	- -	11 1%	15 2%	13 2%	12 1%
Iberia (Spain)	10 *	1 *	9 1%	6 1%	4 *	1 *	9 1%	- -	- -	10 1%	- -	7 1%	3 *	5 1%	4 *
Ryanair (Ireland)	250 12%gn	81 14%	168 12%	116 12%	134 13%	24 9%	226 13%	8 6%	10 14%	233 12%	17 15%	142 13%	108 12%	126 15% xn	123 11%
easyJet (UK)	463 23%d	144 24%	319 23%	249 26% xd	213 21%	66 25%	396 23%	35 27%	18 24%	437 23%	25 22%	257 23%	205 23%	179 21%	284 24%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 50

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (i)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Alitalia (Italy)	3*	2*	1*	-	3*	-	3*	-	-	3*	-	-	3*	-	3*
SAS - Scandinavian Airlines (Denmark, Sweden, Norway)	10 1%cln	3*	7 1%	1*	9 1%xc	-	10 1%	-	-	9*	1 1%	9 1%xl	1*	9 1%xn	1*
Swiss International Air Lines (Switzerland)	4*	2*	2*	-	4*	-	4*	-	-	3*	1 1%	1*	3*	1*	3*
Austrian Airlines (Austria)	2 *i	1*	1*	-	2*	-	2*	-	-	1*	1 1%i	1*	1*	-	2*
Norwegian Air Shuttle (Norway)	8*	3 1%	4*	1*	6 1%	1*	7*	-	-	6*	2 1%	4*	3*	2*	6*
Finnair (Finland)	1*	1*	-	-	1*	-	1*	-	-	-	1 1%xi	-	1*	-	1*
TAP Air Portugal (Portugal)	8*	2*	6*	2*	6 1%	2 1%	6*	1 1%	1 1%	7*	1 1%	2*	5 1%	2*	6 1%
Vueling Airlines (Spain)	5*	2*	3*	3*	2*	1*	4*	-	-	5*	-	3*	2*	3*	2*
Wizz Air	68 3%	19 3%	49 3%	30 3%	38 4%	9 3%	59 3%	6 5%	3 4%	66 3%	1 1%	34 3%	34 4%	32 4%	36 3%
NET: Asia	125 6%ck	29 5%	96 7%	43 4%	82 8%xc	18 7%	107 6%	11 9%	9 12%x	115 6%	10 9%	58 5%	67 8%k	51 6%	74 6%
China Southern Airlines (China)	3*	-	3*	-	3*	-	3*	-	1 1%x	3*	-	3*	-	1*	2*
China Eastern Airlines (China)	7 *ci	-	7*	1*	6 1%	-	7*	-	-	5*	2 2%i	2*	5 1%	3*	4*
Air China (China)	3*	1*	2*	3*	-	1*	2*	1 1%	-	3*	-	1*	2*	2*	1*
China Airlines (Taiwan)	1*	-	1*	1*	-	-	1*	-	-	1*	-	1*	-	1*	-
Singapore Airlines (Singapore)	15 1%	3 1%	12 1%	6 1%	10 1%	2 1%	13 1%	1 1%	-	15 1%	-	11 1%	4*	7 1%	8 1%
Cathay Pacific (Hong Kong)	4*	-	4*	1*	3*	1*	3*	-	-	3*	1 1%	1*	3*	1*	3*
Emirates (UAE)	36 2%	10 2%	25 2%	16 2%	20 2%	8 3%	28 2%	4 3%	2 2%	34 2%	2 1%	22 2%	14 2%	13 2%	22 2%
Qatar Airways (Qatar)	16 1%k	2*	14 1%	4*	12 1%	3 1%	14 1%	3 2%	2 3%	16 1%	-	4*	12 1%k	6 1%	11 1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 50

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Japan Airlines (JAL) (Japan)	1 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	1 *
All Nippon Airways (ANA) (Japan)	1 *	1 *	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *
Turkish Airlines (Turkey)	18 1%k	5 1%	13 1%	6 1%	12 1%	3 1%	15 1%	2 1%	3 4% x	16 1%	2 1%	2 *	16 2% xk	6 1%	12 1%
Thai Airways (Thailand)	3 *j	2 *	1 *	- -	3 *	- -	3 *	- -	- -	1 *	2 2% xi	- -	3 *	1 *	2 *
Asiana Airlines (South Korea)	2 *j	1 *	1 *	- -	2 *	- -	2 *	- -	- -	1 *	1 1% xi	1 *	1 *	- -	2 *
Air India (India)	9 *	2 *	7 *	2 *	7 1%	- -	9 1%	- -	- -	8 *	1 1%	4 *	5 1%	6 1%	3 *
SriLankan Airlines (Sri Lanka)	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -
Ethiopian Airlines (Ethiopia)	3 *f	- -	3 *	1 *	2 *	2 1% f	1 *	1 1%	1 2% x	3 *	- -	2 *	1 *	2 *	1 *
Garuda Indonesia (Indonesia)	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -
Philippine Airlines (Philippines)	2 *	1 *	1 *	1 *	1 *	- -	2 *	- -	- -	2 *	- -	- -	2 *	- -	2 *
<b>NET: Oceania</b>	<b>26 1% c</b>	<b>11 2%</b>	<b>15 1%</b>	<b>6 1%</b>	<b>20 2% xc</b>	<b>3 1%</b>	<b>23 1%</b>	<b>1 1%</b>	<b>1 1%</b>	<b>24 1%</b>	<b>2 2%</b>	<b>17 2%</b>	<b>9 1%</b>	<b>10 1%</b>	<b>17 1%</b>
Qantas Airways (Australia)	11 1% c	5 1%	6 *	2 *	9 1% c	- -	11 1%	- -	- -	9 *	2 1%	7 1%	4 *	5 1%	6 1%
Air New Zealand (New Zealand)	3 *	1 *	2 *	1 *	2 *	1 *	2 *	- -	- -	3 *	- -	3 *	- -	- -	3 *
Virgin Australia (Australia)	7 *	4 1%	3 *	2 *	4 *	2 1%	5 *	1 1%	- -	7 *	- -	5 *	2 *	3 *	4 *
Jetstar Airways (Australia)	4 *	- -	4 *	- -	4 *	- -	4 *	- -	- -	4 *	- -	2 *	2 *	2 *	2 *
Air Tahiti Nui (French Polynesia)	2 *j	1 *	1 *	1 *	1 *	- -	2 *	- -	1 1% x	1 *	1 1% i	- -	2 *	- -	2 *
<b>NET: South America</b>	<b>5 *</b>	<b>2 *</b>	<b>4 *</b>	<b>1 *</b>	<b>4 *</b>	<b>2 1%</b>	<b>4 *</b>	<b>- -</b>	<b>- -</b>	<b>5 *</b>	<b>- -</b>	<b>3 *</b>	<b>3 *</b>	<b>- -</b>	<b>5 *</b>
LATAM Airlines (Chile)	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 50

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Avianca (Colombia)	2 *	-	2 *	1 *	1 *	2 1%xf	-	-	-	2 *	-	2 *	-	-	2 *
Sky Airline (Chile)	2 *	2 *	-	-	2 *	-	2 *	-	-	2 *	-	-	2 *	-	2 *
Aerolineas Argentinas (Argentina)	1 *	-	1 *	-	1 *	-	1 *	-	-	1 *	-	-	1 *	-	1 *
<b>NET: Africa</b>	<b>14</b> 1%fi	<b>7</b> 1%	<b>7</b> 1%	<b>9</b> 1%	<b>5</b> 1%	<b>5</b> 2%xf	<b>9</b> 1%	<b>3</b> 2%	<b>1</b> 1%	<b>11</b> 1%	<b>3</b> 2%	<b>4</b> *	<b>10</b> 1%	<b>3</b> *	<b>11</b> 1%
EgyptAir (Egypt)	2 *	1 *	1 *	2 *	-	1 *	1 *	1 1%	-	2 *	-	1 *	1 *	1 *	1 *
South African Airways (South Africa)	1 *	1 *	-	1 *	-	1 *f	-	-	-	1 *	-	1 *	-	-	1 *
Kenya Airways (Kenya)	2 *j	1 *	1 *	1 *	1 *	1 *	1 *	-	-	1 *	1 1%ii	1 *	1 *	-	2 *
Royal Air Maroc (Morocco)	4 *	-	4 *	2 *	2 *	2 1%	3 *	1 1%	-	4 *	-	2 *	3 *	2 *	3 *
Air Mauritius (Mauritius)	1 *	1 *	-	1 *	-	1 *f	-	1 1%x	-	1 *	-	-	1 *	-	1 *
RwandAir (Rwanda)	1 *	1 *	-	-	1 *	-	1 *	-	-	1 *	-	-	1 *	1 *	-
Air Algerie (Algeria)	4 *bi	3 *	1 *	2 *	2 *	-	4 *	-	1 1%	2 *	2 2%xi	-	4 *k	-	4 *
<b>NET: Middle East</b>	<b>11</b> 1%	<b>3</b> 1%	<b>7</b> 1%	<b>6</b> 1%	<b>5</b> *	<b>1</b> *	<b>10</b> 1%	<b>1</b> 1%	<b>1</b> 1%	<b>11</b> 1%	<b>-</b>	<b>6</b> 1%	<b>5</b> 1%	<b>3</b> *	<b>8</b> 1%
Etihad Airways (UAE)	6 *	2 *	5 *	3 *	4 *	1 *	5 *	1 1%	-	6 *	-	3 *	3 *	1 *	5 *
Royal Jordanian (Jordan)	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	-	1 *	-	1 *	-
Saudia (Saudi Arabia)	4 *	2 *	2 *	3 *	1 *	-	4 *	-	1 1%x	4 *	-	2 *	2 *	1 *	3 *
Other	328 16%ei	110 19%	218 15%	152 16%	176 17%	18 7%	310 18%xe	13 10%	8 11%	300 16%	28 25%xi	174 16%	154 17%	127 15%	201 17%
I don't remember	48 2%e	14 2%	34 2%	21 2%	28 3%	1 *	47 3%xe	2 1%	-	45 2%	4 3%	28 2%	20 2%	21 2%	28 2%

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 51

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
<b>NET: North American</b>	<b>95</b>	<b>42</b>	<b>36</b>	<b>39</b>	<b>33</b>	<b>49</b>	<b>26</b>	<b>77</b>	<b>19</b>	-	<b>95</b>
	<b>5%eg</b>	<b>6%xb</b>	4%	5%	4%	5%	4%	4%	<b>8%xe</b>	-	<b>15%yg</b>
United Airlines (USA)	19	12	5	9	6	12	5	17	3	-	19
	1%g	2%xb	1%	1%	1%	1%	1%	1%	1%	-	3%yg
American Airlines (USA)	33	13	13	14	11	17	8	23	9	-	33
	2%eg	2%	1%	2%	1%	2%	1%	1%	4%xe	-	5%yg
Delta Air Lines (USA)	15	8	6	7	6	9	4	12	4	-	15
	1%g	1%	1%	1%	1%	1%	1%	1%	2%	-	2%yg
JetBlue Airways (USA)	3	2	-	2	-	2	-	3	-	-	3
	*	*	-	*	-	*	-	*	-	-	*g
Air Canada (Canada)	16	4	7	5	6	5	6	16	-	-	16
	1%g	1%	1%	1%	1%	1%	1%	1%	-	-	2%yg
WestJet Airlines (Canada)	3	1	2	-	2	1	2	3	-	-	3
	*	*	*	-	*	*	*	*	-	-	*g
Spirit Airlines (USA)	3	2	-	2	1	2	-	1	2	-	3
	*e	*	-	*	*	*	-	*	1%xe	-	*yg
Hawaiian Airlines (USA)	1	-	1	-	-	-	-	1	-	-	1
	*	-	*	-	-	-	-	*	-	-	*
Air Transat (Canada)	3	-	2	-	1	-	1	2	*	-	3
	*	-	*	-	*	-	*	*	*	-	*g
<b>NET: Europe</b>	<b>1352</b>	<b>439</b>	<b>624</b>	<b>455</b>	<b>617</b>	<b>586</b>	<b>485</b>	<b>1194</b>	<b>158</b>	<b>1352</b>	-
	<b>67%chi</b>	<b>66%</b>	<b>69%</b>	<b>63%</b>	<b>71%xc</b>	<b>65%</b>	<b>70%i</b>	<b>67%</b>	<b>67%</b>	<b>100%xh</b>	-
Lufthansa (Germany)	34	13	15	13	14	18	10	27	7	34	-
	2%h	2%	2%	2%	2%	2%	1%	2%	3%	2%xh	-
Air France (France)	20	10	6	7	10	10	5	18	2	20	-
	1%h	1%	1%	1%	1%	1%	1%	1%	1%	1%xh	-
British Airways (UK)	442	187	166	202	148	238	123	414	28	442	-
	22%bdfhj	28%xb	18%	28%xd	17%	26%xj	18%	23%xf	12%	33%xh	-
KLM Royal Dutch Airlines (Netherlands)	26	10	9	12	9	16	7	23	3	26	-
	1%h	2%	1%	2%	1%	2%	1%	1%	1%	2%xh	-
Iberia (Spain)	10	3	2	4	4	4	1	7	3	10	-
	*e	*	*	1%	*	*	*	*	1%	1%h	-
Ryanair (Ireland)	250	55	142	53	139	78	112	207	43	250	-
	12%acehi	8%	16%xa	7%	16%xc	9%	16%xi	12%	18%xe	18%xh	-
easyJet (UK)	463	131	224	143	223	189	171	402	60	463	-
	23%achi	20%	25%a	20%	26%xc	21%	25%	23%	26%	34%xh	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 51

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Alitalia (Italy)	3 *	1 *	1 *	1 *	1 *	1 *	1 *	2 *	1 *	3 *	- -
SAS - Scandinavian Airlines (Denmark, Sweden, Norway)	10 1%	5 1%	5 1%	6 1%	5 1%	6 1%	5 1%	9 1%	1 *	10 1%h	- -
Swiss International Air Lines (Switzerland)	4 *	1 *	2 *	1 *	2 *	2 *	- -	3 *	1 *	4 *	- -
Austrian Airlines (Austria)	2 *	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -
Norwegian Air Shuttle (Norway)	8 * <sup>i</sup>	1 *	7 1% <sup>x</sup>	1 *	7 1% <sup>x</sup>	1 *	7 1% <sup>xi</sup>	7 *	1 *	8 1%	- -
Finnair (Finland)	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -
TAP Air Portugal (Portugal)	8 *	3 1%	3 *	4 1%	3 *	4 *	3 *	7 *	1 *	8 1%	- -
Vueling Airlines (Spain)	5 *	- -	5 1%	- -	4 *	- -	4 1% <sup>i</sup>	5 *	- -	5 *	- -
Wizz Air	68 3% <sup>chi</sup>	17 3%	37 4%	7 1%	48 6% <sup>xc</sup>	19 2%	37 5% <sup>xi</sup>	59 3%	9 4%	68 5% <sup>xh</sup>	- -
<b>NET: Asia</b>	<b>125 6%<sup>g</sup></b>	<b>49 7%</b>	<b>49 5%</b>	<b>56 8%<sup>xd</sup></b>	<b>44 5%</b>	<b>65 7%</b>	<b>36 5%</b>	<b>110 6%</b>	<b>15 6%</b>	<b>- -</b>	<b>125 19%<sup>xg</sup></b>
China Southern Airlines (China)	3 * <sup>e</sup>	- -	1 *	- -	1 *	- -	1 *	1 *	2 1% <sup>xe</sup>	- -	3 1% <sup>xg</sup>
China Eastern Airlines (China)	7 * <sup>g</sup>	4 1%	1 *	4 1%	2 *	4 *	1 *	6 *	1 *	- -	7 1% <sup>xg</sup>
Air China (China)	3 *	1 *	2 *	2 *	1 *	2 *	1 *	3 *	- -	- -	3 * <sup>g</sup>
China Airlines (Taiwan)	1 *	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *
Singapore Airlines (Singapore)	15 1% <sup>g</sup>	8 1%	5 1%	9 1%	4 1%	9 1%	4 1%	14 1%	1 *	- -	15 2% <sup>xg</sup>
Cathay Pacific (Hong Kong)	4 *	- -	1 *	2 *	1 *	2 *	1 *	4 *	- -	- -	4 1% <sup>xg</sup>
Emirates (UAE)	36 2% <sup>dg</sup>	15 2%	13 1%	19 3% <sup>xd</sup>	8 1%	21 2%	8 1%	31 2%	4 2%	- -	36 5% <sup>xg</sup>
Qatar Airways (Qatar)	16 1% <sup>g</sup>	4 1%	7 1%	6 1%	7 1%	9 1%	4 1%	15 1%	1 *	- -	16 2% <sup>xg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

Prepared by Yonder



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 51

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Japan Airlines (JAL) (Japan)	1 *	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *
All Nippon Airways (ANA) (Japan)	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	1 *
Turkish Airlines (Turkey)	18 1%g	7 1%	9 1%	7 1%	7 1%	7 1%	6 1%	14 1%	4 2%	- -	18 3% <b>xg</b>
Thai Airways (Thailand)	3 *	2 *	- -	2 *	1 *	2 *	- -	3 *	- -	- -	3 * <b>g</b>
Asiana Airlines (South Korea)	2 *	- -	1 *	1 *	1 *	1 *	- -	2 *	- -	- -	2 * <b>g</b>
Air India (India)	9 * <b>g</b>	2 *	6 1%	2 *	6 1%	2 *	6 1%	7 *	2 1%	- -	9 1% <b>xg</b>
SriLankan Airlines (Sri Lanka)	1 *	- -	1 *	- -	1 *	- -	1 *	1 *	- -	- -	1 *
Ethiopian Airlines (Ethiopia)	3 *	1 *	2 *	- -	3 *	1 *	2 *	3 *	- -	- -	3 * <b>g</b>
Garuda Indonesia (Indonesia)	1 *	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *
Philippine Airlines (Philippines)	2 *	1 *	1 *	- -	1 *	1 *	1 *	2 *	- -	- -	2 *
<b>NET: Oceania</b>	<b>26 1%<b>dg</b></b>	<b>8 1%</b>	<b>9 1%</b>	<b>13 2%</b>	<b>6 1%</b>	<b>14 2%</b>	<b>6 1%</b>	<b>24 1%</b>	<b>3 1%</b>	<b>-</b>	<b>26 4%<b>xg</b></b>
Qantas Airways (Australia)	11 1% <b>dg</b>	4 1%	3 *	5 1%	2 *	6 1%	2 *	10 1%	1 *	- -	11 2% <b>xg</b>
Air New Zealand (New Zealand)	3 *	2 *	1 *	2 *	1 *	2 *	1 *	3 *	- -	- -	3 * <b>g</b>
Virgin Australia (Australia)	7 * <b>g</b>	2 *	1 *	4 1%	1 *	4 *	1 *	5 *	2 1%	- -	7 1% <b>xg</b>
Jetstar Airways (Australia)	4 *	1 *	3 *	1 *	3 *	1 *	3 *	4 *	- -	- -	4 1% <b>xg</b>
Air Tahiti Nui (French Polynesia)	2 *	- -	1 *	1 *	- -	1 *	- -	2 *	- -	- -	2 *
<b>NET: South America</b>	<b>5 *</b>	<b>2 *</b>	<b>4 *</b>	<b>3 *</b>	<b>2 *</b>	<b>3 *</b>	<b>2 *</b>	<b>5 *</b>	<b>- -</b>	<b>- -</b>	<b>5 1%<b>xg</b></b>
LATAM Airlines (Chile)	1 *	- -	1 *	- -	- -	- -	- -	1 *	- -	- -	1 *
Avianca (Colombia)	2 *	1 *	1 *	2 *	- -	2 *	- -	2 *	- -	- -	2 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j  
Overlap formulae used.

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 51

**Q1. With which airline carrier did the [delay / cancellation] occur?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Sky Airline (Chile)	2 *	- -	2 *	- -	2 *	- -	2 *	2 *	- -	- -	2 *
Aerolineas Argentinas (Argentina)	1 *	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *
<b>NET: Africa</b>	<b>14 1%g</b>	<b>4 1%</b>	<b>7 1%</b>	<b>4 1%</b>	<b>7 1%</b>	<b>7 1%</b>	<b>5 1%</b>	<b>10 1%</b>	<b>4 2%</b>	-	<b>14 2%<sup>xg</sup></b>
EgyptAir (Egypt)	2 *	- -	1 *	- -	1 *	- -	1 *	2 *	- -	- -	2 *
South African Airways (South Africa)	1 *	- -	1 *	1 *	- -	1 *	- -	1 *	- -	- -	1 *
Kenya Airways (Kenya)	2 *	- -	1 *	1 *	1 *	1 *	1 *	2 *	- -	- -	2 *
Royal Air Maroc (Morocco)	4 * <sup>e</sup>	3 1%	1 *	1 *	2 *	3 *	- -	2 *	3 1% <sup>xe</sup>	- -	4 1% <sup>xg</sup>
Air Mauritius (Mauritius)	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 * <sup>e</sup>	- -	1 *
RwandAir (Rwanda)	1 *	- -	1 *	- -	1 *	- -	1 *	1 *	- -	- -	1 *
Air Algerie (Algeria)	4 *	1 *	2 *	2 *	2 *	2 *	2 *	4 *	- -	- -	4 1% <sup>xg</sup>
<b>NET: Middle East</b>	<b>11 1%g</b>	<b>4 1%</b>	<b>5 1%</b>	<b>6 1%</b>	<b>2 *</b>	<b>6 1%</b>	<b>2 *</b>	<b>9 1%</b>	<b>2 1%</b>	-	<b>11 2%<sup>xg</sup></b>
Etihad Airways (UAE)	6 *	1 *	4 *	3 *	1 *	3 *	1 *	5 *	2 1%	- -	6 1% <sup>xg</sup>
Royal Jordanian (Jordan)	1 *	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *
Saudia (Saudi Arabia)	4 *	2 *	1 *	2 *	1 *	2 *	1 *	4 *	- -	- -	4 1% <sup>xg</sup>
Other	328 16% <sup>fg</sup>	101 15%	156 17%	131 18%	143 16%	155 17%	113 16%	303 17% <sup>xf</sup>	25 11%	-	328 50% <sup>xg</sup>
I don't remember	48 2% <sup>eg</sup>	12 2%	21 2%	13 2%	19 2%	19 2%	16 2%	38 2%	10 4%	-	48 7% <sup>xg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 52  
**Q2. Was the [delay / cancellation] you experienced for a flight departing from ...**  
**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Within the UK	965 48%ou	552 50%	405 46%	99 47%	174 51%	153 47%	168 50%	146 45%	225 48%	95 56% xkop	39 49%	99 45%	75 46%	90 51% o	69 47%	33 36%	81 43%	134 51% o	131 47%	82 47%	38 66% xklmnop qrs	570 45%	395 54% xu
Outside of the UK	1040 52% itv	551 50%	484 54%	111 53%	165 49%	174 53%	167 50%	175 55%	247 52%	73 44%	41 51%	121 55% it	89 54% t	86 49% t	77 53% t	60 64% ximqt	108 57% it	127 49% t	146 53% t	92 53% t	20 34%	697 55% xv	343 46%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 53

**Q2. Was the [delay / cancellation] you experienced for a flight departing from ...****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Within the UK	965	284	680	965	-	154	811	73	38	913	50	513	452	371	594
	48%dfkm	48%	48%	100%xd	-	57%xf	47%	56%	50%	48%	44%	46%	51%xxk	44%	51%xm
Outside of the UK	1040	305	735	-	1040	115	925	56	39	978	62	606	435	471	570
	52%cein	52%	52%	-	100%xc	43%	53%xe	44%	50%	52%	56%	54%xl	49%	56%xn	49%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 54

**Q2. Was the [delay / cancellation] you experienced for a flight departing from ...**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Within the UK	965 48%hj	315 48%	425 47%	354 49%	400 46%	439 49%	310 45%	864 49%	101 43%	707 52%xh	258 39%
Outside of the UK	1040 52%g	347 52%	486 53%	366 51%	472 54%	465 51%	381 55%x	907 51%	133 57%	645 48%	395 61%xg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 55

**Q3. Thinking about your trip to the airport on the day of your [delay / cancellation], how long would it take to get from where you were living / staying to the airport?**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Under 1 hour	608 30%acdqv	310 28%	296 33%xa	44 21%	72 21%	95 29%d	109 33%cd	112 35%xcd	175 37%xcde	53 31%	31 39%mq	92 42%ximnop	52 32%q	42 24%	40 28%	23 25%	54 29%	59 23%	92 33%q	44 26%	24 41%xmoqs	415 33%xv	193 26%
Between an hour up to 2 hours	726 36%u	409 37%	312 35%	93 44%g	138 41%xgh	114 35%	118 35%	105 33%	158 34%	58 34%	25 31%	74 34%	47 29%	54 31%	52 36%	26 28%	68 36%	132 51%xijklmnoprs	104 37%	62 35%	24 42%	431 34%	295 40%xu
Between 2 hours up to 3 hours	366 18%hkt	217 20%	144 16%	41 19%	79 23%xgh	66 20%h	65 20%h	49 15%	65 14%	26 16%k	8 10%	18 8%	39 24%jkt	46 26%xijkqr	30 21%kt	22 23%jkt	49 26%xijkqr	44 17%k	46 17%k	33 19%kt	5 8%	229 18%	137 19%
Over 3 hours	222 11%pq	126 11%	95 11%	27 13%	42 12%	37 11%	32 10%	41 13%	42 9%	21 12%	11 14%	25 12%	18 11%	24 14%pqt	17 11%	17 18%xpqt	12 6%	19 7%	29 10%	27 16%pqt	3 4%	145 11%	77 10%
Not applicable - the [delay / cancellation] was on a connecting flight and I could not return home / to where I was staying	83 4%d	42 4%	41 5%	7 3%	7 2%	15 5%	10 3%	14 4%	31 7%xdf	10 6%	5 6%	11 5%	6 4%	9 5%	7 4%	6 6%	7 4%	7 3%	6 2%	7 4%	3 5%	48 4%	36 5%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 56

**Q3. Thinking about your trip to the airport on the day of your [delay / cancellation], how long would it take to get from where you were living / staying to the airport?**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Under 1 hour	608 30%cegn	188 32%	420 30%	264 27%	344 33%xc	53 20%	556 32%xe	22 17%	20 25%	580 31%	28 25%	358 32%	250 28%	277 33%xn	331 28%
Between an hour up to 2 hours	726 36%i	223 38%	503 36%	354 37%	372 36%	93 34%	634 36%	41 32%	27 35%	670 35%	55 50%xi	402 36%	324 37%	288 34%	438 38%
Between 2 hours up to 3 hours	366 18%dfk	94 16%	272 19%	214 22%xd	152 15%	81 30%xf	285 16%	51 40%x	20 26%	351 19%	14 13%	182 16%	184 21%xk	160 19%	206 18%
Over 3 hours	222 11%	62 11%	160 11%	117 12%	104 10%	39 14%	183 11%	11 9%	9 12%	212 11%	10 9%	127 11%	95 11%	87 10%	135 12%
Not applicable - the [delay / cancellation] was on a connecting flight and I could not return home / to where I was staying	83 4%ce	22 4%	61 4%	16 2%	67 6%xc	4 2%	79 5%xe	3 3%	1 1%	80 4%	3 3%	50 4%	33 4%	30 4%	53 5%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 57

**Q3. Thinking about your trip to the airport on the day of your [delay / cancellation], how long would it take to get from where you were living / staying to the airport?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Under 1 hour	608 30%f	192 29%	285 31%	215 30%	266 30%	275 30%	213 31%	563 32%xf	45 19%	392 29%	216 33%
Between an hour up to 2 hours	726 36%	227 34%	336 37%	252 35%	318 36%	317 35%	248 36%	634 36%	92 39%	491 36%	235 36%
Between 2 hours up to 3 hours	366 18%bh	139 21%xb	145 16%	149 21%	145 17%	182 20%	113 16%	322 18%	44 19%	276 20%xh	90 14%
Over 3 hours	222 11%e	74 11%	102 11%	78 11%	105 12%	97 11%	83 12%	181 10%	40 17%xe	157 12%	65 10%
Not applicable - the [delay / cancellation] was on a connecting flight and I could not return home / to where I was staying	83 4%g	30 4%	42 5%	27 4%	39 4%	32 4%	35 5%	71 4%	12 5%	35 3%	48 7%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 58

**Q4. Which of the following best describes what happened as a result of your [delay / cancellation]?****Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
I waited at the airport for a flight later that day	1141 57%ev	612 55%	526 59%	123 58%	180 53%	171 52%	198 59%	191 59%e	278 59%	102 61%	40 50%	136 62%mq	92 56%	88 50%	81 56%	63 67%xmqt	107 57%	136 52%	166 60%	100 58%	30 51%	923 73%xv	218 30%	
The airline arranged overnight accommodation for me	237 12%u	128 12%	106 12%	17 8%	34 10%	43 13%	38 11%	41 13%	64 14%	15 9%	20 25%xxikmpq rst	29 13%	24 15% s	18 10%	22 15% s	11 12%	19 10%	32 12%	29 11%	12 7%	5 9%	92 7%	145 20% xu	
I had to arrange overnight accommodation	180 9%bu	120 11%xb	58 7%	17 8%	42 12% xfg	36 11%	25 7%	24 7%	37 8%	13 8%	8 11%	13 6%	10 6%	21 12% k	13 9%	8 8%	15 8%	30 11% k	23 8%	22 13% kl	5 8%	35 3%	145 20% xu	
I had to sleep / spend the night in the airport	134 7%hu	69 6%	60 7%	28 13% xfg	26 8% h	29 9% h	20 6% h	19 6% h	12 2%	5 3%	1 2%	11 5%	15 9% lo	15 8% i	14 10% lo	2 2%	12 6%	28 11% xijkor	14 5%	11 6%	5 8%	73 6%	61 8% xu	
I returned home and waited for a flight	97 5%u	63 6%	34 4%	9 4%	25 7% xgh	22 7% g	14 4%	10 3%	18 4%	14 8% xklo	4 4%	5 2%	4 2%	14 8% klo	6 4%	2 2%	8 4%	21 8% xklors	11 4%	6 3%	3 5%	31 2%	66 9% xu	
I cancelled my trip entirely	59 3%u	34 3%	25 3%	7 3%	14 4% h	8 2%	14 4% h	8 3%	8 2%	2 1%	1 2%	6 3%	3 2%	7 4%	4 3%	1 1%	10 5%	8 3%	8 3%	7 4%	3 6% i	8 1%	52 7% xu	
Other	157 8% dq	78 7%	79 9%	11 5%	17 5%	19 6%	26 8%	29 9% d	55 12% xcde	16 10% q	5 6%	21 10% q	17 10% q	12 7% q	6 4%	7 8% q	17 9% q	7 3%	26 9% q	15 9% q	8 13% nq	106 8%	51 7%	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 59

**Q4. Which of the following best describes what happened as a result of your [delay / cancellation]?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
I waited at the airport for a flight later that day	1141 57%	346 59%	795 56%	538 56%	603 58%	145 54%	996 57%	82 64%	49 64%	1087 57%x	53 48%	623 56%	518 58%	490 58%	651 56%
The airline arranged overnight accommodation for me	237 12% <sup>c</sup>	64 11%	173 12%	93 10%	145 14% <sup>xc</sup>	28 11%	209 12%	14 11%	6 8%	219 12%	18 16%	138 12%	99 11%	106 13%	131 11%
I had to arrange overnight accommodation	180 9% <sup>cf</sup>	45 8%	135 10%	69 7%	111 11% <sup>xc</sup>	35 13% <sup>xf</sup>	145 8%	10 8%	8 11%	168 9%	12 11%	109 10%	71 8%	71 8%	109 9%
I had to sleep / spend the night in the airport	134 7%	43 7%	91 6%	62 6%	71 7%	11 4%	123 7%	7 5%	8 11%	126 7%	8 7%	67 6%	67 8%	53 6%	81 7%
I returned home and waited for a flight	97 5% <sup>df</sup>	25 4%	72 5%	68 7% <sup>xd</sup>	29 3%	24 9% <sup>xf</sup>	73 4%	6 4%	3 4%	93 5%	4 4%	56 5%	41 5%	40 5%	57 5%
I cancelled my trip entirely	59 3% <sup>dkm</sup>	20 3%	39 3%	52 5% <sup>xd</sup>	7 1%	12 4%	47 3%	6 4%	- -	54 3%	4 4%	22 2%	37 4% <sup>xxk</sup>	17 2%	43 4% <sup>xm</sup>
Other	157 8% <sup>l</sup>	45 8%	111 8%	83 9%	74 7%	13 5%	144 8%	4 3%	2 3%	145 8%	12 11%	104 9% <sup>xl</sup>	52 6%	64 8%	92 8%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 60

**Q4. Which of the following best describes what happened as a result of your [delay / cancellation]?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
I waited at the airport for a flight later that day	1141 57%	375 57%	498 55%	401 56%	493 56%	505 56%	382 55%	1018 57%	123 52%	780 58%	361 55%
The airline arranged overnight accommodation for me	237 12% <sup>dg</sup>	84 13%	109 12%	118 16% <sup>xd</sup>	81 9%	129 14% <sup>xj</sup>	74 11%	215 12%	22 9%	142 11%	95 15% <sup>xg</sup>
I had to arrange overnight accommodation	180 9% <sup>h</sup>	64 10%	85 9%	60 8%	89 10%	85 9%	69 10%	157 9%	23 10%	134 10% <sup>h</sup>	46 7%
I had to sleep / spend the night in the airport	134 7% <sup>ce</sup>	43 7%	64 7%	35 5%	69 8% <sup>c</sup>	52 6%	52 7%	106 6%	28 12% <sup>xe</sup>	88 6%	46 7%
I returned home and waited for a flight	97 5%	32 5%	39 4%	39 5%	41 5%	48 5%	29 4%	86 5%	11 5%	72 5%	25 4%
I cancelled my trip entirely	59 3% <sup>e</sup>	17 3%	31 3%	20 3%	29 3%	23 3%	23 3%	46 3%	13 5% <sup>xe</sup>	41 3%	18 3%
Other	157 8%	46 7%	83 9%	48 7%	71 8%	62 7%	62 9%	143 8%	14 6%	95 7%	62 9%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 61

**Q5. In the context of air travel, passengers who have experienced delays often refer to: compensation, reimbursements and refunds. What is your understanding of these terms?**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
These terms have different definitions and entitle me to different benefits	1117 56%clv	616 56%	496 56%	80 38%	177 52%c	177 54%c	208 62%xcde	194 61%xcd	281 59%cd	100 60%l	45 57%	117 53%	75 46%	86 49%	79 54%	47 50%	104 55%	139 53%	178 64%xxklmoq	109 63%lm	37 64%lm	737 58%xv	379 51%
These terms are all the same and can be used interchangeably, entitling me to the same benefits	401 20%fghrtu	230 21%	166 19%	83 39%xefgh	98 29%xefgh	70 21%fgh	48 14%	49 15%	52 11%	26 16%	16 20%t	44 20%t	41 25%rst	48 28%xiprst	35 24%rst	18 19%t	33 18%t	71 27%xiprst	40 14%	25 14%	4 7%	202 16%	198 27%xu
I'm not sure	488 24%adv	257 23%	227 26%	48 23%	64 19%	80 25%	79 24%	78 24%	139 29%xd	41 24%	18 23%	60 27%	48 29%a	41 23%	32 22%	29 31%a	52 27%	52 20%	59 21%	40 23%	17 29%	328 26%xv	160 22%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 62

**Q5. In the context of air travel, passengers who have experienced delays often refer to: compensation, reimbursements and refunds. What is your understanding of these terms?**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
These terms have different definitions and entitle me to different benefits	1117 56%ceghjln	335 57%	781 55%	510 53%	606 58%xc	111 41%	1005 58%xe	53 41%	33 43%	1072 57%xj	45 40%	714 64%xl	403 45%	504 60%xn	612 53%
These terms are all the same and can be used interchangeably, entitling me to the same benefits	401 20%adfk	92 16%	309 22%xa	219 23%xd	182 17%	94 35%xf	307 18%	42 33%xh	14 19%	378 20%	23 20%	199 18%	201 23%gx	150 18%	250 22%
I'm not sure	488 24%bik	162 27%xb	326 23%	235 24%	252 24%	63 24%	424 24%	34 26%	29 38%x	441 23%	44 40%xi	205 18%	282 32%gx	187 22%	301 26%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 63

**Q5. In the context of air travel, passengers who have experienced delays often refer to: compensation, reimbursements and refunds. What is your understanding of these terms?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
These terms have different definitions and entitle me to different benefits	1117 56%f	359 54%	530 58%	388 54%	515 59%x	495 55%	398 58%	1024 58%xf	93 40%	762 56%	354 54%
These terms are all the same and can be used interchangeably, entitling me to the same benefits	401 20%bdj	169 26%xb	150 16%	191 27%xd	141 16%	231 26%xj	107 16%	345 19%	56 24%	275 20%	126 19%
I'm not sure	488 24%acei	133 20%	231 25%a	141 20%	217 25%c	178 20%	185 27%i	402 23%	85 36%xe	314 23%	173 27%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 64

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Summary**

**Base: All respondents**

	Q7. Summary							
	Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	Refund (e.g. the cost of the flight)	Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	Rebooking to an alternative flight with the same airline	Rebooking to an alternative flight with a different airline	NET: Rebooking to alternative flight	Vouchers (e.g. for meals or a hotel stay)	Other
Unweighted Base	2005	2005	2005	2005	2005	2005	2005	2005
Weighted Base	2005	2005	2005	2005	2005	2005	2005	2005
NET: Offered/ Requested	885 44%	524 26%	755 38%	882 44%	350 17%	949 47%	766 38%	78 4%
The airline offered this	333 17%	215 11%	410 20%	669 33%	184 9%	739 37%	578 29%	47 2%
I requested this	606 30%	322 16%	370 18%	247 12%	173 9%	329 16%	213 11%	33 2%
I received this	340 17%	151 8%	284 14%	347 17%	53 3%	400 20%	371 18%	30 1%
Not applicable	1029 51%	1425 71%	1141 57%	1002 50%	1629 81%	938 47%	1079 54%	1910 95%
Ratio Requested and Received	56%	47%	77%	140%	30%	122%	174%	92%
Ratio Offered/ Requested and Received	38%	29%	38%	39%	15%	42%	48%	38%

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 65

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- The airline offered this**

**Base: All respondents**

	Gender		Age							Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
<b>NET: Any mentions</b>	<b>1257</b>	<b>722</b>	<b>524</b>	<b>121</b>	<b>235</b>	<b>219</b>	<b>219</b>	<b>183</b>	<b>280</b>	<b>108</b>	<b>50</b>	<b>130</b>	<b>102</b>	<b>113</b>	<b>86</b>	<b>62</b>	<b>120</b>	<b>183</b>	<b>170</b>	<b>96</b>	<b>38</b>	<b>673</b>	<b>584</b>
	<b>63%bgu</b>	<b>65%xb</b>	<b>59%</b>	<b>57%</b>	<b>69%xcgh</b>	<b>67%gh</b>	<b>65%g</b>	<b>57%</b>	<b>59%</b>	<b>64%</b>	<b>62%</b>	<b>59%</b>	<b>62%</b>	<b>64%</b>	<b>59%</b>	<b>66%</b>	<b>64%</b>	<b>70%xknrs</b>	<b>61%</b>	<b>56%</b>	<b>65%</b>	<b>53%</b>	<b>79%xu</b>
NET: Rebooking to an alternative flight with same/ different airline	739	417	317	73	144	137	127	107	150	60	34	71	55	60	50	34	72	120	103	57	23	318	421
	37%hu	38%	36%	35%	43%xgh	42%xgh	38%	33%	32%	36%	42%	32%	34%	34%	34%	36%	38%	46%xlkmnrs	37%	33%	39%	25%	57%xu
Rebooking to an alternative flight with the same airline	669	371	296	67	123	122	116	103	138	54	33	66	46	54	48	32	65	96	97	57	20	295	374
	33%u	34%	33%	32%	36%h	37%h	35%	32%	29%	32%	41%	30%	28%	31%	33%	35%	35%	37%	35%	33%	34%	23%	51%xu
Vouchers (e.g. for meals or a hotel stay)	578	321	253	36	102	114	102	93	131	49	23	73	55	48	41	30	47	87	68	36	22	347	231
	29%cs	29%	28%	17%	30%c	35%xch	30%c	29%c	28%c	29%	29%	33%rs	34%rs	27%	28%	32%	25%	33%rs	24%	21%	37%prs	27%	31%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	410	240	166	27	75	62	73	71	103	41	12	42	35	34	27	20	30	68	64	27	9	225	185
	20%cu	22%	19%	13%	22%c	19%	22%c	22%c	22%c	25%	15%	19%	21%	19%	18%	21%	16%	26%xps	23%	16%	16%	18%	25%xu
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	333	202	127	52	79	53	51	38	61	28	14	33	30	38	24	12	24	55	46	18	11	143	190
	17%bghsu	18%xb	14%	25%xfgh	23%xefgh	16%	15%	12%	13%	17%	18%	15%	18%rs	22%ps	17%	13%	13%	21%xps	17%	10%	19%	11%	26%xu
Refund (e.g. the cost of the flight)	215	134	81	27	50	44	38	23	33	24	12	17	13	16	17	3	20	48	17	18	9	52	163
	11%ghoru	12%xb	9%	13%	15%xgh	13%gh	11%h	7%	7%	15%kor	15%or	8%	8%	9%	12%o	3%	11%o	18%xxklmopr	6%	10%o	15%or	4%	22%xu
Rebooking to an alternative flight with a different airline	184	101	80	27	50	35	29	17	26	15	10	15	14	12	13	11	17	46	18	8	7	66	118
	9%ghsu	9%	9%	13%gh	15%xfgh	11%gh	9%	5%	5%	9%	13%	7%	8%	7%	9%	11%	9%	18%xlklmnp	6%	5%	11%	5%	16%xu
None of these	748	381	365	90	104	108	116	138	192	60	30	91	62	63	60	32	69	78	107	77	21	594	154
	37%adqv	35%	41%xa	43%cd	31%	33%	35%	43%xdef	41%de	36%	38%	41%q	38%	36%	41%q	34%	36%	30%	39%q	44%q	35%	47%xv	21%
Mean mentions	1.2ghsu	1.2	1.1	1.1	1.4xgh	1.3xgh	1.2	1.1	1.0	1.3s	1.3	1.1	1.2	1.1	1.2	1.2	1.1	1.5xklmno	1.1	0.9	1.3s	0.9	1.7xu

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 66

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- The airline offered this**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
<b>NET: Any mentions</b>	<b>1257</b>	<b>364</b>	<b>893</b>	<b>613</b>	<b>644</b>	<b>184</b>	<b>1073</b>	<b>90</b>	<b>48</b>	<b>1192</b>	<b>64</b>	<b>716</b>	<b>541</b>	<b>532</b>	<b>724</b>
	<b>63%f</b>	<b>62%</b>	<b>63%</b>	<b>64%</b>	<b>62%</b>	<b>68%xf</b>	<b>62%</b>	<b>70%</b>	<b>63%</b>	<b>63%</b>	<b>57%</b>	<b>64%</b>	<b>61%</b>	<b>63%</b>	<b>62%</b>
NET: Rebooking to an alternative flight with same/ different airline	739	202	537	352	387	110	629	44	24	705	33	439	300	321	418
	37%l	34%	38%	36%	37%	41%	36%	34%	32%	37%	30%	39%xl	34%	38%	36%
Rebooking to an alternative flight with the same airline	669	184	485	318	351	96	573	40	20	642	26	402	267	298	372
	33%jl	31%	34%	33%	34%	36%	33%	31%	26%	34%xj	24%	36%xl	30%	35%	32%
Vouchers (e.g. for meals or a hotel stay)	578	161	417	271	307	78	501	38	21	552	26	326	252	256	322
	29%	27%	29%	28%	30%	29%	29%	30%	27%	29%	23%	29%	28%	30%	28%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	410	133	277	188	221	58	351	25	13	380	30	233	176	172	238
	20%	23%	20%	20%	21%	22%	20%	19%	17%	20%	27%	21%	20%	20%	20%
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	333	91	243	185	148	65	268	29	18	316	18	183	151	130	203
	17%df	15%	17%	19%xd	14%	24%xf	15%	23%	23%	17%	16%	16%	17%	15%	17%
Refund (e.g. the cost of the flight)	215	60	156	121	95	35	180	13	5	200	15	141	74	79	136
	11%dl	10%	11%	12%xd	9%	13%	10%	10%	7%	11%	14%	13%xl	8%	9%	12%
Rebooking to an alternative flight with a different airline	184	46	138	91	93	41	143	14	9	171	13	108	76	68	116
	9%f	8%	10%	9%	9%	15%xf	8%	11%	12%	9%	12%	10%	9%	8%	10%
None of these	748	225	523	352	396	85	664	39	28	699	48	403	345	309	439
	37%e	38%	37%	36%	38%	32%	38%xe	30%	37%	37%	43%	36%	39%	37%	38%
Mean mentions	1.2f	1.1	1.2	1.2	1.2	1.4xf	1.2	1.2	1.1	1.2	1.2	1.2x	1.1	1.2	1.2

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 67

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- The airline offered this**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
<b>NET: Any mentions</b>	<b>1257</b>	<b>474</b>	<b>525</b>	<b>524</b>	<b>484</b>	<b>649</b>	<b>374</b>	<b>1129</b>	<b>128</b>	<b>867</b>	<b>390</b>
	<b>63%bdfj</b>	<b>72%xb</b>	58%	<b>73%xd</b>	55%	<b>72%xj</b>	54%	<b>64%xf</b>	55%	64%	60%
NET: Rebooking to an alternative flight with same/ different airline	739	261	332	308	297	371	238	652	87	511	228
	37%d	40%	37%	43%xd	34%	41%xj	34%	37%	37%	38%	35%
Rebooking to an alternative flight with the same airline	669	231	306	274	274	329	218	584	85	465	204
	33%	35%	34%	38%xd	31%	36%x	32%	33%	36%	34%	31%
Vouchers (e.g. for meals or a hotel stay)	578	217	243	242	226	300	171	521	57	384	194
	29%dj	33%xb	27%	34%xd	26%	33%xj	25%	29%	25%	28%	30%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	410	168	157	200	134	234	103	386	24	273	137
	20%bdfj	25%xb	17%	28%xd	15%	26%xj	15%	22%xf	10%	20%	21%
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	333	163	107	184	85	221	68	311	22	231	102
	17%bdfj	25%xb	12%	26%xd	10%	25%xj	10%	18%xf	9%	17%	16%
Refund (e.g. the cost of the flight)	215	86	85	97	73	117	57	201	15	152	63
	11%dfj	13%xb	9%	13%xd	8%	13%xj	8%	11%xf	6%	11%	10%
Rebooking to an alternative flight with a different airline	184	78	72	97	62	112	50	156	28	120	64
	9%dj	12%xb	8%	14%xd	7%	12%xj	7%	9%	12%	9%	10%
None of these	748	188	385	196	389	254	317	642	106	485	263
	37%acei	28%	42%xa	27%	45%xc	28%	46%xi	36%	45%xe	36%	40%
Mean mentions	1.2bdfj	1.4xb	1.1	1.5xd	1.0	1.5xj	1.0	1.2xf	1.0	1.2	1.2

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Averages/col percents

Table 68

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I requested this**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
<b>NET: Any mentions</b>	<b>910</b>	<b>560</b>	<b>340</b>	<b>105</b>	<b>203</b>	<b>163</b>	<b>154</b>	<b>120</b>	<b>165</b>	<b>79</b>	<b>41</b>	<b>113</b>	<b>61</b>	<b>86</b>	<b>57</b>	<b>45</b>	<b>88</b>	<b>146</b>	<b>107</b>	<b>71</b>	<b>17</b>	<b>428</b>	<b>483</b>
	<b>45%bghlru</b>	<b>51%xb</b>	<b>38%</b>	<b>50%gh</b>	<b>60%xefgh</b>	<b>50%gh</b>	<b>46%gh</b>	<b>37%</b>	<b>35%</b>	<b>47%t</b>	<b>51%t</b>	<b>51%lnrt</b>	<b>37%</b>	<b>49%lrt</b>	<b>39%</b>	<b>48%t</b>	<b>47%t</b>	<b>56%xlrst</b>	<b>39%</b>	<b>41%</b>	<b>29%</b>	<b>34%</b>	<b>65%xu</b>
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	606	370	232	63	136	104	96	87	120	54	26	72	40	59	39	33	63	82	75	49	12	313	293
	30%bhu	34%xb	26%	30%	40%xefgh	32%	29%	27%	25%	32%	33%	33%	25%	34%t	27%	36%t	34%t	32%	27%	28%	20%	25%	40%xu
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	370	222	144	46	84	62	58	52	69	36	21	48	19	30	22	17	35	56	44	35	7	164	207
	18%bhlru	20%xb	16%	22%	25%xfgh	19%	17%	16%	15%	22%l	26%lt	22%l	12%	17%	15%	18%	18%	21%l	16%	20%	12%	13%	28%xu
NET: Rebooking to an alternative flight with same/ different airline	329	214	108	42	88	67	56	36	41	26	13	32	24	31	24	12	31	72	33	27	5	106	223
	16%bghru	19%xb	12%	20%gh	26%xfgh	20%xgh	17%gh	11%	9%	15%	16%	15%	14%	18%	16%	12%	16%	28%xlklmnoprst	12%	16%	9%	8%	30%xu
Refund (e.g. the cost of the flight)	322	193	124	38	98	53	49	46	37	22	13	40	20	34	20	15	32	59	41	19	7	127	196
	16%bhu	17%b	14%	18%h	29%xcefgh	16%h	15%h	14%h	8%	13%	16%	18%	12%	19%h	14%	16%	17%	23%xlklmnrs	15%	11%	12%	10%	27%xu
Rebooking to an alternative flight with the same airline	247	165	78	30	61	48	47	28	32	23	10	23	18	25	22	12	25	46	21	19	3	80	167
	12%bghrtu	15%xb	9%	14%h	18%xgh	15%gh	14%gh	9%	7%	14%	13%	11%	11%	14%rt	15%rt	12%	13%	18%xkrt	8%	11%	5%	6%	23%xu
Vouchers (e.g. for meals or a hotel stay)	213	127	84	29	49	39	31	32	32	15	10	17	10	18	13	12	29	36	24	24	3	109	104
	11%hu	11%	9%	14%h	15%xfh	12%h	9%	10%	7%	9%	13%	8%	6%	10%	9%	13%	15%xklrt	14%klrt	9%	14%lt	5%	9%	14%xu
Rebooking to an alternative flight with a different airline	173	111	57	23	54	37	25	20	15	11	9	16	13	17	14	3	15	38	18	15	3	56	117
	9%bghu	10%xb	6%	11%h	16%xfgh	11%xgh	7%h	6%h	3%	7%	12%	7%	8%	10%	9%	3%	8%	15%xlklprst	7%	9%	5%	4%	16%xu
None of these	1095	544	549	106	136	164	181	201	306	89	39	107	103	89	89	49	101	115	170	102	42	840	255
	55%adqv	49%	62%xa	50%	40%	50%h	54%h	63%xcdef	65%xcdef	53%	49%	49%	63%xklmq	51%	61%klq	52%	53%	44%	61%xklmq	59%q	71%xlklmopq	66%xv	35%
Mean mentions	1.0bghlru	1.1xb	0.8	1.1h	1.4xefgh	1.1gh	0.9h	0.8h	0.6	1.0t	1.1t	1.0t	0.7	1.0lt	0.9	1.0	1.1lt	1.2xlrst	0.8	0.9	0.6	0.7	1.5xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 69

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I requested this**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
<b>NET: Any mentions</b>	<b>910</b>	<b>255</b>	<b>655</b>	<b>466</b>	<b>444</b>	<b>180</b>	<b>730</b>	<b>80</b>	<b>47</b>	<b>861</b>	<b>48</b>	<b>498</b>	<b>412</b>	<b>373</b>	<b>537</b>
	<b>45%df</b>	<b>43%</b>	<b>46%</b>	<b>48%xd</b>	<b>43%</b>	<b>67%xf</b>	<b>42%</b>	<b>62%x</b>	<b>61%x</b>	<b>46%</b>	<b>43%</b>	<b>45%</b>	<b>46%</b>	<b>44%</b>	<b>46%</b>
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	606	174	432	308	298	127	479	57	29	574	30	327	279	266	339
	30%f	30%	30%	32%	29%	47%xf	28%	44%x	37%	30%	27%	29%	31%	32%	29%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	370	115	255	176	195	59	312	28	14	354	17	219	151	150	220
	18%	20%	18%	18%	19%	22%	18%	22%	19%	19%	15%	20%	17%	18%	19%
NET: Rebooking to an alternative flight with same/ different airline	329	91	238	178	151	71	258	25	11	303	26	183	146	99	230
	16%dfm	15%	17%	18%xd	14%	27%xf	15%	19%	15%	16%	23%	16%	17%	12%	20%xm
Refund (e.g. the cost of the flight)	322	99	223	171	151	65	257	26	13	305	17	166	156	128	195
	16%f	17%	16%	18%	15%	24%xf	15%	20%	17%	16%	15%	15%	18%	15%	17%
Rebooking to an alternative flight with the same airline	247	60	187	140	108	51	197	18	9	227	20	139	108	76	172
	12%dfm	10%	13%	14%xd	10%	19%xf	11%	14%	11%	12%	18%	12%	12%	9%	15%xm
Vouchers (e.g. for meals or a hotel stay)	213	74	139	93	120	45	168	26	11	199	13	116	96	74	139
	11%fm	13%	10%	10%	12%	17%xf	10%	20%x	15%	11%	12%	10%	11%	9%	12%xm
Rebooking to an alternative flight with a different airline	173	56	117	87	86	35	137	10	7	160	13	96	77	54	119
	9%fm	9%	8%	9%	8%	13%xf	8%	8%	8%	8%	11%	9%	9%	6%	10%xm
None of these	1095	334	761	499	596	89	1006	48	30	1030	64	621	474	468	627
	55%cegh	57%	54%	52%	57%xc	33%	58%xe	38%	39%	54%	57%	55%	54%	56%	54%
Mean mentions	1.0fm	1.0	1.0	1.0	0.9	1.4xf	0.9	1.3x	1.1	1.0	1.0	1.0	1.0	0.9	1.0m

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 70

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I requested this**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
<b>NET: Any mentions</b>	<b>910</b>	<b>284</b>	<b>447</b>	<b>308</b>	<b>442</b>	<b>396</b>	<b>346</b>	<b>803</b>	<b>107</b>	<b>667</b>	<b>243</b>
	<b>45%h</b>	<b>43%</b>	<b>49%xa</b>	<b>43%</b>	<b>51%xc</b>	<b>44%</b>	<b>50%xi</b>	<b>45%</b>	<b>46%</b>	<b>49%xh</b>	<b>37%</b>
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	606	175	317	191	315	247	251	531	74	439	167
	30%acehi	26%	35%xa	27%	36%xc	27%	36%xi	30%	32%	32%xh	26%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	370	104	192	107	197	145	155	309	61	278	92
	18%acehi	16%	21%xa	15%	23%xc	16%	22%xi	17%	26%xe	21%xh	14%
NET: Rebooking to an alternative flight with same/ different airline	329	104	152	118	154	150	127	284	45	248	81
	16%h	16%	17%	16%	18%	17%	18%	16%	19%	18%xh	12%
Refund (e.g. the cost of the flight)	322	73	189	86	183	110	145	262	60	247	75
	16%acehi	11%	21%xa	12%	21%xc	12%	21%xi	15%	26%xe	18%xh	11%
Rebooking to an alternative flight with the same airline	247	81	112	85	119	110	97	212	35	190	57
	12%h	12%	12%	12%	14%	12%	14%	12%	15%	14%xh	9%
Vouchers (e.g. for meals or a hotel stay)	213	58	104	71	107	86	82	183	30	151	62
	11%	9%	11%	10%	12%x	10%	12%	10%	13%	11%	10%
Rebooking to an alternative flight with a different airline	173	51	88	60	83	73	73	141	32	134	39
	9%eh	8%	10%	8%	9%	8%	11%x	8%	14%xe	10%xh	6%
None of these	1095	378	463	413	430	507	345	968	127	685	410
	55%bdgj	57%b	51%	57%d	49%	56%j	50%	55%	54%	51%	63%xg
Mean mentions	1.0acehi	0.8	1.1xa	0.8	1.2xc	0.9	1.2xi	0.9	1.2xe	1.1xh	0.8

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 71

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I received this**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
<b>NET: Any mentions</b>	<b>876</b>	<b>514</b>	<b>353</b>	<b>86</b>	<b>164</b>	<b>133</b>	<b>153</b>	<b>127</b>	<b>214</b>	<b>91</b>	<b>31</b>	<b>84</b>	<b>74</b>	<b>77</b>	<b>63</b>	<b>46</b>	<b>90</b>	<b>113</b>	<b>112</b>	<b>72</b>	<b>23</b>	<b>479</b>	<b>398</b>
	<b>44%bu</b>	<b>47%xb</b>	<b>40%</b>	<b>41%</b>	<b>48%zeg</b>	<b>41%</b>	<b>46%</b>	<b>40%</b>	<b>45%</b>	<b>54%xkqrst</b>	<b>39%</b>	<b>38%</b>	<b>45%</b>	<b>44%</b>	<b>43%</b>	<b>49%</b>	<b>47%</b>	<b>43%</b>	<b>41%</b>	<b>42%</b>	<b>39%</b>	<b>38%</b>	<b>54%xu</b>
NET: Rebooking to an alternative flight with same/ different airline	400	233	161	30	78	78	76	54	84	46	15	39	31	32	25	18	39	55	51	37	11	183	217
	20%u	21%	18%	14%	23%cg	24%xcgh	23%	17%	18%	27%xkr	19%	18%	19%	18%	17%	19%	21%	21%	18%	21%	19%	14%	29%xu
Vouchers (e.g. for meals or a hotel stay)	371	209	157	32	66	53	67	57	96	30	16	40	37	36	25	30	39	39	42	26	11	230	141
	18%	19%	18%	15%	20%	16%	20%	18%	20%	18%	20%	18%	23%	21%	17%	32%xi kmnp qrs	20%	15%	15%	15%	18%	18%	19%
Rebooking to an alternative flight with the same airline	347	203	143	21	69	69	64	50	75	42	12	32	26	28	23	18	32	46	46	33	10	170	178
	17%cu	18%	16%	10%	20%c	21%xc	19%c	16%	16%	25%xkr	15%	15%	16%	16%	16%	19%	17%	18%	17%	19%	18%	13%	24%xu
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	340	219	120	39	59	46	65	46	86	36	13	34	22	30	29	17	32	35	61	26	6	185	156
	17%bu	20%xb	14%	18%	17%	14%	19%	14%	18%	22%qt	17%	15%	14%	17%	20%	18%	17%	13%	22%xlqt	15%	10%	15%	21%xu
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	284	179	104	28	43	35	55	47	76	20	15	26	24	20	23	14	30	37	43	26	7	136	148
	14%beu	16%xb	12%	13%	13%	11%	16%e	15%	16%e	12%	19%	12%	15%	12%	15%	15%	16%	14%	15%	15%	13%	11%	20%xu
Refund (e.g. the cost of the flight)	151	92	57	26	32	22	23	18	30	13	8	13	16	8	19	6	22	19	13	11	5	42	109
	8%u	8%	6%	12%gh	9%g	7%	7%	6%	6%	8%	10%	6%	9%	5%	13%xkmr	7%	12%xm	7%	5%	6%	8%	3%	15%xu
Rebooking to an alternative flight with a different airline	53	30	18	9	9	9	12	4	9	4	3	7	5	3	2	1	8	9	5	4	1	14	39
	3%gu	3%	2%	4%	3%	3%	4%g	1%	2%	2%	4%	3%	3%	2%	1%	1%	4%	3%	2%	3%	1%	1%	5%xu
None of these	1129	589	536	125	176	194	183	194	258	77	48	136	90	99	83	48	99	148	164	101	36	789	340
	56%adv	53%	60%xa	59%	52%	59%d	54%	60%cd	55%	46%	61%	62%ci	55%	56%	57%	51%	53%	57%ci	59%ci	58%ci	61%ci	62%xv	46%
Mean mentions	0.8bu	0.8xb	0.7	0.7	0.8	0.7	0.9g	0.7	0.8	0.9	0.8	0.7	0.8	0.7	0.8	0.9	0.9	0.7	0.8	0.7	0.7	0.6	1.0xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 72

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I received this**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
<b>NET: Any mentions</b>	<b>876</b>	<b>261</b>	<b>615</b>	<b>428</b>	<b>449</b>	<b>132</b>	<b>744</b>	<b>67</b>	<b>35</b>	<b>831</b>	<b>44</b>	<b>509</b>	<b>368</b>	<b>392</b>	<b>484</b>
	<b>44%<sup>n</sup></b>	<b>44%</b>	<b>43%</b>	<b>44%</b>	<b>43%</b>	<b>49%</b>	<b>43%</b>	<b>52%</b>	<b>46%</b>	<b>44%</b>	<b>39%</b>	<b>45%</b>	<b>41%</b>	<b>47%<sup>xn</sup></b>	<b>42%</b>
NET: Rebooking to an alternative flight with same/ different airline	400	116	284	192	208	63	337	27	14	383	16	247	153	191	209
	20% <sup>ln</sup>	20%	20%	20%	20%	23%	19%	21%	19%	20%	15%	22% <sup>xl</sup>	17%	23% <sup>xn</sup>	18%
Vouchers (e.g. for meals or a hotel stay)	371	107	263	172	199	47	323	31	9	352	19	215	156	186	185
	18% <sup>n</sup>	18%	19%	18%	19%	18%	19%	24%	12%	19%	17%	19%	18%	22% <sup>xn</sup>	16%
Rebooking to an alternative flight with the same airline	347	97	251	161	186	58	289	24	11	337	10	223	124	167	181
	17% <sup>fjn</sup>	16%	18%	17%	18%	22%	17%	18%	14%	18% <sup>xj</sup>	9%	20% <sup>xl</sup>	14%	20% <sup>xn</sup>	16%
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	340	91	249	187	153	63	277	31	16	322	19	206	134	157	183
	17% <sup>df</sup>	15%	18%	19% <sup>xd</sup>	15%	23% <sup>xf</sup>	16%	24% <sup>x</sup>	21%	17%	17%	18%	15%	19%	16%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	284	106	178	129	155	30	254	19	6	264	20	172	112	125	159
	14% <sup>b</sup>	18% <sup>xb</sup>	13%	13%	15%	11%	15%	15%	8%	14%	18%	15%	13%	15%	14%
Refund (e.g. the cost of the flight)	151	41	110	96	55	23	128	15	4	145	5	91	60	61	90
	8% <sup>d</sup>	7%	8%	10% <sup>xd</sup>	5%	9%	7%	11%	5%	8%	4%	8%	7%	7%	8%
Rebooking to an alternative flight with a different airline	53	19	34	30	22	5	48	3	4	47	6	24	29	24	28
	3%	3%	2%	3%	2%	2%	3%	2%	5%	2%	5%	2%	3%	3%	2%
None of these	1129	328	800	537	592	136	992	62	41	1060	68	610	519	449	680
	56% <sup>m</sup>	56%	57%	56%	57%	51%	57%	48%	54%	56%	61%	55%	59%	53%	58% <sup>xm</sup>
Mean mentions	0.8 <sup>ln</sup>	0.8	0.8	0.8	0.7	0.8	0.8	0.9	0.7	0.8	0.7	0.8 <sup>xl</sup>	0.7	0.9 <sup>xn</sup>	0.7

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 73

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- I received this**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
<b>NET: Any mentions</b>	<b>876</b>	<b>314</b>	<b>401</b>	<b>342</b>	<b>368</b>	<b>430</b>	<b>292</b>	<b>795</b>	<b>82</b>	<b>588</b>	<b>288</b>
	<b>44%f</b>	<b>48%x</b>	<b>44%</b>	<b>48%xd</b>	<b>42%</b>	<b>48%xj</b>	<b>42%</b>	<b>45%xf</b>	<b>35%</b>	<b>44%</b>	<b>44%</b>
NET: Rebooking to an alternative flight with same/ different airline	400 20%f	141 21%	189 21%	154 21%	166 19%	194 21%	140 20%	370 21%xf	30 13%	264 20%	136 21%
Vouchers (e.g. for meals or a hotel stay)	371 18%g	136 20%	168 18%	163 23%xd	149 17%	193 21%x	122 18%	339 19%x	32 14%	227 17%	144 22%yg
Rebooking to an alternative flight with the same airline	347 17%	128 19%	160 18%	143 20%x	140 16%	178 20%x	117 17%	319 18%x	29 12%	230 17%	117 18%
Compensation (e.g. set payment for a delay or cancellation beyond a certain time)	340 17%fj	132 20%xb	141 16%	154 21%xd	131 15%	189 21%xj	98 14%	323 18%xf	17 7%	238 18%	102 16%
Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)	284 14%	91 14%	139 15%	110 15%	118 14%	135 15%	98 14%	251 14%	33 14%	202 15%	82 13%
Refund (e.g. the cost of the flight)	151 8%	42 6%	86 9%xa	53 7%	77 9%	59 7%	69 10%xi	133 7%	18 8%	109 8%	42 6%
Rebooking to an alternative flight with a different airline	53 3%cfi	13 2%	29 3%	11 2%	26 3%	16 2%	22 3%	52 3%xf	1 *	34 3%	19 3%
None of these	1129 56%acei	347 52%	509 56%	378 52%	504 58%c	474 52%	399 58%i	976 55%	152 65%xe	763 56%	365 56%
Mean mentions	0.8f	0.8	0.8	0.9xd	0.7	0.9x	0.8	0.8xf	0.6	0.8	0.8

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 74

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	885	536	342	101	198	149	143	119	176	75	39	100	64	88	59	43	85	132	114	63	23	434	452
	44%bghsu	49%xb	38%	48%	58%xfgh	46%gh	43%	37%	37%	45%	49%	45%	39%	50%ss	41%	46%	45%	50%xlrs	41%	36%	39%	34%	61%xu
The airline offered this	333	202	127	52	79	53	51	38	61	28	14	33	30	38	24	12	24	55	46	18	11	143	190
	17%bghsu	18%xb	14%	25%xfgh	23%xfgh	16%	15%	12%	13%	17%	18%	15%	18%ss	22%ps	17%	13%	13%	21%xps	17%	10%	19%	11%	26%xu
I requested this	606	370	232	63	136	104	96	87	120	54	26	72	40	59	39	33	63	82	75	49	12	313	293
	30%bhu	34%xb	26%	30%	40%xfgh	32%	29%	27%	25%	32%	33%	33%	25%	34%tt	27%	36%tt	34%tt	32%	27%	28%	20%	25%	40%xu
I received this	340	219	120	39	59	46	65	46	86	36	13	34	22	30	29	17	32	35	61	26	6	185	156
	17%bu	20%xb	14%	18%	17%	14%	19%	14%	18%	22%qt	17%	15%	14%	17%	20%	18%	17%	13%	22%xlqt	15%	10%	15%	21%xu
Not applicable	1029	510	514	104	128	162	175	187	273	84	38	106	91	84	79	46	97	116	152	104	33	783	246
	51%adqv	46%	58%xa	49%de	38%	50%de	52%de	58%xde	58%xde	50%	47%	48%	56%q	48%	54%	50%	51%	44%	55%q	60%xkmq	56%	62%zv	33%
Ratio Requested and Received	56%	59%x	52%x	61%xddeg	43%x	45%x	67%xde	53%x	72%x	66%xpqr	52%xlmpqrs	47%xs	56%xxq	51%xs	74%xxklmpqrs	50%xlmpqrs	50%xs	42%xs	80%xs	53%xs	47%xlklmnopqrs	59%xs	53%xs
Ratio Offered/ Requested and Received	38%	41%x	35%x	38%xddeg	30%xs	31%xs	45%xs	38%xs	49%xs	48%xxqr	35%xxklmpqrs	34%xs	35%xs	34%xs	49%xxklmpqr	39%xlmpqrs	37%xs	27%xs	53%xs	41%xs	25%xxklmpqrs	43%xs	34%xs

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 75

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	885 44%df	254 43%	631 45%	463 48%xd	422 41%	168 63%xf	717 41%	73 56%x	39 51%	836 44%	48 43%	484 43%	401 45%	367 44%	518 44%
The airline offered this	333 17%df	91 15%	243 17%	185 19%xd	148 14%	65 24%xf	268 15%	29 23%	18 23%	316 17%	18 16%	183 16%	151 17%	130 15%	203 17%
I requested this	606 30%f	174 30%	432 30%	308 32%	298 29%	127 47%xf	479 28%	57 44%x	29 37%	574 30%	30 27%	327 29%	279 31%	266 32%	339 29%
I received this	340 17%df	91 15%	249 18%	187 19%xd	153 15%	63 23%xf	277 16%	31 24%x	16 21%	322 17%	19 17%	206 18%	134 15%	157 19%	183 16%
Not applicable	1029 51%ceg	307 52%	722 51%	452 47%	577 55%xc	87 33%	941 54%xe	49 38%	34 45%	971 51%	57 51%	570 51%	458 52%	442 53%	587 50%
Ratio Requested and Received	56%	52%xb	58%x	61%x	52%x	50%xf	58%x	55%x	56%yg	56%	61%xi	63%x	48%x	59%xn	54%x
Ratio Offered/ Requested and Received	38%	36%xb	40%x	40%x	36%x	37%xf	39%x	43%x	41%yg	39%	39%xi	43%x	33%x	43%xn	35%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

**Base: All respondents**

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j  
Overlap formulae used.

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 77

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	524	316	202	63	146	95	85	68	67	46	25	55	30	49	37	17	52	104	56	37	16	177	347
	26%bghlru	29%xb	23%	30%h	43%xcdfgh	29%gh	25%h	21%h	14%	27%	31%	25%	18%	28%l	26%	19%	28%l	40%xiklmn	20%opr	21%	28%	14%	47%xu
The airline offered this	215	134	81	27	50	44	38	23	33	24	12	17	13	16	17	3	20	48	17	18	9	52	163
	11%ghoru	12%xb	9%	13%	15%xgh	13%gh	11%h	7%	7%	15%kor	15%or	8%	8%	9%	12%o	3%	11%o	18%xxklmopr	6%rs	10%o	15%or	4%	22%xu
I requested this	322	193	124	38	98	53	49	46	37	22	13	40	20	34	20	15	32	59	41	19	7	127	196
	16%bhu	17%b	14%	18%h	29%xcdfgh	16%h	15%h	14%h	8%	13%	16%	18%	12%	19%rs	14%	16%	17%	23%xilnrs	15%	11%	12%	10%	27%xu
I received this	151	92	57	26	32	22	23	18	30	13	8	13	16	8	19	6	22	19	13	11	5	42	109
	8%u	8%	6%	12%gh	9%g	7%	7%	6%	6%	8%	10%	6%	9%	5%	13%xkmr	7%	12%xmr	7%	5%	6%	8%	3%	15%xu
Not applicable	1425	750	668	137	180	222	241	249	396	120	53	157	126	126	100	74	129	148	219	132	41	1076	348
	71%adqv	68%	75%xa	65%d	53%	68%d	72%d	77%xcde	84%xcdefg	71%q	66%	71%q	77%q	72%q	68%q	79%q	68%q	57%	79%xnppq	76%q	70%q	85%xv	47%
Ratio Requested and Received	47%	48%x	46%x	69%xcdfgh	33%x	41%x	46%x	39%x	80%xd	59%xkmqr	60%xiklmo	32%xpqrs	77%xikmqr	25%xs	94%xiklmo	42%xkmqr	68%xkmqr	32%x	32%x	55%xkmqr	62%xijklm	33%nopqrs	56%xu
Ratio Offered/ Requested and Received	29%	29%x	28%x	42%xcdfgh	22%x	23%x	27%x	26%x	44%x	27%xqr	31%xikmpqrs	24%xs	52%xikmqr	17%xs	50%xikmpqrs	35%xikmpqrs	42%xkmqr	18%x	23%x	28%xqr	28%xiklmp	23%qrs	32%xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 78

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	524 26%df	155 26%	369 26%	284 29%xd	240 23%	96 36%xf	428 25%	38 29%	19 24%	492 26%	32 29%	296 26%	228 26%	202 24%	322 28%
The airline offered this	215 11%dl	60 10%	156 11%	121 12%xd	95 9%	35 13%	180 10%	13 10%	5 7%	200 11%	15 14%	141 13%xl	74 8%	79 9%	136 12%
I requested this	322 16%f	99 17%	223 16%	171 18%	151 15%	65 24%xf	257 15%	26 20%	13 17%	305 16%	17 15%	166 15%	156 18%	128 15%	195 17%
I received this	151 8%d	41 7%	110 8%	96 10%xd	55 5%	23 9%	128 7%	15 11%	4 5%	145 8%	5 4%	91 8%	60 7%	61 7%	90 8%
Not applicable	1425 71%cen	419 71%	1005 71%	647 67%	778 75%xc	165 61%	1260 73%xe	87 68%	56 73%	1346 71%	78 70%	788 70%	636 72%	621 74%xn	803 69%
Ratio Requested and Received	47%	42%xb	49%x	56%xd	36%x	35%xf	50%x	56%x	32%x	48%x	27%xi	55%x	38%x	48%x	46%x
Ratio Offered/ Requested and Received	29%	27%xb	30%x	34%x	23%x	24%xf	30%x	39%x	22%x	30%	14%xi	31%x	26%x	30%x	28%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 79

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	524 26%eh	157 24%	266 29%xa	180 25%	246 28%	222 25%	195 28%	450 25%	74 32%	391 29%xh	133 20%
The airline offered this	215 11%dfj	86 13%xb	85 9%	97 13%xd	73 8%	117 13%xj	57 8%	201 11%xf	15 6%	152 11%	63 10%
I requested this	322 16%acehi	73 11%	189 21%xa	86 12%	183 21%xc	110 12%	145 21%xi	262 15%	60 26%xe	247 18%xh	75 11%
I received this	151 8%	42 6%	86 9%xa	53 7%	77 9%	59 7%	69 10%xi	133 7%	18 8%	109 8%	42 6%
Not applicable	1425 71%bfg	484 73%	623 68%	513 71%	607 70%	652 72%	478 69%	1275 72%xf	150 64%	924 68%	501 77%kg
Ratio Requested and Received	47%	57%xb	46%x	62%xd	42%x	54%x	47%x	51%x	30%xe	44%x	57%kg
Ratio Offered/ Requested and Received	29%	27%x	32%x	30%x	31%x	27%x	35%xi	29%x	25%xe	28%x	32%kg

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 80

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	755 38%btu	447 41%xb	301 34%	69 33%	152 45%xcegh	122 37%	126 37%	120 37%	167 35%	75 45%lnpt	33 41%	87 39%t	52 32%	63 36%	47 32%	37 40%	63 33%	120 46%xlmnprst	101 36%	61 35%	15 26%	382 30%	373 51%xu
The airline offered this	410 20%cu	240 22%	166 19%	27 13%	75 22%c	62 19%	73 22%c	71 22%c	103 22%c	41 25%	12 15%	42 19%	35 21%	34 19%	27 18%	20 21%	30 16%	68 26%xps	64 23%	27 16%	9 16%	225 18%	185 25%xu
I requested this	370 18%bhlu	222 20%xb	144 16%	46 22%	84 25%xfgh	62 19%	58 17%	52 16%	69 15%	36 22%l	21 26%lt	48 22%l	19 12%	30 17%	22 15%	17 18%	35 18%	56 21%l	44 16%	35 20%	7 12%	164 13%	207 28%xu
I received this	284 14%beu	179 16%xb	104 12%	28 13%	43 13%	35 11%	55 16%e	47 15%	76 16%e	20 12%	15 19%	26 12%	24 15%	20 12%	23 15%	14 15%	30 16%	37 14%	43 15%	26 15%	7 13%	136 11%	148 20%xu
Not applicable	1141 57%adqv	585 53%	551 62%xa	129 61%d	168 49%	191 58%d	187 56%	184 57%d	283 60%d	88 53%	45 56%	120 54%	98 60%q	106 60%q	89 61%q	52 56%	115 61%q	120 46%	165 60%q	105 61%q	37 64%q	828 65%xv	312 42%
Ratio Requested and Received	77%	81%x	72%x	61%xde	52%x	56%x	95%xde	90%xde	111%xde	54%x	71%xiiklmnpqrs	53%x	122%xiikmpqrs	67%xxkq	100%xiikmpqrs	80%xiiklmnpqrs	87%xiikqr	67%x	98%xxkq	75%xxkq	110%xiikmpqrs	83%x	71%xu
Ratio Offered/ Requested and Received	38%	40%x	35%x	41%xdeh	28%x	29%x	44%xd	39%x	46%x	26%x	45%xiiklmnpqrs	29%x	45%xiikqr	32%x	48%xiikmqr	37%xiikmpqrs	48%xiikqr	31%x	42%x	43%xxkqr	49%xiijklmnopqrs	36%x	40%xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 81

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	755 38%	239 41%	516 36%	350 36%	406 39%	113 42%	643 37%	51 39%	26 34%	708 37%	47 42%	431 39%	324 37%	312 37%	444 38%
The airline offered this	410 20%	133 23%	277 20%	188 20%	221 21%	58 22%	351 20%	25 19%	13 17%	380 20%	30 27%	233 21%	176 20%	172 20%	238 20%
I requested this	370 18%	115 20%	255 18%	176 18%	195 19%	59 22%	312 18%	28 22%	14 19%	354 19%	17 15%	219 20%	151 17%	150 18%	220 19%
I received this	284 14%b	106 18%xb	178 13%	129 13%	155 15%	30 11%	254 15%	19 15%	6 8%	264 14%	20 18%	172 15%	112 13%	125 15%	159 14%
Not applicable	1141 57%aj	307 52%	833 59%xa	561 58%	579 56%	145 54%	996 57%	69 54%	47 62%	1088 58%xj	50 45%	621 56%	519 59%	495 59%	645 55%
Ratio Requested and Received	77%	92%xb	70%x	73%x	80%x	52%xf	81%x	68%x	44%x	75%	116%xi	79%x	74%x	83%xn	72%x
Ratio Offered/ Requested and Received	38%	44%xb	35%x	37%x	38%x	27%xf	39%x	38%x	24%x	37%	42%xi	40%x	34%x	40%x	36%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**



## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 82

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	755 38%h	260 39%	344 38%	294 41%x	324 37%	362 40%	253 37%	672 38%	84 36%	532 39% xh	223 34%
The airline offered this	410 20% bdfj	168 25% xb	157 17%	200 28% xd	134 15%	234 26% xj	103 15%	386 22% xf	24 10%	273 20%	137 21%
I requested this	370 18% acehi	104 16%	192 21% xa	107 15%	197 23% xc	145 16%	155 22% xi	309 17%	61 26% xe	278 21% xh	92 14%
I received this	284 14%	91 14%	139 15%	110 15%	118 14%	135 15%	98 14%	251 14%	33 14%	202 15%	82 13%
Not applicable	1141 57% cgl	362 55%	519 57%	384 53%	510 59% c	489 54%	404 59%	1012 57%	128 55%	746 55%	394 60% xg
Ratio Requested and Received	77%	87% xb	72% x	103% xd	60% x	93% x	63% x	81% x	53% xe	73% x	89% xg
Ratio Offered/ Requested and Received	38%	35% x	40% x	38% x	36% x	37% x	39% x	37% x	39% xe	38% x	37% xg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 83

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	882 44%bhu	520 47%xb	356 40%	95 45%	179 53%xfgh	163 50%xgh	152 45%h	127 40%	166 35%	74 44%	42 52%	83 38%	62 38%	77 44%	66 45%	41 43%	88 47%	138 53%xlrst	115 42%	73 42%	23 39%	369 29%	513 70%xu
The airline offered this	669 33%u	371 34%	296 33%	67 32%	123 36%h	122 37%h	116 35%	103 32%	138 29%	54 32%	33 41%	66 30%	46 28%	54 31%	48 33%	32 35%	65 35%	96 37%	97 35%	57 33%	20 34%	295 23%	374 51%xu
I requested this	247 12%bghrtu	165 15%xb	78 9%	30 14%h	61 18%xgh	48 15%gh	47 14%gh	28 9%	32 7%	23 14%	10 13%	23 11%	18 11%	25 14%rt	22 15%rt	12 12%	25 13%	46 18%xkrt	21 8%	19 11%	3 5%	80 6%	167 23%xu
I received this	347 17%cu	203 18%	143 16%	21 10%	69 20%c	69 21%xc	64 19%c	50 16%	75 16%	42 25%xkr	12 15%	32 15%	26 16%	28 16%	23 16%	18 19%	32 17%	46 18%	46 17%	33 19%	10 18%	170 13%	178 24%xu
Not applicable	1002 50%adeqv	518 47%	478 54%xa	114 54%d	133 39%	143 44%	161 48%d	178 56%xde	272 58%xdf	77 46%	31 39%	125 57%xijq	88 54%q	90 52%q	72 49%	50 53%q	93 49%	105 40%	149 54%q	90 52%q	30 52%	824 65%xv	178 24%
Ratio Requested and Received	140%	123%x	182%xa	69%x	113%x	143%xd	135%x	175%xcdef	233%xcdf	182%xklmn pqr	113% xkmnpqr	140% xq	144% xkmnpqr	113% xq	108% xq	152% xkmpqr	126% xq	99% x	215% xkmpqr	170% xklmn pqr	371% x	211% x	106% x
Ratio Offered/ Requested and Received	39%	39%x	40%x	22%x	39%x	42%x	42%x	39%x	45%x	56% xkmpqr	28% xkmpqr	39% x	42% xqr	37% xq	35% xqr	43% xklmnp qrs	36% x	33% x	40% x	45% xqr	46% xijklm nopqrs	46% x	35% x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 84

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	882 44%af	236 40%	646 46%xa	443 46%	439 42%	136 50%xf	746 43%	54 42%	27 36%	835 44%	46 41%	517 46%xl	365 41%	354 42%	528 45%
The airline offered this	669 33%jl	184 31%	485 34%	318 33%	351 34%	96 36%	573 33%	40 31%	20 26%	642 34%xj	26 24%	402 36%xl	267 30%	298 35%	372 32%
I requested this	247 12%dfm	60 10%	187 13%	140 14%xd	108 10%	51 19%xf	197 11%	18 14%	9 11%	227 12%	20 18%	139 12%	108 12%	76 9%	172 15%xm
I received this	347 17%fjln	97 16%	251 18%	161 17%	186 18%	58 22%	289 17%	24 18%	11 14%	337 18%xj	10 9%	223 20%xl	124 14%	167 20%xn	181 16%
Not applicable	1002 50%ek	313 53%	689 49%	469 49%	533 51%	111 41%	891 51%xe	66 51%	44 57%	942 50%	59 53%	534 48%	467 53%xx	436 52%	566 49%
Ratio Requested and Received	140%	161%xb	134%x	116%x	172%xc	115%xf	147%x	132%x	128%x	148%x	51%xi	160%x	115%x	220%xn	105%x
Ratio Offered/ Requested and Received	39%	41%xb	39%x	36%x	42%x	43%xf	39%x	44%x	40%xg	40%x	23%xi	43%x	34%x	47%xn	34%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 85

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	882 44%h	302 46%	401 44%	346 48%x	374 43%	422 47%x	301 44%	766 43%	116 50%	629 47%h	253 39%
The airline offered this	669 33%	231 35%	306 34%	274 38%xd	274 31%	329 36%x	218 32%	584 33%	85 36%	465 34%	204 31%
I requested this	247 12%h	81 12%	112 12%	85 12%	119 14%	110 12%	97 14%	212 12%	35 15%	190 14%h	57 9%
I received this	347 17%	128 19%	160 18%	143 20%x	140 16%	178 20%x	117 17%	319 18%x	29 12%	230 17%	117 18%
Not applicable	1002 50%cgi	313 47%	452 50%	326 45%	450 52%cg	418 46%	352 51%	893 50%	109 47%	651 48%	350 54%cg
Ratio Requested and Received	140%	159%xb	142%x	168%xd	117%x	162%x	121%x	150%x	81%xe	121%x	205%yg
Ratio Offered/ Requested and Received	39%	42%x	40%x	41%x	37%x	42%x	39%x	42%x	25%xe	37%x	46%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 86

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	350	209	134	50	101	69	53	37	39	26	18	31	26	27	26	14	32	83	35	22	10	122	228
	17%bghru	19%b	15%	24%gh	30%xefgh	21%xgh	16%h	12%	8%	15%	23%	14%	16%	15%	18%	14%	17%	32%xiklmnoprst	13%	13%	16%	10%	31%xu
The airline offered this	184	101	80	27	50	35	29	17	26	15	10	15	14	12	13	11	17	46	18	8	7	66	118
	9%ghsu	9%	9%	13%gh	15%xfgh	11%gh	9%	5%	5%	9%	13%	7%	8%	7%	9%	11%	9%	18%xiklmnoprs	6%	5%	11%	5%	16%xu
I requested this	173	111	57	23	54	37	25	20	15	11	9	16	13	17	14	3	15	38	18	15	3	56	117
	9%bghu	10%xb	6%	11%h	16%xfgh	11%xgh	7%h	6%h	3%	7%	12%	7%	8%	10%	9%	3%	8%	15%xiklopst	7%	9%	5%	4%	16%xu
I received this	53	30	18	9	9	9	12	4	9	4	3	7	5	3	2	1	8	9	5	4	1	14	39
	3%gu	3%	2%	4%	3%	3%	4%g	1%	2%	2%	4%	3%	3%	2%	1%	1%	4%	3%	2%	3%	1%	1%	5%xu
Not applicable	1629	881	745	154	233	256	275	283	428	141	61	185	134	148	119	80	152	173	238	150	49	1139	490
	81%cdqv	80%	84%xa	73%	69%	78%d	82%d	88%xcdef	91%xcdef	84%q	76%	84%q	82%q	84%q	81%q	86%q	81%q	66%	86%xq	86%q	84%q	90%xv	66%
Ratio Requested and Received	30%	27%x	32%x	38%xddeg	17%x	25%x	50%xddeg	20%x	64%xddeg	38%xmnmqr	37%xiklmnopqrs	43%xmnmqr	40%xmnmqr	20%x	16%x	24%xmnmqr	51%xmnmqrs	23%x	25%x	30%xqr	26%xiklmnopqrs	25%	33%xu
Ratio Offered/ Requested and Received	15%	15%x	13%x	17%xd	9%x	14%x	23%xdg	11%x	24%x	16%xq	19%xiklmnoprs	23%xqr	19%xqr	13%x	8%x	5%x	24%xnqr	11%x	13%x	20%xqr	8%xnqr	11%	17%xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 87

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	350 17%fm	99 17%	251 18%	174 18%	176 17%	74 28%xf	276 16%	24 19%	15 19%	325 17%	25 22%	198 18%	152 17%	121 14%	229 20%xm
The airline offered this	184 9%f	46 8%	138 10%	91 9%	93 9%	41 15%xf	143 8%	14 11%	9 12%	171 9%	13 12%	108 10%	76 9%	68 8%	116 10%
I requested this	173 9%fm	56 9%	117 8%	87 9%	86 8%	35 13%xf	137 8%	10 8%	7 8%	160 8%	13 11%	96 9%	77 9%	54 6%	119 10%xm
I received this	53 3%	19 3%	34 2%	30 3%	22 2%	5 2%	48 3%	3 2%	4 5%	47 2%	6 5%	24 2%	29 3%	24 3%	28 2%
Not applicable	1629 81%ejn	480 81%	1149 81%	775 80%	853 82%	192 71%	1437 83%xe	102 79%	61 80%	1546 82%xj	81 73%	909 81%	720 81%	711 84%xn	918 79%
Ratio Requested and Received	30%	34%xb	29%x	35%x	26%x	13%xf	35%x	30%x	54%yg	29%	48%xi	25%x	38%yk	46%xn	24%x
Ratio Offered/ Requested and Received	15%	19%xb	13%	17%x	13%x	6%x	17%x	12%x	24%yg	14%	24%xi	12%	19%x	20%xn	12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 88

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	350 17%e	126 19%	158 17%	156 22%xd	142 16%	182 20%x	121 17%	293 17%	58 25%xe	251 19%	99 15%
The airline offered this	184 9%dj	78 12%xb	72 8%	97 14%xd	62 7%	112 12%xj	50 7%	156 9%	28 12%	120 9%	64 10%
I requested this	173 9%eh	51 8%	88 10%	60 8%	83 9%	73 8%	73 11%x	141 8%	32 14%xe	134 10%xh	39 6%
I received this	53 3%cfi	13 2%	29 3%	11 2%	26 3%	16 2%	22 3%	52 3%xf	1 *	34 3%	19 3%
Not applicable	1629 81%cfi	530 80%	740 81%	559 78%	721 83%ci	714 79%	562 81%	1453 82%xf	175 75%	1085 80%	543 83%
Ratio Requested and Received	30%	25%x	32%x	18%x	32%x	22%x	31%xi	37%x	3%	25%	48%xg
Ratio Offered/ Requested and Received	15%	10%x	18%x	7%	18%x	9%	19%xi	18%x	2%	14%	19%xg

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 89

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	949	562	379	99	200	171	164	134	181	82	43	90	70	82	68	42	96	151	124	76	26	394	556
	47%bghku	51%xb	43%	47%	59%xcdfgh	52%xcgh	49%h	42%	38%	49%	53%	41%	43%	46%	47%	45%	51%	58%xxklmno45%rst	45%	44%	44%	31%	75%xu
The airline offered this	739	417	317	73	144	137	127	107	150	60	34	71	55	60	50	34	72	120	103	57	23	318	421
	37%hu	38%	36%	35%	43%xgh	42%xgh	38%	33%	32%	36%	42%	32%	34%	34%	34%	36%	38%	46%xiiklmn37%rs	37%	33%	39%	25%	57%xu
I requested this	329	214	108	42	88	67	56	36	41	26	13	32	24	31	24	12	31	72	33	27	5	106	223
	16%bghru	19%xb	12%	20%gh	26%xfgh	20%xgh	17%gh	11%	9%	15%	16%	15%	14%	18%	16%	12%	16%	28%xiiklmn12%oprst	12%	16%	9%	8%	30%xu
I received this	400	233	161	30	78	78	76	54	84	46	15	39	31	32	25	18	39	55	51	37	11	183	217
	20%u	21%	18%	14%	23%cg	24%xcgh	23%	17%	18%	27%xkr	19%	18%	19%	18%	17%	19%	21%	21%	18%	21%	19%	14%	29%xu
Not applicable	938	485	451	105	123	135	150	170	255	71	29	116	81	87	70	48	83	96	143	87	27	798	141
	47%adeqv	44%	51%xa	50%d	36%	41%	45%d	53%xcdef	54%xcdef	43%	37%	53%jq	49%q	49%q	48%q	52%q	44%	37%	52%jq	50%q	46%	63%xxv	19%
Ratio Requested and Received	122%	109% x	148% xa	72% x	89% x	117% xd	136% xd	149% xcde	206% xde	179% xxklmn pqrs	118% xkmp123% xqr	130% xkmpq102% xqr	106% xkmqr	158% xkmp128% xkqr	76% x	155% xq	136% xkmpq	219% xq	173% x	97% x			
Ratio Offered/ Requested and Received	42%	41% x	42% x	30% x	39% x	46% x	46% x	40% x	46% x	56% xkmpqr	35% xxklmnp	44% xqr	39% xq	37% xqr	43% xxklmnp	41% xq	36% x	41% x	49% xqr	43% xiijklm nopqrs	47% x	39% x	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 90

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	949 47%af	257 44%	693 49%xa	474 49%	475 46%	149 56%xf	800 46%	55 43%	30 39%	896 47%	52 47%	550 49%	399 45%	381 45%	568 49%
The airline offered this	739 37%l	202 34%	537 38%	352 36%	387 37%	110 41%	629 36%	44 34%	24 32%	705 37%	33 30%	439 39%xl	300 34%	321 38%	418 36%
I requested this	329 16%dfm	91 15%	238 17%	178 18%xd	151 14%	71 27%xf	258 15%	25 19%	11 15%	303 16%	26 23%	183 16%	146 17%	99 12%	230 20%xm
I received this	400 20%ln	116 20%	284 20%	192 20%	208 20%	63 23%	337 19%	27 21%	14 19%	383 20%	16 15%	247 22%xl	153 17%	191 23%xn	209 18%
Not applicable	938 47%e	294 50%	644 45%	439 46%	499 48%	101 38%	837 48%xe	65 50%	41 54%	884 47%	54 48%	502 45%	436 49%	406 48%	532 46%
Ratio Requested and Received	122%	127%xb	119%x	107%x	138%x	88%xf	131%x	106%x	128%x	126%x	64%xi	135%x	104%x	194%xn	91%x
Ratio Offered/ Requested and Received	42%	45%xb	41%x	40%x	44%x	42%xf	42%x	48%x	48%yg	43%x	31%xi	45%x	38%x	50%xn	37%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 91

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	949 47%h	320 48%	438 48%	374 52%xd	403 46%	455 50%x	327 47%	827 47%	122 52%	677 50%xh	272 42%
The airline offered this	739 37%d	261 40%	332 37%	308 43%xd	297 34%	371 41%xj	238 34%	652 37%	87 37%	511 38%	228 35%
I requested this	329 16%h	104 16%	152 17%	118 16%	154 18%	150 17%	127 18%	284 16%	45 19%	248 18%xh	81 12%
I received this	400 20%f	141 21%	189 21%	154 21%	166 19%	194 21%	140 20%	370 21%xf	30 13%	264 20%	136 21%
Not applicable	938 47%cgi	301 46%	410 45%	307 43%	418 48%c	396 44%	320 46%	835 47%	103 44%	610 45%	328 50%xcg
Ratio Requested and Received	122%	135%xb	124%x	131%xd	108%x	130%x	110%x	131%x	66%xe	107%x	167%xcg
Ratio Offered/ Requested and Received	42%	44%x	43%x	41%x	41%x	43%x	43%x	45%x	24%xe	39%x	50%xcg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 92

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Offered/ Requested	766 38%hu	435 39%	325 37%	61 29%	146 43%xch	146 45%xcgh	133 40%	120 37%	160 34%	61 36%	32 40%	87 40%	65 40%	63 36%	51 35%	39 42%	73 39%	121 46%ximnrs	91 33%	59 34%	24 41%	445 35%	320 43%xu
The airline offered this	578 29%cs	321 29%	253 28%	36 17%	102 30%c	114 35%xch	102 30%c	93 29%c	131 28%c	49 29%	23 29%	73 33%rs	55 34%rs	48 27%	41 28%	30 32%	47 25%	87 33%rs	68 24%	36 21%	22 37%prs	347 27%	231 31%
I requested this	213 11%hu	127 11%	84 9%	29 14%h	49 15%xfh	39 12%h	31 9%	32 10%	32 7%	15 9%	10 13%	17 8%	10 6%	18 10%	13 9%	12 13%	29 15%xlrt	36 14%klt	24 9%	24 14%lt	3 5%	109 9%	104 14%xu
I received this	371 18%	209 19%	157 18%	32 15%	66 20%	53 16%	67 20%	57 18%	96 20%	30 18%	16 20%	40 18%	37 23%	36 21%	25 17%	30 32%xlkmnp qrs	39 20%	39 15%	42 15%	26 15%	11 18%	230 18%	141 19%
Not applicable	1079 54%dqv	584 53%	491 55%	137 65%xddef	162 48%	163 50%	177 53%	177 55%d	263 56%d	91 54%q	40 50%	114 52%	85 52%	95 54%q	86 59%q	46 49%	102 54%q	114 44%	171 62%xxkoqt	105 61%q	28 49%	720 57%xv	359 49%
Ratio Requested and Received	174%	165%x	187%xa	110%xd	135%x	134%x	213%xcdeg	180%xde	297%xde	197%xpqrs	159%xqr	234%xpqrs	359%x	200%xpqrs	191%xpqrs	244%xq	133%xq	109%x	173%xq	105%xq	379%x	212%x	135%x
Ratio Offered/ Requested and Received	48%	48%x	48%x	52%xddefgh	46%x	36%x	51%x	47%x	60%x	50%xqr	50%xlklmn pqrs	46%xq	57%xxqr	57%xxqr	49%xxqr	77%xxijklm npqrs	53%xxqr	32%x	46%x	43%xxqr	45%xxiklmn pqrs	52%x	44%x

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v

Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 93

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	766 38%	229 39%	537 38%	350 36%	416 40%	113 42%	653 38%	55 43%	32 42%	726 38%	40 35%	432 39%	333 38%	318 38%	448 38%
The airline offered this	578 29%	161 27%	417 29%	271 28%	307 30%	78 29%	501 29%	38 30%	21 27%	552 29%	26 23%	326 29%	252 28%	256 30%	322 28%
I requested this	213 11%fm	74 13%	139 10%	93 10%	120 12%	45 17%xf	168 10%	26 20%x	11 15%	199 11%	13 12%	116 10%	96 11%	74 9%	139 12%xm
I received this	371 18%n	107 18%	263 19%	172 18%	199 19%	47 18%	323 19%	31 24%	9 12%	352 19%	19 17%	215 19%	156 18%	186 22%xn	185 16%
Not applicable	1079 54%	308 52%	771 54%	537 56%	542 52%	141 52%	938 54%	65 51%	44 57%	1019 54%	58 52%	593 53%	486 55%	456 54%	623 54%
Ratio Requested and Received	174%	145%xb	190%x	185%x	166%x	106%xf	192%x	117%x	82%yg	177%x	140%xi	185%x	162%x	251%xn	133%x
Ratio Offered/ Requested and Received	48%	47%xb	49%x	49%x	48%x	42%xf	50%x	56%x	29%x	48%	48%xi	50%x	47%x	58%xn	41%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 94

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	766 38%	263 40%	338 37%	301 42%x	326 37%	372 41%xj	247 36%	680 38%	85 36%	512 38%	253 39%
The airline offered this	578 29%dj	217 33%xb	243 27%	242 34%xd	226 26%	300 33%xj	171 25%	521 29%	57 25%	384 28%	194 30%
I requested this	213 11%	58 9%	104 11%	71 10%	107 12% x	86 10%	82 12%	183 10%	30 13%	151 11%	62 10%
I received this	371 18%g	136 20%	168 18%	163 23% xd	149 17%	193 21% x	122 18%	339 19% x	32 14%	227 17%	144 22% xg
Not applicable	1079 54%chi	345 52%	492 54%	359 50%	477 55%	457 51%	387 56% i	945 53%	134 57%	752 56% xh	327 50%
Ratio Requested and Received	174%	236% xb	162% x	229% xd	139% x	225% x	150% x	185% x	109% xe	151% x	231% xg
Ratio Offered/ Requested and Received	48%	51% x	50% x	54% x	46% x	52% x	49% x	50% x	38% xe	44% x	57% xg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: All

Table 95

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

- Other

Base: All respondents

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
NET: Offered/ Requested	78 4% m	39 4% m	40 4% f	2 1% c	10 3% d	10 3% e	14 4% f	17 5% g	25 5% h	12 7% i	9 11% j	7 3% k	8 5% l	2 1% m	4 3% n	- - o	7 4% p	17 6% q	9 3% r	5 3% s	1 1% t	45 4% u	34 5% v	
The airline offered this	47 2% d	21 2% a	26 3% b	2 1% c	3 1% d	9 3% e	8 2% f	11 3% g	16 3% h	9 5% i	7 9% j	4 2% k	5 3% l	2 1% m	1 1% n	- - o	5 3% p	9 3% q	5 2% r	1 1% s	- - t	34 3% u	13 2% v	
I requested this	33 2% u	18 2% a	14 2% b	- - c	7 2% d	2 1% e	6 2% f	7 2% g	10 2% h	3 2% i	1 1% j	3 2% k	3 2% l	- - m	3 2% n	- - o	2 1% p	8 3% q	4 1% r	3 2% s	1 1% t	12 1% u	20 3% v	
I received this	30 1% u	18 2% a	12 1% b	- - c	2 1% d	3 1% e	8 2% f	6 2% g	11 2% h	- - i	1 2% j	4 2% k	7 4% l	- - m	4 3% n	- - o	2 1% p	5 2% q	5 2% r	1 * s	1 1% t	15 1% u	15 2% v	
Not applicable	1910 95% h	1054 96% j	843 95% k	209 99% g	328 97% h	315 96% i	318 95% j	300 94% k	440 93% l	156 93% m	71 89% n	212 96% o	153 93% p	174 99% q	139 95% r	94 100% s	181 96% t	241 92% u	264 95% v	168 97% w	57 98% x	1213 96% y	697 94% z	
Ratio Requested and Received	92% cimo	99% x	82% x	-	35% xc	159% xcdfgh	121% xcdgh	82% xcd	108% xcd	-	124% xikmo pqrs	127% ximop qrs	197% xikmopqr s	-	122% xikmopqr s	-	71% ximoqs	64% ximos	123% ximoqs	24% ximo	119% xikmot pqrs	121% x	74% x	
Ratio Offered/ Requested and Received	38%	46% x	30% x	-	25% xc	26% xc	55% xcd degh	35% xc	44% xc	-	17% ximo	63% ximopq rs	87% xijkmopq rs	-	93% xijkmopq rs	-	26% ximo	30% ximo	57% ximoqs	18% ximo	119% xijklm opqs	33% x	45% xu	

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 96

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

- Other

Base: All respondents

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Offered/ Requested	78 4%b	34 6%xb	44 3%	35 4%	43 4%	10 4%	69 4%	6 4%	-	72 4%	6 5%	44 4%	35 4%	33 4%	46 4%
The airline offered this	47 2%b	20 3%	27 2%	20 2%	27 3%	9 3%	38 2%	5 4%	-	45 2%	2 2%	26 2%	22 2%	21 2%	27 2%
I requested this	33 2%bi	15 3%xb	17 1%	16 2%	17 2%	1 *	32 2%	1 1%	-	28 1%	5 4%	18 2%	14 2%	13 2%	20 2%
I received this	30 1%bl	14 2%	16 1%	14 1%	16 2%	-	30 2%xe	-	2 3%	28 1%	2 1%	23 2%xl	7 1%	14 2%	16 1%
Not applicable	1910 95%a	551 94%	1359 96%xa	921 95%	989 95%	259 96%	1651 95%	123 96%	75 97%	1803 95%	105 94%	1061 95%	848 96%	801 95%	1109 95%
Ratio Requested and Received	92%eg	90%xb	93%x	87%x	96%x	-	94%xe	-	-	101%x	36%xi	128%xl	46%	111%xn	79%x
Ratio Offered/ Requested and Received	38%e	41%xb	36%x	39%x	37%x	-	43%xe	-	-	39%x	27%xi	53%xl	19%	43%xn	34%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: All

Table 97

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

- Other

Base: All respondents

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Offered/ Requested	78 4%	25 4%	41 4%	24 3%	41 5%	34 4%	33 5%	71 4%	7 3%	50 4%	28 4%
The airline offered this	47 2%	17 3%	18 2%	21 3%	18 2%	25 3%	14 2%	44 2%	4 2%	29 2%	18 3%
I requested this	33 2% <sup>c</sup>	8 1%	23 3% <sup>x</sup>	4 1%	23 3% <sup>xc</sup>	10 1%	20 3% <sup>xi</sup>	29 2%	4 2%	22 2%	11 2%
I received this	30 1%	10 2%	16 2%	9 1%	16 2%	12 1%	13 2%	27 2%	2 1%	16 1%	13 2%
Not applicable	1910 95%	631 95%	861 95%	691 96%	826 95%	863 95%	652 94%	1685 95%	225 96%	1294 96%	616 94%
Ratio Requested and Received	92%	128% <sup>xb</sup>	71% <sup>x</sup>	194% <sup>xd</sup>	69% <sup>x</sup>	124% <sup>xj</sup>	63% <sup>x</sup>	95% <sup>x</sup>	67% <sup>xe</sup>	76% <sup>x</sup>	124% <sup>xg</sup>
Ratio Offered/ Requested and Received	38%	42% <sup>x</sup>	40% <sup>x</sup>	36% <sup>x</sup>	39% <sup>x</sup>	35% <sup>x</sup>	38% <sup>x</sup>	39% <sup>x</sup>	33% <sup>xe</sup>	33% <sup>x</sup>	48% <sup>xg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolute/col percents

#### Sample: Aware of Travellers Rights (Q29)

Table 98

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	614 59%su	381 60%	227 56%	83 66%	143 66%xfh	110 59%	92 53%	71 56%	115 52%	52 60%	26 57%	65 60%	37 50%	74 68%ls	39 53%	32 59%	62 64%ss	101 64%ls	77 55%	33 46%	16 56%	277 50%	337 68%xu
The airline offered this	265 25%hu	166 26%	95 23%	46 37%xfgh	69 32%xgh	44 24%	40 23%	27 21%	40 18%	25 29%	14 31%	24 22%	17 23%	33 30%o	18 25%	8 14%	21 22%	46 29%o	39 28%	12 17%	8 28%	105 19%	160 32%xu
I requested this	396 38%u	245 39%	147 36%	52 41%	90 41%	71 39%	56 32%	48 38%	78 36%	34 39%	13 29%	46 42%	24 32%	50 46%	23 32%	26 48%	43 44%	60 38%	46 33%	23 31%	8 28%	190 34%	205 42%xu
I received this	261 25%beq	177 28%xb	82 20%	36 29%	47 22%	33 18%	47 27%e	28 22%	68 31%xde	30 34%lq	11 23%	22 21%	14 19%	26 24%	21 29%q	12 22%	28 28%q	25 16%	50 36%xklqt	17 23%	5 17%	136 25%	125 25%
Not applicable	367 35%adv	204 32%	160 39%xa	37 29%	64 29%	63 34%	68 39%de	48 38%	86 40%de	29 33%	16 35%	34 32%	29 40%	31 29%	29 39%	18 34%	30 31%	47 30%	53 38%	39 53%xiempq	10 34%	241 44%xv	126 26%
Ratio Requested and Received	66%	73%x	56%x	70%xdeh	53%x	47%x	84%xde	59%xde	87%xde	87%xklmopqr	80%	49%xq	58%xkmq	53%xq	91%xkmpqr	46%xkmpq	64%xkmq	42%x	109%xkmq	74%xklmopqr	62%xkmq	71%x	61%x
Ratio Offered/ Requested and Received	42%	47%x	36%x	44%xde	33%x	30%x	51%xde	40%xde	60%xde	57%xkmpqr	41%	34%xq	38%xkmq	35%xq	55%xklmpqr	37%xkmpqr	44%xq	25%x	65%xkmq	51%xklmpqr	31%xiklmnopqs	49%x	37%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Aware of Travellers Rights (Q29)

Table 99

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	614 59%df	154 61%	460 58%	336 64%xd	278 53%	137 76%xf	477 55%	55 66%	32 65%	588 58%	26 68%	340 56%	274 62%	258 57%	355 60%
The airline offered this	265 25%dfkm	67 27%	198 25%	152 29%xd	112 21%	61 34%xf	203 23%	27 32%	17 34%	254 25%	11 29%	138 23%	127 29%k	100 22%	164 28%xm
I requested this	396 38%f	94 37%	302 38%	207 40%	188 36%	98 54%xf	297 34%	41 49%	23 47%	381 38%	15 39%	221 37%	175 39%	186 41%	209 35%
I received this	261 25%n	69 27%	192 24%	135 26%	126 24%	50 27%	211 24%	25 29%	15 31%	252 25%	9 24%	160 27%	101 23%	129 28%xn	132 22%
Not applicable	367 35%ce	79 31%	287 36%	154 30%	213 40%xc	35 20%	331 38%xe	24 29%	14 29%	357 35%	9 23%	214 36%	152 34%	175 38%	192 32%
Ratio Requested and Received	66%	73%xb	64%x	65%x	67%x	51%xf	71%x	60%x	67%yg	66%	62%xi	72%x	58%x	69%xn	63%x
Ratio Offered/ Requested and Received	42%	45%xb	42%x	40%x	45%x	36%xf	44%x	44%x	48%yg	43%	36%xi	47%x	37%x	50%xn	37%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 100

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	614 59%ah	233 54%	248 63%xa	276 58%	225 62%	336 58%	175 64%	562 58%	52 64%	447 61%xh	167 53%
The airline offered this	265 25%bdj	142 33%xb	68 17%	157 33%xd	59 16%	189 33%xj	42 15%	249 26%	16 20%	190 26%	75 24%
I requested this	396 38%achi	128 30%	183 47%xa	151 31%	173 48%xc	187 32%	137 50%xi	358 37%	38 47%	297 40%xh	99 32%
I received this	261 25%f	111 26%	100 25%	123 26%	94 26%	152 26%	70 25%	250 26%xf	10 13%	186 25%	75 24%
Not applicable	367 35%g	165 38%	126 32%	169 35%	121 33%	202 35%	88 32%	342 35%	25 31%	242 33%	125 40%xg
Ratio Requested and Received	66%	86%xb	54%x	81%x	54%x	81%x	51%x	70%x	27%xe	63%x	76%xg
Ratio Offered/ Requested and Received	42%	48%x	40%x	44%x	42%x	45%x	40%xi	45%x	20%xe	41%x	45%xg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used. \* small base**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Aware of Travellers Rights (Q29)

Table 101

Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.

- Refund (e.g. the cost of the flight)

Base: All respondents

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	344	212	128	46	105	73	56	31	34	29	18	36	19	33	30	15	36	74	29	16	9	91	253
	33%ghrsu	34%	31%	36%h	48%xfgh	39%xgh	32%h	25%h	16%	33%	40%	34%r	26%	30%	40%rs	27%	37%rs	47%xiklmo	21%rs	22%	31%	17%	51%xu
The airline offered this	156	100	56	23	38	35	26	14	20	17	9	15	8	10	16	3	14	36	13	10	5	33	123
	15%hu	16%	14%	18%	17%h	19%gh	15%	11%	9%	19%or	20%	14%	11%	9%	22%mor	5%	15%	23%xmor	9%	13%	19%o	6%	25%xu
I requested this	198	119	75	25	67	40	33	18	15	12	9	25	13	25	13	12	22	41	17	6	3	59	139
	19%hsu	19%	18%	20%h	31%xefgh	22%h	19%h	14%h	7%	14%	20%	23%rs	17%	23%rs	18%	22%	22%rs	26%xirs	12%	9%	12%	11%	28%xu
I received this	99	60	37	20	21	16	16	8	17	8	6	7	8	5	13	5	14	14	9	7	3	20	78
	9%u	10%	9%	16%	10%	9%	9%	6%	8%	9%	13%	6%	10%	5%	17%xkmr	10%	14%r	9%	6%	10%	12%	4%	16%xu
Not applicable	662	390	268	72	105	102	109	95	178	57	25	67	50	75	40	37	56	75	108	54	18	455	207
	63%deqv	62%	66%	57%	48%	55%	63%r	75%xcdef	82%xcdef	66%q	55%	62%q	67%q	69%q	54%	70%q	57%	48%	77%xxknpq	73%npq	64%	82%xv	42%
Ratio Requested and Received	50%	51%x	49%xa	79%xcdefg	31%x	41%xd	49%xd	46%xde	114%xcdefg	65%xkmqr	67%	27%x	60%xkmpqr	21%x	95%xikmpqr	46%xkmpqr	63%xkmpqr	34%x	52%xmqr	110%xkmpqr	99%xkmpqr	34%x	56%xu
Ratio Offered/ Requested and Received	29%	28%x	29%x	43%xcdef	20%x	23%x	28%xd	26%xde	51%xde	27%xkmpqr	34%	18%x	40%xikmpqr	16%x	43%xikmpqr	37%xikmpqr	38%xkmpqr	18%x	31%xq	44%xikmpqr	38%xikmpqr	22%xopqrs	31%x

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 102

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	344 33%dfim	84 33%	261 33%	192 37%xd	153 29%	77 42%xf	268 31%	27 33%	14 29%	324 32%	20 54%xi	201 33%	143 32%	131 29%	213 36%xm
The airline offered this	156 15%ilm	47 19%	108 14%	85 16%	71 13%	27 15%	128 15%	9 11%	5 9%	144 14%	12 32%xi	102 17%xl	53 12%	53 12%	103 17%xm
I requested this	198 19%f	39 15%	159 20%	110 21%	88 17%	52 29%xf	146 17%	18 22%	10 20%	190 19%	8 22%	107 18%	92 21%	80 17%	118 20%
I received this	99 9%dm	28 11%	71 9%	66 13%xd	32 6%	16 9%	82 9%	9 11%	4 9%	96 10%	2 7%	58 10%	41 9%	33 7%	66 11%xm
Not applicable	662 63%cejn	158 62%	504 63%	303 58%	358 68%xc	98 54%	564 65%xe	54 64%	32 67%	645 64%xj	16 42%	377 62%	285 64%	315 69%xn	347 59%
Ratio Requested and Received	50%	71%xb	45%x	60%xd	37%x	32%xf	56%x	49%x	43%yg	51%	30%xi	54%x	44%x	41%xm	56%xn
Ratio Offered/ Requested and Received	29%	33%xb	27%xm	35%xd	21%xe	22%xf	31%xf	33%yg	29%yg	30%	12%xi	29%xm	28%xm	25%xm	31%xn

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 103

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	344 33%ae	124 29%	152 39%xa	144 30%	123 34%	175 30%	96 35%	309 32%	35 44%	256 35%xb	88 28%
The airline offered this	156 15% <sup>d</sup>	71 16%	55 14%	80 17% <sup>d</sup>	41 11%	95 16%	32 12%	145 15%	10 13%	109 15%	46 15%
I requested this	198 19%ace <sup>hi</sup>	54 13%	103 26%xa	67 14%	87 24%xc	83 14%	70 25%xi	172 18%	26 32%xe	153 21%xb	45 14%
I received this	99 9%	35 8%	48 12% <sup>x</sup>	46 10%	34 9%	49 9%	31 11%	86 9%	12 15%	72 10%	26 8%
Not applicable	662 63% <sup>bf</sup>	288 67% <sup>b</sup>	230 59%	312 65%	234 64%	378 65%	173 63%	625 65% <sup>xf</sup>	37 46%	450 61%	212 67%
Ratio Requested and Received	50%	65% <sup>x</sup>	47% <sup>x</sup>	69% <sup>x</sup>	39% <sup>x</sup>	60% <sup>x</sup>	45% <sup>xi</sup>	50% <sup>x</sup>	48% <sup>xe</sup>	47% <sup>x</sup>	59% <sup>yg</sup>
Ratio Offered/ Requested and Received	29%	28% <sup>x</sup>	32% <sup>x</sup>	32% <sup>x</sup>	28% <sup>x</sup>	28% <sup>x</sup>	32% <sup>xi</sup>	28%	35% <sup>xe</sup>	28% <sup>x</sup>	30% <sup>yg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 104

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	474 45%u	297 47%	171 42%	49 39%	108 50%	89 49%	75 43%	60 47%	93 42%	42 49%	24 53%	49 45%	34 45%	44 40%	35 48%	24 44%	38 39%	81 51%t	62 44%	33 45%	9 32%	206 37%	268 54%xu
The airline offered this	273 26%p	166 26%	103 25%	24 19%	56 26%	44 24%	50 29%	39 31%	60 28%	24 27%	12 26%	27 25%	23 31%p	24 22%	22 30%p	12 22%	15 16%	51 32%p	41 30%p	17 23%	6 20%	130 23%	143 29%
I requested this	219 21%u	138 22%	77 19%	29 23%	58 27%xfh	47 25%fh	28 16%	23 18%	35 16%	20 22%	12 27%	25 23%	12 16%	21 19%	16 21%	12 22%	24 25%	34 22%	25 18%	16 22%	3 12%	81 15%	139 28%xu
I received this	191 18%dmu	125 20%	65 16%	24 19%	30 14%	27 15%	36 21%	26 21%	48 22%h	13 15%	12 26%	17 16%	14 19%	10 9%	16 21%h	10 18%	21 22%h	23 15%	34 24%h	18 25%h	4 13%	82 15%	110 22%xu
Not applicable	501 48%qv	286 45%	213 52%xa	69 54%	94 43%	85 46%	81 47%	58 46%	114 52%	41 47%	19 42%	50 46%	34 45%	63 58%xq	31 42%	27 50%	52 54%q	62 40%	70 50%	36 50%	15 55%	317 57%xv	184 37%
Ratio Requested and Received	87%	90%x	84%xa	83%xde	52%x	57%x	132%xcdeh	112%xcdefh	137%xcde	66%xm	97%	70%xm	119%xm	46%h	100%xkm	80%xkm	89%xikm	69%h	134%xikm	113%xm	102%xq	101%h	79%h
Ratio Offered/ Requested and Received	40%	42%h	38%h	49%xcdeh	28%h	30%h	48%xcde	43%xcdeh	52%h	30%xm	49%	36%xm	42%xikmqr	22%h	45%xikmqr	40%xiklmqr	56%xikmqr	29%h	55%xm	54%xiklmqr	39%xiklmnoprs	40%h	41%h

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 105

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	474 45%	123 48%	352 44%	229 44%	246 47%	87 48%	387 45%	35 41%	17 36%	454 45%	21 54%	283 47%	192 43%	201 44%	274 46%
The airline offered this	273 26%b	80 31%xb	193 24%	132 25%	141 27%	46 25%	227 26%	16 19%	10 21%	258 26%	14 38%	157 26%	116 26%	111 24%	161 27%
I requested this	219 21%l	50 20%	170 21%	109 21%	111 21%	44 25%	175 20%	20 23%	8 17%	213 21%	6 16%	141 23%xl	79 18%	96 21%	124 21%
I received this	191 18%bel	67 26%xb	125 16%	85 16%	106 20%	23 13%	168 19%x	15 17%	4 7%	181 18%	10 26%	124 21%xl	67 15%	87 19%	104 18%
Not applicable	501 48%ajn	103 41%	397 50%xa	260 50%	241 46%	85 47%	416 48%	42 50%	28 59%	490 49%xj	9 25%	275 46%	225 51%	236 52%xn	264 45%
Ratio Requested and Received	87%	134%xb	73%	78%x	96%x	52%xf	96%x	75%x	44%x	85%	158%xi	88%x	86%x	91%xn	84%x
Ratio Offered/ Requested and Received	40%	54%xb	35%	37%x	43%x	26%xf	43%x	42%x	21%x	40%	48%xi	44%x	35%x	43%x	38%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**



## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 106

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	474 45%	190 44%	189 48%	213 44%	169 46%	262 45%	131 47%	439 45%	35 43%	336 46%	138 44%
The airline offered this	273 26%f	120 28%	96 24%	142 30%xd	84 23%	169 29%x	64 23%	264 27%xf	9 11%	178 24%	95 30%
I requested this	219 21%cehi	79 18%	96 24%xa	79 16%	90 25%xc	106 18%	70 25%i	191 20%	28 35%xe	171 23%hx	48 15%
I received this	191 18%	69 16%	84 21%	85 18%	73 20%	102 18%	58 21%	172 18%	19 23%	131 18%	60 19%
Not applicable	501 48%	211 49%	178 45%	232 48%	176 48%	277 48%	128 46%	466 48%	34 43%	352 48%	149 47%
Ratio Requested and Received	87%	87%x	88%x	107%x	81%x	97%x	84%xi	90%x	67%xe	77%x	125%yg
Ratio Offered/ Requested and Received	40%	36%x	45%x	40%x	43%x	39%x	45%xi	39%	54%xe	39%x	44%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Aware of Travellers Rights (Q29)

Table 107

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485	
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494	
NET: Offered/ Requested	536 51%hu	329 52%	202 50%	68 54%	123 57%h	113 61%xfgh	83 48%	60 47%	89 41%	39 45%	24 53%	46 43%	35 47%	55 51%	42 56%	31 57%	53 55%	93 59%xi	70 50%	36 49%	12 42%	190 34%	346 70%xu	
The airline offered this	392 37%u	227 36%	162 40%	44 35%	81 37%	80 43%	62 36%	50 40%	75 35%	30 34%	20 43%	36 33%	25 34%	35 32%	29 39%	23 42%	35 36%	61 39%	59 42%	29 39%	11 40%	142 26%	251 51%xu	
I requested this	164 16%bghrtu	109 17%	51 13%	26 20%gh	45 21%xgh	39 21%xgh	26 15%h	11 9%	16 7%	11 13%	6 12%	15 14%	11 15%	21 19%rt	14 20%t	11 20%t	19 20%rt	34 21%xt	13 9%	8 11%	1 2%	51 9%	113 23%xu	
I received this	196 19%u	119 19%	75 18%	16 13%	44 20%	38 21%	34 20%	25 20%	38 18%	21 24%	8 17%	18 17%	14 19%	19 17%	10 13%	13 23%	19 20%	27 17%	24 17%	18 25%	5 18%	87 16%	109 22%xu	
Not applicable	442 42%deqv	261 41%	177 43%	56 44%	74 34%	63 34%	76 44%de	58 46%de	115 52%xde	38 44%	16 35%	54 50%q	30 40%	50 46%q	28 38%	22 40%	41 42%	52 33%	65 47%q	33 46%	12 45%	324 59%xv	118 24%	
Ratio Requested and Received	120%	109% x	146% xa	64% x	97% x	98% x	132% xcde	216% xd	240% xcdef	183% x	140%	124% xm	129% xq	90% xq	68% xq	117% xq	99% xmnq	81% x	186% xq	222% x	724% x	170% xv	97% x	
Ratio Offered/ Requested and Received	37%	36% x	37% x	24% x	36% x	34% x	42% x	41% xcdeh	43% x	53% xkmnpqr	33% r	40% xqr	40% xkmnpqr	34% xq	23% xq	41% xklmnpqr	36% xq	29% x	35% x	50% xkmnpqr	42% xiiklmnpqrs	46% x	32% x	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 108

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (i)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	536 51% <sub>m</sub>	124 49%	412 52%	274 53%	262 50%	105 58%	432 50%	36 43%	19 38%	517 51%	19 50%	324 54%	212 48%	211 46%	325 55% <sub>xm</sub>
The airline offered this	392 37%	94 37%	298 38%	186 36%	206 39%	71 39%	321 37%	27 32%	12 25%	382 38%	10 26%	241 40%	151 34%	180 39%	212 36%
I requested this	164 16% <sub>dfm</sub>	32 13%	131 17%	97 19% <sub>xd</sub>	66 13%	42 23% <sub>xf</sub>	121 14%	12 14%	8 16%	154 15%	9 24%	97 16%	66 15%	41 9%	122 21% <sub>xm</sub>
I received this	196 19% <sub>ln</sub>	48 19%	148 19%	87 17%	109 21%	33 18%	163 19%	13 15%	6 12%	190 19%	6 16%	136 23% <sub>xl</sub>	60 13%	99 22% <sub>xn</sub>	97 16%
Not applicable	442 42% <sub>kn</sub>	109 43%	333 42%	221 42%	221 42%	68 37%	375 43%	43 51%	29 60% <sub>x</sub>	427 42%	14 37%	235 39%	207 47% <sub>xk</sub>	216 47% <sub>xn</sub>	226 38%
Ratio Requested and Received	120%	149% <sub>xb</sub>	113% <sub>x</sub>	90% <sub>x</sub>	164% <sub>xc</sub>	78% <sub>xf</sub>	135% <sub>x</sub>	109% <sub>x</sub>	75% <sub>x</sub>	123% <sub>x</sub>	67% <sub>xi</sub>	140% <sub>x</sub>	90% <sub>x</sub>	238% <sub>xn</sub>	79% <sub>x</sub>
Ratio Offered/ Requested and Received	37%	39% <sub>xb</sub>	36% <sub>x</sub>	32% <sub>x</sub>	42% <sub>x</sub>	32% <sub>xf</sub>	38% <sub>x</sub>	35% <sub>x</sub>	31% <sub>xg</sub>	37%	33% <sub>xi</sub>	42% <sub>x</sub>	28% <sub>x</sub>	47% <sub>xn</sub>	30% <sub>x</sub>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 109

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	536 51%	221 51%	203 52%	254 53%	180 49%	304 52%	140 51%	486 50%	50 62%	378 52%	158 50%
The airline offered this	392 37%	160 37%	151 38%	195 41%	127 35%	228 39%	98 35%	354 37%	38 47%	263 36%	129 41%
I requested this	164 16%h	70 16%	59 15%	71 15%	60 16%	89 15%	48 17%	149 15%	15 18%	128 17% <sub>xh</sub>	36 11%
I received this	196 19%	92 21%	72 18%	105 22% <sub>x</sub>	63 17%	125 22% <sub>x</sub>	55 20%	185 19%	11 14%	126 17%	69 22%
Not applicable	442 42% <sub>c</sub>	175 41%	165 42%	185 39%	164 45%	228 39%	119 43%	414 43%	28 35%	314 43%	128 41%
Ratio Requested and Received	120%	132% <sub>x</sub>	121% <sub>x</sub>	149% <sub>x</sub>	107% <sub>x</sub>	141% <sub>x</sub>	116% <sub>xi</sub>	124% <sub>x</sub>	75% <sub>xe</sub>	99% <sub>x</sub>	194% <sub>xg</sub>
Ratio Offered/ Requested and Received	37%	42% <sub>x</sub>	35% <sub>x</sub>	41% <sub>x</sub>	35% <sub>x</sub>	41% <sub>x</sub>	40% <sub>xi</sub>	38% <sub>x</sub>	22% <sub>xe</sub>	33% <sub>x</sub>	44% <sub>xg</sub>

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

### Sample: Aware of Travellers Rights (Q29)

Table 110

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	256	160	90	39	81	58	34	23	22	22	14	23	20	24	18	11	17	64	25	10	7	80	176
	24%ghsu	25%	22%	31%h	37%xfgh	31%xfgh	19%h	18%h	10%	26%	32%	21%	27%	22%	25%	21%	18%	40%xikmno	18%prs	13%	24%	14%	36%xu
The airline offered this	143	82	58	23	43	28	21	12	16	15	8	12	10	10	10	9	9	36	15	5	5	45	98
	14%hu	13%	14%	18%h	20%xgh	15%h	12%	10%	7%	17%	17%	11%	14%	9%	13%	17%	9%	23% <sup>x</sup> kmprs	10%	6%	19% <sup>s</sup>	8%	20% <sup>xu</sup>
I requested this	119	82	33	16	41	33	12	10	6	7	8	12	9	16	9	2	8	28	11	6	2	35	84
	11%bfhu	13%b	8%	13%h	19%xfgh	18%xfgh	7%	8%h	3%	8%	18%	11%	13%	15%	12%	4%	9%	18% <sup>x</sup> or	8%	8%	5%	6%	17% <sup>xu</sup>
I received this	39	27	10	4	8	7	11	3	6	3	1	5	3	3	2	-	4	7	5	4	1	7	32
	4%u	4%	3%	3%	4%	4%	6% <sup>x</sup>	3%	3%	4%	3%	5%	4%	3%	3%	-	4%	5%	3%	6%	3%	1%	7% <sup>xu</sup>
Not applicable	773	457	314	86	132	125	133	103	195	65	31	82	53	84	54	43	77	89	112	62	21	471	302
	74%deqv	73%	77%	68%	61%	68%	76% <sup>d</sup>	81% <sup>x</sup> cde	89% <sup>x</sup> cdefg	74% <sup>q</sup>	68%	76% <sup>q</sup>	72% <sup>q</sup>	77% <sup>q</sup>	73% <sup>q</sup>	79% <sup>q</sup>	79% <sup>q</sup>	57%	80% <sup>q</sup>	84% <sup>x</sup> q	76% <sup>q</sup>	85% <sup>x</sup> v	61%
Ratio Requested and Received	33%	33% <sup>x</sup>	31% <sup>x</sup>	26% <sup>xd</sup>	19% <sup>x</sup>	21% <sup>x</sup>	92% <sup>x</sup> cdegh	32% <sup>x</sup> de	88% <sup>x</sup> cdeg	46% <sup>x</sup> mnoqr	16%	46% <sup>x</sup> moqr	31% <sup>x</sup> moq	21% <sup>xo</sup>	25% <sup>x</sup> moq	-	42% <sup>x</sup> moqr	25% <sup>xo</sup>	41% <sup>xo</sup> q	73% <sup>x</sup> iklmn	53% <sup>x</sup> iklmn	19%	38% <sup>xu</sup>
																				opqr	opqr		
Ratio Offered/ Requested and Received	15%	17% <sup>x</sup>	12% <sup>x</sup>	11% <sup>x</sup>	10% <sup>x</sup>	12% <sup>x</sup>	33% <sup>x</sup> deh	14% <sup>xd</sup>	26% <sup>xd</sup>	15% <sup>xo</sup> q	9%	24% <sup>xo</sup> q	15% <sup>xo</sup> q	14% <sup>xo</sup>	12% <sup>xo</sup>	-	20% <sup>xo</sup> q	11% <sup>x</sup>	19% <sup>xo</sup>	45% <sup>x</sup> iklmn	12% <sup>x</sup> iklmno	8%	18% <sup>xu</sup>
																				opqr	pqr		

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 111

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	256 24%fm	67 27%	188 24%	136 26%	119 23%	68 37%xf	188 22%	22 26%	13 27%	241 24%	15 39%xi	144 24%	112 25%	82 18%	173 29%xm
The airline offered this	143 14%f	36 14%	107 13%	75 14%	68 13%	37 20%xf	106 12%	13 16%	8 17%	135 13%	8 22%	86 14%	58 13%	52 11%	91 15%
I requested this	119 11%fm	34 13%	85 11%	66 13%	53 10%	33 18%xf	87 10%	9 11%	6 11%	112 11%	7 19%	64 11%	55 12%	31 7%	88 15%xm
I received this	39 4%bik	16 6%xb	24 3%	24 5%	15 3%	5 3%	35 4%	3 3%	3 6%	35 3%	4 12%xi	16 3%	23 5%	18 4%	21 3%
Not applicable	773 74%ejn	178 70%	596 75%	373 72%	400 76%	110 61%	663 77%xe	59 70%	36 73%	753 75%xj	19 51%	451 75%	322 72%	367 80%xn	406 69%
Ratio Requested and Received	33%	46%xb	28%	37%x	28%x	14%x	40%x	33%x	49%yg	31%	62%xi	26%x	41%yk	60%xn	23%
Ratio Offered/ Requested and Received	15%	23%xb	13%	18%x	12%x	7%x	18%x	13%x	21%yg	14%	30%xi	11%	20%yk	22%xn	12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 112

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	256 24%e	110 25%	98 25%	130 27%	83 23%	154 26%	68 25%	223 23%	33 40%xe	180 25%	75 24%
The airline offered this	143 14%e	65 15%	52 13%	81 17%xd	41 11%	93 16%x	32 12%	122 13%	21 26%xe	92 13%	51 16%
I requested this	119 11%	47 11%	49 12%	51 11%	44 12%	63 11%	38 14%	106 11%	13 16%	92 13%	27 9%
I received this	39 4%ci	11 3%	20 5%	9 2%	19 5%ci	14 2%	16 6%ci	39 4%	- -	27 4%	13 4%
Not applicable	773 74%f	317 74%	290 74%	345 72%	277 76%	420 72%	205 74%	725 75%xf	48 60%	540 74%	233 74%
Ratio Requested and Received	33%	23%x	41%xa	18%	42%xc	22%	42%xi	37%x	-	29%x	46%yg
Ratio Offered/ Requested and Received	15%	10%	20%xa	7%	22%xc	9%	23%xi	18%x	-	15%	17%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

### Sample: Aware of Travellers Rights (Q29)

Table 113

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	579	360	212	71	140	118	90	64	96	47	24	50	41	59	44	31	57	103	75	36	13	204	375
	55%hu	57%	52%	56%	64%xfgh	64%xfgh	52%	51%	44%	54%	53%	47%	55%	54%	59%	57%	58%	66%xkrst	53%	49%	47%	37%	76%xu
The airline offered this	443	261	177	51	97	91	71	53	81	35	20	38	32	40	31	23	37	82	63	29	13	157	286
	42%u	41%	44%	40%	44%	49%xh	41%	42%	37%	40%	43%	35%	43%	37%	42%	42%	38%	52%xkmp	45%	39%	47%	28%	58%xu
I requested this	224	150	68	33	67	54	32	16	21	14	8	22	14	27	17	11	23	53	20	12	2	67	157
	21%bghrtu	24%xb	17%	26%gh	31%xfgh	29%xfgh	18%h	13%	10%	16%	18%	20%	19%	25%t	23%	20%	24%t	34%xiiklrs	14%	17%	8%	12%	32%xu
I received this	235	146	85	21	52	45	46	28	44	24	9	24	17	22	12	13	23	34	29	23	6	93	142
	22%u	23%	21%	16%	24%	24%	26%	22%	20%	28%	20%	22%	23%	20%	16%	23%	23%	22%	21%	31%	21%	17%	29%xu
Not applicable	409	240	167	54	68	59	68	53	108	33	16	49	27	47	26	22	37	45	63	33	11	312	97
	39%deqv	38%	41%	43%	31%	32%	39%	42%d	49%xde	38%	35%	45%q	37%	44%q	35%	40%	38%	29%	45%q	45%q	40%	56%xv	20%
Ratio Requested and Received	105%	97%x	126%xa	64%xd	77%x	83%xd	143%xcde	175%xcde	205%xcdef	172%xq	113%	109%xmnpq	117%xq	83%xq	71%xmnpq	117%xq	99%xmnpq	65%x	145%xmnpq	181%x	265%x	140%xv	90%x
Ratio Offered/ Requested and Received	41%	41%x	40%x	29%x	37%x	38%x	51%xd	43%xdeh	46%x	51%xmnpqr	38%	47%xqr	42%xmnpqr	38%xq	27%xq	41%xklmnpqr	40%xqr	33%x	39%x	63%xiklmnpqr	44%xiklmnpqr	46%x	38%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Aware of Travellers Rights (Q29)

Table 114

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	579 55%fm	134 53%	445 56%	296 57%	283 54%	115 64%xf	463 54%	38 45%	21 44%	554 55%	25 66%	344 57%	235 53%	230 50%	349 59%xm
The airline offered this	443 42%	108 43%	335 42%	214 41%	229 44%	83 46%	360 42%	31 37%	17 34%	429 43%	15 39%	270 45%	174 39%	196 43%	247 42%
I requested this	224 21%dfm	52 21%	171 22%	129 25%xd	95 18%	61 34%xf	162 19%	19 22%	10 21%	209 21%	15 39%xi	126 21%	97 22%	57 12%	167 28%xm
I received this	235 22%ln	64 25%	172 22%	111 21%	124 24%	37 21%	198 23%	15 18%	8 17%	224 22%	11 28%	153 25%xl	82 19%	117 26%xn	118 20%
Not applicable	409 39%kn	101 40%	309 39%	204 39%	205 39%	59 33%	350 40%	42 50%	27 56%x	398 39%	11 28%	220 36%	189 43%	196 43%xn	213 36%
Ratio Requested and Received	105%	122%xb	100%x	87%x	131%xc	61%xf	122%x	83%x	82%x	107%x	73%xi	121%x	85%x	207%xn	71%x
Ratio Offered/ Requested and Received	41%	47%xb	39%x	38%x	44%x	33%xf	43%x	41%x	39%yg	41%	43%xi	44%x	35%x	51%xn	34%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 115

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	579 55%	235 54%	225 57%	277 58%	193 53%	330 57%	153 55%	527 55%	52 64%	409 56%	170 54%
The airline offered this	443 42%	186 43%	168 43%	225 47%xd	139 38%	265 46%x	108 39%	404 42%	40 49%	298 41%	146 46%
I requested this	224 21%	90 21%	83 21%	98 20%	79 22%	123 21%	64 23%	204 21%	20 25%	168 23%	56 18%
I received this	235 22%	103 24%	92 23%	114 24%	82 23%	139 24%	71 26%	224 23%	11 14%	153 21%	82 26%
Not applicable	409 39%	168 39%	145 37%	172 36%	150 41%	213 37%	105 38%	383 40%	26 33%	291 40%	118 38%
Ratio Requested and Received	105%	114%x	111%x	117%x	103%x	113%x	111%xi	110%x	55%xe	91%x	147%yg
Ratio Offered/ Requested and Received	41%	44%x	41%x	41%x	43%x	42%x	47%xi	43%x	21%xe	37%x	48%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used. \* small base**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Aware of Travellers Rights (Q29)

Table 116

Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.

- Vouchers (e.g. for meals or a hotel stay)

Base: All respondents

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	452 43%i	273 43%	174 43%	42 33%	100 46%	95 52%xcfh	69 40%	58 46%	88 40%	28 32%	22 48%	44 40%	39 52%i	45 42%	26 36%	30 55%i	41 42%	85 54%xiknrt	54 38%	30 41%	10 35%	226 41%	226 46%
The airline offered this	346 33%c	204 32%	139 34%	26 20%	69 32%	73 40%xc	54 31%	49 38%c	76 35%c	21 24%	18 39%	37 34%	32 43%ip	34 31%	22 30%	21 39%	26 27%	63 40%xip	43 31%	20 28%	9 32%	178 32%	168 34%
I requested this	125 12%hu	79 13%	44 11%	20 16%h	36 16%xfgh	28 15%h	16 9%	11 9%	14 6%	7 9%	5 11%	9 9%	7 9%	14 13%	6 8%	12 23%xxiknrt	17 17%	24 15%	11 8%	11 15%	1 5%	53 10%	72 15%xu
I received this	214 20%	135 21%	77 19%	22 18%	45 21%	31 17%	32 18%	27 22%	57 26%xe	15 17%	11 23%	23 21%	17 23%	21 19%	10 14%	24 44%xxiklmn pqrst	23 23%	26 17%	25 18%	15 20%	5 18%	112 20%	102 21%
Not applicable	502 48%oq	301 48%	198 49%	76 60%de	95 44%	77 42%	92 53%e	61 48%	100 46%	51 59%loq	17 37%	52 48%q	30 41%	58 53%oq	43 58%oq	17 31%	48 50%oq	55 35%	76 54%oq	39 54%oq	15 55%oq	279 50%	223 45%
Ratio Requested and Received	171%	169%x	178%xa	112%xde	125%x	108%x	195%xde	252%x	417%x	195%x	207%	250%x	245%x	150%xq	168%x	194%x	137%xq	111%x	222%x	137%x	330%x	214%xv	140%x
Ratio Offered/ Requested and Received	47%	49%x	45%x	54%xdef	45%x	32%x	46%xe	47%xdef	65%xde	53%xmqr	49%	53%xqr	43%xmqr	46%xq	39%xqr	81%xxiklmn pqr	56%xmqr	31%x	47%xq	48%xxkmqr	50%xxiklmn pqrs	50%x	45%x

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 117

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
					UK (d)										
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	452 43% <sup>c</sup>	114 45%	339 43%	208 40%	244 46% <sup>xc</sup>	86 48%	366 42%	39 46%	23 46%	434 43%	18 48%	263 44%	190 43%	185 40%	267 45%
The airline offered this	346 33%	79 31%	267 34%	161 31%	186 35%	56 31%	290 34%	25 30%	16 33%	335 33%	11 30%	204 34%	142 32%	152 33%	195 33%
I requested this	125 12% <sup>f</sup>	38 15%	87 11%	56 11%	69 13%	38 21% <sup>xf</sup>	87 10%	23 27% <sup>x</sup>	7 13%	118 12%	7 19%	67 11%	58 13%	45 10%	80 14%
I received this	214 20% <sup>n</sup>	57 23%	157 20%	97 19%	117 22%	33 18%	181 21%	22 27% <sup>h</sup>	5 9%	205 20%	9 24%	125 21%	89 20%	108 24% <sup>xn</sup>	106 18%
Not applicable	502 48% <sup>n</sup>	108 43%	393 50%	267 51% <sup>xd</sup>	235 45%	85 47%	417 48%	39 46%	26 54%	488 48%	12 33%	287 48%	215 48%	236 52% <sup>xn</sup>	265 45%
Ratio Requested and Received	171%	151% <sup>xb</sup>	180% <sup>x</sup>	173% <sup>x</sup>	170% <sup>x</sup>	87% <sup>xf</sup>	208% <sup>x</sup>	99% <sup>x</sup>	69% <sup>x</sup>	174% <sup>x</sup>	128% <sup>xi</sup>	187% <sup>x</sup>	153% <sup>x</sup>	238% <sup>xn</sup>	133% <sup>x</sup>
Ratio Offered/ Requested and Received	47%	51% <sup>xb</sup>	46% <sup>x</sup>	47% <sup>x</sup>	48% <sup>x</sup>	39% <sup>xf</sup>	49% <sup>x</sup>	58% <sup>xh</sup>	20% <sup>x</sup>	47%	49% <sup>xi</sup>	48% <sup>x</sup>	47% <sup>x</sup>	58% <sup>xn</sup>	40% <sup>x</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Aware of Travellers Rights (Q29)

Table 118

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	452 43%	188 44%	160 41%	216 45%	153 42%	260 45%	109 39%	418 43%	34 42%	311 42%	141 45%
The airline offered this	346 33%	151 35%	122 31%	171 36%	111 30%	206 36%	80 29%	324 33%	23 28%	237 32%	110 35%
I requested this	125 12%	48 11%	43 11%	55 11%	47 13%	66 11%	33 12%	114 12%	11 14%	93 13%	32 10%
I received this	214 20%	93 22%	80 20%	109 23%	74 20%	131 23%	55 20%	198 21%	16 19%	137 19%	77 24%
Not applicable	502 48%h	206 48%	195 49%	222 46%	176 48%	267 46%	141 51%	464 48%	37 46%	367 50%hx	134 43%
Ratio Requested and Received	171%	193%x	188%x	201%x	157%x	198%x	168%xi	174%x	140%xe	148%x	241%gx
Ratio Offered/ Requested and Received	47%	49%x	50%x	51%x	48%x	50%x	51%xi	47%x	46%xe	44%x	54%gx

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 119

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Other****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	1034	630	394	59	239	204	172	153	207	82	33	110	74	107	66	53	94	168	135	72	40	549	485
Weighted Base	1047	630	408	127*	218	184	173	126	218	87*	46**	108	74*	109*	74*	54*	97*	157	140	73*	28*	553	494
NET: Offered/ Requested	34 3%	19 3%	15 4%	2 2%	7 3%	6 3%	5 3%	7 5%	8 4%	6 6%km	4 8%	1 1%	1 1%	1 1%	1 1%	- -	2 3%	12 8%xxkmos	6 4%	1 1%	- -	14 2%	21 4%
The airline offered this	21 2%	9 1%	12 3%	2 2%	2 1%	4 2%	2 1%	4 3%	7 3%	4 4%k	4 8%	- -	1 1%	1 1%	1 1%	- -	2 2%	5 3%	5 3%	- -	- -	11 2%	10 2%
I requested this	13 1%u	10 2%	4 1%	- -	5 2%	2 1%	3 2%	2 2%	1 *	2 2%	- -	1 1%	- -	- -	- -	- -	1 1%	8 5%xm	1 1%	1 1%	- -	3 1%	10 2%xu
I received this	14 1%	9 1%	5 1%	- -	2 1%	3 1%	2 1%	3 2%	4 2%	- -	- -	- -	2 2%	- -	3 4%	- -	1 1%	4 3%	2 2%	1 1%	1 3%	5 1%	9 2%
Not applicable	1004 96%q	606 96%	388 95%	125 98%	209 96%	177 96%	168 97%	118 93%	207 95%	82 94%	42 92%	107 99%iq	72 98%	108 99%iq	71 96%	54 100%q	94 96%	142 91%	133 95%	72 98%	27 97%	535 97%	469 95%
Ratio Requested and Received	103% ciklmnot	90% x	139% xa	-	47% xc	159% xcdf	66% xcd	104% xcdf	471% x	-	-	-	-	-	-	-	110% xiklmnot	54% xiklmnot	259% x	100% xiklmnot	-	171% xv	85% x
Ratio Offered/ Requested and Received	40% k	46% x	32% x	-	35% xc	46% xcd	40% xc	39% xcd	50% xc	-	-	-	180% xkmq	-	277% x	-	38% xikmoqt	34% xikmot	41% xikmot	100% xikmopqr	-	34% x	43% x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 120

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Other****Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	1034	257	777	515	519	170	864	77	49	996	37	603	431	451	583
Weighted Base	1047	253	794	521	526	181	866	84*	49*	1008	38*	603	444	457	590
NET: Offered/ Requested	34 3%	12 5%	23 3%	14 3%	20 4%	6 3%	28 3%	3 3%	- -	33 3%	2 5%	22 4%	13 3%	15 3%	20 3%
The airline offered this	21 2%	8 3%	13 2%	10 2%	11 2%	5 3%	16 2%	2 2%	- -	21 2%	- -	13 2%	8 2%	9 2%	12 2%
I requested this	13 1%	4 1%	9 1%	5 1%	9 2%	1 *	12 1%	1 1%	- -	12 1%	2 5%	9 1%	4 1%	5 1%	8 1%
I received this	14 1%l	6 2%	7 1%	6 1%	7 1%	- -	14 2%	- 2%	1 2%	14 1%	- -	12 2%xl	2 *	7 2%	7 1%
Not applicable	1004 96%	240 95%	764 96%	503 96%	501 95%	175 97%	829 96%	81 97%	48 98%	967 96%	36 95%	574 95%	429 97%	439 96%	565 96%
Ratio Requested and Received	103%egh	168%xb	77%	137%xd	85% x	-	110% xe	-	-	118% xj	-	135% xl	38%	131% xn	84% x
Ratio Offered/ Requested and Received	40%e	53% xb	33%	44% x	37% x	-	48% xe	-	-	42% x	-	55% xl	13%	47% xn	34% x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Aware of Travellers Rights (Q29)**

Table 121

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Other****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	1034	424	397	467	368	569	281	957	77	721	313
Weighted Base	1047	431	394	481	365	580	276	967	80*	733	314
NET: Offered/ Requested	34 3%	14 3%	15 4%	15 3%	12 3%	20 3%	9 3%	33 3%	2 2%	26 3%	9 3%
The airline offered this	21 2%	11 2%	6 2%	14 3%	4 1%	16 3%	2 1%	20 2%	1 1%	15 2%	6 2%
I requested this	13 1%ci	4 1%	9 2%	2 *	8 2%c	4 1%	7 2%i	12 1%	1 1%	10 1%	3 1%
I received this	14 1%g	6 1%	6 1%	6 1%	5 1%	7 1%	4 2%	13 1%	1 1%	5 1%	8 3% <sub>g</sub>
Not applicable	1004 96%	413 96%	376 95%	460 96%	351 96%	555 96%	265 96%	925 96%	79 98%	704 96%	299 95%
Ratio Requested and Received	103% <sub>g</sub>	173% <sub>xb</sub>	66% <sub>x</sub>	331% <sub>xd</sub>	68% <sub>x</sub>	196% <sub>xj</sub>	61% <sub>x</sub>	103% <sub>x</sub>	96% <sub>xe</sub>	50%	303% <sub>xg</sub>
Ratio Offered/ Requested and Received	40% <sub>g</sub>	44% <sub>x</sub>	39% <sub>x</sub>	39% <sub>x</sub>	44% <sub>x</sub>	35% <sub>x</sub>	45% <sub>xi</sub>	39%	49% <sub>xe</sub>	20%	96% <sub>xg</sub>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 122

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	271 28%bu	155 33%xb	115 24%	17 20%	55 45%xc	39 28%efgh	51 31%	48 25%	61 24%	23 29%	13 37%	35 31%	27 30%	14 21%	20 28%	12 30%	23 25%	31 30%	37 27%	29 29%	7 24%	157 22%	114 47%xu
The airline offered this	69 7%u	35 7%	32 7%	6 7%	10 8%	9 6%	11 7%	12 6%	21 8%	3 4%	- -	9 8%	13 14%xi	5 8%	6 8%	4 11%p	2 3%	9 9%	8 6%	5 5%	3 11%	38 5%	31 13%xu
I requested this	210 22%bhu	125 26%xb	85 18%	11 13%	46 38%xc	32 23%efgh	41 25%h	39 20%	42 16%	20 25%	13 37%	26 23%	16 18%	10 14%	16 22%	7 19%	21 22%	22 22%	29 21%	26 26%	4 13%	123 17%	87 36%xu
I received this	80 8%u	42 9%	38 8%	2 3%	11 9%	13 9%	18 11%	18 9%	18 7%	7 8%	3 8%	12 10%	8 9%	4 6%	8 11%	5 13%	4 5%	10 9%	10 7%	9 9%	1 3%	49 7%	31 13%xu
Not applicable	662 69%adv	306 65%	354 73%xa	67 80%d	64 53%	99 69%d	107 66%d	138 71%d	187 74%d	55 69%	21 63%	72 64%	62 69%	53 79%k	50 69%	28 70%	66 72%	69 66%	99 72%	65 65%	23 76%	542 76%xv	120 49%
Ratio Requested and Received	38%	33%x	45%x	19%x	24%x	41%hx	44%hx	46%hx	43%x	32%xpr	22%	44%xpr	51%xi kpqr s	42%xi kpqr s	50%xi kpqr s	67%xi klpq rs	21%xs	44%xpr	35%xs	33%xs	20%xi kpqr s	40%xs	36%xs
Ratio Offered/ Requested and Received	29%	27%x	33%x	12%x	20%x	33%hx	35%hx	36%hx	30%x	28%xr	22%	34%x	31%xr	29%xpr	38%xi klpq rs	42%xi klmn pqrst	19%xs	32%x	28%x	29%x	11%xs	31%xs	27%xs

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 123

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	271 28%	101 30%	171 27%	127 29%	144 28%	31 35%	240 28%	17 39%	7 25%	248 28%	22 30%	144 28%	127 29%	109 28%	162 28%
The airline offered this	69 7%l	23 7%	45 7%	33 7%	36 7%	4 4%	65 7%	3 6%	1 4%	62 7%	7 9%	45 9%	24 5%	30 8%	39 7%
I requested this	210 22%f	80 24%	130 21%	101 23%	109 21%	28 32%xf	181 21%	16 35%x	6 21%	193 22%	16 21%	106 20%	104 24%	80 21%	130 23%
I received this	80 8%df	23 7%	57 9%	52 12%xd	28 5%	13 15%xf	67 8%	7 15%	1 3%	70 8%	9 13%	46 9%	34 8%	28 7%	51 9%
Not applicable	662 69%eg	228 68%	435 70%	298 67%	364 71%	52 59%	610 70%e	25 55%	20 72%	614 70%	48 65%	356 69%	306 69%	267 69%	395 69%
Ratio Requested and Received	38%	28%x	44%x	52%xd	25%	47%xf	37%	42%x	14%	36%	60%xi	44%x	32%x	35%x	40%x
Ratio Offered/ Requested and Received	29%	23%x	34%x	41%xd	19%	43%xf	28%	38%x	11%	28%	42%xi	32%x	26%x	26%x	32%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 124

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Compensation (e.g. set payment for a delay or cancellation beyond a certain time)**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	271 28%	66 29%	167 32%x	65 27%	163 32%x	89 27%	135 33%x	229 28%	42 27%	176 28%	95 28%
The airline offered this	69 7%d	21 9%	38 7%	27 11%xd	26 5%	32 10%x	26 6%	62 8%	6 4%	41 7%	28 8%
I requested this	210 22%c	47 20%	134 26%x	40 17%	142 28%xc	59 18%	114 27%xi	173 22%	37 24%	142 23%	68 20%
I received this	80 8%	21 9%	42 8%	31 13%xd	37 7%	37 11%xj	28 7%	73 9%	7 5%	53 8%	27 8%
Not applicable	662 69%bd	159 69%	339 66%	165 69%	335 66%	223 69%	272 66%	553 69%	109 71%	425 69%	237 70%
Ratio Requested and Received	38%	45%xb	31%x	77%xd	26%	62%xj	25%x	42%x	19%xe	37%x	40%yg
Ratio Offered/ Requested and Received	29%	32%xb	25%x	48%xd	23%x	42%xj	21%x	32%x	17%xe	30%x	29%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 125

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239	
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243	
NET: Offered/ Requested	180 19%bh	105 22%xb	74 15%	18 21%	42 34%xfgh	22 16%	28 17%	37 19%	33 13%	17 21%	6 18%	18 16%	10 12%	16 24%o	8 11%	3 7%	16 17%	30 29%xklno	26 19%	21 21%o	7 24%o	86 12%	94 38%xu	
The airline offered this	60 6%u	35 7%	25 5%	4 5%	12 10%	9 6%	12 8%	9 5%	13 5%	8 10%ko	3 8%	3 2%	5 5%	7 10%kno	1 1%	- -	6 6%	12 12%xknor	5 3%	8 8%	3 11%kno	19 3%	40 17%xu	
I requested this	124 13%bhu	74 16%xb	49 10%	13 16%	30 25%xfgh	13 9%	17 10%	28 15%	22 9%	9 12%	4 11%	16 14%	8 8%	9 14%	7 9%	3 7%	10 11%	19 18%	23 17%	13 13%	4 13%	67 9%	57 23%xu	
I received this	52 5%u	32 7%	20 4%	7 8%	11 9%x	5 4%	7 4%	10 5%	12 5%	5 6%	1 4%	6 6%	8 9%	3 5%	6 9%	1 2%	8 9%	5 5%	4 3%	4 4%	1 4%	21 3%	31 13%xu	
Not applicable	763 80%adqv	361 76%	400 83%xa	64 77%	75 62%	120 84%d	132 82%d	154 79%d	217 86%xd	62 78%	28 82%	91 81%	76 85%q	51 76%	60 83%	37 93%ximqst	73 80%	73 70%	110 81%	78 78%	23 76%	622 87%xv	141 58%	
Ratio Requested and Received	42%	44%x	41%x	50%xd	37%yg	41%yg	40%g	35%g	56%g	51%kqrs	41%	40%xr	104%xi	36%kqrs	91%xi	23%kqrs	80%xi	26%xr	17%g	28%xr	31%xi	32%	55%xu	
Ratio Offered/ Requested and Received	29%	31%x	27%x	38%xd	27%yg	24%g	24%g	27%g	38%g	28%xqrs	24%	34%xqrs	76%xi	21%xqrs	79%xi	23%xi	52%xi	16%g	15%g	17%g	17%xkmqrs	25%	33%xu	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 126

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	180 19%	71 21%	108 17%	92 21%	87 17%	20 22%	160 18%	11 24%	4 16%	168 19%	12 16%	95 18%	85 19%	71 18%	109 19%
The airline offered this	60 6%ad	12 4%	47 8%xa	36 8%xd	24 5%	8 9%	52 6%	4 9%	1 3%	57 6%	3 4%	39 8%	21 5%	26 7%	34 6%
I requested this	124 13%b	60 18%xb	64 10%	60 14%	64 12%	13 15%	111 13%	8 17%	4 13%	115 13%	9 12%	59 11%	65 15%	48 12%	76 13%
I received this	52 5%h	14 4%	39 6%	30 7%	22 4%	7 8%	46 5%	6 13%h	- -	49 6%	2 3%	34 6%	19 4%	29 7%hn	24 4%
Not applicable	763 80%	261 78%	502 81%	343 77%	420 82%	67 76%	696 80%	33 74%	24 84%	700 79%	62 84%	411 80%	351 79%	306 80%	456 80%
Ratio Requested and Received	42%	23%x	60%x	50%xd	35%x	50%xf	41%	74%x	-	43%x	25%xi	57%xl	29%x	60%xn	31%
Ratio Offered/ Requested and Received	29%	19%x	36%x	33%x	26%x	33%xf	29%	54%x	-	29%	18%xi	35%x	22%x	41%xn	22%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 127

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Refund (e.g. the cost of the flight)**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	180 19%ae	33 14%	114 22%xa	36 15%	123 24%xc	47 15%	99 24%xi	141 18%	39 25%e	134 22%xh	45 13%
The airline offered this	60 6%	15 7%	30 6%	18 7%	31 6%	23 7%	25 6%	55 7% <sup>x</sup>	4 3%	43 7%	17 5%
I requested this	124 13%ace	19 8%	86 17%xa	20 8%	95 19%xc	27 8%	76 18%xi	90 11%	34 22%xe	94 15% <sup>xh</sup>	30 9%
I received this	52 5%aci	7 3%	38 7%xa	7 3%	43 8%xc	10 3%	37 9%xi	47 6%	6 4%	36 6%	16 5%
Not applicable	763 80%bdg	196 85%xb	392 76%	201 84% <sup>d</sup>	373 73%	274 85% <sup>xj</sup>	305 73%	650 81% <sup>x</sup>	113 74%	473 76%	290 85% <sup>xg</sup>
Ratio Requested and Received	42%	35% <sup>xb</sup>	44% <sup>x</sup>	37% <sup>xd</sup>	45% <sup>x</sup>	36% <sup>x</sup>	50% <sup>x</sup>	52% <sup>x</sup>	17% <sup>x</sup>	38% <sup>x</sup>	54% <sup>xg</sup>
Ratio Offered/ Requested and Received	29%	21% <sup>x</sup>	33% <sup>x</sup>	20% <sup>x</sup>	35% <sup>x</sup>	21% <sup>x</sup>	38% <sup>x</sup>	33% <sup>x</sup>	15% <sup>xe</sup>	27% <sup>x</sup>	36% <sup>xg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 128

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239	
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243	
NET: Offered/ Requested	281	151	129	20	43	33	50	61	74	33	9	38	19	20	11	13	25	40	39	28	6	176	105	
	29%nu	32%	27%	24%	36%e	23%	31%	31%	29%	41%xlnt	26%	34%n	21%	30%	16%	33%n	27%	38%xlnt	29%	28%	20%	25%	43%xu	
The airline offered this	137	74	63	2	19	18	23	32	42	17	-	15	12	10	5	8	15	18	23	10	4	95	42	
	14%c	16%	13%	3%	16%c	13%	14%c	16%c	17%c	21%ln	-	13%	14%	16%	7%	20%ln	16%	17%	17%	10%	12%	13%	17%	
I requested this	151	83	67	18	25	16	30	29	34	17	9	23	8	9	7	5	11	22	19	19	3	83	68	
	16%u	18%	14%	21%	21%e	11%	19%	15%	13%	21%l	26%	20%l	9%	14%	9%	13%	12%	21%ln	14%	19%	11%	12%	28%xu	
I received this	93	54	39	4	13	8	18	21	29	7	3	8	10	11	7	4	9	14	9	8	4	55	38	
	10%u	11%	8%	5%	10%	6%	11%	11%	11%	8%	9%	7%	11%	16%r	9%	11%	10%	13%	7%	8%	13%	8%	16%xu	
Not applicable	640	300	338	60	74	106	106	126	169	47	25	70	65	43	58	25	63	58	96	69	22	512	128	
	67%aqv	63%	70%xa	71%	61%	74%xd	66%	65%	67%	59%	74%	62%	72%q	65%	80%xikq	63%	68%	56%	70%q	68%	72%	72%xv	53%	
Ratio Requested and Received	61%	65%x	58%x	25%x	50%x	52%x	61%x	73%x	84%x	40%xkr	34%	35%x	127% s	114% xkrs	100% xikqrs	82% xkrs	81% xikqrs	63% xkrs	48%x	43%x	118% xr	66%x	56% xu	
Ratio Offered/ Requested and Received	33%	36%x	30%x	22%x	29% xh	25%x	37%x	34%x	39%x	21%x	34%	21%x	52% s	54% xiklpqrs	59% xiklpqrs	32% xiklpqrs	35% xkr	35% xkr	23%x	29% xr	63% xiklpqrs	31% x	36% xu	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 129

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	281 29%b	116 35%xb	165 26%	121 27%	160 31%	26 29%	255 29%	16 36%	9 32%	255 29%	26 36%	149 29%	132 30%	111 29%	170 30%
The airline offered this	137 14%	54 16%	83 13%	56 13%	81 16%	12 14%	125 14%	8 19%	3 10%	121 14%	16 21%	77 15%	60 14%	61 16%	76 13%
I requested this	151 16%b	66 20%xb	86 14%	67 15%	84 16%	14 16%	137 16%	9 19%	6 22%	140 16%	11 15%	78 15%	73 16%	55 14%	96 17%
I received this	93 10%	39 12%	54 9%	44 10%	49 9%	7 8%	86 10%	5 10%	3 10%	83 9%	10 13%	49 9%	44 10%	39 10%	54 9%
Not applicable	640 67%aj	204 61%	436 70%xa	301 68%	339 66%	60 68%	580 67%	27 61%	19 68%	598 68%xj	41 55%	346 67%	294 66%	259 67%	381 66%
Ratio Requested and Received	61%	60%xb	63%x	66%x	58%x	52%xf	63%x	53%x	44%	59%	92%xi	62%x	61%x	70%xn	57%xn
Ratio Offered/ Requested and Received	33%	34%xb	33%x	36%x	31%x	29%xf	33%	28%x	31%	33%	38%xi	33%x	34%x	35%x	32%xn

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 130

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Reimbursement (e.g. expenses incurred, such as food and drink purchased during the disruption)**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	281 29%h	70 31%	155 30%	81 34%	155 30%	99 31%	123 30%	232 29%	49 32%	197 32% <sup>xh</sup>	84 25%
The airline offered this	137 14% <sup>bdj</sup>	48 21% <sup>xb</sup>	61 12%	58 24% <sup>xd</sup>	50 10%	65 20% <sup>xj</sup>	39 9%	121 15%	15 10%	95 15%	42 13%
I requested this	151 16% <sup>acei</sup>	25 11%	96 19% <sup>xa</sup>	28 12%	107 21% <sup>xc</sup>	39 12%	86 21% <sup>xi</sup>	118 15%	33 22%	107 17%	44 13%
I received this	93 10% <sup>h</sup>	22 9%	55 11%	26 11%	45 9%	33 10%	40 10%	79 10%	14 9%	71 12% <sup>xh</sup>	22 6%
Not applicable	640 67% <sup>g</sup>	151 65%	340 66%	152 63%	334 66%	212 66%	276 67%	546 68%	94 61%	395 64%	245 72% <sup>xg</sup>
Ratio Requested and Received	61%	88% <sup>xb</sup>	57% <sup>x</sup>	93% <sup>xd</sup>	42% <sup>x</sup>	85% <sup>xj</sup>	47% <sup>x</sup>	67% <sup>x</sup>	42% <sup>xe</sup>	66% <sup>x</sup>	49% <sup>x</sup>
Ratio Offered/ Requested and Received	33%	31% <sup>xb</sup>	35% <sup>x</sup>	32% <sup>xd</sup>	29% <sup>x</sup>	33% <sup>x</sup>	33% <sup>x</sup>	34% <sup>x</sup>	28% <sup>xe</sup>	36% <sup>x</sup>	26% <sup>x</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 131

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	346 36%bhu	191 40%xb	154 32%	27 32%	56 46%xgh	50 35%	69 42%h	67 35%	77 31%	35 44%o	17 51%	37 33%	27 30%	22 33%	24 33%	10 25%	35 38%	45 43%o	45 33%	37 37%	11 35%	179 25%	167 69%xu
The airline offered this	277 29%u	144 30%	133 28%	22 26%	42 35%h	43 30%	54 33%	53 27%	63 25%	25 31%	13 38%	30 27%	21 23%	19 28%	19 26%	10 25%	31 34%	34 33%	38 28%	28 28%	9 28%	153 21%	123 51%xu
I requested this	84 9%bu	56 12%xb	27 6%	5 5%	16 13%h	9 7%	21 13%xh	17 9%	16 6%	12 15%o	5 14%	8 7%	7 8%	4 6%	7 10%	1 2%	6 6%	13 12%o	8 6%	11 11%	2 7%	29 4%	54 22%xu
I received this	151 16%u	84 18%	68 14%	5 5%	25 21%cg	31 21%xcg	29 18%c	25 13%	36 14%	21 26%xklp	4 11%	14 12%	12 13%	10 14%	14 19%	5 12%	13 14%	19 18%	22 16%	15 15%	5 17%	83 12%	68 28%xu
Not applicable	560 58%adv	257 54%	301 62%xa	57 68%d	59 48%	80 56%	86 53%	120 62%d	158 62%d	39 49%	15 45%	71 63%	58 65%ai	40 60%	44 61%	28 71%iq	53 58%	53 51%	83 61%	56 56%	18 58%	500 70%xv	59 24%
Ratio Requested and Received	181%	150%x	250%xa	102%xfgh	159%yg	330%x	139%yg	148%x	227%yg	181%x	79%	168%x	165%x	224%x	189%x	683%x	214%x	148%x	261%x	132%x	253%x	283%x	126%xu
Ratio Offered/ Requested and Received	44%	44%x	44%x	17%x	46%xcfgh	61%xcfgh	43%x	37%x	47%x	60%xklpqrs	21%	37%x	43%xx	44%xxkpqrs	56%xxklpqrs	49%xxiklmnpqrs	36%xpqrs	42%x	48%x	39%x	49%xxiklmnpqrs	46%xpqrs	41%xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 132

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	346 36%	112 33%	233 38%	169 38%	177 34%	31 35%	315 36%	17 39%	9 31%	318 36%	27 36%	193 37%	153 35%	143 37%	203 35%
The airline offered this	277 29%	90 27%	187 30%	131 30%	145 28%	25 28%	252 29%	13 28%	8 28%	259 29%	17 22%	161 31%	116 26%	118 31%	159 28%
I requested this	84 9% <i>i</i>	28 8%	56 9%	42 10%	42 8%	8 9%	76 9%	6 14%	1 3%	73 8%	11 15%	42 8%	42 9%	34 9%	50 9%
I received this	151 16% <i>fj</i>	49 14%	103 17%	74 17%	77 15%	26 29% <i>xf</i>	126 14%	11 25%	5 19%	147 17% <i>xj</i>	4 6%	87 17%	64 15%	68 18%	84 15%
Not applicable	560 58%	204 61%	356 57%	247 56%	312 61%	44 50%	516 59%	23 52%	15 53%	514 58%	45 61%	299 58%	261 59%	220 57%	340 59%
Ratio Requested and Received	181%	175% <i>xb</i>	183% <i>x</i>	176% <i>x</i>	186% <i>x</i>	310% <i>xf</i>	167%	173% <i>x</i>	540%	203% <i>x</i>	38% <i>xi</i>	207% <i>x</i>	154% <i>x</i>	197% <i>xn</i>	169% <i>x</i>
Ratio Offered/ Requested and Received	44%	43% <i>xb</i>	44% <i>x</i>	44% <i>x</i>	44% <i>x</i>	82% <i>xf</i>	40%	64% <i>x</i>	60%	46% <i>x</i>	16% <i>xi</i>	45% <i>x</i>	42% <i>x</i>	47% <i>xn</i>	41% <i>x</i>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 133

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with the same airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	346 36%eh	81 35%	197 38%	92 38%	194 38%	119 37%	161 39%	279 35%	66 43%	251 41%xh	95 28%
The airline offered this	277 29%h	72 31%	154 30%	79 33%	147 29%	101 31%	121 29%	230 29%	47 30%	202 33%xh	75 22%
I requested this	84 9%aeh	11 5%	53 10%a	14 6%	60 12%xc	21 7%	49 12%xi	63 8%	21 13%e	63 10%	21 6%
I received this	151 16%	36 16%	88 17%	38 16%	76 15%	53 16%	62 15%	134 17%	18 12%	104 17%	47 14%
Not applicable	560 58%g	138 60%	287 55%	140 58%	286 56%	190 59%	233 56%	479 60%	81 53%	337 54%	223 66%yg
Ratio Requested and Received	181%	332%xb	166%x	262%xd	128%x	249%xj	126%x	212%x	86%xe	166%x	224%yg
Ratio Offered/ Requested and Received	44%	45%xb	45%x	41%xd	39%x	44%x	38%x	48%x	27%xe	41%x	50%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 134

Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.

- Rebooking to an alternative flight with a different airline

Base: All respondents

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	94 10%u	49 10%	45 9%	11 13%	20 16% xegh	12 8%	20 12%	14 7%	18 7%	4 4%	4 11%	8 7%	7 7%	3 4%	8 11%	2 5%	14 15% im	20 19% xiklmor	11 8%	12 12%	3 9%	42 6%	52 22% xu
The airline offered this	41 4%u	19 4%	22 4%	5 5%	7 6%	7 5%	7 5%	5 3%	9 4%	- -	3 8%	3 3%	3 4%	2 3%	3 4%	1 4%	8 8% i	10 9% xir	3 2%	3 3%	1 4%	21 3%	20 8% xu
I requested this	54 6%u	30 6%	23 5%	7 8%	13 11% xegh	4 3%	12 8%	9 5%	8 3%	4 4%	1 3%	5 4%	3 4%	1 1%	5 7%	1 2%	7 7%	10 10% xm	7 5%	9 9%	2 5%	21 3%	33 13% xu
I received this	13 1%u	4 1%	8 2%	4 5% g	1 1%	3 2%	1 1%	1 *	4 1%	1 1%	2 6%	2 2%	2 2%	- -	- -	1 2%	4 4% xrs	2 2%	- -	- -	- -	7 1%	6 3%
Not applicable	856 89% dpqv	425 90%	431 89%	68 81%	101 83%	131 92% d	142 88%	180 93% cd	233 92% d	76 95% pq	29 86%	103 91% q	81 90%	64 96% pq	64 89%	37 95% q	75 82%	84 81%	126 92% pq	88 88%	28 91%	668 93% xv	188 77%
Ratio Requested and Received	25%	12%	33% xa	67% xdefgh	7% x	61% xdefgh	8%	8%	45% xdfg	22% xmnrs	184%	37% xmnrs	68% xikmnqrs	-	-	100% xkmnqrs	62% xikmnqrst	18% xmnrst	-	-	-	33% x	20% x
Ratio Offered/ Requested and Received	14%	8%	17% x	40% xdefgh	5% x	23% xdefgh	5%	5%	21% xfg	22% xmnqrs	58%	21% xmnqrs	33% xkmnqrst	-	-	34% xiklmnqrst	29% xkmnqrs	9% xmnrst	-	-	-	17% x	12% xu

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Not aware of Travellers Rights (Q29)

Table 135

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	94 10%	32 9%	63 10%	37 8%	57 11%	6 7%	88 10%	2 4%	2 7%	84 10%	10 14%	54 10%	40 9%	38 10%	56 10%
The airline offered this	41 4%	9 3%	31 5%	16 4%	25 5%	4 4%	37 4%	1 2%	1 3%	36 4%	5 7%	22 4%	19 4%	16 4%	25 4%
I requested this	54 6%	22 7%	32 5%	21 5%	32 6%	3 3%	51 6%	1 2%	1 3%	48 5%	5 7%	32 6%	22 5%	23 6%	31 5%
I received this	13 1%	3 1%	10 2%	6 1%	8 1%	- -	13 2%	- -	1 3%	12 1%	2 2%	7 1%	6 1%	6 2%	8 1%
Not applicable	856 89%	303 90%	553 89%	402 91%	453 88%	81 93%	774 89%	43 96%	25 90%	793 90%	62 84%	457 89%	398 90%	343 89%	512 89%
Ratio Requested and Received	25%	16%x	31%x	28%x	23%x	-	26%x	-	82%	25%	29%xi	22%x	29%x	26%x	24%x
Ratio Offered/ Requested and Received	14%	11%x	16%x	16%x	13%x	-	15%	-	41%	14%	15%xi	13%x	16%x	15%x	13%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 136

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Rebooking to an alternative flight with a different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	94	17	60	26	59	29	52	69	25	71	24
	10%eh	7%	12%	11%	12%	9%	13% <sup>x</sup>	9%	16% <sup>xe</sup>	11% <sup>xh</sup>	7%
The airline offered this	41	13	20	17	21	19	17	34	6	28	13
	4%	6%	4%	7% <sup>x</sup>	4%	6%	4%	4%	4%	5%	4%
I requested this	54	4	39	9	38	10	35	35	19	43	11
	6% <sup>aehi</sup>	2%	8% <sup>xa</sup>	4%	8% <sup>x</sup>	3%	8% <sup>xi</sup>	4%	12% <sup>xe</sup>	7% <sup>xh</sup>	3%
I received this	13	2	9	2	8	3	7	12	1	7	6
	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%
Not applicable	856	213	450	214	444	294	357	728	128	545	310
	89% <sup>bfi</sup>	92% <sup>b</sup>	87%	89%	87%	91%	86%	91% <sup>xf</sup>	83%	88%	91%
Ratio Requested and Received	25%	45% <sup>xb</sup>	22% <sup>x</sup>	20% <sup>xd</sup>	20% <sup>x</sup>	26% <sup>x</sup>	19% <sup>x</sup>	35% <sup>x</sup>	6%	17%	54% <sup>xg</sup>
Ratio Offered/ Requested and Received	14%	10% <sup>x</sup>	15% <sup>x</sup>	7% <sup>x</sup>	13% <sup>x</sup>	9% <sup>x</sup>	13% <sup>x</sup>	18% <sup>x</sup>	4%	10%	25% <sup>xg</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 137

Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.

- NET: Rebooking to an alternative flight with same/ different airline

Base: All respondents

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	370 39%bu	202 43%xb	167 35%	29 34%	59 49%xgh	53 37%	74 45%h	70 36%	86 34%	35 44%	19 54%	40 35%	30 33%	23 34%	24 33%	11 29%	39 43%	48 46%o	49 36%	40 40%	13 42%	189 27%	181 74%xu
The airline offered this	296 31%u	156 33%	140 29%	22 26%	48 39%xgh	46 32%	56 35%	55 28%	69 27%	25 31%	14 41%	33 29%	23 26%	20 29%	19 26%	11 29%	35 38%	38 36%	40 29%	28 28%	10 33%	161 23%	134 55%xu
I requested this	105 11%bou	64 14%xb	41 8%	9 10%	21 17%xeh	13 9%	24 15%h	20 10%	19 8%	12 15%o	5 14%	10 9%	9 10%	4 6%	7 10%	1 2%	8 8%	19 19%xkmopr	13 9%	15 15%o	3 9%	39 5%	66 27%xu
I received this	165 17%u	87 18%	75 16%	9 11%	26 22%g	33 23%yg	30 19%	26 13%	40 16%	22 27%xks	6 17%	16 14%	14 16%	10 14%	14 19%	6 14%	17 18%	21 20%	22 16%	15 15%	5 17%	90 13%	75 31%xu
Not applicable	529 55%adv	245 52%	284 59%xa	51 60%	55 45%	76 53%	82 51%	118 60%cd	147 58%cd	38 48%	13 39%	67 60%	53 60%	39 59%	44 61%	27 68%iq	46 50%	50 49%	80 59%	55 54%	16 52%	486 68%xv	43 18%
Ratio Requested and Received	156%	137%x	185%xa	102%xfgh	128%xfgh	262%x	126%yg	128%x	208%yg	188%x	127%	154%x	150%x	224%x	189%x	783%x	217%x	106%xs	170%x	98%x	183%x	229%x	113%xu
Ratio Offered/ Requested and Received	45%	43%x	45%x	31%ygh	45%yfgh	62%yfgh	41%y	37%y	47%y	63%yklpqrs	32%	39%y	47%ykrs	42%ykpqrs	56%yklpqrs	49%yiklmnpqrs	42%y	43%y	44%y	36%y	41%yiklmnpqrs	48%y	41%yu

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 138

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	370 39%	122 36%	248 40%	178 40%	192 37%	34 39%	336 39%	17 39%	9 31%	342 39%	28 37%	206 40%	165 37%	151 39%	220 38%
The airline offered this	296 31%	94 28%	202 32%	138 31%	158 31%	27 31%	268 31%	14 30%	8 28%	276 31%	18 25%	169 33%	126 29%	125 32%	171 30%
I requested this	105 11%	39 12%	67 11%	50 11%	56 11%	10 12%	95 11%	6 14%	1 3%	94 11%	11 15%	56 11%	49 11%	42 11%	64 11%
I received this	165 17% <sup>ff</sup>	52 16%	113 18%	80 18%	85 16%	26 29% <sup>xf</sup>	139 16%	11 25%	6 22%	159 18% <sup>xj</sup>	6 8%	94 18%	71 16%	74 19%	91 16%
Not applicable	529 55%	194 58%	335 54%	235 53%	294 57%	42 48%	487 56%	23 52%	14 51%	486 55%	43 58%	283 55%	246 56%	210 55%	319 56%
Ratio Requested and Received	156%	135% <sup>xb</sup>	169% <sup>x</sup>	161% <sup>xd</sup>	152% <sup>x</sup>	250% <sup>xf</sup>	146%	173% <sup>x</sup>	622%	169% <sup>x</sup>	52% <sup>xi</sup>	168% <sup>x</sup>	143% <sup>x</sup>	176% <sup>xn</sup>	143% <sup>x</sup>
Ratio Offered/ Requested and Received	45%	43% <sup>xb</sup>	45% <sup>x</sup>	45% <sup>x</sup>	44% <sup>x</sup>	75% <sup>xf</sup>	41%	64% <sup>x</sup>	69%	47% <sup>x</sup>	21% <sup>xi</sup>	46% <sup>x</sup>	43% <sup>x</sup>	49% <sup>xn</sup>	42% <sup>x</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 139

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- NET: Rebooking to an alternative flight with same/ different airline**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	370 39%eh	85 37%	213 41%	97 40%	210 41%	125 39%	174 42%	300 37%	71 46%	268 43%xh	102 30%
The airline offered this	296 31%h	75 33%	165 32%	84 35%	158 31%	106 33%	130 31%	248 31%	48 31%	214 35%xh	82 24%
I requested this	105 11%aeih	14 6%	70 13%xa	20 8%	74 15%xc	27 8%	63 15%xi	80 10%	26 17%xe	80 13%xh	26 8%
I received this	165 17%	38 17%	97 19%	40 16%	84 17%	55 17%	68 17%	146 18%	19 12%	111 18%	54 16%
Not applicable	529 55%bg	133 58%	265 51%	135 56%	268 53%	183 56%	216 52%	452 56%	77 50%	319 52%	210 62%yg
Ratio Requested and Received	156%	278%xb	139%x	201%xd	113%x	209%yj	109%x	183%x	74%xe	139%x	210%yg
Ratio Offered/ Requested and Received	45%	45%xb	45%x	41%xd	40%x	44%x	39%x	49%x	27%xe	42%x	52%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 140

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	313 33%u	162 34%	152 32%	19 23%	45 37%	51 36%	63 39%h	63 32%	72 28%	33 41%	10 30%	43 39%	26 29%	18 27%	25 34%	9 23%	32 35%	36 35%	37 27%	29 29%	14 47%or	220 31%	94 39%xu
The airline offered this	232 24%	117 25%	115 24%	10 12%	33 27%	41 29%c	48 30%c	44 23%	55 22%	28 34%xrs	5 16%	35 32%rs	24 26%	13 20%	19 26%	9 23%	21 23%	24 23%	25 18%	16 16%	13 42%xmnpqrs	168 24%	63 26%
I requested this	88 9%ou	47 10%	40 8%	9 10%	14 11%	11 8%	15 9%	21 11%	19 7%	8 10%o	5 14%	8 7%	3 4%	4 6%	7 10%	- -	12 13%lo	12 12%o	13 9%o	14 14%lo	1 4%	56 8%	32 13%xu
I received this	157 16%	75 16%	80 17%	9 11%	22 18%	22 15%	35 22%x	30 15%	39 15%	16 20%	5 16%	17 15%	20 23%	15 23%rs	15 20%	6 16%	16 17%	13 12%	17 12%	11 11%	6 19%	118 16%	39 16%
Not applicable	577 60%ft	283 60%	293 61%	60 72%f	67 55%	85 60%	85 53%	117 60%	162 64%f	40 50%	23 67%	62 55%	55 61%	38 57%	43 59%	29 73%ikt	54 59%	60 58%	95 70%ixikt	66 66%it	13 43%	441 62%	136 56%
Ratio Requested and Received	179%o	158%x	197%xa	105%xgh	159%xgh	202%x	233%x	143%x	209%xg	198%x	109%	216%x	582%x	359%x	213%x	-	128%xo	105%xors	130%xos	81%xo	433%x	209%x	124%xu
Ratio Offered/ Requested and Received	50%	46%x	53%x	48%xfefgh	48%xgh	43%x	56%xgh	48%x	54%x	48%xxkqrs	52%	40%x	76%xxikpqr s	87%xxikpqr s	59%xxikpqr s	67%xxikpqr s	49%xxkqr	35%x	44%x	38%x	41%xxiklnp qrs	54%x	42%xu

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Not aware of Travellers Rights (Q29)

Table 141

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	313 33%	115 34%	198 32%	142 32%	171 33%	27 31%	287 33%	17 37%	9 34%	292 33%	21 29%	170 33%	144 33%	133 35%	180 31%
The airline offered this	232 24%	82 24%	150 24%	110 25%	122 24%	21 24%	210 24%	13 29%	5 17%	217 25%	15 20%	122 24%	110 25%	104 27%	127 22%
I requested this	88 9%	36 11%	52 8%	37 8%	51 10%	6 7%	81 9%	4 8%	5 17%	81 9%	6 9%	49 10%	39 9%	29 7%	59 10%
I received this	157 16% <sub>n</sub>	50 15%	107 17%	75 17%	82 16%	14 16%	143 16%	8 18%	5 17%	147 17%	10 13%	89 17%	67 15%	78 20% <sub>xn</sub>	79 14%
Not applicable	577 60%	200 59%	377 61%	270 61%	307 60%	56 64%	521 60%	27 59%	18 63%	531 60%	45 61%	306 59%	271 61%	220 57%	357 62%
Ratio Requested and Received	179%	139% <sub>xb</sub>	206% <sub>x</sub>	204% <sub>xd</sub>	160% <sub>x</sub>	217% <sub>xf</sub>	175% <sub>x</sub>	230% <sub>x</sub>	98%	181% <sub>x</sub>	153% <sub>xi</sub>	181% <sub>x</sub>	175% <sub>x</sub>	271% <sub>xn</sub>	133% <sub>x</sub>
Ratio Offered/ Requested and Received	50%	43% <sub>x</sub>	54% <sub>x</sub>	52% <sub>x</sub>	48% <sub>x</sub>	52% <sub>xf</sub>	50%	50% <sub>x</sub>	50%	50% <sub>x</sub>	46% <sub>xi</sub>	53% <sub>x</sub>	47% <sub>x</sub>	59% <sub>xn</sub>	44% <sub>x</sub>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

#### Sample: Not aware of Travellers Rights (Q29)

Table 142

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Vouchers (e.g. for meals or a hotel stay)**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	313 33%	75 33%	178 34%	86 36%	173 34%	112 35%	139 33%	262 33%	51 33%	202 33%	112 33%
The airline offered this	232 24%	66 29%	121 23%	71 30%xd	115 23%	94 29%xj	92 22%	197 25%	35 23%	147 24%	84 25%
I requested this	88 9%ai	9 4%	61 12%xa	16 7%	60 12%xc	20 6%	49 12%xi	69 9%	18 12%	57 9%	30 9%
I received this	157 16%g	43 19%	87 17%	53 22%xd	75 15%	63 19%	67 16%	140 17%x	17 11%	90 14%	67 20%yg
Not applicable	577 60%	139 61%	297 58%	137 57%	301 59%	190 59%	246 59%	480 60%	97 63%	384 62%	193 57%
Ratio Requested and Received	179%	450%xb	143%x	324%xd	125%x	314%xj	137%x	202%x	90%xe	156%x	222%yg
Ratio Offered/ Requested and Received	50%	57%xb	49%x	62%xd	43%x	56%xj	48%x	53%x	32%xe	44%x	60%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 143

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

- Other

Base: All respondents

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	971	493	476	38	133	159	154	235	252	78	25	116	88	69	65	48	93	119	137	94	39	732	239
Weighted Base	958	473	481	84*	121	143	162	195	253	80*	34**	112	89*	67*	72*	40*	92*	104	137	100*	30*	715	243
NET: Offered/ Requested	44 5%	20 4%	24 5%	-	3 2%	4 3%	9 6%	10 5%	18 7%	6 8%	5 15%	6 5%	7 8%	1 1%	3 4%	-	4 5%	4 4%	3 2%	4 4%	1 2%	31 4%	13 5%
The airline offered this	26 3%	12 3%	14 3%	-	1 1%	4 3%	6 3%	6 3%	9 3%	5 7%nr	4 11%	4 3%r	4 5%r	1 1%	-	-	3 4%r	4 4%r	-	1 1%	-	23 3%	3 1%
I requested this	19 2%u	8 2%	11 2%	-	2 2%	-	3 2%	5 2%	10 4%e	1 1%	1 3%	3 2%	3 4%q	-	3 4%q	-	2 2%	-	3 2%	3 3%	1 2%	9 1%	10 4%xu
I received this	16 2%	9 2%	7 1%	-	-	-	6 4%de	3 2%	7 3%e	-	1 4%	4 4%	5 6%xis	-	1 2%	-	1 1%	1 1%	3 2%	-	-	10 1%	6 3%
Not applicable	906 95%	448 95%	455 94%	84 100%	119 98%fh	138 97%	150 92%	182 94%	233 92%	74 92%	29 85%	105 94%	80 90%	66 99%l	68 94%	40 100%l	88 95%	99 95%	131 96%	96 96%	30 98%	678 95%	228 94%
Ratio Requested and Received	84%deimo111%xbqs	63%xb	63%xb	-	-	-	171%xcdegh	71%xcde	76%xcde	-	124%	169%ximqs	144%ximqs	-	36%ximoqst	-	50%ximoqst	-	84%ximoqst	-	-	107%xb	62%xb
Ratio Offered/ Requested and Received	37%de	47%xb	28%xb	-	-	-	64%xcdegh	32%xcde	41%xcde	-	29%	71%ximopqst	73%xikmnopqst	-	36%ximopqst	-	19%ximost	19%ximost	84%ximopqst	-	-	33%	47%xb

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

**Sample: Not aware of Travellers Rights (Q29)**

Table 144

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

**- Other****Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	971	334	637	447	524	93	878	48	28	900	70	524	447	392	579
Weighted Base	958	336	622	443	515	88*	870	45*	28**	883	74*	516	442	385	573
NET: Offered/ Requested	44 5%b	22 7%b	22 4%	21 5%	23 4%	4 4%	40 5%	3 6%	-	40 4%	4 6%	22 4%	22 5%	18 5%	26 5%
The airline offered this	26 3%	12 4%	14 2%	11 2%	16 3%	4 4%	23 3%	3 6%	-	24 3%	2 3%	13 2%	14 3%	11 3%	15 3%
I requested this	19 2%b	12 3%xb	8 1%	11 3%	8 2%	-	19 2%	-	-	16 2%	3 4%	9 2%	10 2%	7 2%	12 2%
I received this	16 2%	8 2%	9 1%	8 2%	9 2%	-	16 2%	-	1 4%	15 2%	2 2%	11 2%	5 1%	7 2%	9 2%
Not applicable	906 95%	311 93%	595 96%x	418 94%	488 95%	84 96%	822 94%	42 94%	27 96%	836 95%	69 93%	487 95%	419 95%	362 94%	544 95%
Ratio Requested and Received	84%eg	65%x	112%x	66%x	109%xc	-	84%xe	-	-	88%x	58%xi	121%xl	50%x	97%xn	76%x
Ratio Offered/ Requested and Received	37%	34%xb	39%x	36%x	38%x	-	40%xe	-	-	37%	38%xi	51%xl	23%	40%xn	34%x

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Sample: Not aware of Travellers Rights (Q29)

Table 145

**Q7. We would now like to understand the steps taken to resolve your [delay /cancellation]. Below, please select whether each of the options was offered by the airline, requested by you, and ultimately received.**

- Other

Base: All respondents

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	971	241	512	254	504	337	409	831	140	625	346
Weighted Base	958	230	517	240	508	324	415	804	154	619	339
NET: Offered/ Requested	44 5%	11 5%	26 5%	9 4%	29 6%	14 4%	24 6%	38 5%	6 4%	25 4%	19 6%
The airline offered this	26 3%	7 3%	12 2%	7 3%	14 3%	9 3%	12 3%	23 3%	3 2%	14 2%	12 3%
I requested this	19 2%	4 2%	14 3%	3 1%	15 3% <sup>x</sup>	6 2%	13 3%	16 2%	3 2%	11 2%	8 2%
I received this	16 2%	4 2%	11 2%	3 1%	11 2%	5 2%	8 2%	15 2%	2 1%	11 2%	5 1%
Not applicable	906 95%	218 95%	486 94%	230 96%	475 93%	308 95%	386 93%	760 94%	146 95%	589 95%	317 93%
Ratio Requested and Received	84%	92% <sup>xb</sup>	75% <sup>x</sup>	100% <sup>xd</sup>	70% <sup>x</sup>	82% <sup>xj</sup>	64% <sup>x</sup>	88% <sup>x</sup>	58% <sup>xe</sup>	100% <sup>x</sup>	61% <sup>x</sup>
Ratio Offered/ Requested and Received	37%	38% <sup>xb</sup>	41% <sup>x</sup>	29% <sup>xd</sup>	38% <sup>x</sup>	35% <sup>x</sup>	35% <sup>x</sup>	38% <sup>x</sup>	29% <sup>xe</sup>	45% <sup>x</sup>	26% <sup>x</sup>

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 146

**Q9. Did this [delay / cancellation] cause you to miss (or risk missing) a connecting flight?****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
I had a connecting flight and missed it	249 12%gsu	142 13%	99 11%	28 13%	50 15%gh	56 17%xfgh	38 11%	30 9%	46 10%	31 19%xnprst	15 19%ns	25 11%	25 15%ss	27 16%ss	11 8%	10 10%	18 9%	42 16%nprrs	27 10%	13 7%	5 8%	119 9%	130 18%xu
I had a connecting flight but made it	160 8%bghu	106 10%xb	50 6%	24 11%gh	53 16%xefgh	30 9%gh	24 7%g	8 3%	21 4%	9 6%	2 3%	12 6%	14 9%	20 11%rs	16 11%ss	4 4%	19 10%	36 14%xijkors	16 6%	8 4%	4 7%	84 7%	76 10%xu
I did not have a connecting flight on this trip	1596 80%ademqv78%	855 78%	740 83%xa	159 75%	237 70%	240 73%	273 82%de	283 88%xcdef	404 86%xcde	127 76%	62 78%	183 83%mq	125 76%	128 73%	119 81%q	80 85%mq	152 81%q	183 70%	234 85%xilmq	153 88%xilmq	50 85%q	1065 84%xv	531 72%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 147

**Q9. Did this [delay / cancellation] cause you to miss (or risk missing) a connecting flight?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
I had a connecting flight and missed it	249 12%j	78 13%	171 12%	134 14%	114 11%	38 14%	210 12%	13 10%	14 18%	245 13%xj	4 4%	135 12%	114 13%	99 12%	150 13%
I had a connecting flight but made it	160 8%fm	46 8%	114 8%	67 7%	93 9%	40 15%xf	120 7%	20 15%x	7 9%	148 8%	13 11%	83 7%	78 9%	39 5%	122 10%xm
I did not have a connecting flight on this trip	1596 80%en	465 79%	1131 80%	763 79%	833 80%	190 71%	1406 81%xe	96 74%	56 73%	1499 79%	95 85%	901 81%	695 78%	704 84%xn	892 77%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 148

**Q9. Did this [delay / cancellation] cause you to miss (or risk missing) a connecting flight?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
I had a connecting flight and missed it	249 12%eg	96 15%	106 12%	107 15%x	99 11%	124 14%	80 12%	210 12%	38 16%	143 11%	106 16% xg
I had a connecting flight but made it	160 8%bdgj	65 10%xb	44 5%	69 10%d	45 5%	90 10% xj	29 4%	145 8%	16 7%	90 7%	71 11% xg
I did not have a connecting flight on this trip	1596 80%achi	500 76%	760 84%xa	545 76%	728 83%xc	690 76%	581 84%xi	1416 80%	180 77%	1119 83% xh	477 73%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 149

**Q10. When this [delay / cancellation] occurred, who were you travelling with at the time?****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
I was travelling with my partner / spouse	973 49%bcdlv	577 52%xb	393 44%	45 21%	131 39%cd	149 46%cd	193 58%xcde	168 52%cd	285 61%xcdeg	73 44%	42 53%	114 52%l	66 40%	76 43%	74 51%	58 61%xilmpq t	91 48%	113 43%	139 50%	101 58%xilmq	25 42%	673 53%xv	299 41%
I was travelling by myself	551 27%bfhu	328 30%xb	217 24%	61 29%	126 37%xfgh	108 33%xfgh	68 20%	84 26%	104 22%	58 34%knos	17 21%	53 24%	51 31%o	56 32%o	32 22%	18 19%	52 27%	85 32%xknos	74 27%	39 23%	17 30%	295 23%	256 35%xu
I was travelling with my children	398 20%gh	207 19%	187 21%	31 15%	61 18%h	95 29%xcdgh	127 38%xcdegh	43 13%h	41 9%	24 14%	17 21%	44 20%	25 15%	37 21%	27 19%	29 31%xiInr s	44 23%i	66 25%xilrs	45 16%	28 16%	11 19%	245 19%	153 21%
I was travelling with friends	226 11%	114 10%	111 12%	43 20%xdefgh	40 12%	34 10%	30 9%	33 10%	45 10%	21 13%	4 6%	22 10%	20 12%	24 13%	23 15%	8 9%	27 14%	25 9%	27 10%	20 11%	5 9%	141 11%	85 12%
I was travelling with extended family	138 7%	68 6%	66 7%	17 8%	25 7%	22 7%	24 7%	23 7%	27 6%	9 6%	4 5%	18 8%	8 5%	11 6%	14 9%	9 9%	8 4%	24 9%	19 7%	8 5%	6 10%	90 7%	48 6%
I was travelling with my parents	93 5%aefgh	29 3%	64 7%xa	50 24%xdefgh	25 7%xfgh	7 2%h	9 3%h	2 1%	- -	8 5%	4 5%	9 4%	16 10%xkopqs	9 5%	7 5%	2 2%	7 4%	6 2%	17 6%q	5 3%	3 5%	59 5%	34 5%
I was traveling with someone I care for	6 *	2 *	4 *	- -	- -	- -	- -	3 1% x	3 1%	- -	4 4%xilmpq rs	2 1%	- -	- -	- -	- -	1 *	- -	- -	- -	- -	3 *	3 *
Other	25 1%g	11 1%	14 2%	6 3%g	3 1%	2 *	1 *	1 *	13 3%xcdefg	1 1%	1 1%	2 1%	3 2%	3 2%q	2 1%	1 1%	1 *	- -	8 3%q	2 1%	3 5%xiKpq	19 1%	6 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 150

**Q10. When this [delay / cancellation] occurred, who were you travelling with at the time?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
I was travelling with my partner / spouse	973 49%ln	269 46%	703 50%	455 47%	518 50%	144 53%	829 48%	106 82% x	53 70% x	927 49%	44 39%	583 52% xl	389 44%	438 52% xn	535 46%
I was travelling by myself	551 27%gh	155 26%	396 28%	284 29%	267 26%	84 31%	467 27%	- -	- -	527 28%	24 21%	295 26%	256 29%	223 27%	328 28%
I was travelling with my children	398 20%fk	106 18%	292 21%	207 21%	191 18%	119 44% xf	279 16%	129 100% x	77 100% x	381 20%	16 14%	196 17%	202 23% xk	171 20%	227 20%
I was travelling with friends	226 11%eg	69 12%	157 11%	98 10%	128 12%	14 5%	212 12% xe	3 2%	4 5%	207 11%	19 17%	126 11%	100 11%	86 10%	140 12%
I was travelling with extended family	138 7%bi	55 9% xb	83 6%	65 7%	73 7%	11 4%	127 7%	9 7%	5 6%	119 6%	19 17% xi	70 6%	67 8%	56 7%	82 7%
I was travelling with my parents	93 5%	23 4%	70 5%	48 5%	45 4%	8 3%	86 5%	6 4%	1 1%	92 5%	1 1%	55 5%	39 4%	45 5%	48 4%
I was traveling with someone I care for	6 *bdi	5 1% xb	1 *	5 1%	1 *	- -	6 *	- -	- -	3 *	3 3% xi	- -	6 1% xk	- -	6 1% m
Other	25 1%	10 2%	15 1%	14 1%	11 1%	2 1%	24 1%	1 1%	- -	23 1%	2 2%	14 1%	11 1%	14 2%	11 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 151

**Q10. When this [delay / cancellation] occurred, who were you travelling with at the time?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
I was travelling with my partner / spouse	973 49%fg	313 47%	465 51%x	339 47%	453 52%x	422 47%	363 53%xi	889 50%xf	83 36%	629 47%	343 53%kg
I was travelling by myself	551 27%dh	189 29%	236 26%	216 30%d	215 25%	265 29%	177 26%	488 28%	63 27%	397 29%xh	154 24%
I was travelling with my children	398 20%	146 22%	174 19%	155 22%	168 19%	190 21%	133 19%	344 19%	54 23%	271 20%	127 19%
I was travelling with friends	226 11%	80 12%	93 10%	78 11%	98 11%	104 12%	71 10%	196 11%	30 13%	159 12%	67 10%
I was travelling with extended family	138 7%e	45 7%	61 7%	52 7%	58 7%	64 7%	45 7%	113 6%	24 10%e	87 6%	51 8%
I was travelling with my parents	93 5%e	29 4%	41 4%	28 4%	38 4%	36 4%	29 4%	68 4%	26 11%xe	57 4%	36 6%
I was traveling with someone I care for	6 *	1 *	4 *	- -	4 *	1 *	3 *	5 *	1 *	2 *	4 1%
Other	25 1%i	5 1%	17 2%	6 1%	18 2%k	7 1%	15 2%xi	23 1%	2 1%	16 1%	9 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 152

**Q10a. You mentioned that you were travelling with your children at the time of the disruption. Were any of them under 5 years old at the time?**

**Base: All travelling with young children at time of delay/ cancellation**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	199	109	87	15	57	80	41	3	3	9	7	19	12	24	10	14	20	40	25	14	5	122	77
Weighted Base	202	114*	85*	31**	53*	72*	42*	3**	2**	11**	9**	17**	11**	24**	12**	19**	19**	38*	24**	14**	4**	119	83*
Yes	129 64% <sup>f</sup>	73 64%	56 66%	26 85%	44 83% <sup>xef</sup>	44 61% <sup>f</sup>	15 35%	- -	1 31%	4 35%	4 42%	14 80%	7 57%	20 85%	6 55%	17 92%	11 55%	21 57%	16 65%	8 57%	1 38%	71 60%	58 69%
No	73 36% <sup>d</sup>	41 36%	29 34%	5 15%	9 17%	28 39% <sup>d</sup>	27 65% <sup>xde</sup>	3 100%	1 69%	7 65%	5 58%	4 20%	5 43%	4 15%	5 45%	2 8%	9 45%	16 43%	8 35%	6 43%	2 62%	48 40%	26 31%
I can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 153

**Q10a. You mentioned that you were travelling with your children at the time of the disruption. Were any of them under 5 years old at the time?**

**Base: All travelling with young children at time of delay/ cancellation**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	199	46	153	107	92	111	88	125	74	195	3	92	107	94	105
Weighted Base	202	45*	158	108*	94*	119*	83*	129	73*	198	3**	89*	113*	99*	103*
Yes	129 64%fh	31 71%	98 62%	73 67%	56 60%	109 91%xf	20 24%	129 100%xh	- -	127 64%	1 36%	57 63%	72 64%	61 62%	68 66%
No	73 36%eg	13 29%	60 38%	36 33%	38 40%	10 9%	63 76%xe	- -	73 100%yg	71 36%	2 64%	33 37%	40 36%	38 38%	35 34%
I can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



**CAA Travel Disruption Communications**  
**Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 154

**Q10a. You mentioned that you were travelling with your children at the time of the disruption. Were any of them under 5 years old at the time?**

**Base: All travelling with young children at time of delay/ cancellation**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	199	77	81	78	84	95	68	176	23	138	61
Weighted Base	202	83*	79*	87*	80*	103*	65*	177	25**	143	59*
Yes	129 64%	54 65%	53 67%	59 68%	51 64%	67 65%	43 66%	111 63%	18 73%	93 65%	36 61%
No	73 36%	29 35%	26 33%	27 32%	29 36%	36 35%	22 34%	66 37%	7 27%	50 35%	23 39%
I can't remember	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 155

**Q11. Please can you provide additional information about the person you provide/provided care for?****Base: All travelling as carer at time of delay/ cancellation**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	5	1	4	-	-	-	-	3	2	-	2	2	-	-	-	-	1	-	-	-	-	3	2
Weighted Base	6**	2**	4**	..	..	..	..	3**	3**	..	4**	2**	..	..	..	..	1**	..	..	..	..	3**	3**
NET: Carer	6	2	4	-	-	-	-	3	3	-	4	2	-	-	-	-	1	-	-	-	-	3	3
	100%	100%	100%	-	-	-	-	100%	100%	-	100%	100%	-	-	-	-	100%	-	-	-	-	100%	100%
Due to a medical condition (e.g., chronic illness, recovery from surgery).	4	2	2	-	-	-	-	1	3	-	2	2	-	-	-	-	-	-	-	-	-	2	2
	66%	100%	44%	-	-	-	-	29%	100%	-	66%	100%	-	-	-	-	-	-	-	-	-	58%	73%
Due to a disability (e.g., physical, sensory, or learning disability).	2	-	2	-	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	2	-
	33%	-	54%	-	-	-	-	41%	25%	-	34%	48%	-	-	-	-	-	-	-	-	-	70%	-
Due to a mental health condition (e.g., anxiety, depression, dementia).	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	14%	-	23%	-	-	-	-	30%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	27%
Due to age-related issues (e.g., mobility challenges, frailty).	1	-	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-
	13%	-	21%	-	-	-	-	-	25%	-	-	48%	-	-	-	-	-	-	-	-	-	28%	-
General support for daily tasks (e.g., shopping, cooking, transportation).	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 156

**Q11. Please can you provide additional information about the person you provide/provided care for?****Base: All travelling as carer at time of delay/ cancellation**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
					(d)										
Unweighted Base	5	4	1	4	1	-	5	-	-	3	2	-	5	-	5
Weighted Base	6**	5**	1**	5**	1**	..**	6**	..**	..**	3**	3**	..**	6**	..**	6**
NET: Carer	6	5	1	5	1	-	6	-	-	3	3	-	6	-	6
	100%	100%	100%	100%	100%	-	100%	-	-	100%	100%	-	100%	-	100%
Due to a medical condition (e.g., chronic illness, recovery from surgery).	4	3	1	3	1	-	4	-	-	1	3	-	4	-	4
	66%	60%	100%	60%	100%	-	66%	-	-	29%	100%	-	66%	-	66%
Due to a disability (e.g., physical, sensory, or learning disability).	2	2	-	2	-	-	2	-	-	1	1	-	2	-	2
	33%	38%	-	38%	-	-	33%	-	-	41%	25%	-	33%	-	33%
Due to a mental health condition (e.g., anxiety, depression, dementia).	1	1	-	1	-	-	1	-	-	1	-	-	1	-	1
	14%	16%	-	16%	-	-	14%	-	-	30%	-	-	14%	-	14%
Due to age-related issues (e.g., mobility challenges, frailty).	1	1	-	1	-	-	1	-	-	-	1	-	1	-	1
	13%	15%	-	15%	-	-	13%	-	-	-	25%	-	13%	-	13%
General support for daily tasks (e.g., shopping, cooking, transportation).	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 157

**Q11. Please can you provide additional information about the person you provide/provided care for?**

**Base: All travelling as carer at time of delay/ cancellation**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	5	1	3	-	3	1	2	4	1	3	2
Weighted Base	6**	1**	4**	-**	4**	1**	3**	5**	1**	2**	4**
NET: Carer	6	1	4	-	4	1	3	5	1	2	4
	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Due to a medical condition (e.g., chronic illness, recovery from surgery).	4	1	3	-	4	1	3	3	1	2	2
	66%	100%	79%	-	100%	100%	100%	60%	100%	66%	66%
Due to a disability (e.g., physical, sensory, or learning disability).	2	1	-	-	1	1	-	2	-	1	1
	33%	100%	-	-	20%	100%	-	38%	-	31%	34%
Due to a mental health condition (e.g., anxiety, depression, dementia).	1	-	1	-	-	-	-	1	-	1	-
	14%	-	21%	-	-	-	-	16%	-	34%	-
Due to age-related issues (e.g., mobility challenges, frailty).	1	1	-	-	1	1	-	1	-	1	-
	13%	100%	-	-	20%	100%	-	15%	-	31%	-
General support for daily tasks (e.g., shopping, cooking, transportation).	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**

**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 158

**Q12. When your [delay / cancellation] occurred, which, if any, of the following did you have access to?**

**Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
Airport Wi-Fi	1231 61%hv	682 62%	543 61%	127 60%	208 61%	214 65%h	214 64%h	202 63%	265 56%	109 65%	47 59%	133 60%	101 62%	112 64%	84 58%	62 66%	111 59%	154 59%	168 61%	108 63%	41 70%	806 64%xv	425 58%	
Screens throughout the airport	1212 60%dq	678 61%	528 59%	125 60%	181 53%	196 60%	221 66%xd	208 65%cd	281 60%	118 71%xkmqrs	49 61%	132 60%	99 60%	101 58%	88 60%	66 70%mq	115 61%	137 53%	165 60%	102 59%	41 71%q	838 66%xv	374 51%	
Text messages / SMS	1207 60%b	693 63%xb	510 57%	119 56%	198 58%	207 63%	218 65%hx	201 63%	265 56%	111 66%ln	43 54%	128 58%	95 58%	102 58%	78 54%	60 64%	122 64%	151 58%	173 62%	105 60%	39 67%	742 59%	465 63%	
Emails	1203 60%bhnu	695 63%xb	502 56%	114 54%	211 62%h	218 67%xcgh	220 66%xch	189 59%	251 53%	113 67%ln	46 58%	129 59%	90 55%	101 57%	74 51%	55 59%	125 66%ln	156 60%	169 61%	109 63%	37 64%	731 58%	472 64%xu	
Mobile data (access to the internet without the need for Wi-Fi)	1070 53%hkn	604 55%	463 52%	135 64%xgh	192 57%h	213 65%xdgh	205 61%xgh	162 50%h	164 35%	98 58%kn	34 43%	99 45%	79 48%	93 53%	64 44%	54 58%kn	105 56%kn	157 60%xjkl	153 55%kn	99 57%kn	35 60%kn	668 53%	402 55%	
The airline's app	806 40%bhu	483 44%xb	321 36%	88 42%	138 41%h	130 40%	147 44%h	145 45%hx	157 33%	82 49%xlqns	32 39%	88 40%	55 34%	71 40%	47 32%	41 43%	82 43%	101 39%	116 42%	64 37%	27 45%	475 38%	331 45%xu	
None of the above	87 4%f	47 4%	40 4%	5 2%	13 4%	10 3%	8 2%	17 5%f	35 7%xd	3 2%	5 6%	11 5%	3 2%	8 4%	14 10%xlqr	3 4%	10 5%	10 4%	9 3%	9 5%	2 3%	60 5%	26 4%	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 159

**Q12. When your [delay / cancellation] occurred, which, if any, of the following did you have access to?**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Airport Wi-Fi	1231 61%jn	348 59%	883 62%	589 61%	641 62%	166 62%	1065 61%	87 67%	46 60%	1187 63%xj	42 38%	732 65%xl	499 56%	540 64%xn	690 59%
Screens throughout the airport	1212 60%ejln	359 61%	854 60%	586 61%	626 60%	145 54%	1068 62%xe	77 60%	50 66%	1162 61%xj	49 44%	702 63%xl	511 58%	543 65%xn	669 58%
Text messages / SMS	1207 60%djln	340 58%	867 61%	624 65%xd	584 56%	154 57%	1054 61%	76 59%	53 69%	1156 61%xj	50 45%	734 66%xl	473 53%	559 66%xn	648 56%
Emails	1203 60%adjln	319 54%	883 62%xa	611 63%xd	592 57%	171 64%	1031 59%	84 65%	51 67%	1158 61%xj	43 38%	734 66%xl	469 53%	551 65%xn	652 56%
Mobile data (access to the internet without the need for Wi-Fi)	1070 53%adjln	277 47%	793 56%xa	558 58%xd	512 49%	159 59%	911 52%	84 65%x	48 63%	1042 55%xj	28 25%	666 60%xl	404 46%	497 59%xn	573 49%
The airline's app	806 40%ajln	209 36%	597 42%xa	392 41%	414 40%	117 44%	689 40%	57 45%	32 42%	787 42%xj	18 16%	510 46%xl	296 33%	385 46%xn	421 36%
None of the above	87 4%i	24 4%	63 4%	38 4%	49 5%	10 4%	77 4%	3 3%	2 2%	75 4%	12 10%xi	45 4%	42 5%	28 3%	59 5%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 160

**Q12. When your [delay / cancellation] occurred, which, if any, of the following did you have access to?**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Airport Wi-Fi	1231 61%	401 61%	565 62%	454 63%	514 59%	563 62%	412 60%	1096 62%	135 58%	826 61%	404 62%
Screens throughout the airport	1212 60%f	393 59%	565 62%	428 59%	518 59%	542 60%	414 60%	1099 62%xf	114 49%	836 62%	376 58%
Text messages / SMS	1207 60%fh	411 62%	551 61%	444 62%	525 60%	560 62%	415 60%	1093 62%xf	114 49%	848 63%xh	359 55%
Emails	1203 60%dfhj	426 64%xb	534 59%	467 65%xd	492 56%	588 65%xj	384 56%	1088 61%xf	115 49%	835 62%xh	367 56%
Mobile data (access to the internet without the need for Wi-Fi)	1070 53%h	357 54%	480 53%	394 55%	461 53%	486 54%	359 52%	945 53%	125 54%	770 57%xh	300 46%
The airline's app	806 40%bdfhj	297 45%xb	342 38%	330 46%xd	320 37%	406 45%xj	247 36%	746 42%xf	60 26%	600 44%xh	206 32%
None of the above	87 4%ai	20 3%	51 6%xa	23 3%	48 6%xc	25 3%	40 6%xi	77 4%	10 4%	60 4%	27 4%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 161

**Q13. Do you check the status of your flight before going to the airport?****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Yes	1849 92%hlu	1014 92%	824 93%	204 97%h	314 92%	303 93%	310 93%	297 92%	421 89%	157 93%	76 96%	201 91%	142 87%	161 92%	133 91%	82 87%	178 94%l	242 93%	253 91%	170 98% qr	55 93%klmno	1147 90%	702 95%xu
Yes, always	1382 69%hqu	753 68%	622 70%	162 77%h	237 70%h	226 69%	232 69%	228 71%h	296 63%	127 76%klq	54 68%	145 66%	105 64%	117 66%	102 70%	66 71%	142 75%klq	166 63%	187 68%	132 76% klq	40 69%	848 67%	534 72%xu
Yes, sometimes	467 23%	261 24%	202 23%	41 20%	76 23%	77 24%	78 23%	69 22%	125 27%	30 18%	22 28%	56 25%	38 23%	44 25%	32 22%	15 17%	36 19%	76 29%xiop	66 24%	38 22%	14 25%	299 24%	168 23%
No, never	156 8%sv	90 8%	65 7%	7 3%	26 8%	24 7%	25 7%	24 8%	51 11%xc	11 7%	3 4%	20 9% s	21 13% xps	14 8% s	13 9% s	12 13% s	11 6%	19 7% s	24 9% s	4 2%	4 7%	120 10% xv	36 5%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 162

**Q13. Do you check the status of your flight before going to the airport?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Yes	1849 92%jl	544 92%	1305 92%	892 92%	957 92%	251 93%	1598 92%	122 95%	71 92%	1760 93%xj	87 78%	1048 94%xl	801 90%	778 92%	1071 92%
Yes, always	1382 69%jf	408 69%	974 69%	657 68%	724 70%	200 74%x	1182 68%	103 80%x	52 67%	1330 70%xj	51 46%	791 71%	590 67%	581 69%	801 69%
Yes, sometimes	467 23%gi	136 23%	331 23%	234 24%	233 22%	51 19%	417 24%	19 14%	19 25%	430 23%	36 32%xi	256 23%	211 24%	197 23%	271 23%
No, never	156 8%ik	46 8%	110 8%	73 8%	83 8%	18 7%	138 8%	7 5%	6 8%	132 7%	24 22%xi	71 6%	85 10%xk	64 8%	92 8%

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 163

**Q13. Do you check the status of your flight before going to the airport?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Yes	1849 92%h	616 93%	845 93%	670 93%	805 92%	837 93%	643 93%	1632 92%	217 93%	1264 94%xh	585 90%
Yes, always	1382 69%h	467 71%	635 70%	513 71%	605 69%	630 70%	484 70%	1217 69%	165 71%	964 71%xh	418 64%
Yes, sometimes	467 23%	149 23%	210 23%	157 22%	201 23%	206 23%	159 23%	415 23%	52 22%	300 22%	167 26%
No, never	156 8%g	45 7%	65 7%	50 7%	67 8%	67 7%	48 7%	139 8%	17 7%	87 6%	69 10%xg

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 164

**Q14. How were you first notified about your [delay / cancellation]?****Base: All respondents**

	Gender			Age						Region														Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)		
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724		
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738		
Screens in the airport before getting to my gate	613 31%qv	339 31%	272 31%	61 29%	92 27%	100 31%	100 30%	117 36%xd	142 30%	59 35%lq	17 21%	71 32%	40 24%	52 30%	46 32%	27 29%	67 35%jlq	65 25%	81 29%	61 35%lq	27 46%xjklmo qr	470 37%xv	143 19%		
The loudspeaker at the airport	228 11%	131 12%	95 11%	36 17%fg	42 12%	40 12%	32 9%	30 9%	49 10%	19 11%	14 17%	28 13%	16 10%	18 10%	24 16%r	10 11%	20 11%	28 11%	23 8%	25 15%	5 8%	145 11%	83 11%		
An email from the airline	191 10%u	106 10%	84 9%	13 6%	44 13%vg	32 10%	36 11%	24 8%	42 9%	17 10%	10 12%	20 9%	15 9%	14 8%	9 6%	5 5%	23 12%	29 11%	29 11%	15 9%	5 9%	94 7%	98 13%xu		
A text message from the airline	190 9%u	103 9%	85 10%	13 6%	37 11%	39 12%	33 10%	27 8%	41 9%	16 10%	9 12%	16 7%	10 6%	10 6%	17 11%	15 16%xklm	19 10%	26 10%	29 10%	15 9%	8 13%	88 7%	103 14%xu		
Agents at the gate prior to boarding the plane	186 9%u	91 8%	93 10%	20 9%	20 6%	23 7%	31 9%	29 9%	65 14%xd	14 8%	13 16%opt	22 10%	24 15%xopt	19 11%	15 10%	4 4%	11 6%	23 9%	23 8%	16 9%	3 4%	122 10%	64 9%		
The airline app	149 7%hju	81 7%	69 8%	32 15%xegh	28 8%h	24 7%h	31 9%h	26 8%h	8 2%	11 6%	- -	12 5%	9 5%	13 7%j	10 7%	11 12%j	16 9%j	26 10%jk	23 8%j	15 8%j	5 9%j	69 5%	81 11%xu		
Flight attendant or other airline staff after boarding	127 6%bce	81 7%b	44 5%	2 1%	24 7%ce	11 3%	27 8%ce	19 6%ce	45 9%xce	7 4%	4 5%	21 9%p	12 8%	8 4%	7 5%	5 5%	6 3%	20 8%p	24 9%p	13 7%	1 2%	87 7%	40 5%		
Airport lounge staff	82 4%	53 5%	29 3%	13 6%	14 4%	11 3%	13 4%	15 5%	16 3%	8 5%	3 3%	6 3%	7 4%	14 8%xknps	3 2%	4 4%	4 2%	14 5%	15 5%	3 2%	1 2%	48 4%	33 5%		
I was not contacted about the delay at all	67 3%v	31 3%	36 4%	9 4%	10 3%	14 4%	9 3%	10 3%	15 3%	2 1%	5 6%	7 3%	9 6%in	9 5%in	1 1%	5 6%in	5 2%	8 3%	11 4%	4 2%	1 2%	67 5%xv	- -		
An online flight tracker	51 3%hu	28 3%	23 3%	4 2%	18 5%xfgh	12 4%h	6 2%	6 2%	5 1%	3 2%	3 3%	4 2%	2 1%	11 6%xiklrs	3 2%	2 3%	5 3%	10 4%	5 2%	2 1%	1 1%	23 2%	28 4%xu		
Other passenger(s) on my flight	32 2%u	17 2%	15 2%	4 2%	3 1%	7 2%	6 2%	6 2%	6 1%	4 3%	1 2%	7 3%q	3 2%	4 2%	4 3%	1 2%	1 1%	2 1%	4 1%	1 *	- -	10 1%	22 3%xu		
Social media	9 *bu	8 1%	1 *	- -	3 1%	3 1%gh	3 1%h	- -	- -	2 1%	- -	1 *	3 2%xr	- -	- -	- -	1 1%	3 1%	- -	- -	- -	2 *	7 1%xu		
Other	78 4%u	35 3%	43 5%	2 1%	5 2%	13 4%	8 2%	12 4%u	38 8%xcdefg	6 4%	2 3%	7 3%	13 8%xkmqrs	4 2%	8 6%	4 5%	11 6%	7 3%	8 3%	4 2%	2 3%	43 3%	36 5%		

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 165

**Q14. How were you first notified about your [delay / cancellation]?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Screens in the airport before getting to my gate	613 31%	188 32%	425 30%	299 31%	314 30%	69 26%	544 31%	37 29%	21 28%	581 31%	31 28%	337 30%	275 31%	257 31%	356 31%
The loudspeaker at the airport	228 11%bk	81 14%xb	147 10%	118 12%	111 11%	39 15%	189 11%	19 14%	6 8%	212 11%	16 15%	113 10%	115 13%	86 10%	142 12%
An email from the airline	191 10%	48 8%	144 10%	86 9%	105 10%	25 9%	166 10%	7 6%	4 6%	180 10%	10 9%	119 11%	73 8%	82 10%	109 9%
A text message from the airline	190 9%a	39 7%	152 11%xa	91 9%	99 10%	31 12%	159 9%	12 9%	7 9%	186 10%x	4 4%	116 10%	74 8%	91 11%	99 9%
Agents at the gate prior to boarding the plane	186 9%h	60 10%	127 9%	85 9%	101 10%	17 6%	169 10%	9 7%	1 2%	173 9%	14 12%	100 9%	86 10%	73 9%	114 10%
The airline app	149 7%n	46 8%	103 7%	69 7%	81 8%	27 10%	123 7%	12 9%	11 14%x	146 8%	4 3%	94 8%	55 6%	81 10%xn	68 6%
Flight attendant or other airline staff after boarding	127 6%bdi	48 8%	80 6%	77 8%xd	50 5%	13 5%	114 7%	7 6%	5 7%	110 6%	17 15%xi	75 7%	52 6%	49 6%	78 7%
Airport lounge staff	82 4%km	20 3%	62 4%	45 5%	37 4%	15 6%	67 4%	13 10%x	5 7%	78 4%	4 3%	32 3%	50 6%xk	24 3%	57 5%xm
I was not contacted about the delay at all	67 3%ck	24 4%	43 3%	22 2%	45 4%xc	11 4%	56 3%	6 5%	4 5%	61 3%	6 5%	29 3%	38 4%k	28 3%	39 3%
An online flight tracker	51 3%rn	11 2%	40 3%	22 2%	29 3%	11 4%	40 2%	3 3%	6 7%x	51 3%	- -	24 2%	26 3%	9 1%	42 4%xm
Other passenger(s) on my flight	32 2%cn	6 1%	26 2%	10 1%	22 2%	5 2%	27 2%	1 1%	2 3%	30 2%	2 2%	18 2%	14 2%	21 3%xn	11 1%
Social media	9 *	3 *	7 *	7 1%	3 *	1 *	9 *	1 1%	2 2%x	9 *	- -	6 *	4 *	4 *	6 *
Other	78 4%l	17 3%	61 4%	35 4%	44 4%	5 2%	73 4%	2 2%	3 3%	75 4%	3 3%	55 5%xl	23 3%	35 4%	43 4%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 166

**Q14. How were you first notified about your [delay / cancellation]?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Screens in the airport before getting to my gate	613 31%aci	165 25%	293 32%a	187 26%	275 31%c	235 26%	219 32%i	546 31%	67 29%	424 31%	189 29%
The loudspeaker at the airport	228 11%e	85 13%	99 11%	84 12%	87 10%	107 12%	72 10%	185 10%	43 18%xe	150 11%	78 12%
An email from the airline	191 10%bj	96 15%xb	65 7%	82 11%	77 9%	115 13%xj	51 7%	171 10%	20 9%	131 10%	61 9%
A text message from the airline	190 9%b	82 12%xb	66 7%	95 13%xd	72 8%	108 12%xj	54 8%	173 10%	18 8%	127 9%	63 10%
Agents at the gate prior to boarding the plane	186 9%agi	41 6%	109 12%xa	59 8%	104 12%xc	69 8%	87 13%xi	161 9%	25 11%	112 8%	74 11%yg
The airline app	149 7%bdhj	61 9%xb	52 6%	72 10%xd	43 5%	85 9%xj	32 5%	128 7%	21 9%	126 9%yh	24 4%
Flight attendant or other airline staff after boarding	127 6%g	46 7%	59 6%	49 7%	55 6%	63 7%	43 6%	116 7%	11 5%	74 6%	53 8%yg
Airport lounge staff	82 4%b	38 6%xb	26 3%	37 5%	31 4%	47 5%xj	20 3%	77 4%	5 2%	54 4%	27 4%
I was not contacted about the delay at all	67 3%acei	11 2%	47 5%xa	15 2%	40 5%xc	16 2%	38 6%xi	54 3%	13 6%	45 3%	22 3%
An online flight tracker	51 3%	13 2%	21 2%	15 2%	21 2%	18 2%	17 2%	49 3%	2 1%	38 3%	13 2%
Other passenger(s) on my flight	32 2%a	5 1%	27 3%xa	7 1%	21 2%xc	11 1%	18 3%x	28 2%	4 2%	22 2%	10 2%
Social media	9 *	4 1%	3 *	1 *	3 *	5 1%	3 *	9 1%	-	6 *	4 1%
Other	78 4%acgi	16 2%	43 5%a	17 2%	43 5%xc	22 2%	36 5%i	73 4%	5 2%	42 3%	37 6%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 167

**Q15. How did you receive updates about your [delay / cancellation]?****Base: All respondents**

	Gender			Age						Region													Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
Screens in the airport before getting to my gate	747 37% djqv	402 36%	343 39%	75 35%	106 31%	127 39% d	131 39% d	135 42% xd	172 37%	66 39% j	18 23%	83 38% j	61 37%	67 38% j	63 43% jq	34 37%	72 38% j	80 31%	106 38% j	72 41% jq	24 41% j	579 46% xv	168 23%	
The loudspeaker at the airport	385 19% rt	227 21%	157 18%	51 24%	74 22% f	76 23% xfgh	53 16%	53 17%	78 16%	28 17%	25 31% xilqrt	42 19%	28 17%	41 23% rt	38 26% rt	16 17%	37 19%	48 18%	40 15%	36 21% t	5 9%	241 19%	144 20%	
The airline app	375 19% hlu	218 20%	156 17%	58 27% xgh	71 21% h	75 23% xgh	77 23% xgh	51 16% h	43 9%	39 23% kln	13 17%	31 14%	18 11%	41 23% kln	18 13%	22 24% kln	35 18%	51 19% l	58 21% l	35 20% l	15 25% kln	200 16%	174 24% xu	
A text message from the airline	323 16% u	170 15%	150 17%	31 14%	57 17%	59 18%	60 18%	50 15%	67 14%	27 16%	15 19%	29 13%	27 17%	28 16%	23 16%	13 14%	35 19%	48 18%	44 16%	22 13%	12 20%	156 12%	168 23% xu	
An email from the airline	321 16% ghu	175 16%	144 16%	27 13%	78 23% xcgh	60 18% gh	58 17%	40 12%	58 12%	28 17%	18 23% n	36 16%	24 15%	25 14%	15 10%	12 13%	32 17%	50 19% n	41 15%	25 15%	13 22% n	148 12%	173 23% xu	
Agents at the gate prior to boarding the plane	315 16%	166 15%	142 16%	34 16%	47 14%	47 14%	56 17%	45 14%	85 18%	19 12%	18 23% t	32 15%	30 19% t	28 16%	26 18%	18 19%	30 16%	42 16%	36 13%	29 17%	5 8%	187 15%	128 17%	
Airport lounge staff	222 11% bu	141 13% xb	77 9%	19 9%	34 10%	35 11%	45 14%	38 12%	51 11%	23 13%	9 11%	22 10%	20 12%	22 12%	12 8%	9 10%	16 8%	29 11%	37 13%	21 12%	4 7%	123 10%	100 13% xu	
Flight attendant or other airline staff after boarding	185 9% ep	108 10%	74 8%	13 6%	34 10%	21 6%	36 11% e	26 8%	56 12% xe	13 8%	6 8%	27 12% p	18 11%	15 9%	10 7%	6 7%	10 5%	28 11% p	34 12% p	16 9%	3 4%	124 10%	61 8%	
An online flight tracker	152 8% aghru	71 6%	82 9% xa	27 13% xgh	44 13% xfgh	35 11% xfgh	22 7% h	13 4%	12 2%	15 9%	10 12% r	14 6%	8 5%	19 11% r	14 10%	6 6%	15 8%	23 9%	13 5%	13 7%	3 5%	84 7%	68 9% u	
Other passenger(s) on my flight	108 5%	54 5%	54 6%	9 4%	13 4%	16 5%	16 5%	23 7% d	31 7%	11 7%	1 1%	11 5%	4 2%	9 5%	15 10% xjlr	6 6%	12 6%	15 6%	13 5%	8 5%	2 3%	62 5%	46 6%	
I was not contacted about the delay at all	81 4% v	38 3%	43 5%	4 2%	20 6% xf	11 3%	7 2%	19 6% xf	19 4%	6 3%	8 10% xnrt	12 6%	8 5%	9 5%	3 2%	4 4%	8 4%	10 4%	8 3%	6 3%	1 1%	81 6% xv	-	
Social media	39 2% bghu	30 3% xb	8 1%	7 3% h	14 4% xgh	10 3% gh	7 2% h	2 1%	-	1 1%	3 3%	3 1%	4 2%	9 5% xikors	4 3%	-	3 1%	10 4% xrs	2 1%	1 1%	1 1%	7 1%	32 4% xu	
Other	73 4% du	33 3%	39 4%	-	3 1%	10 3%	13 4% cd	11 3% cd	35 8% xcddeg	8 5%	3 4%	7 3%	9 6%	3 2%	4 3%	2 2%	10 5%	6 2%	13 5%	7 4%	1 1%	30 2%	43 6% xu	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 168

**Q15. How did you receive updates about your [delay / cancellation]?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Screens in the airport before getting to my gate	747 37%	223 38%	523 37%	363 38%	384 37%	91 34%	656 38%	47 36%	30 39%	711 38%	35 32%	425 38%	322 36%	309 37%	438 38%
The loudspeaker at the airport	385 19% <sup>f</sup>	122 21%	264 19%	183 19%	203 20%	66 24% <sup>xf</sup>	320 18%	24 19%	15 20%	368 19%	17 15%	208 19%	178 20%	149 18%	236 20%
The airline app	375 19% <sup>ajln</sup>	92 16%	283 20% <sup>xa</sup>	193 20%	181 17%	58 21%	317 18%	25 20%	20 26%	367 19% <sup>xj</sup>	8 7%	242 22% <sup>xl</sup>	133 15%	177 21% <sup>xn</sup>	198 17%
A text message from the airline	323 16% <sup>al</sup>	72 12%	251 18% <sup>xa</sup>	172 18%	151 15%	51 19%	273 16%	18 14%	8 11%	312 16%	11 10%	202 18% <sup>xl</sup>	121 14%	138 16%	185 16%
An email from the airline	321 16% <sup>af</sup>	74 12%	247 17% <sup>xa</sup>	152 16%	168 16%	56 21% <sup>xf</sup>	265 15%	18 14%	13 17%	305 16%	14 12%	208 19% <sup>xl</sup>	112 13%	147 17%	174 15%
Agents at the gate prior to boarding the plane	315 16% <sup>b</sup>	113 19% <sup>xb</sup>	202 14%	151 16%	163 16%	32 12%	282 16%	14 11%	10 13%	305 16% <sup>x</sup>	10 9%	180 16%	134 15%	143 17%	171 15%
Airport lounge staff	222 11%	60 10%	162 11%	111 11%	112 11%	25 9%	197 11%	22 17% <sup>x</sup>	7 9%	211 11%	11 10%	116 10%	106 12%	80 10%	142 12%
Flight attendant or other airline staff after boarding	185 9% <sup>di</sup>	60 10%	125 9%	108 11% <sup>xd</sup>	77 7%	18 7%	167 10%	9 7%	7 9%	166 9%	19 17% <sup>xi</sup>	108 10%	77 9%	73 9%	113 10%
An online flight tracker	152 8% <sup>ajl</sup>	32 5%	120 8% <sup>xa</sup>	72 7%	80 8%	21 8%	132 8%	9 7%	11 15% <sup>x</sup>	151 8% <sup>xj</sup>	2 2%	98 9% <sup>xl</sup>	54 6%	60 7%	92 8%
Other passenger(s) on my flight	108 5%	38 6%	69 5%	48 5%	59 6%	10 4%	98 6%	4 3%	2 2%	99 5%	9 8%	63 6%	44 5%	44 5%	64 5%
I was not contacted about the delay at all	81 4% <sup>k</sup>	26 4%	55 4%	30 3%	51 5%	10 4%	71 4%	8 6%	1 1%	77 4%	4 4%	36 3%	45 5% <sup>k</sup>	34 4%	47 4%
Social media	39 2% <sup>dm</sup>	10 2%	29 2%	26 3% <sup>xd</sup>	13 1%	8 3%	31 2%	4 3%	4 5%	37 2%	3 2%	22 2%	18 2%	6 1%	33 3% <sup>xm</sup>
Other	73 4% <sup>el</sup>	18 3%	54 4%	30 3%	43 4%	3 1%	69 4% <sup>xe</sup>	3 2%	3 3%	70 4%	2 2%	53 5% <sup>xl</sup>	20 2%	37 4%	36 3%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 169

**Q15. How did you receive updates about your [delay / cancellation]?****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Screens in the airport before getting to my gate	747 37%aci	225 34%	338 37%	242 34%	320 37%	313 35%	254 37%	667 38%	80 34%	514 38%	232 36%
The loudspeaker at the airport	385 19%bdj	141 21%	156 17%	154 21%d	146 17%	189 21%j	115 17%	332 19%	54 23%	246 18%	139 21%
The airline app	375 19%bdhj	158 24%xb	134 15%	177 25%xd	130 15%	218 24%xj	91 13%	333 19%	42 18%	302 22%xh	72 11%
A text message from the airline	323 16%bdj	133 20%xb	117 13%	156 22%xd	115 13%	186 21%xj	87 13%	298 17%xf	25 11%	218 16%	105 16%
An email from the airline	321 16%bdj	138 21%xb	120 13%	148 20%xd	115 13%	187 21%xj	85 12%	292 16%	29 12%	217 16%	104 16%
Agents at the gate prior to boarding the plane	315 16%a	82 12%	159 17%a	124 17%	140 16%	139 15%	111 16%	273 15%	42 18%	203 15%	112 17%
Airport lounge staff	222 11%dfj	85 13%	91 10%	93 13%d	81 9%	114 13%j	63 9%	206 12%xf	16 7%	140 10%	82 13%
Flight attendant or other airline staff after boarding	185 9%dj	68 10%	76 8%	85 12%xd	67 8%	104 12%xj	47 7%	171 10%	14 6%	116 9%	69 11%
An online flight tracker	152 8%hj	49 7%	67 7%	54 8%	56 6%	69 8%	41 6%	142 8%	10 4%	117 9%xh	35 5%
Other passenger(s) on my flight	108 5%aci	19 3%	71 8%xa	22 3%	65 7%xc	31 3%	54 8%xi	100 6%	7 3%	74 5%	34 5%
I was not contacted about the delay at all	81 4%aci	7 1%	62 7%xa	11 2%	55 6%xc	14 2%	52 7%xi	67 4%	14 6%	55 4%	26 4%
Social media	39 2%bdj	19 3%b	9 1%	20 3%d	10 1%	23 3%j	7 1%	35 2%	4 2%	28 2%	11 2%
Other	73 4%fg	18 3%	37 4%	23 3%	34 4%	26 3%	29 4%	70 4%xf	3 1%	41 3%	32 5%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 170

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Summary****Base: All respondents**

Q16. Summary												
	The availability of food / drink	What I would need to do when I arrive at my destination	Cost incurred as a result of the disruption	The wellbeing of those who were travelling with me	Communicating with those who were waiting for me at my final destination	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	Not knowing my options / the next steps to take	The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	Other
Unweighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
Weighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
NET: Top three mention	458 23%	478 24%	722 36%	423 21%	443 22%	273 14%	351 17%	420 21%	493 25%	733 37%	659 33%	68 3%
First mention	132 7%	127 6%	226 11%	149 7%	161 8%	98 5%	115 6%	111 6%	149 7%	275 14%	282 14%	17 1%
Second mention	161 8%	170 8%	280 14%	128 6%	146 7%	84 4%	110 5%	176 9%	171 9%	216 11%	184 9%	15 1%
Third mention	165 8%	181 9%	216 11%	146 7%	137 7%	92 5%	126 6%	133 7%	173 9%	242 12%	194 10%	36 2%
Not mentioned	1547 77%	1527 76%	1283 64%	1582 79%	1562 78%	1732 86%	1654 83%	1585 79%	1512 75%	1272 63%	1346 67%	1937 97%
Mean	2.07	2.11	1.99	1.99	1.95	1.98	2.03	2.05	2.05	1.96	1.87	2.28
Standard deviation	0.80	0.80	0.78	0.84	0.82	0.83	0.83	0.76	0.81	0.84	0.84	0.84
Standard error	0.04	0.04	0.03	0.04	0.04	0.05	0.04	0.04	0.04	0.03	0.03	0.10

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 171  
**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Summary by Sum of Rank (Scores Flipped)**  
**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Total	11044	6091	4877	1212	1869	1871	1843	1751	2498	906	452	1215	893	934	828	517	1021	1435	1527	976	340	6911	4133
Not knowing my options / the next steps to take	1498 14%u	802 13%	681 14%	196 16%df	231 12%	247 13%	235 13%	242 14%	348 14%	130 14%	60 13%	144 12%	150 17% xk mnoq	114 12%	95 11%	60 12%	155 15% knq	173 12%	236 15% xk mnoq	136 14%	47 14%	852 12%	646 16% xu
Cost incurred as a result of the disruption	1454 13%hu	822 14%	630 13%	157 13%	287 15% xfh	264 14% h	241 13% h	240 14% h	266 11%	118 13%	60 13%	170 14% l	98 11%	111 12%	118 14%	69 13%	167 16% xlm qrs	178 12%	202 13%	110 11%	52 15% ls	772 11%	682 16% xu
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1407 13%ghlu	791 13%	611 13%	202 17% xefgh	294 16% xefgh	247 13% gh	223 12% h	196 11%	245 10%	149 16% xjkl mno p	52 12%	135 11% l	74 8%	116 12% l	106 13% l	51 10%	114 11% l	206 14% xklop	205 13% lo	147 15% xklop	52 15% klop	778 11%	629 15% xu
Facilities available to me in the airport	962 9%dev	528 9%	430 9%	90 7%	138 7%	136 7%	153 8%	171 10% xde	272 11% xcdef	65 7%	25 6%	127 10% xijpq	81 9%	77 8%	90 11% xijpq	43 8%	79 8%	108 8%	159 10% xijpq	78 8%	30 9%	716 10% xv	245 6%
Communicating with those who were waiting for me at my final destination	910 8%af	468 8%	440 9% xa	93 8%	138 7% f	157 8% f	101 5%	154 9% f	267 11% xcdefg	59 7%	31 7%	110 9% io	67 8%	80 9%	91 11% xijlops t	30 6%	73 7%	155 11% xijlops st	126 8%	66 7%	21 6%	585 8%	325 8%
What I would need to do when I arrive at my destination	901 8% cdev	509 8%	382 8%	69 6%	99 5%	125 7%	145 8% d	187 11% xcdef	275 11% xcdef	67 7%	32 7%	84 7%	78 9%	72 8%	73 9%	46 9%	69 7%	120 8%	133 9%	97 10% xkp	29 9%	669 10% xv	232 6%
The availability of food / drink	883 8% cdeqv	466 8%	411 8%	69 6%	117 6%	123 7%	167 9% cde	154 9% cde	252 10% xcde	61 7%	48 11% ipqst	125 10% xipqst	80 9% q	76 8%	69 8%	45 9%	69 7%	93 6%	130 9% q	66 7%	21 6%	687 10% xv	195 5%
The wellbeing of those who were travelling with me	850 8% glqv	458 8%	380 8%	87 7%	147 8% g	154 8% g	200 11% xcdegh	94 5%	168 7%	49 5%	49 11% xiqr	92 8%	69 8%	93 10% xiqrs	69 8% i	43 8%	87 9% iq	91 6%	107 7%	70 7%	31 9% iq	568 8% xv	282 7%
The whereabouts of my luggage	818 7% f	453 7%	358 7%	90 7%	165 9% xfh	143 8% f	111 6%	136 8% f	174 7%	65 7%	23 5%	108 9% xjmt	83 9% xjmnt	55 6%	53 6%	49 9% jmt	91 9% jmt	101 7%	104 7%	69 7%	19 6%	520 8%	298 7%
The impact of the disruption on separately booked travel	692 6% gknr	403 7%	286 6%	107 9% xdeg h	107 6%	116 6% g	131 7% g	83 5%	148 6%	84 9% xklm npr	38 8% knr	56 5%	58 6% nr	50 5%	29 4%	57 11% xklm npq rst	55 5%	104 7% knr	68 4%	69 7% knr	24 7% nr	429 6%	263 6%
The impact of the disruption on my work life	552 5% bg hnru	341 6% xb	200 4%	49 4% h	140 7% xcgh	148 8% xcfgh	112 6% xgh	63 4% h	41 2%	47 5% nr	24 5% r	55 5% r	45 5% r	86 9% xijk lno pqrst	26 3%	22 4%	55 5% nr	85 6% nr	43 3%	52 5% nr	13 4%	256 4%	296 7% xu
Other	117 1% acde	49 1%	68 1% xa	2 *	6 *	12 1%	24 1% cde	32 2% xcde	41 2% xcde	12 1%	9 2% m	8 1%	11 1%	4 *	9 1%	3 1%	7 1%	21 1% m	14 1%	16 2% km	2 1%	77 1%	40 1%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 172

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Summary by Sum of Rank (Scores Flipped)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Total	11044	3244	7800	5378	5666	1559	9485	752	416	10465	573	6247	4797	4583	6460
Not knowing my options / the next steps to take	1498 14%eghi	436 13%	1061 14%	740 14%	758 13%	154 10%	1344 14%xe	73 10%	32 8%	1372 13%	126 22%xi	866 14%	632 13%	635 14%	863 13%
Cost incurred as a result of the disruption	1454 13%cg	428 13%	1025 13%	653 12%	801 14%xc	192 12%	1261 13%	76 10%	43 10%	1383 13%	70 12%	848 14%	605 13%	641 14%xn	813 13%
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1407 13%adfl	357 11%	1051 13%xa	830 15%xd	577 10%	234 15%xf	1173 12%	96 13%	50 12%	1354 13%xj	51 9%	843 13%xl	565 12%	607 13%	801 12%
Facilities available to me in the airport	962 9%ce	305 9%	657 8%	400 7%	562 10%xc	108 7%	853 9%xe	56 7%	42 10%	901 9%	61 11%	554 9%	408 8%	396 9%	566 9%
Communicating with those who were waiting for me at my final destination	910 8%k	266 8%	644 8%	463 9%	448 8%	124 8%	786 8%	49 6%	41 10%g	861 8%	50 9%	476 8%	434 9%yk	365 8%	546 8%
What I would need to do when I arrive at my destination	901 8%deg	286 9%	615 8%	481 9%xd	420 7%	86 6%	815 9%xe	34 4%	28 7%	853 8%	48 8%	482 8%	419 9%	379 8%	522 8%
The availability of food / drink	883 8%cik	281 9%	601 8%	384 7%	498 9%xc	116 7%	767 8%	53 7%	40 10%	816 8%	67 12%xi	468 7%	415 9%yk	340 7%	543 8%
The wellbeing of those who were travelling with me	850 8%fj	247 8%	603 8%	387 7%	463 8%	193 12%xf	657 7%	151 20%x	88 21%x	816 8%j	30 5%	455 7%	395 8%	343 7%	507 8%
The whereabouts of my luggage	818 7%h	261 8%	557 7%	380 7%	438 8%	123 8%	695 7%	56 7%	19 4%	784 7%	35 6%	469 8%	350 7%	318 7%	500 8%
The impact of the disruption on separately booked travel	692 6%dfj	190 6%	501 6%	397 7%xd	295 5%	121 8%xf	571 6%	57 8%	21 5%	676 6%xj	16 3%	375 6%	316 7%	287 6%	405 6%
The impact of the disruption on my work life	552 5%acfhj	119 4%	434 6%xa	217 4%	335 6%xc	106 7%xf	446 5%	46 6%h	12 3%	540 5%xj	13 2%	353 6%xl	200 4%	231 5%	322 5%
Other	117 1%bce	67 2%xb	50 1%	46 1%	71 1%	1 *	116 1%xe	6 1%	2 *	109 1%	8 1%	58 1%	59 1%	43 1%	74 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 173

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Summary by Sum of Rank (Scores Flipped)****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Total	11044	3473	5233	3853	5014	4830	3975	9706	1337	7535	3508
Not knowing my options / the next steps to take	1498 14%aci	380 11%	845 16%xa	400 10%	806 16%xc	538 11%	646 16%xi	1295 13%	203 15%	1030 14%	468 13%
Cost incurred as a result of the disruption	1454 13%cehi	442 13%	750 14%xa	455 12%	726 14%xc	574 12%	608 15%xi	1226 13%	227 17%xe	1063 14%xh	391 11%
The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)	1407 13%h	427 12%	680 13%	516 13%	616 12%	624 13%	489 12%	1232 13%	176 13%	995 13%xh	412 12%
Facilities available to me in the airport	962 9%bfg	339 10%xb	417 8%	368 10%xd	415 8%	464 10%xj	317 8%	888 9%xf	74 6%	607 8%	355 10%xg
Communicating with those who were waiting for me at my final destination	910 8%dej	293 8%	419 8%	348 9%xd	358 7%	431 9%xj	282 7%	781 8%	129 10%	612 8%	298 8%
What I would need to do when I arrive at my destination	901 8%bfj	282 8%	389 7%	321 8%	426 8%	406 8%	295 7%	833 9%xf	68 5%	633 8%	268 8%
The availability of food / drink	883 8%g	267 8%	403 8%	311 8%	407 8%	386 8%	329 8%	767 8%	115 9%	559 7%	324 9%xg
The wellbeing of those who were travelling with me	850 8%g	282 8%	387 7%	309 8%	380 8%	382 8%	300 8%	737 8%	113 8%	535 7%	315 9%xg
The whereabouts of my luggage	818 7%dgj	296 9%xb	367 7%	321 8%xd	290 6%	398 8%xj	249 6%	704 7%	114 9%	509 7%	309 9%xg
The impact of the disruption on separately booked travel	692 6%bh	233 7%b	283 5%	264 7%	292 6%	311 6%	226 6%	623 6%	68 5%	496 7%	195 6%
The impact of the disruption on my work life	552 5%bfh	206 6%xb	237 5%	213 6%	234 5%	281 6%xj	182 5%	511 5%xf	41 3%	421 6%xh	131 4%
Other	117 1%ci	28 1%	57 1%	26 1%	64 1%c	37 1%	51 1%i	109 1%	8 1%	76 1%	42 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

Prepared by Yonder

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 174

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The availability of food / drink**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	458 23%dev	237 22%	219 25%	37 17%	62 18%	60 18%	86 26%de	86 27%xde	127 27%xde	29 18%	21 26%	61 28%iq	38 23%	42 24%	37 25%	24 25%	42 22%	52 20%	65 24%	35 20%	12 20%	358 28% xv	100 14%
First mention	132 7%qv	79 7%	50 6%	9 4%	15 4%	21 6%	28 8%d	20 6%	39 8%d	9 5%	9 11%pq	23 10%xpq	16 10%pq	11 6%	9 6%	6 6%	7 4%	10 4%	22 8%q	9 5%	3 4%	102 8% xv	29 4%
Second mention	161 8%av	70 6%	91 10%xa	15 7%	25 7%	20 6%	25 8%	28 9%	47 10%	14 9%	10 12%	18 8%	9 6%	12 7%	15 10%	10 10%	13 7%	22 8%	21 8%	12 7%	4 7%	124 10% xv	37 5%
Third mention	165 8%iv	88 8%	77 9%	13 6%	22 6%	19 6%	33 10%	37 12% xde	41 9%	7 4%	2 3%	20 9%	13 8%	19 11%i	13 9%	8 9%	22 12%i	20 8%	22 8%	14 8%	5 9%	132 10% xv	33 5%
Not mentioned	1547 77%ghu	866 78%	670 75%	174 83%	277 82% xfgh	267 82% xfgh	249 74%	235 73%	344 73%	138 82% k	59 74%	159 72%	125 77%	133 76%	109 75%	70 75%	147 78%	209 80% k	212 76%	138 80%	47 80%	909 72%	638 86% xu
Mean	2.07	2.04	2.12	2.11	2.11	1.97	2.06	2.20	2.02	1.94	1.69	1.96	1.92	2.19	2.11	2.10	2.36% klr	2.20	2.00	2.14	2.22	2.08	2.04
Standard deviation	0.80	0.84	0.76	0.76	0.77	0.83	0.84	0.80	0.80	0.73	0.68	0.84	0.88	0.83	0.77	0.77	0.76	0.74	0.83	0.81	0.82	0.81	0.79
Standard error	0.04	0.05	0.05	0.19	0.09	0.10	0.09	0.08	0.07	0.14	0.18	0.11	0.14	0.12	0.13	0.15	0.12	0.10	0.10	0.14	0.20	0.04	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 175

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The availability of food / drink**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	458 23% <sup>c</sup>	148 25%	310 22%	192 20%	266 26% <sup>xc</sup>	58 22%	400 23%	29 22%	23 30%	427 23%	31 28%	247 22%	211 24%	176 21%	282 24%
First mention	132 7% <sup>i</sup>	38 6%	94 7%	63 7%	68 7%	22 8%	109 6%	8 7%	5 6%	118 6%	13 12% <sup>xi</sup>	70 6%	61 7%	47 6%	85 7%
Second mention	161 8% <sup>e</sup>	58 10%	104 7%	66 7%	95 9%	13 5%	148 9%	8 6%	8 10%	153 8%	9 8%	81 7%	81 9%	70 8%	91 8%
Third mention	165 8% <sup>c</sup>	52 9%	113 8%	63 7%	102 10% <sup>xc</sup>	23 9%	142 8%	12 9%	10 14%	156 8%	9 8%	96 9%	69 8%	60 7%	106 9%
Not mentioned	1547 77% <sup>d</sup>	442 75%	1105 78%	773 80% <sup>xd</sup>	774 74%	210 78%	1336 77%	100 78%	54 70%	1465 77%	80 72%	872 78%	675 76%	665 79%	882 76%
Mean	2.07	2.10	2.06	2.00	2.13	2.02	2.08	2.13	2.25	2.09	1.87	2.11	2.04	2.07	2.07
Standard deviation	0.80	0.78	0.81	0.81	0.79	0.89	0.79	0.85	0.79	0.80	0.86	0.82	0.79	0.78	0.82
Standard error	0.04	0.06	0.05	0.06	0.05	0.12	0.04	0.16	0.16	0.04	0.16	0.05	0.05	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 176

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The availability of food / drink**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	458 23%g	143 22%	207 23%	161 22%	206 24%	201 22%	165 24%	401 23%	58 25%	287 21%	171 26% xg
First mention	132 7%	36 5%	63 7%	46 6%	65 7%	56 6%	54 8%	112 6%	20 8%	85 6%	47 7%
Second mention	161 8%	51 8%	69 8%	57 8%	71 8%	72 8%	57 8%	143 8%	18 8%	102 8%	60 9%
Third mention	165 8%	56 8%	75 8%	58 8%	70 8%	73 8%	55 8%	146 8%	20 8%	101 7%	64 10%
Not mentioned	1547 77%h	518 78%	703 77%	559 78%	666 76%	702 78%	526 76%	1370 77%	177 75%	1064 79% xh	483 74%
Mean	2.07	2.14	2.06	2.07	2.02	2.08	2.00	2.08	2.00	2.06	2.10
Standard deviation	0.80	0.79	0.82	0.80	0.81	0.80	0.81	0.80	0.84	0.80	0.80
Standard error	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.04	0.11	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 177

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- What I would need to do when I arrive at my destination**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	478	266	206	41	53	65	81	94	144	34	17	47	42	38	35	26	39	65	70	51	13	346	131
	24%dev	24%	23%	20%	16%	20%	24% <sub>d</sub>	29% <sub>x</sub> d <sub>e</sub>	30% <sub>x</sub> d <sub>e</sub>	20%	21%	21%	26%	22%	24%	28%	21%	25%	25%	29%	23%	27% <sub>xv</sub>	18%
First mention	127	76	50	7	14	19	19	29	38	11	5	10	11	10	12	4	9	17	21	13	4	97	29
	6% <sub>d</sub> v	7%	6%	3%	4%	6%	6%	9% <sub>x</sub> c <sub>d</sub>	8% <sub>d</sub>	7%	6%	5%	7%	6%	8%	4%	5%	6%	8%	7%	6%	8% <sub>xv</sub>	4%
Second mention	170	91	76	14	18	22	26	35	55	10	6	17	14	14	15	11	12	21	20	21	8	127	42
	8% <sub>d</sub> v	8%	9%	7%	5%	7%	8%	11% <sub>d</sub> e	12% <sub>x</sub> d <sub>e</sub>	6%	8%	8%	8%	8%	10%	12%	6%	8%	7%	12%	14% <sub>i</sub> p	10% <sub>xv</sub>	6%
Third mention	181	100	81	21	21	23	36	30	51	13	6	19	18	14	8	11	18	27	29	17	1	122	59
	9% <sub>d</sub> t	9%	9%	10%	6%	7%	11% <sub>d</sub>	9%	11% <sub>d</sub>	7%	7%	9%	11% <sub>t</sub>	8%	6%	12% <sub>t</sub>	10% <sub>t</sub>	10% <sub>t</sub>	11% <sub>t</sub>	10% <sub>t</sub>	2%	10%	8%
Not mentioned	1527	837	683	169	286	262	254	227	328	134	63	174	121	137	112	67	150	196	206	122	45	921	606
	76% <sub>g</sub> h <sub>u</sub>	76%	77%	80% <sub>h</sub>	84% <sub>x</sub> f <sub>g</sub> h	80% <sub>x</sub> g <sub>h</sub>	76%	71%	70%	80%	79%	79%	74%	78%	76%	72%	79%	75%	75%	71%	77%	73%	82% <sub>xu</sub>
Mean	2.11	2.09	2.15	2.33	2.14	2.06	2.21	2.01	2.08	2.04	2.04	2.19	2.16	2.09	1.89	2.27	2.24	2.16	2.11	2.09	1.82	2.07	2.23
Standard deviation	0.80	0.81	0.78	0.75	0.81	0.82	0.80	0.80	0.79	0.84	0.81	0.79	0.81	0.79	0.76	0.72	0.81	0.82	0.84	0.77	0.61	0.79	0.79
Standard error	0.04	0.05	0.05	0.17	0.11	0.10	0.09	0.07	0.07	0.14	0.25	0.12	0.12	0.13	0.13	0.14	0.13	0.10	0.10	0.11	0.14	0.04	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 178

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- What I would need to do when I arrive at my destination**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	478 24%eg	148 25%	329 23%	249 26%	228 22%	48 18%	430 25%xe	19 14%	14 18%	453 24%	25 22%	262 23%	216 24%	197 23%	281 24%
First mention	127 6%de	44 7%	83 6%	74 8%xd	53 5%	8 3%	119 7%xe	4 3%	5 6%	119 6%	8 7%	67 6%	60 7%	58 7%	69 6%
Second mention	170 8%	49 8%	121 9%	84 9%	86 8%	22 8%	147 8%	7 6%	4 6%	163 9%	7 6%	87 8%	82 9%	66 8%	103 9%
Third mention	181 9%	55 9%	126 9%	91 9%	90 9%	17 6%	164 9%	8 6%	5 6%	171 9%	10 9%	108 10%	73 8%	73 9%	109 9%
Not mentioned	1527 76%f	441 75%	1086 77%	715 74%	812 78%	221 82%xf	1306 75%	110 86%x	63 82%	1439 76%	87 78%	857 77%	670 76%	645 77%	883 76%
Mean	2.11	2.07	2.13	2.07	2.16	2.19	2.11	2.20	2.03	2.11	2.09	2.16	2.06	2.07	2.14
Standard deviation	0.80	0.82	0.79	0.81	0.78	0.71	0.80	0.77	0.86	0.79	0.86	0.80	0.79	0.81	0.78
Standard error	0.04	0.07	0.04	0.05	0.05	0.11	0.04	0.18	0.22	0.04	0.18	0.05	0.05	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 179

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- What I would need to do when I arrive at my destination**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	478 24% <sup>f</sup>	147 22%	214 24%	177 25%	218 25%	218 24%	161 23%	439 25% <sup>xf</sup>	39 17%	333 25%	145 22%
First mention	127 6% <sup>bf</sup>	45 7%	46 5%	45 6%	63 7%	61 7%	37 5%	120 7% <sup>xf</sup>	7 3%	91 7%	36 6%
Second mention	170 8%	45 7%	82 9%	53 7%	82 9%	67 7%	61 9%	153 9%	16 7%	119 9%	51 8%
Third mention	181 9%	57 9%	86 9%	79 11% <sup>x</sup>	73 8%	90 10%	63 9%	165 9%	16 7%	123 9%	58 9%
Not mentioned	1527 76% <sup>e</sup>	514 78%	696 76%	543 75%	654 75%	686 76%	530 77%	1332 75%	195 83% <sup>xe</sup>	1019 75%	508 78%
Mean	2.11	2.08	2.19	2.19	2.05	2.14	2.17	2.10	2.25	2.10	2.15
Standard deviation	0.80	0.83	0.76	0.82	0.79	0.82	0.77	0.80	0.73	0.80	0.79
Standard error	0.04	0.07	0.05	0.06	0.05	0.06	0.06	0.04	0.13	0.04	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 180

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Cost incurred as a result of the disruption**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	722 36%hu	412 37%	308 35%	79 38%	138 41% xh	130 40% h	120 36% h	120 37% h	135 29%	62 37%	30 37%	80 36%	51 31%	52 29%	57 39%	33 36%	86 45% xlmq	87 33%	99 36%	62 36%	24 42%	395 31%	327 44% xu
First mention	226 11%hu	132 12%	94 11%	19 9%	52 15% xh	38 12%	40 12%	38 12%	40 8%	16 10%	10 12%	31 14% ls	12 7%	19 11%	20 14%	12 13%	25 13%	28 11%	30 11%	12 7%	10 17% ls	112 9%	114 16% xu
Second mention	280 14%hu	147 13%	133 15%	41 19% h	45 13%	58 18% xfh	41 12%	45 14%	51 11%	24 14%	11 13%	29 13%	24 15%	21 12%	20 14%	11 12%	31 16%	34 13%	42 15%	24 14%	8 14%	154 12%	126 17% xu
Third mention	216 11%b	133 12% xb	81 9%	20 9%	41 12%	34 10%	40 12%	37 12%	44 9%	22 13% m	9 12%	20 9%	15 9%	11 6%	16 11%	10 11%	29 15% xm	24 9%	27 10%	26 15% m	6 10%	129 10%	86 12%
Not mentioned	1283 64%dpv	691 63%	581 65%	132 62%	201 59%	197 60%	215 64%	202 63%	337 71% xdefg	106 63%	50 63%	140 64%	113 69% p	124 71% p	89 61%	60 64%	103 55%	174 67% p	177 64%	112 64%	34 58%	872 69% xv	411 56%
Mean	1.99v	2.00	1.96	2.01	1.92	1.97	2.00	2.00	2.03	2.10	1.99	1.87	2.06	1.84	1.93	1.95	2.04	1.95	1.97	2.21xkmqt	1.85	2.05xv	1.91
Standard deviation	0.78	0.80	0.75	0.70	0.82	0.75	0.82	0.79	0.79	0.78	0.81	0.79	0.73	0.76	0.81	0.83	0.80	0.78	0.76	0.76	0.81	0.78	0.78
Standard error	0.03	0.04	0.04	0.12	0.07	0.06	0.08	0.07	0.07	0.10	0.18	0.09	0.10	0.10	0.11	0.14	0.09	0.08	0.08	0.10	0.14	0.04	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 181

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Cost incurred as a result of the disruption**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	722 36%	211 36%	511 36%	333 35%	389 37%	95 35%	627 36%	37 29%	23 30%	689 36%	32 28%	414 37%	307 35%	322 38%	400 34%
First mention	226 11%	72 12%	154 11%	98 10%	128 12%	31 11%	195 11%	14 11%	6 7%	213 11%	13 11%	138 12%	88 10%	96 11%	130 11%
Second mention	280 14%	73 12%	207 15%	125 13%	155 15%	37 14%	244 14%	11 9%	9 11%	267 14%	13 12%	158 14%	123 14%	126 15%	154 13%
Third mention	216 11%	66 11%	150 11%	110 11%	106 10%	27 10%	189 11%	12 9%	9 11%	209 11%	6 6%	119 11%	97 11%	99 12%	117 10%
Not mentioned	1283 64%	378 64%	905 64%	632 65%	651 63%	174 65%	1109 64%	92 71%	54 70%	1202 64%	80 72%	704 63%	579 65%	520 62%	763 66%
Mean	1.99	1.97	1.99	2.04	1.94	1.97	1.99	1.96	2.12	1.99	1.80	1.95	2.03	2.01	1.97
Standard deviation	0.78	0.81	0.77	0.79	0.77	0.79	0.78	0.85	0.80	0.78	0.75	0.79	0.78	0.78	0.78
Standard error	0.03	0.06	0.03	0.04	0.04	0.08	0.03	0.15	0.16	0.03	0.13	0.04	0.04	0.04	0.04

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 182

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Cost incurred as a result of the disruption**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	722 36%cehi	221 33%	362 40%xa	229 32%	356 41%xc	287 32%	293 42%xi	610 34%	112 48%xe	519 38%xh	203 31%
First mention	226 11%eh	73 11%	121 13%x	69 10%	119 14%xc	89 10%	101 15%xi	189 11%	37 16%xe	174 13%xh	52 8%
Second mention	280 14%ai	76 11%	146 16%xa	88 12%	132 15%	108 12%	113 16%xi	239 13%	41 18%	195 14%	85 13%
Third mention	216 11%e	72 11%	95 10%	71 10%	104 12%	90 10%	80 12%	182 10%	34 15%	150 11%	66 10%
Not mentioned	1283 64%bdfgj	441 67%b	549 60%	492 68%xd	517 59%	617 68%xj	397 58%	1161 66%xf	122 52%	833 62%	450 69%yg
Mean	1.99	2.00	1.93	2.01	1.96	2.00	1.93	1.99	1.97	1.95	2.07
Standard deviation	0.78	0.81	0.77	0.79	0.79	0.79	0.78	0.78	0.80	0.79	0.76
Standard error	0.03	0.05	0.04	0.05	0.04	0.05	0.05	0.03	0.08	0.03	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 183

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The wellbeing of those who were travelling with me**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	423 21%gi	228 21%	190 21%	45 21%	71 21%g	76 23%g	92 28%xdgh	46 14%	93 20%g	24 15%	24 30%iq	42 19%	31 19%	47 27%iq	36 24%i	24 25%i	39 21%	45 17%	60 22%	34 20%	17 29%iq	275 22%	149 20%
First mention	149 7%ghv	75 7%	73 8%	16 7%	25 7%	28 9%gh	41 12%xdgh	16 5%	23 5%	8 5%	9 12%	21 10%	15 9%	15 9%	10 7%	6 7%	18 10%	16 6%	15 5%	11 6%	6 9%	108 9%xv	41 6%
Second mention	128 6%b	81 7%	45 5%	11 5%	26 8%	21 7%	25 7%	17 5%	28 6%	8 5%	6 7%	8 4%	8 5%	16 9%k	14 10%k	7 7%	12 6%	15 6%	17 6%	14 8%	3 6%	78 6%	51 7%
Third mention	146 7%g	73 7%	72 8%	18 9%	19 6%	26 8%g	26 8%	14 4%	42 9%g	8 5%	9 11%	13 6%	8 5%	17 9%	12 8%	11 12%ipq	9 5%	14 5%	28 10%q	10 6%	8 13%xiklpqs	89 7%	57 8%
Not mentioned	1582 79%f	875 79%	699 79%	166 79%	269 79%f	251 77%	243 72%	275 86%xdeth	379 80%df	143 85%xjmnnot	56 70%	178 81%	133 81%	128 73%	111 76%	70 75%	150 79%	216 83%jmt	217 78%	139 80%	42 71%	993 78%	589 80%
Mean	1.99fu	1.99	2.00	2.06	1.92	1.97	1.83	1.96	2.20xdf	1.99	1.98	1.80	1.79	2.03	2.07	2.20	1.78	1.96	2.21xkp	1.98	2.14	1.93	2.10
Standard deviation	0.84	0.81	0.88	0.88	0.79	0.85	0.84	0.81	0.82	0.82	0.89	0.89	0.85	0.83	0.79	0.85	0.81	0.82	0.82	0.78	0.91	0.85	0.81
Standard error	0.04	0.05	0.06	0.19	0.09	0.09	0.09	0.11	0.09	0.17	0.21	0.13	0.15	0.12	0.15	0.17	0.13	0.12	0.11	0.14	0.19	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 184

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- The wellbeing of those who were travelling with me****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	423 21%f	131 22%	292 21%	199 21%	224 22%	91 34%xf	332 19%	68 53%x	38 50%x	405 21%	17 16%	228 20%	195 22%	165 20%	258 22%
First mention	149 7%f	37 6%	112 8%	65 7%	85 8%	37 14%xf	112 6%	30 24%x	20 26%x	145 8%	4 3%	79 7%	70 8%	69 8%	80 7%
Second mention	128 6%fm	42 7%	87 6%	58 6%	70 7%	27 10%xf	101 6%	22 17%x	10 12%x	122 6%	6 5%	68 6%	60 7%	40 5%	88 8%xm
Third mention	146 7%	53 9%	93 7%	76 8%	69 7%	27 10%	119 7%	15 12%	8 11%	138 7%	8 7%	81 7%	65 7%	55 7%	90 8%
Not mentioned	1582 79%egh	458 78%	1124 79%	766 79%	816 78%	178 66%	1404 81%xe	61 47%	38 50%	1487 79%	94 84%	890 80%	692 78%	677 80%	905 78%
Mean	1.99gh	2.12xb	1.93	2.06	1.93	1.88	2.02	1.78	1.69	1.98	2.25	2.01	1.97	1.92	2.04
Standard deviation	0.84	0.82	0.84	0.84	0.83	0.84	0.83	0.79	0.82	0.84	0.80	0.84	0.83	0.87	0.81
Standard error	0.04	0.07	0.05	0.06	0.06	0.09	0.05	0.09	0.13	0.04	0.20	0.06	0.06	0.07	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n****Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 185

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The wellbeing of those who were travelling with me**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	423 21%	140 21%	195 21%	147 20%	192 22%	188 21%	150 22%	367 21%	57 24%	272 20%	151 23%
First mention	149 7%	47 7%	68 7%	56 8%	69 8%	67 7%	55 8%	126 7%	23 10%	93 7%	56 9%
Second mention	128 6%g	48 7%	55 6%	49 7%	51 6%	59 7%	41 6%	118 7%	11 4%	76 6%	53 8%g
Third mention	146 7%	45 7%	72 8%	41 6%	72 8%	61 7%	54 8%	123 7%	23 10%	103 8%	43 7%
Not mentioned	1582 79%	521 79%	715 79%	573 80%	681 78%	716 79%	541 78%	1404 79%	178 76%	1080 80%	502 77%
Mean	1.99	1.99	2.02	1.90	2.02	1.96	2.00	1.99	2.00	2.03	1.91
Standard deviation	0.84	0.81	0.85	0.81	0.86	0.83	0.85	0.82	0.91	0.85	0.81
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.04	0.13	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 186

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Communicating with those who were waiting for me at my final destination**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	443 22%fs	239 22%	202 23%	44 21%	75 22%f	80 25%f	50 15%	77 24%f	117 25%f	28 17%	15 19%	55 25% s	34 21%	44 25% s	43 30% xips	17 18%	35 18%	74 28% xiops	61 22%	27 16%	11 18%	268 21%	175 24%
First mention	161 8%adv	74 7%	87 10% xa	18 8%	17 5%	23 7%	17 5%	29 9% df	57 12% xdef	10 6%	5 6%	19 8%	12 7%	13 7%	15 10%	4 5%	12 6%	30 12% x	21 8%	17 10%	3 6%	114 9% xv	46 6%
Second mention	146 7% s	81 7%	64 7%	14 7%	29 9%	31 9% f	17 5%	20 6%	36 8%	11 6%	7 8%	18 8% s	10 6%	11 6%	18 12% xs	5 5%	15 8%	20 8%	22 8%	5 3%	3 6%	88 7%	58 8%
Third mention	137 7% su	84 8%	51 6%	12 6%	29 9% fh	27 8%	16 5%	29 9% fh	24 5%	8 5%	4 4%	18 8% s	13 8%	19 11% xips	11 8%	7 8%	8 4%	24 9% s	18 6%	5 3%	4 7%	66 5%	71 10% xu
Not mentioned	1562 78% nq	864 78%	687 77%	167 79%	264 78%	247 75%	285 85% xdeg h	244 76%	355 75%	139 83% nq	65 81%	166 75%	129 79%	132 75%	103 70%	77 82% q	154 82% nq	187 72%	215 78%	146 84% xkm nq	48 82%	999 79%	563 76%
Mean	1.95bhu	2.05xb	1.82	1.88	2.16xh	2.05h	1.98	2.01h	1.71	1.91	1.92	1.98	2.03	2.15	1.91	2.17	1.89	1.91	1.94	1.55	2.05	1.82	2.14xu
Standard deviation	0.82	0.81	0.81	0.83	0.77	0.79	0.82	0.87	0.78	0.80	0.76	0.82	0.86	0.86	0.78	0.85	0.76	0.85	0.80	0.79	0.87	0.80	0.81
Standard error	0.04	0.05	0.06	0.19	0.09	0.08	0.12	0.09	0.07	0.15	0.24	0.11	0.14	0.13	0.12	0.20	0.13	0.09	0.11	0.15	0.22	0.05	0.06

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 187

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Communicating with those who were waiting for me at my final destination**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	443 22%	123 21%	321 23%	228 24%	215 21%	67 25%	376 22%	27 21%	17 22%	415 22%	28 25%	236 21%	207 23%	183 22%	260 22%
First mention	161 8%	50 8%	111 8%	80 8%	81 8%	15 6%	145 8%	7 5%	8 11%	155 8%	5 5%	79 7%	81 9%	59 7%	101 9%
Second mention	146 7%	45 8%	101 7%	75 8%	71 7%	27 10%	119 7%	8 7%	7 9%	135 7%	11 10%	82 7%	64 7%	63 8%	83 7%
Third mention	137 7%a	28 5%	108 8%xa	74 8%	63 6%	25 9%	112 6%	12 9%	2 2%	125 7%	12 11%	75 7%	62 7%	61 7%	76 7%
Not mentioned	1562 78%	467 79%	1095 77%	737 76%	825 79%	202 75%	1360 78%	102 79%	59 78%	1476 78%	84 75%	883 79%	679 77%	658 78%	903 78%
Mean	1.95f	1.83	1.99	1.97	1.92	2.15xf	1.91	2.20	1.63	1.93	2.23	1.98	1.91	2.01	1.90
Standard deviation	0.82	0.78	0.83	0.82	0.82	0.77	0.82	0.82	0.68	0.82	0.76	0.81	0.83	0.81	0.82
Standard error	0.04	0.07	0.05	0.05	0.06	0.10	0.04	0.16	0.16	0.04	0.15	0.05	0.06	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 188

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- Communicating with those who were waiting for me at my final destination**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	443 22%	148 22%	202 22%	171 24%	176 20%	212 23%	137 20%	385 22%	58 25%	300 22%	143 22%
First mention	161 8%	53 8%	73 8%	60 8%	63 7%	77 9%	50 7%	136 8%	24 10%	104 8%	57 9%
Second mention	146 7%	39 6%	72 8%	57 8%	56 6%	65 7%	46 7%	123 7%	23 10%	105 8%	41 6%
Third mention	137 7%	56 8%	57 6%	54 7%	57 7%	71 8%	42 6%	126 7%	11 5%	92 7%	44 7%
Not mentioned	1562 78%	514 78%	708 78%	550 76%	697 80%	691 77%	554 80%	1385 78%	176 75%	1051 78%	511 78%
Mean	1.95	2.02	1.92	1.96	1.97	1.97	1.94	1.97	1.77	1.96	1.91
Standard deviation	0.82	0.86	0.80	0.82	0.83	0.83	0.82	0.83	0.75	0.81	0.84
Standard error	0.04	0.07	0.06	0.06	0.06	0.06	0.07	0.04	0.10	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 189

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on my work life**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	273	169	99	24	72	71	55	30	22	21	10	30	22	40	12	10	29	44	22	27	6	130	143
	14%bghru	15%xb	11%	11%h	21%xcgh	22%xcgh	16%gh	9%h	5%	13%	13%	14%	13%	23%xlknort	9%	11%	16%r	17%nr	8%	15%r	10%	10%	19%xu
First mention	98	59	36	8	21	31	20	11	6	10	6	7	10	17	4	3	7	14	6	11	3	41	56
	5%hru	5%	4%	4%	6%h	10%xgh	6%h	3%	1%	6%	8%r	3%	6%r	10%xknpr	3%	3%	4%	5%	2%	6%r	5%	3%	8%xu
Second mention	84	55	29	9	25	14	17	11	7	7	1	11	3	12	6	6	12	13	9	3	2	43	40
	4%hu	5%	3%	4%	7%xgh	4%h	5%h	4%	1%	4%	2%	5%	2%	7%ls	4%	6%	6%ls	5%	3%	2%	3%	3%	5%xu
Third mention	92	56	34	7	25	26	18	8	8	5	3	12	9	11	3	1	11	17	7	13	1	45	47
	5%ghu	5%	4%	3%	7%xgh	8%xgh	5%h	3%	2%	3%	3%	5%	5%	6%	2%	1%	6%	7%or	3%	7%nor	2%	4%	6%xu
Not mentioned	1732	934	790	187	267	256	280	291	450	146	70	190	142	136	134	84	160	217	255	147	53	1137	594
	86%ademv	85%	89%xa	89%de	79%	78%	84%	91%xdef	95%xcdefg	87%im	87%	86%im	87%im	77%	91%mq	89%im	84%	83%	92%xmpqs	85%	90%im	90%xv	81%
Mean	1.98	1.98	1.99	1.92	2.06	1.92	1.97	1.92	2.09	1.79	1.65	2.15	1.94	1.83	1.93	1.75	2.13	2.08	2.05	2.06	1.77	2.03	1.93
Standard deviation	0.83	0.82	0.85	0.81	0.81	0.90	0.83	0.80	0.84	0.82	0.90	0.80	0.95	0.84	0.77	0.62	0.77	0.84	0.77	0.96	0.90	0.82	0.85
Standard error	0.05	0.06	0.08	0.24	0.09	0.10	0.11	0.13	0.17	0.17	0.32	0.14	0.21	0.13	0.23	0.19	0.14	0.12	0.15	0.18	0.32	0.07	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 190

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on my work life**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	273	62	212	106	168	51	222	22	7	265	8	176	98	116	158
	14%acfl	10%	15%xa	11%	16%xc	19%xf	13%	17%	10%	14%	8%	16%xl	11%	14%	14%
First mention	98	20	77	39	59	20	78	9	2	97	1	59	39	43	54
	5%f	3%	5%	4%	6%	7%	4%	7%	2%	5%x	1%	5%	4%	5%	5%
Second mention	84	16	68	34	50	16	68	6	1	81	3	59	24	28	55
	4%al	3%	5%a	4%	5%	6%	4%	5%	1%	4%	3%	5%xl	3%	3%	5%
Third mention	92	25	67	33	59	16	76	7	5	87	5	57	35	44	48
	5%c	4%	5%	3%	6%xc	6%	4%	5%	6%	5%	4%	5%	4%	5%	4%
Not mentioned	1732	528	1204	859	872	218	1514	107	69	1626	103	943	788	726	1005
	86%bdek	90%xb	85%	89%xd	84%	81%	87%xe	83%	90%	86%	92%	84%	89%xx	86%	86%
Mean	1.98	2.08	1.95	1.94	2.00	1.92	1.99	1.90	2.40	1.96	2.47	1.99	1.96	2.00	1.96
Standard deviation	0.83	0.86	0.83	0.83	0.84	0.84	0.83	0.86	0.91	0.83	0.71	0.82	0.87	0.87	0.81
Standard error	0.05	0.11	0.06	0.08	0.06	0.12	0.05	0.18	0.32	0.05	0.24	0.06	0.09	0.08	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 191

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The impact of the disruption on my work life**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	273 14%h	100 15%	118 13%	112 16%	113 13%	144 16%x	88 13%	251 14%x	22 9%	208 15%h	65 10%
First mention	98 5%	36 5%	42 5%	35 5%	42 5%	47 5%	33 5%	92 5%x	5 2%	71 5%	27 4%
Second mention	84 4%h	34 5%	35 4%	31 4%	38 4%	43 5%	27 4%	75 4%	8 4%	71 5%h	13 2%
Third mention	92 5%	30 5%	41 5%	47 6%xd	33 4%	53 6%x	28 4%	84 5%	8 4%	66 5%	26 4%
Not mentioned	1732 86%egi	561 85%	792 87%	608 84%	760 87%	760 84%	603 87%	1519 86%	212 91%	1144 85%	588 90%yg
Mean	1.98	1.95	1.99	2.10x	1.92	2.04	1.94	1.97	2.13	1.98	1.99
Standard deviation	0.83	0.81	0.84	0.85	0.81	0.84	0.83	0.84	0.79	0.81	0.91
Standard error	0.05	0.08	0.08	0.08	0.07	0.07	0.09	0.05	0.16	0.06	0.11

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 192

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The impact of the disruption on separately booked travel**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	351 17%gk	203 18%	147 17%	57 27%xdgh	55 16%	61 19%	64 19%	44 14%	69 15%	44 26%xkmnpr	19 24%k	27 12%	29 18%	26 15%	19 13%	22 23%kr	26 14%	54 21%kr	38 14%	34 20%	13 22%k	210 17%	141 19%
First mention	115 6%gn	65 6%	49 6%	17 8%	19 6%	17 5%	24 7%g	11 3%	27 6%	14 8%mn	7 8%n	11 5%	13 8%mn	4 2%	2 1%	16 17%xiiklmnp qrs	8 4%	15 6%n	9 3%	12 7%n	4 7%n	80 6%	35 5%
Second mention	110 5%u	70 6%	40 5%	15 7%	14 4%	20 6%	19 6%	17 5%	25 5%	12 7%l	6 7%	8 4%	4 2%	15 9%klr	7 4%	3 4%	12 7%	19 7%l	11 4%	10 6%	3 5%	58 5%	52 7%xu
Third mention	126 6%h	68 6%	58 6%	25 12%xgh	22 7%	24 7%h	21 6%	16 5%	17 4%	18 10%xmop	7 9%	9 4%	13 8%	7 4%	11 7%	2 3%	5 3%	19 7%p	18 6%	11 6%	6 10%kmop	71 6%	55 7%
Not mentioned	1654 83%ci	901 82%	742 83%	154 73%	284 84%c	266 81%	271 81%	277 86%xc	402 85%c	124 74%	61 76%	193 88%xijqot	135 82%	149 85%i	127 87%i	72 77%	163 86%i	207 79%	239 86%ioq	140 80%	46 78%	1058 83%	596 81%
Mean	2.03u	2.01	2.06	2.13	2.07	2.10	1.96	2.12	1.86	2.08	2.02	1.93	2.01	2.09	2.46	1.38	1.90	2.07	2.22	1.97	2.15	1.95	2.14
Standard deviation	0.83	0.81	0.85	0.85	0.87	0.82	0.85	0.79	0.79	0.86	0.86	0.85	0.95	0.66	0.69	0.69	0.73	0.80	0.83	0.85	0.91	0.85	0.79
Standard error	0.04	0.06	0.07	0.17	0.11	0.10	0.11	0.11	0.09	0.14	0.24	0.16	0.18	0.12	0.17	0.16	0.14	0.11	0.13	0.15	0.22	0.06	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 193

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on separately booked travel**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	351 17%dfj	96 16%	255 18%	203 21%xd	148 14%	61 23%xf	290 17%	27 21%	12 16%	343 18%xj	8 7%	191 17%	160 18%	136 16%	215 18%
First mention	115 6%	30 5%	85 6%	60 6%	55 5%	20 8%	95 5%	10 8%	2 2%	113 6%	2 2%	64 6%	52 6%	54 6%	61 5%
Second mention	110 5%cd	34 6%	76 5%	74 8%xd	36 3%	19 7%	91 5%	10 8%	6 7%	107 6%	3 3%	57 5%	53 6%	43 5%	67 6%
Third mention	126 6%dm	32 5%	94 7%	69 7%	57 5%	21 8%	104 6%	7 6%	4 6%	124 7%	2 2%	70 6%	56 6%	39 5%	86 7%xm
Not mentioned	1654 83%cei	493 84%	1161 82%	762 79%	892 86%xc	208 77%	1446 83%xe	102 79%	65 84%	1548 82%	104 93%xi	928 83%	726 82%	706 84%	949 82%
Mean	2.03m	2.02	2.03	2.04	2.01	2.02	2.03	1.90	2.21	2.03	1.94	2.03	2.03	1.89	2.12xm
Standard deviation	0.83	0.81	0.84	0.80	0.87	0.84	0.83	0.80	0.73	0.83	0.82	0.84	0.82	0.82	0.82
Standard error	0.04	0.08	0.05	0.06	0.07	0.11	0.05	0.17	0.22	0.05	0.29	0.06	0.07	0.07	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 194

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The impact of the disruption on separately booked travel**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	351 17%	116 18%	147 16%	131 18%	151 17%	154 17%	117 17%	315 18%	36 15%	250 18%	101 16%
First mention	115 6%	41 6%	47 5%	48 7%	46 5%	55 6%	36 5%	103 6%	12 5%	86 6%	29 4%
Second mention	110 5%	35 5%	42 5%	36 5%	48 6%	47 5%	37 5%	101 6%	8 4%	74 5%	36 5%
Third mention	126 6%	40 6%	58 6%	46 6%	57 7%	53 6%	44 6%	111 6%	15 6%	89 7%	36 6%
Not mentioned	1654 83%	545 82%	764 84%	590 82%	721 83%	749 83%	574 83%	1456 82%	199 85%	1102 82%	552 84%
Mean	2.03	1.99	2.08	1.98	2.07	1.99	2.07	2.02	2.08	2.01	2.07
Standard deviation	0.83	0.84	0.84	0.85	0.82	0.84	0.83	0.82	0.88	0.84	0.81
Standard error	0.04	0.08	0.07	0.08	0.07	0.07	0.08	0.05	0.16	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 195

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The whereabouts of my luggage**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	420 21%	230 21%	186 21%	45 21%	85 25%xf	70 21%	59 18%	68 21%	94 20%	32 19%	17 21%	53 24%	42 26%	32 18%	31 21%	25 26%	45 24%	46 18%	52 19%	35 20%	10 17%	265 21%	155 21%
First mention	111 6%h	64 6%	47 5%	11 5%	27 8%xfh	23 7%h	14 4%	19 6%	16 3%	9 5%	1 1%	17 8%h	11 7%	4 2%	5 3%	6 7%	15 8%h	19 7%h	14 5%	6 3%	3 5%	68 5%	43 6%
Second mention	176 9%	96 9%	77 9%	23 11%	26 8%	27 8%	24 7%	29 9%	47 10%	16 9%	4 6%	20 9%	17 11%	14 8%	11 8%	12 13%q	15 8%	16 6%	24 9%	22 13%q	3 6%	119 9%	58 8%
Third mention	133 7%	70 6%	62 7%	11 5%	32 9%h	20 6%	21 6%	20 6%	30 6%	7 4%	11 14%h	16 7%	14 8%	13 7%	15 10%q	6 7%	15 8%	11 4%	14 5%	8 4%	3 6%	78 6%	55 7%
Not mentioned	1585 79%h	874 79%	703 79%	166 79%	254 75%	257 79%	276 82%h	253 79%	378 80%	135 81%	63 79%	167 76%	121 74%	144 82%	115 79%	69 74%	144 76%	215 82%	225 81%	138 80%	49 83%	1002 79%	582 79%
Mean	2.05q	2.03	2.08	2.00	2.05	1.95	2.11	2.01	2.15	1.96	2.61	1.97	2.05	2.27q	2.32	2.01	1.99	1.81	2.01	2.05	2.07	2.04	2.08
Standard deviation	0.76	0.76	0.76	0.70	0.84	0.79	0.77	0.77	0.69	0.72	0.63	0.80	0.77	0.70	0.75	0.73	0.83	0.79	0.74	0.62	0.84	0.74	0.79
Standard error	0.04	0.05	0.06	0.15	0.09	0.09	0.10	0.09	0.07	0.13	0.17	0.11	0.12	0.12	0.14	0.15	0.13	0.11	0.10	0.11	0.23	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 196

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- The whereabouts of my luggage****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	420 21%h	134 23%	287 20%	192 20%	228 22%	63 24%	357 21%	30 23%h	7 10%	404 21%	16 14%	239 21%	181 20%	159 19%	261 22%
First mention	111 6%	33 6%	78 6%	54 6%	57 5%	19 7%	92 5%	7 6%	5 6%	103 5%	8 8%	63 6%	48 5%	45 5%	66 6%
Second mention	176 9%hj	61 10%	115 8%	80 8%	96 9%	22 8%	154 9%	11 9%	2 2%	174 9%xi	2 2%	103 9%	73 8%	69 8%	107 9%
Third mention	133 7%	39 7%	94 7%	59 6%	75 7%	22 8%	111 6%	11 9%h	1 1%	128 7%	5 5%	73 7%	60 7%	45 5%	88 8%
Not mentioned	1585 79%	456 77%	1129 80%	772 80%	812 78%	205 76%	1379 79%	99 77%	69 90%xi	1487 79%	96 86%	879 79%	705 80%	682 81%	902 78%
Mean	2.05	2.05	2.06	2.02	2.08	2.05	2.05	2.14	1.50	2.06	1.80	2.04	2.07	2.00	2.08
Standard deviation	0.76	0.74	0.77	0.77	0.76	0.81	0.75	0.79	0.77	0.75	0.93	0.76	0.77	0.76	0.76
Standard error	0.04	0.06	0.05	0.05	0.05	0.10	0.04	0.15	0.27	0.04	0.24	0.05	0.06	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n****Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 197

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- The whereabouts of my luggage**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	420 21%d	150 23%	189 21%	166 23%d	153 17%	204 23%	130 19%	367 21%	53 23%	266 20%	154 24%
First mention	111 6%dg	35 5%	51 6%	41 6%	33 4%	49 5%	31 5%	94 5%	17 7%	63 5%	48 7% <sub>xx</sub>
Second mention	176 9%	76 11% <sub>xb</sub>	75 8%	72 10%	71 8%	95 11% <sub>x</sub>	56 8%	149 8%	27 12%	117 9%	59 9%
Third mention	133 7%	39 6%	63 7%	52 7%	48 6%	59 7%	43 6%	124 7%	9 4%	86 6%	47 7%
Not mentioned	1585 79%	511 77%	721 79%	555 77%	720 83% <sub>xc</sub>	700 77%	561 81%	1404 79%	181 77%	1086 80%	499 76%
Mean	2.05	2.03	2.06	2.06	2.10	2.05	2.09	2.08 <sub>x</sub>	1.86	2.09	2.00
Standard deviation	0.76	0.71	0.78	0.75	0.73	0.73	0.75	0.77	0.69	0.75	0.79
Standard error	0.04	0.06	0.06	0.06	0.06	0.05	0.07	0.04	0.10	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 198

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- Facilities available to me in the airport**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	493 25%dev	262 24%	229 26%	47 22%	70 21%	67 20%	82 24%	91 28%de	136 29%xde	34 20%	16 20%	62 28%	42 26%	39 22%	43 29%	21 22%	42 22%	54 21%	88 32%xi	39 23%pq	14 24%	375 30%xv	118 16%
First mention	149 7%	93 8%	55 6%	14 7%	21 6%	24 7%	20 6%	22 7%	47 10%xf	10 6%	1 1%	21 9%j	9 6%	14 8%	18 13%xjp	8 9%	11 6%	18 7%	14 7%	14 8%	6 9%j	102 8%	47 6%
Second mention	171 9%av	79 7%	91 10%xa	15 7%	26 8%	21 6%	31 9%	36 11%xe	41 9%	11 6%	7 9%	24 11%	20 12%lm	10 6%	10 7%	7 7%	16 8%	19 7%	34 12%xm	11 6%	4 8%	136 11%xv	34 5%
Third mention	173 9%v	89 8%	83 9%	18 9%	23 7%	21 6%	31 9%	33 10%	48 10%	13 8%	8 10%	17 8%	13 8%	16 9%	14 10%	6 7%	15 8%	17 7%	36 13%xq	14 8%	4 7%	137 11%xv	36 5%
Not mentioned	1512 75%hru	841 76%	660 74%	164 78%	269 79%xgh	260 80%xgh	253 76%	230 72%	335 71%	134 80%r	64 80%	159 72%	121 74%	136 78%r	103 71%	73 78%	147 78%r	207 79%r	189 68%	134 77%r	44 76%	892 70%	620 84%xu
Mean	2.05v	1.98	2.13	2.08	2.02	1.95	2.13	2.12	2.00	2.08	2.45	1.94	2.09	2.05	1.90	1.91	2.09	1.98	2.20k	2.01	1.89	2.09xv	1.91
Standard deviation	0.81	0.84	0.77	0.83	0.80	0.83	0.78	0.77	0.84	0.83	0.64	0.79	0.73	0.88	0.88	0.84	0.79	0.82	0.76	0.86	0.85	0.79	0.84
Standard error	0.04	0.05	0.05	0.18	0.09	0.10	0.09	0.07	0.07	0.14	0.19	0.10	0.11	0.14	0.15	0.18	0.12	0.11	0.08	0.14	0.21	0.04	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 199

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Facilities available to me in the airport****Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	493 25%c	154 26%	339 24%	207 21%	286 27%xc	53 20%	440 25%	28 21%	19 25%	457 24%	36 32%	287 26%	206 23%	209 25%	284 24%
First mention	149 7%	52 9%	97 7%	60 6%	89 9%	23 9%	126 7%	12 9%	7 10%	143 8%	6 5%	82 7%	67 8%	52 6%	97 8%
Second mention	171 9%e	47 8%	123 9%	73 8%	98 9%	9 3%	162 9%xe	5 4%	8 10%	157 8%	14 12%	103 9%	68 8%	84 10%	87 7%
Third mention	173 9%i	55 9%	118 8%	75 8%	98 9%	21 8%	153 9%	11 8%	4 5%	157 8%	16 14%xi	103 9%	70 8%	73 9%	100 9%
Not mentioned	1512 75%d	435 74%	1077 76%	757 79%xd	755 73%	216 80%	1296 75%	101 79%	57 75%	1434 76%	76 68%	831 74%	681 77%	633 75%	879 76%
Mean	2.05	2.02	2.06	2.07	2.03	1.95	2.06	1.97	1.80	2.03	2.29	2.07	2.02	2.10	2.01
Standard deviation	0.81	0.83	0.80	0.80	0.81	0.92	0.79	0.93	0.76	0.81	0.73	0.80	0.82	0.77	0.83
Standard error	0.04	0.07	0.04	0.06	0.05	0.13	0.04	0.18	0.17	0.04	0.13	0.05	0.06	0.05	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n****Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 200

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- Facilities available to me in the airport**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	493 25%fg	163 25%	221 24%	178 25%	220 25%	224 25%	167 24%	453 26%xf	40 17%	312 23%	181 28%yg
First mention	149 7%fi	60 9%	61 7%	61 8%	61 7%	79 9%	49 7%	141 8%xf	8 3%	92 7%	57 9%
Second mention	171 9%	57 9%	73 8%	69 10%	73 8%	81 9%	52 7%	154 9%	17 7%	110 8%	61 9%
Third mention	173 9%ci	46 7%	87 10%	48 7%	86 10%ci	64 7%	66 10%	158 9%	15 6%	110 8%	63 10%
Not mentioned	1512 75%eh	499 75%	689 76%	543 75%	652 75%	679 75%	524 76%	1318 74%	194 83%xe	1039 77%xi	473 72%
Mean	2.05aci	1.92	2.12a	1.93	2.12c	1.93	2.10	2.04	2.17	2.06	2.04
Standard deviation	0.81	0.81	0.81	0.78	0.81	0.80	0.83	0.81	0.75	0.80	0.82
Standard error	0.04	0.06	0.05	0.06	0.05	0.05	0.06	0.04	0.12	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 201

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Not knowing my options / the next steps to take****Base: All respondents**

	Total (x)	Gender		Age						Region											Disruption type		
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	733 37%u	399 36%	325 37%	96 45%d	111 33%	124 38%	117 35%	116 36%	169 36%	64 38%	31 38%	78 35%	73 45% xmoq	53 30%	48 33%	28 30%	71 38%	86 33%	105 38%	69 40%	26 44% m	424 33%	309 42% xu
First mention	275 14%ku	138 12%	134 15%	37 18%	43 13%	46 14%	37 11%	47 15%	65 14%	24 14%	11 14%	20 9%	23 14%	23 13%	21 14%	12 13%	32 17% k	31 12%	49 18% k	24 14%	5 9%	153 12%	122 17% xu
Second mention	216 11%nu	127 12%	88 10%	26 12%	34 10%	30 9%	44 13%	33 10%	49 10%	17 10% n	7 8%	27 12% n	30 19% ximnopq	14 8%	5 4%	8 9%	20 11% n	26 10% n	33 12% n	19 11% n	10 17% mn	123 10%	93 13%
Third mention	242 12%	135 12%	104 12%	33 16%	34 10%	48 15%	36 11%	36 11%	55 12%	24 14%	13 16%	31 14%	20 12%	16 9%	22 15%	8 9%	19 10%	30 11%	23 8%	26 15% r	11 18% mr	149 12%	94 13%
Not mentioned	1272 63%lv	704 64%	564 63%	115 55%	228 67% c	203 62%	218 65%	206 64%	303 64%	103 62%	49 62%	143 65%	90 55%	123 70% lt	98 67%	65 70% l	118 62%	175 67% l	171 62%	105 60%	32 56%	843 67% xv	429 58%
Mean	1.96r	1.99	1.91	1.96	1.92	2.02	2.00	1.91	1.94	1.99	2.06	2.14pr	1.96	1.85	2.03	1.88	1.83	1.99	1.76	2.03	2.20pr	1.99	1.91
Standard deviation	0.84	0.83	0.85	0.86	0.83	0.87	0.79	0.84	0.84	0.87	0.90	0.80	0.77	0.85	0.95	0.85	0.84	0.84	0.80	0.86	0.78	0.84	0.83
Standard error	0.03	0.04	0.05	0.13	0.08	0.07	0.07	0.07	0.06	0.11	0.19	0.09	0.09	0.12	0.14	0.15	0.10	0.09	0.08	0.11	0.13	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 202

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- Not knowing my options / the next steps to take**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	733 37%ei	208 35%	524 37%	359 37%	374 36%	78 29%	654 38%xe	37 29%	20 26%	679 36%	54 48%xi	420 38%	313 35%	313 37%	420 36%
First mention	275 14%eghi	82 14%	193 14%	136 14%	139 13%	24 9%	251 14%xe	9 7%	4 5%	247 13%	28 25%xi	158 14%	117 13%	114 14%	161 14%
Second mention	216 11%	65 11%	151 11%	110 11%	106 10%	28 10%	188 11%	19 14%	5 6%	199 11%	17 15%	131 12%	85 10%	93 11%	123 11%
Third mention	242 12%	62 10%	181 13%	113 12%	129 12%	26 10%	216 12%	10 7%	11 15%	233 12%	10 9%	131 12%	111 13%	106 13%	136 12%
Not mentioned	1272 63%fj	381 65%	891 63%	606 63%	666 64%	190 71%xf	1082 62%	92 71%	57 74%	1213 64%xj	58 52%	699 62%	573 65%	528 63%	744 64%
Mean	1.96j	1.90	1.98	1.94	1.97	2.03	1.95	2.02	2.38	1.98xj	1.66	1.94	1.98	1.97	1.94
Standard deviation	0.84	0.83	0.84	0.83	0.85	0.81	0.84	0.71	0.80	0.84	0.77	0.83	0.86	0.84	0.84
Standard error	0.03	0.06	0.04	0.04	0.04	0.09	0.03	0.12	0.18	0.03	0.11	0.04	0.05	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 203

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Not knowing my options / the next steps to take****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	733 37%acei	189 29%	403 44%xa	202 28%	391 45%xc	271 30%	313 45%xi	627 35%	106 45%xe	504 37%	228 35%
First mention	275 14%aci	67 10%	159 17%xa	68 9%	150 17%xc	93 10%	120 17%xi	242 14%	33 14%	190 14%	85 13%
Second mention	216 11%aci	57 9%	124 14%xa	61 8%	114 13%xc	81 9%	92 13%xi	185 10%	31 13%	147 11%	69 11%
Third mention	242 12%e	66 10%	120 13%	73 10%	127 15%xc	97 11%	100 14%xi	201 11%	41 18%xe	168 12%	74 11%
Not mentioned	1272 63%bdfj	472 71%xb	507 56%	518 72%xd	481 55%	633 70%xj	378 55%	1144 65%xf	128 55%	848 63%	425 65%
Mean	1.96	2.00	1.91	2.03	1.94	2.01	1.94	1.93	2.08	1.96	1.95
Standard deviation	0.84	0.84	0.83	0.84	0.84	0.84	0.84	0.84	0.84	0.84	0.84
Standard error	0.03	0.06	0.04	0.06	0.04	0.05	0.05	0.03	0.09	0.04	0.06

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 204  
**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)**  
**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	659	368	289	89	138	123	103	87	119	72	23	67	35	53	47	27	52	104	92	65	23	365	294
	33%ghlu	33%	32%	42%xfgh	41%xfgh	38%xgh	31%	27%	25%	43%xxklmop	28%	31%l	21%	30%	32%l	29%	27%	40%xxklp	33%l	37%l	40%l	29%	40%xu
First mention	282	157	125	47	56	39	43	46	51	29	9	22	15	24	22	9	26	36	47	32	11	161	121
	14%hu	14%	14%	22%xefh	17%h	12%	13%	14%	11%	18%kl	12%	10%	9%	14%	15%	9%	14%	14%	17%kkl	19%kl	19%l	13%	16%xu
Second mention	184	109	73	19	42	45	34	18	25	18	11	23	10	15	14	7	10	32	19	18	7	92	92
	9%ghu	10%	8%	9%	12%xgh	14%xgh	10%gh	5%	5%	11%	14%	10%	6%	9%	10%	7%	6%	12%lp	7%	10%	11%	7%	12%xu
Third mention	194	101	91	23	40	38	26	23	43	24	2	22	10	14	11	11	15	36	26	15	6	112	82
	10%	9%	10%	11%	12%g	12%g	8%	7%	9%	14%xjl	3%	10%	6%	8%	7%	12%	8%	14%xjl	9%	8%	10%	9%	11%
Not mentioned	1346	736	600	121	201	204	232	234	353	96	57	153	129	122	99	67	137	158	185	109	35	903	443
	67%cdelqv	67%	68%	58%	59%	62%	69%cd	73%xcde	75%xcde	57%	72%	69%lq	79%xiqnqrst	70%l	68%	71%l	73%lq	60%	67%	63%	60%	71%xv	60%
Mean	1.87	1.85	1.88	1.73	1.88	1.99xg	1.83	1.74	1.94	1.93	1.70	2.00	1.86	1.82	1.76	2.10	1.79	2.01s	1.77	1.73	1.78	1.87	1.87
Standard deviation	0.84	0.83	0.86	0.85	0.83	0.80	0.80	0.86	0.89	0.87	0.67	0.82	0.85	0.83	0.81	0.88	0.88	0.84	0.86	0.81	0.84	0.86	0.82
Standard error	0.03	0.04	0.05	0.13	0.07	0.07	0.08	0.08	0.08	0.11	0.17	0.10	0.15	0.12	0.12	0.17	0.12	0.08	0.09	0.11	0.15	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 205

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	659 33%adf	167 28%	493 35%xa	392 41%xd	267 26%	113 42%xf	546 31%	50 39%	26 34%	630 33%	29 26%	388 35%	272 31%	291 35%	369 32%
First mention	282 14%dj	74 13%	208 15%	163 17%xd	119 11%	40 15%	242 14%	15 11%	7 9%	276 15%xj	6 5%	174 16%xl	108 12%	119 14%	163 14%
Second mention	184 9%df	42 7%	142 10%	112 12%xd	71 7%	40 15%xf	143 8%	16 12%	11 14%	172 9%	10 9%	107 10%	77 9%	77 9%	106 9%
Third mention	194 10%df	51 9%	143 10%	117 12%xd	76 7%	33 12%	161 9%	19 15%x	9 11%	181 10%	13 11%	107 10%	87 10%	94 11%	99 9%
Not mentioned	1346 67%bce	423 72%xb	923 65%	572 59%	773 74%xc	155 58%	1190 69%xe	79 61%	51 66%	1262 67%	83 74%	731 65%	615 69%	551 65%	795 68%
Mean	1.87i	1.86	1.87	1.88	1.84	1.94	1.85	2.09	2.08	1.85	2.24	1.83	1.92	1.91	1.83
Standard deviation	0.84	0.85	0.83	0.84	0.84	0.80	0.85	0.83	0.78	0.84	0.78	0.83	0.85	0.85	0.83
Standard error	0.03	0.07	0.04	0.04	0.05	0.08	0.04	0.12	0.16	0.03	0.15	0.04	0.05	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 206

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**  
**- The impact of the disruption on my plans (e.g. a family event, a wedding or a holiday)**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	659 33%h	200 30%	321 35%a	234 32%	294 34%	288 32%	234 34%	576 33%	84 36%	469 35%xh	190 29%
First mention	282 14%	84 13%	134 15%	110 15%	115 13%	128 14%	91 13%	247 14%	35 15%	197 15%	85 13%
Second mention	184 9%	59 9%	91 10%	63 9%	92 11%	80 9%	73 11%	163 9%	21 9%	132 10%	52 8%
Third mention	194 10%	57 9%	96 11%	62 9%	87 10%	79 9%	70 10%	166 9%	27 12%	141 10%	53 8%
Not mentioned	1346 67%g	462 70%b	589 65%	487 68%	579 66%	616 68%	456 66%	1195 67%	150 64%	882 65%	463 71% <sup>xg</sup>
Mean	1.87	1.86	1.88	1.80	1.90	1.83	1.91	1.86	1.90	1.88	1.83
Standard deviation	0.84	0.83	0.84	0.83	0.82	0.83	0.83	0.84	0.86	0.84	0.84
Standard error	0.03	0.06	0.05	0.06	0.05	0.05	0.05	0.03	0.10	0.04	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 207

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Other****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top three mention	68 3%d	31 3%	37 4%	2 1%	4 1%	8 2%	12 4%	18 5%xcde	24 5%xd	8 4%	4 5%	7 3%	7 4%	2 1%	6 4%	3 3%	5 3%	7 3%	10 3%	9 5m	1 2%	43 3%	25 3%
First mention	17 1%a	4 *	13 1%xa	- -	1 *	1 *	4 1%	5 2%	6 1%	1 1%	3 3%p	1 *	2 1%	1 1%	- -	- -	- -	6 2%xp	2 1%	2 1%	- -	12 1%	5 1%
Second mention	15 1%	9 1%	6 1%	- -	- -	2 1%	3 1%	5 1%d	5 1%	3 2%	- -	- -	- -	1 *	4 3%kx	- -	2 1%	2 1%	1 *	3 2%	1 1%	9 1%	6 1%
Third mention	36 2%q	17 2%	18 2%	2 1%	4 1%	5 2%	4 1%	8 2%	13 3%	4 2%q	1 1%	6 3%mq	4 3%mq	- -	2 1%	3 3%mq	3 2%q	- -	7 3%mq	5 3%mq	1 1%q	22 2%	14 2%
Not mentioned	1937 97%gh	1072 97%	852 96%	209 99%g	335 99%xgh	319 98%g	323 96%	304 95%	448 95%	160 96%	76 95%	214 97%	157 96%	174 99% <sup>s</sup>	140 96%	90 97%	184 97%	254 97%	267 97%	164 95%	57 98%	1224 97%	713 97%
Mean	2.28	2.43	2.15	3.00	2.60	2.55	1.96	2.18	2.30	2.35	1.63	2.75	2.28	1.48	2.36	3.00	2.67	1.21	2.57	2.29	2.55	2.22	2.39
Standard deviation	0.84	0.73	0.92	0.00	0.91	0.73	0.89	0.86	0.85	0.77	1.09	0.72	1.04	-	0.53	0.00	0.52	0.44	0.80	0.81	-	0.87	0.79
Standard error	0.10	0.14	0.15	0.00	0.41	0.24	0.27	0.19	0.20	0.29	0.63	0.29	0.39	-	0.24	0.00	0.23	0.15	0.27	0.29	-	0.13	0.17

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 208

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?****- Other****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top three mention	68 3%be	40 7%xb	28 2%	28 3%	40 4%	1 *	67 4%xe	3 2%	2 2%	65 3%	3 3%	36 3%	32 4%	25 3%	43 4%
First mention	17 1%b	9 2%xb	8 1%	6 1%	11 1%	- -	17 1%	1 1%	- -	15 1%	2 2%	9 1%	8 1%	7 1%	10 1%
Second mention	15 1%b	8 1%	7 1%	5 1%	10 1%	- -	15 1%	1 1%	- -	14 1%	1 1%	5 *	10 1%	3 *	12 1%
Third mention	36 2%b	23 4%xb	13 1%	17 2%	19 2%	1 *	35 2%	1 1%	2 2%	36 2%	- -	22 2%	14 2%	14 2%	22 2%
Not mentioned	1937 97%af	549 93%	1388 98%xa	937 97%	1000 96%	268 100%xf	1669 96%	126 98%	75 98%	1826 97%	109 97%	1083 97%	854 96%	816 97%	1121 96%
Mean	2.28	2.34	2.19	2.38	2.21	3.00	2.27	2.04	3.00	2.32x	1.39	2.37	2.18	2.28	2.28
Standard deviation	0.84	0.84	0.85	0.83	0.85	-	0.84	1.00	-	0.83	0.60	0.86	0.83	0.91	0.82
Standard error	0.10	0.14	0.16	0.17	0.13	-	0.10	0.58	-	0.10	0.43	0.14	0.15	0.18	0.13

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 209

**Q16. Alongside resolving the disruption itself, what were your top 3 concerns when facing a travel disruption?**

**- Other**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top three mention	68 3%	19 3%	35 4%	18 2%	37 4%	24 3%	31 5%	63 4%	5 2%	46 3%	22 3%
First mention	17 1%ci	3 *	7 1%	2 *	10 1%ci	3 *	6 1%	16 1%	1 *	10 1%	7 1%
Second mention	15 1%	3 *	8 1%	6 1%	7 1%	6 1%	8 1%	14 1%	1 *	9 1%	6 1%
Third mention	36 2%	13 2%	20 2%	10 1%	20 2%	15 2%	18 3%	33 2%	3 1%	27 2%	9 1%
Not mentioned	1937 97%	643 97%	875 96%	703 98%	836 96%	879 97%	659 95%	1708 96%	229 98%	1305 97%	632 97%
Mean	2.28	2.50	2.38	2.51	2.27	2.50	2.37	2.27	2.38	2.37	2.08
Standard deviation	0.84	0.80	0.81	0.67	0.88	0.74	0.80	0.85	0.90	0.83	0.86
Standard error	0.10	0.19	0.14	0.15	0.15	0.15	0.15	0.11	0.45	0.13	0.18

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 210

**Q17. Which of the following describe(s) the communications you received from the airline after your [delay / cancellation] was resolved (i.e. in the days / weeks following the disruption)?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Any communication	862	514	338	125	182	151	142	103	159	75	33	101	68	90	48	38	86	131	114	55	24	439	423
	43%bghnsu	47%xb	38%	59%xefgh	54%xefgh	46%gh	43%gh	32%	34%	45% <sub>s</sub>	42%	46% <sub>ns</sub>	41%	51% <sub>xnrs</sub>	33%	41%	45% <sub>ns</sub>	50% <sub>xnrs</sub>	41%	32%	42%	35%	57% <sub>xu</sub>
The airline contacted me to apologise	385	237	142	58	85	83	62	38	59	29	12	48	33	40	21	18	48	56	52	20	8	206	179
	19%bghsu	21%xb	16%	28% <sub>xgh</sub>	25% <sub>xfgh</sub>	25% <sub>xfgh</sub>	19% <sub>gh</sub>	12%	12%	17%	15%	22% <sub>s</sub>	20% <sub>s</sub>	23% <sub>s</sub>	15%	19%	25% <sub>xns</sub>	21% <sub>s</sub>	19% <sub>s</sub>	11%	14%	16%	24% <sub>xu</sub>
The airline contacted me to compensate / reimburse me	348	202	141	42	58	62	61	39	86	32	18	37	36	33	25	12	25	48	55	19	9	161	187
	17% <sub>gsu</sub>	18%	16%	20%	17%	19% <sub>g</sub>	18% <sub>g</sub>	12%	18% <sub>g</sub>	19% <sub>s</sub>	23% <sub>s</sub>	17%	22% <sub>s</sub>	19% <sub>s</sub>	17%	12%	25	18% <sub>s</sub>	20% <sub>s</sub>	11%	15%	13%	25% <sub>xu</sub>
The airline contacted me to inform me of my rights as a traveller	267	167	98	28	56	50	50	35	47	25	12	32	18	30	15	15	23	45	24	25	5	121	146
	13% <sub>bhru</sub>	15% <sub>xb</sub>	11%	13%	17% <sub>xgh</sub>	15% <sub>h</sub>	15% <sub>h</sub>	11%	10%	15%	15%	14%	11%	17% <sub>r</sub>	10%	16%	12%	17% <sub>xr</sub>	9%	14%	9%	10%	20% <sub>xu</sub>
The airline contacted me asking for feedback	252	152	95	50	60	42	40	27	33	19	9	23	20	28	15	18	20	50	31	11	8	120	132
	13% <sub>bghsu</sub>	14%	11%	24% <sub>xefgh</sub>	18% <sub>xfgh</sub>	13% <sub>h</sub>	12% <sub>h</sub>	9%	7%	11%	11%	11%	12%	16% <sub>s</sub>	11%	19% <sub>s</sub>	11%	19% <sub>xiknpr</sub>	11%	6%	13%	9%	18% <sub>xu</sub>
The airline contacted me about something else	20	12	8	-	1	1	4	6	9	2	-	3	1	2	1	1	2	4	4	-	-	11	9
	1%	1%	1%	-	*	*	1%	2% <sub>de</sub>	2% <sub>de</sub>	1%	-	2%	1%	1%	1%	1%	1%	2%	2%	-	-	1%	1%
I received no further communications from the airline about my [delay / cancellation]	1143	590	551	86	157	176	193	218	313	93	47	119	96	86	98	55	103	130	163	119	34	828	315
	57% <sub>acdmqv</sub>	53%	62% <sub>xa</sub>	41%	46%	54% <sub>cd</sub>	57% <sub>cd</sub>	68% <sub>xcdef</sub>	66% <sub>xcdef</sub>	55%	58%	54%	59%	49%	67% <sub>xkmpq</sub>	59%	55%	50%	59% <sub>mq</sub>	68% <sub>xikmpq</sub>	58%	65% <sub>xv</sub>	43%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 211

**Q17. Which of the following describe(s) the communications you received from the airline after your [delay / cancellation] was resolved (i.e. in the days / weeks following the disruption)?**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Any communication	862 43%adfm	221 37%	642 45%xa	451 47%xd	411 40%	153 57%xf	709 41%	65 51%	42 54%x	817 43%	45 40%	500 45%	362 41%	336 40%	526 45%xm
The airline contacted me to apologise	385 19%afjl	80 14%	305 22%xa	203 21%	182 17%	71 27%xf	314 18%	22 17%	16 21%	376 20%xj	10 9%	234 21%xl	151 17%	145 17%	240 21%
The airline contacted me to compensate / reimburse me	348 17%dl	93 16%	255 18%	190 20%xd	158 15%	49 18%	299 17%	21 16%	18 24%	329 17%	20 17%	213 19%xl	135 15%	139 16%	210 18%
The airline contacted me to inform me of my rights as a traveller	267 13%	74 12%	193 14%	133 14%	134 13%	44 16%	222 13%	21 17%	10 13%	250 13%	17 15%	158 14%	109 12%	103 12%	164 14%
The airline contacted me asking for feedback	252 13%df	65 11%	187 13%	146 15%xd	106 10%	60 22%xf	191 11%	27 21%x	20 26%x	241 13%	11 9%	154 14%	98 11%	98 12%	154 13%
The airline contacted me about something else	20 1%	7 1%	13 1%	11 1%	9 1%	- -	20 1%	- -	- -	17 1%	3 3%	14 1%	6 1%	10 1%	10 1%
I received no further communications from the airline about my [delay / cancellation]	1143 57%bcehn	369 63%xb	774 55%	514 53%	629 60%xc	116 43%	1027 59%xe	63 49%	35 46%	1074 57%	67 60%	619 55%	524 59%	506 60%xn	637 55%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 212

**Q17. Which of the following describe(s) the communications you received from the airline after your [delay / cancellation] was resolved (i.e. in the days / weeks following the disruption)?**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	Dissatisfied (b)	NET Satisfied (c)	Dissatisfied (d)	NET Satisfied (i)	Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Any communication	862	395	288	448	244	536	177	769	93	608	255
	43%bdhj	60%xb	32%	62%xd	28%	59%xj	26%	43%	40%	45%xh	39%
The airline contacted me to apologise	385	194	120	216	83	252	64	347	38	264	122
	19%bdj	29%xb	13%	30%xd	9%	28%xj	9%	20%	16%	19%	19%
The airline contacted me to compensate / reimburse me	348	168	115	203	92	234	69	321	27	237	111
	17%bdfj	25%xb	13%	28%xd	11%	26%xj	10%	18%xf	12%	18%	17%
The airline contacted me to inform me of my rights as a traveller	267	128	77	153	68	177	47	240	27	202	65
	13%bdhj	19%xb	8%	21%xd	8%	20%xj	7%	14%	12%	15%xh	10%
The airline contacted me asking for feedback	252	109	81	128	70	155	51	210	42	184	67
	13%bdehj	17%xb	9%	18%xd	8%	17%xj	7%	12%	18%xe	14%h	10%
The airline contacted me about something else	20	6	11	6	13	7	10	19	2	10	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
I received no further communications from the airline about my [delay / cancellation]	1143	266	623	272	629	368	514	1001	141	744	399
	57%acgi	40%	68%xa	38%	72%xc	41%	74%xi	57%	60%	55%	61%kg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 213

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- Summary**

**Base: All respondents**

Q18. Summary								
	My ability to contact airline staff / customer support during the [delay / cancellation]	How the disruption was initially communicated	The airline's communications to me while working to resolve the [delay / cancellation]	The resolution of the [delay / cancellation] (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 [delay / cancellation]s
Unweighted Base	2005	2005	2005	2005	2005	2005	2005	2005
Weighted Base	2005	2005	2005	2005	2005	2005	2005	2005
NET: Satisfied	643 32%	661 33%	721 36%	781 39%	537 27%	513 26%	692 34%	497 25%
NET: Dissatisfied	857 43%	910 45%	873 44%	768 38%	764 38%	870 43%	889 44%	898 45%
Very satisfied (5)	180 9%	149 7%	191 10%	236 12%	155 8%	135 7%	162 8%	139 7%
Fairly satisfied (4)	463 23%	512 26%	529 26%	546 27%	383 19%	378 19%	529 26%	358 18%
Neither/ nor (3)	432 22%	407 20%	374 19%	402 20%	502 25%	476 24%	383 19%	443 22%
Fairly dissatisfied (2)	427 21%	466 23%	471 23%	396 20%	389 19%	428 21%	489 24%	429 21%
Very dissatisfied (1)	431 21%	444 22%	402 20%	372 19%	374 19%	441 22%	400 20%	470 23%
I'm not sure	73 4%	27 1%	37 2%	54 3%	202 10%	147 7%	41 2%	166 8%
Mean	2.76	2.72	2.82	2.94	2.75	2.64	2.78	2.60
Standard deviation	1.29	1.27	1.30	1.31	1.24	1.24	1.27	1.26
Standard error	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.03

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 214

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- My ability to contact airline staff / customer support during the [delay / cancellation]**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied	643 32%hu	370 34%	268 30%	83 39%fh	131 39%xfgh	108 33%	92 28%	100 31%	129 27%	57 34%	23 29%	70 32%	53 32%	73 42%xnprst	37 25%	34 36%	54 29%	95 36%nr	78 28%	53 30%	15 26%	375 30%	268 36%xu
NET: Dissatisfied	857 43%c	469 43%	382 43%	50 24%	131 39%fc	129 39%fc	152 45%fc	154 48%xcde	242 51%xcde	67 40%	41 52%lm	99 45%	66 40%	63 36%	62 43%	36 39%	79 42%	106 41%	122 44%	88 51%xmqr	26 45%	538 42%	320 43%
Very satisfied	(5) 180 9%fhnr	108 10%	68 8%	29 14%fh	49 15%xfgh	29 9%	19 6%	24 7%	30 6%	17 10%	10 12%	19 9%	11 7%	21 12%nr	6 4%	11 12%nr	16 9%	34 13%xn	15 5%	16 9%	3 6%	92 7%	88 12%xu
Fairly satisfied	(4) 463 23%	262 24%	199 22%	53 25%	81 24%	79 24%	73 22%	76 24%	100 21%	40 24%	14 17%	51 23%	41 25%	52 30%xp	32 22%	23 25%	38 20%	61 23%	63 23%	36 21%	12 21%	283 22%	180 24%
Neither/ nor	(3) 432 22%sv	233 21%	197 22%	67 32%xdgh	68 20%	74 23%	76 23%	59 18%	89 19%	37 22%	15 19%	43 19%	34 21%	29 17%	41 28%ms	20 22%	52 28%xms	51 20%	68 25%rs	26 15%	14 24%	300 24%xv	132 18%
Fairly dissatisfied	(2) 427 21%	239 22%	186 21%	32 15%	70 21%	59 18%	81 24%	74 23%	110 23%	31 18%	14 18%	43 20%	34 21%	35 20%	27 18%	18 19%	46 25%	53 20%	70 25%	47 27%	10 17%	283 22%	144 20%
Very dissatisfied	(1) 431 21%c	231 21%	196 22%	18 8%	61 18%fc	69 21%fc	71 21%fc	80 25%cd	132 28%xcdef	37 22%	27 34%xlmpqr	56 26%lm	32 20%	28 16%	36 24%	19 20%	33 17%	53 20%	53 19%	42 24%	16 28%lm	255 20%	175 24%
I'm not sure	73 4%av	31 3%	42 5%xa	11 5%	10 3%	17 5%h	15 5%	8 2%	11 2%	7 4%	-	8 4%	11 6%p	10 6%	6 4%	3 3%	4 2%	8 3%	8 3%	6 4%	3 5%	54 4%	18 3%
Mean	2.76h	2.79	2.71	3.22xfgh	2.97xfgh	2.80h	2.65	2.65	2.53	2.81	2.55	2.69	2.78	3.03xjknrst	2.61	2.89	2.78	2.88	2.69	2.63	2.57	2.73	2.81
Standard deviation	1.29	1.30	1.27	1.15	1.34	1.29	1.22	1.30	1.28	1.32	1.42	1.33	1.26	1.31	1.20	1.33	1.21	1.35	1.19	1.33	1.29	1.24	1.37
Standard error	0.03	0.04	0.04	0.12	0.07	0.07	0.07	0.07	0.06	0.11	0.19	0.09	0.10	0.10	0.11	0.13	0.09	0.08	0.07	0.10	0.15	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 215

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?****- My ability to contact airline staff / customer support during the [delay / cancellation]****Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		643 32%afm	163 28%	480 34%xa	318 33%	325 31%	116 43%xf	527 30%	55 43%x	25 33%	612 32%	31 28%	358 32%	285 32%	239 28%	404 35%xm
NET: Dissatisfied		857 43%begn	281 48%xb	576 41%	397 41%	461 44%	94 35%	764 44%xe	41 32%	27 36%	803 42%	54 48%	482 43%	376 42%	383 46%xn	474 41%
Very satisfied	(5)	180 9%f	49 8%	130 9%	77 8%	103 10%	46 17%xf	134 8%	28 22%x	11 15%	170 9%	10 9%	92 8%	88 10%	71 8%	109 9%
Fairly satisfied	(4)	463 23%am	113 19%	350 25%xa	241 25%	222 21%	70 26%	393 23%	27 21%	14 19%	441 23%	22 19%	267 24%	196 22%	169 20%	294 25%xm
Neither/ nor	(3)	432 22%	123 21%	309 22%	215 22%	217 21%	52 19%	380 22%	28 22%	21 27%	407 22%	25 23%	238 21%	194 22%	182 22%	250 21%
Fairly dissatisfied	(2)	427 21%g	113 19%	314 22%	199 21%	227 22%	52 19%	375 22%	17 13%	12 16%	404 21%	23 21%	234 21%	193 22%	196 23%	231 20%
Very dissatisfied	(1)	431 21%be	168 29%xb	262 19%	197 20%	233 22%	42 16%	388 22%xe	25 19%	15 20%	399 21%	31 28%	248 22%	183 21%	188 22%	243 21%
I'm not sure		73 4%	22 4%	50 4%	35 4%	37 4%	7 3%	65 4%	4 3%	3 3%	70 4%	2 1%	41 4%	32 4%	37 4%	36 3%
Mean		2.76afm	2.58	2.83xa	2.79	2.73	3.10xf	2.71	3.14x	2.92	2.77	2.60	2.74	2.78	2.68	2.82xm
Standard deviation		1.29	1.33	1.27	1.27	1.31	1.35	1.27	1.43	1.34	1.29	1.31	1.29	1.30	1.28	1.30
Standard error		0.03	0.06	0.03	0.04	0.04	0.08	0.03	0.13	0.16	0.03	0.13	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n

Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 216

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- My ability to contact airline staff / customer support during the [delay / cancellation]**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		643 32%bdfgj	412 62%xb	105 12%	482 67%xd	68 8%	537 59%xj	35 5%	587 33%xf	56 24%	409 30%	234 36%yg
NET: Dissatisfied		857 43%acei	101 15%	655 72%xa	74 10%	675 77%xc	143 16%	570 83%xi	739 42%	119 51%xe	590 44%	267 41%
Very satisfied	(5)	180 9%bdj	155 23%xb	9 1%	169 23%xd	4 *	176 19%xj	1 *	167 9%x	13 6%	117 9%	63 10%
Fairly satisfied	(4)	463 23%bdgj	258 39%xb	97 11%	314 44%xd	64 7%	361 40%xj	35 5%	420 24%	43 18%	292 22%	171 26%yg
Neither/ nor	(3)	432 22%abdj	125 19%b	131 14%	142 20%xd	116 13%	194 21%j	71 10%	381 22%	51 22%	306 23%	127 19%
Fairly dissatisfied	(2)	427 21%aci	71 11%	291 32%xa	53 7%	290 33%xc	101 11%	231 33%xi	371 21%	56 24%	291 22%	135 21%
Very dissatisfied	(1)	431 21%acei	30 5%	364 40%xa	20 3%	384 44%xc	42 5%	340 49%xi	367 21%	63 27%	299 22%	132 20%
I'm not sure		73 4%bdj	23 4%	19 2%	22 3%xd	13 2%	30 3%	14 2%	64 4%	8 4%	47 3%	26 4%
Mean		2.76bdfj	3.68xb	1.99	3.80xd	1.85	3.60xj	1.71	2.79xf	2.50	2.72	2.84
Standard deviation		1.29	1.10	1.04	0.99	0.95	1.08	0.86	1.29	1.24	1.28	1.31
Standard error		0.03	0.04	0.03	0.04	0.03	0.04	0.03	0.03	0.09	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 217

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- How the disruption was initially communicated**

**Base: All respondents**

		Gender		Age						Region										Disruption type				
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		661 33%fh	382 35%	275 31%	78 37%	138 41%xfgh	119 36%fh	93 28%	104 32%	130 28%	59 35%	25 32%	71 32%	61 37%nt	74 42%xnqt	37 25%	35 37%	63 33%	74 28%	91 33%	58 33%	14 23%	417 33%	245 33%
NET: Dissatisfied		910 45%dm	481 44%	422 47%	84 40%	131 39%	141 43%	159 47%h	149 46%h	247 52%xcde	78 47%	40 51%	108 49%h	73 44%	63 36%	77 53%h	44 47%	80 42%	110 42%	126 45%	80 46%	31 54%h	560 44%	350 47%
Very satisfied	(5)	149 7%bhu	94 8%b	53 6%	23 11%h	32 10%h	22 7%	23 7%	26 8%h	22 5%	16 10%	4 5%	15 7%	16 10%	21 12%xnpr	7 5%	10 11%	10 5%	21 8%	16 6%	9 5%	4 7%	81 6%	68 9%hu
Fairly satisfied	(4)	512 26%fq	289 26%	223 25%	55 26%	105 31%xfgh	97 30%xfh	69 21%	78 24%	108 23%	43 26%	22 27%	56 25%	45 27%	53 30%qt	30 21%	25 26%	53 28%	53 20%	75 27%	49 28%	9 16%	336 27%	176 24%
Neither/ nor	(3)	407 20%	225 20%	179 20%	47 22%	65 19%	61 19%	78 23%	65 20%	91 19%	28 17%	14 18%	40 18%	29 17%	36 21%	28 19%	14 15%	42 22%	73 28%xiolos	57 20%	33 19%	13 23%	272 21%	134 18%
Fairly dissatisfied	(2)	466 23%deqv	246 22%	218 25%	50 24%	63 19%	63 19%	83 25%h	78 24%	129 27%xcde	42 25%	13 17%	55 25%	38 23%	37 21%	43 29%q	22 24%	45 24%	49 19%	69 25%	42 24%	12 20%	321 25%hv	145 20%
Very dissatisfied	(1)	444 22%mu	235 21%	204 23%	33 16%	67 20%	79 24%	75 22%	71 22%	118 25%	36 21%	27 34%xmpr	53 24%h	35 21%	26 15%	34 23%	21 23%	35 19%	62 24%h	57 21%	38 22%	20 34%xlmpr	239 19%	205 28%hu
I'm not sure		27 1%	14 1%	12 1%	2 1%	6 2%	5 2%	5 2%	3 1%	4 1%	2 1%	-	1 *	2 1%	3 2%	5 3%	1 1%	4 2%	4 2%	4 1%	3 1%	-	18 1%	9 1%
Mean		2.72ht	2.78x	2.66	2.92h	2.92xfgh	2.76h	2.64	2.72	2.55	2.76	2.51	2.66	2.81t	3.03xjknqrst	2.53	2.78	2.78t	2.70	2.72	2.70	2.43	2.76	2.67
Standard deviation		1.27	1.29	1.25	1.26	1.31	1.30	1.24	1.28	1.22	1.32	1.33	1.28	1.32	1.27	1.21	1.36	1.21	1.26	1.23	1.25	1.30	1.22	1.35
Standard error		0.03	0.04	0.04	0.13	0.07	0.07	0.07	0.07	0.06	0.10	0.17	0.09	0.10	0.10	0.11	0.14	0.09	0.08	0.08	0.10	0.15	0.03	0.05

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 218

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- How the disruption was initially communicated**

**Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		661 33%afj	162 28%	499 35%xa	315 33%	347 33%	110 41%xf	552 32%	54 42%x	30 39%	638 34%xj	23 21%	388 35%	274 31%	291 35%	371 32%
NET: Dissatisfied		910 45%bei	307 52%xb	603 43%	425 44%	486 47%	101 37%	810 47%xe	53 41%	29 37%	843 45%	66 59%xi	496 44%	415 47%	383 45%	528 45%
Very satisfied	(5)	149 7%f	44 7%	105 7%	72 7%	77 7%	30 11%xf	119 7%	16 12%x	10 13%	142 8%	7 6%	77 7%	72 8%	61 7%	88 8%
Fairly satisfied	(4)	512 26%ajl	118 20%	394 28%xa	243 25%	270 26%	79 30%	433 25%	38 30%	20 26%	496 26%xj	16 14%	310 28%xl	202 23%	229 27%	283 24%
Neither/ nor	(3)	407 20%	113 19%	293 21%	210 22%	196 19%	57 21%	350 20%	22 17%	17 22%	384 20%	22 20%	219 20%	187 21%	157 19%	250 21%
Fairly dissatisfied	(2)	466 23%egi	154 26%	313 22%	211 22%	255 25%	47 18%	419 24%xe	18 14%	14 19%	427 23%	40 35%xi	247 22%	220 25%	190 23%	277 24%
Very dissatisfied	(1)	444 22%b	154 26%xb	290 21%	214 22%	230 22%	53 20%	391 23%	36 28%	14 19%	416 22%	27 24%	249 22%	195 22%	193 23%	251 22%
I'm not sure		27 1%	6 1%	20 1%	15 2%	12 1%	2 1%	25 1%	- -	2 2%	26 1%	- -	16 1%	11 1%	11 1%	16 1%
Mean		2.72afj	2.56	2.79xa	2.74	2.72	2.95xf	2.69	2.85	2.95	2.74xj	2.44	2.75	2.70	2.73	2.72
Standard deviation		1.27	1.28	1.26	1.27	1.28	1.32	1.26	1.42	1.33	1.28	1.18	1.28	1.27	1.29	1.26
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.13	0.15	0.03	0.11	0.04	0.04	0.04	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 219

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- How the disruption was initially communicated**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		661	661	-	478	83	661	-	606	55	439	223
		33%bdfj	100%xb	-	66%xd	10%	73%xj	-	34%xf	24%	32%	34%
NET: Dissatisfied		910	-	910	107	680	107	685	780	131	624	287
		45%acei	-	100%xa	15%	78%xc	12%	99%xi	44%	56%xe	46%	44%
Very satisfied	(5)	149	149	-	135	6	149	-	141	8	98	51
		7%bdfj	23%xb	-	19%xd	1%	16%xj	-	8%xf	3%	7%	8%
Fairly satisfied	(4)	512	512	-	343	77	512	-	465	47	340	172
		26%bdj	77%xb	-	48%xd	9%	57%xj	-	26%x	20%	25%	26%
Neither/ nor	(3)	407	-	-	132	103	132	-	364	43	271	136
		20%abdij	-	-	18%d	12%	15%j	-	21%	18%	20%	21%
Fairly dissatisfied	(2)	466	-	466	76	303	76	304	404	62	315	152
		23%aci	-	51%xa	11%	35%xc	8%	44%xi	23%	27%	23%	23%
Very dissatisfied	(1)	444	-	444	31	376	31	380	375	69	309	135
		22%acei	-	49%xa	4%	43%xc	3%	55%xi	21%	29%xe	23%	21%
I'm not sure		27	-	-	4	6	4	6	21	5	18	8
		1%abcdi	-	-	*	1%	*	1%	1%	2%	1%	1%
Mean		2.72bdfj	4.23xb	1.51	3.66xd	1.88	3.75xj	1.44	2.77xf	2.40	2.70	2.77
Standard deviation		1.27	0.42	0.50	1.04	0.98	0.95	0.50	1.27	1.21	1.28	1.27
Standard error		0.03	0.02	0.02	0.04	0.03	0.03	0.02	0.03	0.08	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 220

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The airline's communications to me while working to resolve the [delay / cancellation]**

**Base: All respondents**

		Gender			Age						Region												Disruption type	
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		721 36%ru	399 36%	318 36%	88 42%	138 41%xgh	118 36%	116 35%	106 33%	154 33%	67 40%r	26 32%	78 36%	65 40%r	77 44%xnrs	42 29%	40 42%nr	73 39%	96 37%	81 29%	53 31%	21 36%	434 34%	287 39%u
NET: Dissatisfied		873 44%m	484 44%	385 43%	73 35%	135 40%	140 43%	140 42%	149 46%c	235 50%xcdf	70 42%	46 57%xlmp	96 44%	66 40%	59 34%	68 46%rn	38 40%	73 39%	115 44%m	133 48%rn	85 49%rn	25 42%	548 43%	325 44%
Very satisfied	(5)	191 10%u	115 10%	74 8%	32 15%fh	40 12%f	28 9%	23 7%	30 9%	38 8%	22 13%np	10 12%	16 7%	18 11%	27 15%xknprst	7 5%	11 11%	11 6%	32 12%np	23 8%	12 7%	3 5%	102 8%	89 12%xu
Fairly satisfied	(4)	529 26%r	284 26%	244 27%	57 27%	97 29%	90 27%	93 28%	77 24%	116 25%	45 27%	16 20%	62 28%	47 29%	51 29%	35 24%	29 31%	62 33%xr	65 25%	59 21%	41 24%	18 31%	331 26%	198 27%
Neither/ nor	(3)	374 19%v	200 18%	168 19%	39 18%	61 18%	62 19%	74 22%h	64 20%	75 16%	27 16%	7 9%	42 19%	27 17%	35 20%	31 21%	15 16%	39 21%	45 17%	60 22%j	33 19%	13 21%	260 21%v	114 15%
Fairly dissatisfied	(2)	471 23%v	248 23%	222 25%	59 28%	75 22%	74 23%	79 23%	78 24%	106 22%	40 24%	17 21%	44 20%	40 24%	36 21%	38 26%	22 23%	45 24%	65 25%	77 28%	37 21%	11 18%	317 25%v	154 21%
Very dissatisfied	(1)	402 20%cmu	236 21%	164 18%	13 6%	60 18%c	66 20%c	61 18%c	71 22%c	130 27%xcdef	30 18%	29 36%xilmpno pq	52 24%mp	26 16%	23 13%	30 21%	16 17%	28 15%	50 19%	56 20%	48 28%xlmpq	14 24%rn	231 18%	171 23%xu
I'm not sure		37 2%g	20 2%	17 2%	11 5%xgh	5 2%	7 2%g	5 2%	2 *	7 1%	4 2%	1 1%	4 2%	5 3%	4 2%	5 4%	1 1%	4 2%	4 2%	3 1%	2 1%	- -	25 2%	12 2%
Mean		2.82hs	2.81	2.82	3.17xefgh	2.95xgh	2.81	2.74	2.63	2.93s	2.51	2.75	2.95js	3.13xjknq rst	2.65	2.96s	2.91js	2.86	2.69	2.60	2.76	2.80	2.84	
Standard deviation		1.30	1.32	1.26	1.21	1.31	1.29	1.23	1.30	1.34	1.34	1.47	1.31	1.29	1.28	1.21	1.31	1.19	1.33	1.25	1.31	1.28	1.25	1.38
Standard error		0.03	0.04	0.04	0.13	0.07	0.07	0.07	0.07	0.06	0.11	0.19	0.09	0.10	0.10	0.11	0.13	0.09	0.08	0.08	0.10	0.14	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 221

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The airline's communications to me while working to resolve the [delay / cancellation]**

**Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		721 36%afj	174 30%	547 39%xa	354 37%	366 35%	132 49%xf	589 34%	59 46%x	27 36%	694 37%xj	27 24%	401 36%	320 36%	308 37%	413 35%
NET: Dissatisfied		873 44%bein	290 49%xb	582 41%	400 41%	472 45%	98 37%	774 45%xe	51 40%	31 40%	811 43%	60 54%xi	493 44%	380 43%	394 47%xn	478 41%
Very satisfied	(5)	191 10%f	54 9%	137 10%	91 9%	101 10%	44 17%xf	147 8%	27 21%x	8 11%	183 10%	8 8%	103 9%	89 10%	83 10%	108 9%
Fairly satisfied	(4)	529 26%afj	120 20%	409 29%xa	264 27%	266 26%	87 32%xf	442 25%	33 25%	19 25%	511 27%xj	18 16%	298 27%	231 26%	225 27%	305 26%
Neither/ nor	(3)	374 19%em	115 20%	260 18%	195 20%	179 17%	37 14%	337 19%xe	17 13%	17 22%	350 18%	25 22%	203 18%	171 19%	125 15%	250 21%xm
Fairly dissatisfied	(2)	471 23%n	151 26%	320 23%	208 22%	262 25%	59 22%	412 24%	24 18%	17 23%	439 23%	32 29%	261 23%	210 24%	222 26%xn	249 21%
Very dissatisfied	(1)	402 20%be	139 24%xb	262 19%	192 20%	210 20%	39 15%	362 21%xe	27 21%	13 17%	372 20%	28 25%	232 21%	169 19%	173 21%	229 20%
I'm not sure		37 2%	10 2%	27 2%	15 2%	22 2%	2 1%	36 2%	2 1%	2 2%	36 2%	- -	22 2%	16 2%	14 2%	23 2%
Mean		2.82afj	2.65	2.88xa	2.85	2.79	3.14xf	2.76	3.06x	2.90	2.83xj	2.52	2.80	2.84	2.79	2.84
Standard deviation		1.30	1.30	1.29	1.29	1.30	1.34	1.28	1.47	1.28	1.30	1.24	1.30	1.29	1.32	1.28
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.13	0.15	0.03	0.12	0.04	0.04	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 222

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The airline's communications to me while working to resolve the [delay / cancellation]**

**Base: All respondents**

	Satisfaction with Comms					NET: Satisfaction with Comms		Able to access to finances in a		Airline	
	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		Initial/ Throughout		disruption			
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied	721 36%bdfgj	478 72%xb	107 12%	721 100%xd	-	721 80%xj	-	662 37%xf	59 25%	455 34%	266 41%yg
NET: Dissatisfied	873 44%acehi	83 13%	680 75%xa	-	873 100%xc	83 9%	686 99%xi	750 42%	122 52%xe	617 46%yh	255 39%
Very satisfied	(5) 191 10%bdfj	163 25%xb	8 1%	191 27%xd	-	191 21%xj	-	183 10%xf	8 3%	123 9%	69 11%
Fairly satisfied	(4) 529 26%bdgj	316 48%xb	99 11%	529 73%xd	-	529 59%xj	-	478 27%	51 22%	332 25%	197 30%yg
Neither/ nor	(3) 374 19%abcdij	87 13%	119 13%	-	-	87 10%j	-	327 18%	47 20%	256 19%	118 18%
Fairly dissatisfied	(2) 471 23%acehi	55 8%	330 36%xa	-	471 54%xc	55 6%	336 49%xi	401 23%	70 30%xe	341 25%yh	130 20%
Very dissatisfied	(1) 402 20%aci	28 4%	349 38%xa	-	402 46%xc	28 3%	350 51%xi	349 20%	53 23%	276 20%	125 19%
I'm not sure	37 2%bcdj	12 2%b	5 1%	-	-	12 1%	5 1%	32 2%	5 2%	24 2%	13 2%
Mean	2.82bdfgj	3.82xb	1.99	4.27xd	1.54	3.90xj	1.49	2.85xf	2.53	2.76	2.93yg
Standard deviation	1.30	1.04	1.02	0.44	0.50	0.91	0.50	1.31	1.17	1.29	1.31
Standard error	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.03	0.08	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 223

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The resolution of the [delay / cancellation] (i.e. arrival at my destination, receiving compensation, etc)**

**Base: All respondents**

		Gender			Age						Region											Disruption type		
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
NET: Satisfied	781 39%u	445 40%	331 37%	93 44%	134 40%	129 39%	133 40%	114 36%	178 38%	66 40%	32 39%	90 41%	73 45%nrst	76 43%nst	45 31%	44 47%nrst	81 43%ns	105 40%	96 35%	56 32%	17 30%	459 36%	323 44%xu	
NET: Dissatisfied	768 38%rn	407 37%	356 40%	80 38%	130 38%	126 38%	125 37%	123 38%	185 39%	64 38%rn	39 49%lmo	76 34%	54 33%	46 26%	62 42%rn	29 31%	68 36%	101 39%rn	121 44%klmo	81 47%xklmo	27 47%mo	498 39%	270 37%	
Very satisfied	(5) 12%nu	236 13%	144 10%	90 10%	32 15%	46 14%e	29 9%	37 11%	34 10%	58 12%	25 15%nr	15 19%nrns	25 11%	24 15%rn	27 15%nr	9 6%	16 17%nrns	20 10%	31 12%	23 8%	15 9%	6 10%	118 9%	117 16%xu
Fairly satisfied	(4) 27%	546 27%	301 27%	241 27%	60 29%	88 26%	100 31%	97 29%	81 25%	120 25%	41 25%	16 20%	65 29%	49 30%	49 28%	37 25%	28 30%	62 33%t	74 28%	72 26%	41 24%	11 19%	340 27%	205 28%
Neither/ nor	(3) 20%j	402 21%	228 21%	171 19%	28 13%	67 20%	64 19%	69 21%	79 25%xc	35 21%j	7 9%	51 23%j	30 18%	41 23%j	35 24%j	20 21%j	34 18%	48 18%	55 20%	33 19%	13 23%j	271 21%	131 18%	
Fairly dissatisfied	(2) 20%rn	396 20%rn	204 19%	188 21%	57 27%h	67 20%	70 21%	59 18%	57 18%	28 17%	16 20%	39 18%	28 17%	23 13%	31 21%	17 18%	37 19%	55 21%rn	68 25%xm	40 23%rn	13 23%	260 21%	135 18%	
Very dissatisfied	(1) 19%c	372 19%c	203 18%	168 19%	23 11%	63 18%	55 17%	66 20%c	66 20%c	100 21%c	35 21%	23 29%xklmop	37 17%	27 16%	23 13%	31 21%	12 13%	31 17%	46 18%	52 19%	41 23%mo	14 24%rn	238 19%	135 18%
I'm not sure	54 3%	23 2%	31 3%	11 5%	8 2%	9 3%	7 2%	5 2%	14 3%	2 1%	2 3%	3 1%	6 4%	12 7%xiokoqrs	4 3%	1 1%	6 3%	7 3%	6 2%	4 2%	1 1%	40 3%	14 2%	
Mean	2.94su	2.98	2.88	3.11	2.96	2.93	2.94	2.87	2.89	2.95	2.80	3.00s	3.11nrst	3.21xnrst	2.73	3.20nrst	3.01s	2.96	2.80	2.70	2.70	2.87	3.05xu	
Standard deviation	1.31	1.32	1.30	1.30	1.34	1.26	1.31	1.30	1.35	1.38	1.55	1.28	1.34	1.28	1.24	1.29	1.29	1.31	1.27	1.31	1.32	1.28	1.37	
Standard error	0.03	0.04	0.04	0.14	0.07	0.07	0.07	0.07	0.06	0.11	0.21	0.09	0.11	0.10	0.11	0.13	0.10	0.08	0.08	0.10	0.15	0.04	0.05	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 224

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The resolution of the [delay / cancellation] (i.e. arrival at my destination, receiving compensation, etc)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied	781 39%afj	205 35%	576 41%xa	370 38%	411 40%	121 45%xf	660 38%	57 44%	32 41%	748 40%xj	33 29%	461 41%xl	320 36%	316 38%	465 40%
NET: Dissatisfied	768 38%b	248 42%xb	520 37%	360 37%	408 39%	96 36%	672 39%	49 38%	28 37%	716 38%	51 45%	426 38%	342 39%	344 41%	424 36%
Very satisfied	(5) 236 12%f	63 11%	173 12%	107 11%	129 12%	45 17%xf	190 11%	21 16%	12 15%	226 12%	9 8%	134 12%	102 11%	99 12%	137 12%
Fairly satisfied	(4) 546 27%l	142 24%	403 28%	263 27%	282 27%	76 28%	470 27%	36 28%	20 26%	522 28%	23 21%	327 29%xl	219 25%	217 26%	328 28%
Neither/ nor	(3) 402 20%dk	119 20%	283 20%	217 23%xd	185 18%	47 18%	355 20%	19 15%	17 22%	377 20%	25 23%	205 18%	197 22%kk	167 20%	235 20%
Fairly dissatisfied	(2) 396 20%	114 19%	281 20%	190 20%	205 20%	49 18%	347 20%	26 20%	17 22%	372 20%	24 21%	215 19%	181 20%	176 21%	220 19%
Very dissatisfied	(1) 372 19%b	134 23%xb	239 17%	170 18%	202 19%	47 17%	325 19%	23 18%	11 14%	344 18%	27 24%	211 19%	161 18%	168 20%	204 18%
I'm not sure	54 3%cm	18 3%	36 3%	17 2%	37 4%xc	5 2%	49 3%	4 3%	- -	50 3%	3 3%	27 2%	27 3%	14 2%	40 3%xm
Mean	2.94aj	2.80	2.99xa	2.94	2.93	3.09	2.91	3.05	3.06	2.95xj	2.67	2.96	2.91	2.88	2.98
Standard deviation	1.31	1.34	1.30	1.28	1.34	1.37	1.30	1.39	1.29	1.31	1.30	1.33	1.30	1.33	1.30
Standard error	0.03	0.06	0.04	0.04	0.04	0.08	0.03	0.13	0.15	0.03	0.13	0.04	0.04	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 225

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The resolution of the [delay / cancellation] (i.e. arrival at my destination, receiving compensation, etc)**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		781 39%bdfj	448 68%xb	182 20%	530 74%xd	126 14%	597 66%xj	79 11%	735 41%xf	46 20%	515 38%	266 41%
NET: Dissatisfied		768 38%acei	98 15%	557 61%xa	67 9%	602 69%xc	129 14%	498 72%xi	636 36%	132 56%xe	521 39%	247 38%
Very satisfied	(5)	236 12%bdfj	173 26%xb	31 3%	203 28%xd	18 2%	215 24%xj	11 2%	225 13%xf	10 4%	151 11%	84 13%
Fairly satisfied	(4)	546 27%bdfj	275 42%xb	151 17%	326 45%xd	108 12%	382 42%xj	68 10%	510 29%xf	36 15%	364 27%	181 28%
Neither/ nor	(3)	402 20%abcdij	100 15%	151 17%	111 15%	126 14%	160 18%	97 14%	352 20%	50 21%	282 21%	119 18%
Fairly dissatisfied	(2)	396 20%acei	70 11%	254 28%xa	50 7%	279 32%xc	93 10%	212 31%xi	334 19%	62 26%xe	283 21%	113 17%
Very dissatisfied	(1)	372 19%acei	28 4%	304 33%xa	17 2%	322 37%xc	36 4%	286 41%xi	302 17%	70 30%xe	239 18%	134 20%
I'm not sure		54 3%	16 2%	20 2%	13 2%	19 2%	18 2%	17 2%	48 3%	6 3%	33 2%	21 3%
Mean		2.94bdfj	3.77xb	2.27	3.92xd	2.09	3.73xj	1.97	3.01xf	2.36	2.93	2.95
Standard deviation		1.31	1.09	1.20	0.97	1.10	1.07	1.06	1.31	1.20	1.29	1.36
Standard error		0.03	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.08	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 226

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The options available for me to resolve the disruption online**

**Base: All respondents**

		Gender			Age						Region											Disruption type		
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		537 27%bhrs	316 29%xb	217 24%	72 34%gh	119 35%xfgh	105 32%xgh	86 26%h	78 24%h	77 16%	46 28%rs	17 22%	66 30%rs	45 27%rs	68 39%xijnr s	30 21%	31 33%ns	55 29%rs	83 32%ns	52 19%	29 17%	15 26%	287 23%	250 34%xu
NET: Dissatisfied		764 38%	408 37%	353 40%	73 35%	117 34%	125 38%	123 37%	138 43%xd	189 40%	60 36%	38 47%	79 36%	53 32%	58 33%	67 46%lmo	29 32%	72 38%	100 38%	112 41%	66 38%	29 49%klmo	469 37%	295 40%
Very satisfied	(5)	155 8%bsu	98 9%xb	54 6%	29 14%xefgh	37 11%xefgh	22 7%	18 5%	22 7%	26 6%	15 9%gs	7 9%	17 8%gs	17 11%ns	20 21%ns	5 3%	9 9%gs	14 7%	27 10%ns	16 6%	5 3%	4 7%	71 6%	84 11%xu
Fairly satisfied	(4)	383 19%hru	218 20%	162 18%	43 20%h	82 24%xgh	83 25%xgh	68 20%h	56 17%h	51 11%	31 18%	10 13%	49 22%rs	27 17%	48 27%xljrs	26 18%	23 24%rs	42 22%r	56 21%r	36 13%	24 14%	11 19%	216 17%	167 23%xu
Neither/ nor	(3)	502 25%tv	287 26%	209 24%	47 23%	83 24%	70 21%	94 28%e	70 22%	136 29%xeg	51 30%mt	19 23%	60 27%t	38 23%	34 20%	29 20%	23 25%	45 24%	62 24%	83 30%mnt	51 29%t	8 13%	357 28%xv	145 20%
Fairly dissatisfied	(2)	389 19%	204 18%	186 21%	53 25%	61 18%	67 20%	54 16%	70 22%	84 18%	25 15%	17 21%	39 18%	31 19%	30 17%	37 25%i	14 15%	43 23%	50 19%	59 21%	32 19%	13 23%	241 19%	149 20%
Very dissatisfied	(1)	374 19%c	205 19%	168 19%	20 10%	56 17%	58 18%	68 20%c	67 21%c	105 22%xc	35 21%	21 26%l	40 18%	22 14%	28 16%	30 21%	15 16%	30 16%	50 19%	54 19%	34 20%	15 26%lp	228 18%	146 20%
I'm not sure		202 10%adqv	92 8%	109 12%xa	18 8%	20 6%	27 8%	32 9%	36 11%d	70 15%xd	10 6%	6 8%	15 7%	28 17%xi	15 20%mpq	20 14%iq	10 11%	16 9%	17 7%	30 11%	28 16%xi	7 12%kq	155 12%xv	48 6%
Mean		2.75bghnr su	2.80b	2.68	3.04xfgh	2.95xfgh	2.82h	2.71h	2.63	2.53	2.78	2.54	2.83ns	2.90ns	3.01xjnrs t	2.51	2.94ns	2.81n	2.83ns	2.60	2.55	2.52	2.70	2.84xu
Standard deviation		1.24	1.26	1.22	1.24	1.27	1.24	1.21	1.25	1.19	1.27	1.30	1.23	1.26	1.30	1.17	1.26	1.21	1.29	1.16	1.12	1.34	1.18	1.33
Standard error		0.03	0.04	0.04	0.13	0.07	0.07	0.07	0.07	0.06	0.10	0.18	0.08	0.11	0.10	0.11	0.13	0.09	0.08	0.07	0.09	0.16	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 227

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The options available for me to resolve the disruption online**

**Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		537 27%adf	120 20%	417 29%xa	284 29%xd	254 24%	113 42%xf	425 24%	53 41%x	26 34%	513 27%	25 22%	306 27%	231 26%	208 25%	330 28%
NET: Dissatisfied		764 38%b	252 43%xb	511 36%	356 37%	408 39%	91 34%	673 39%	43 34%	27 36%	714 38%	48 43%	408 37%	355 40%	342 41%	422 36%
Very satisfied	(5)	155 8%af	31 5%	123 9%xa	83 9%	71 7%	44 16%xf	110 6%	22 17%x	12 15%x	148 8%	7 6%	80 7%	75 8%	60 7%	95 8%
Fairly satisfied	(4)	383 19%af	89 15%	294 21%xa	201 21%	182 18%	69 25%xf	314 18%	30 24%	15 19%	365 19%	18 16%	226 20%	157 18%	148 18%	235 20%
Neither/ nor	(3)	502 25%	142 24%	360 25%	233 24%	269 26%	57 21%	445 26%	28 22%	19 24%	476 25%	25 23%	287 26%	214 24%	208 25%	294 25%
Fairly dissatisfied	(2)	389 19%	110 19%	279 20%	183 19%	206 20%	48 18%	342 20%	20 15%	16 20%	368 19%	21 19%	207 19%	182 21%	178 21%	212 18%
Very dissatisfied	(1)	374 19%b	142 24%xb	232 16%	172 18%	202 19%	43 16%	331 19%	24 18%	12 15%	346 18%	27 24%	201 18%	173 20%	164 19%	210 18%
I'm not sure		202 10%beg	75 13%xb	127 9%	92 10%	110 11%	8 3%	194 11%xe	5 4%	4 6%	188 10%	13 12%	117 10%	85 10%	85 10%	118 10%
Mean		2.75adf	2.53	2.84xa	2.82xd	2.69	3.09xf	2.70	3.06x	2.99	2.77	2.55	2.78	2.72	2.69	2.80
Standard deviation		1.24	1.23	1.23	1.26	1.22	1.34	1.22	1.38	1.32	1.24	1.26	1.23	1.26	1.23	1.25
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.13	0.15	0.03	0.13	0.04	0.04	0.04	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 228

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The options available for me to resolve the disruption online**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		537 27%bdfj	350 53%xb	90 10%	404 56%xd	64 7%	449 50%xj	39 6%	495 28%xf	42 18%	375 28%	163 25%
NET: Dissatisfied		764 38%acei	85 13%	591 65%xa	65 9%	607 70%xc	122 14%	518 75%xi	645 36%	118 50%xe	524 39%	239 37%
Very satisfied	(5)	155 8%bdfj	130 20%xb	10 1%	141 20%xd	8 1%	146 16%xj	3 *	146 8%xf	9 4%	109 8%	46 7%
Fairly satisfied	(4)	383 19%bdj	220 33%xb	80 9%	263 36%xd	56 6%	303 34%xj	36 5%	349 20%x	33 14%	266 20%	117 18%
Neither/ nor	(3)	502 25%bdj	148 22%	166 18%	181 25% <b>d</b>	132 15%	237 26% <b>j</b>	88 13%	445 25%	56 24%	333 25%	169 26%
Fairly dissatisfied	(2)	389 19%acei	55 8%	277 30%xa	47 6%	281 32%xc	81 9%	224 32%xi	329 19%	61 26%xe	275 20%	115 18%
Very dissatisfied	(1)	374 19%acei	30 5%	314 34%xa	18 3%	326 37%xc	41 5%	293 42%xi	317 18%	57 24%xe	250 18%	124 19%
I'm not sure		202 10%bdgj	78 12% <b>b</b>	63 7%	71 10%	70 8%	95 11% <b>j</b>	46 7%	185 10%	17 7%	120 9%	82 13% <b>xg</b>
Mean		2.75bdfj	3.62xb	2.05	3.71xd	1.93	3.53xj	1.81	2.80xf	2.43	2.76	2.73
Standard deviation		1.24	1.09	1.02	0.98	0.97	1.06	0.90	1.25	1.15	1.24	1.24
Standard error		0.03	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.08	0.04	0.05

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 229

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The options available for me to resolve the disruption in person**

**Base: All respondents**

		Gender			Age						Region											Disruption type		
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		513	310	195	80	111	100	75	68	78	51	19	51	48	55	29	28	49	78	65	29	11	267	246
		26%bghsu	28%xb	22%	38%xfgh	33%xfgh	31%xfgh	22%h	21%	17%	31%ns	23%	23%	29%ns	32%nst	20%	30%ns	26%ns	30%ns	24%	17%	19%	21%	33%xu
NET: Dissatisfied		870	452	412	80	137	132	150	148	223	76	41	92	64	64	67	32	77	108	124	94	31	548	322
		43%a	41%	46%xa	38%	40%	40%	45%	46%	47%	46%	51%	42%	39%	36%	46%	34%	41%	41%	45%	54%xxklmopq	52%mo	43%	44%
Very satisfied	(5)	135	89	42	23	36	21	15	18	21	12	5	14	16	14	5	11	15	21	12	8	2	62	73
		7%bhu	8%xb	5%	11%fh	11%xfgh	7%	5%	6%	5%	7%	6%	6%	10%nr	8%	3%	12%nrs	8%	8%	4%	4%	3%	5%	10%xu
Fairly satisfied	(4)	378	221	153	57	75	79	60	50	57	39	14	37	32	41	24	18	34	57	53	22	9	205	173
		19%hsu	20%	17%	27%xgh	22%gh	24%xfgh	18%h	16%	12%	23%ns	18%	17%	19%	23%ns	16%	19%	18%	22%ns	19%	12%	16%	16%	23%xu
Neither/ nor	(3)	476	279	197	38	77	73	80	77	131	29	17	67	32	41	34	25	53	60	68	35	15	341	135
		24%v	25%	22%	18%	23%	22%	24%	24%	28%xc	17%	21%	30%xls	20%	23%	23%	27%	28%il	23%	25%	20%	26%	27%xv	18%
Fairly dissatisfied	(2)	428	219	209	51	73	60	76	64	105	36	16	42	32	41	33	15	40	53	62	46	12	284	144
		21%	20%	23%	24%	22%	18%	23%	20%	22%	21%	20%	19%	20%	24%	23%	16%	21%	20%	22%	26%	21%	22%	20%
Very dissatisfied	(1)	441	234	204	29	64	72	75	84	118	41	25	50	32	22	34	17	37	56	62	48	18	263	178
		22%cm	21%	23%	14%	19%	22%	22%	26%xcd	25%cd	24%nm	31%nm	23%nm	19%	13%	23%nm	19%	19%	21%nm	23%nm	28%nm	31%mp	21%	24%
I'm not sure		147	62	85	13	14	22	30	28	39	11	4	11	19	15	17	8	10	15	20	15	1	112	35
		7%adv	6%	10%xa	6%	4%	7%	9%nd	9%nd	8%nd	7%	5%	5%	12%xxkpgt	9%	11%kt	8%	6%	6%	7%	9%	2%	9%xv	5%
Mean		2.64bghsu	2.72xb	2.53	2.97xfgh	2.84xfgh	2.73gh	2.56	2.50	2.44	2.66s	2.45	2.63s	2.78st	2.90xjknrst	2.48	2.88nst	2.72st	2.73st	2.58	2.33	2.37	2.58	2.74xu
Standard deviation		1.24	1.26	1.20	1.26	1.29	1.27	1.20	1.24	1.16	1.31	1.29	1.21	1.32	1.20	1.17	1.30	1.23	1.28	1.20	1.18	1.19	1.17	1.35
Standard error		0.03	0.04	0.04	0.13	0.07	0.07	0.07	0.07	0.06	0.11	0.17	0.08	0.11	0.09	0.11	0.14	0.09	0.08	0.08	0.10	0.14	0.03	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 230

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The options available for me to resolve the disruption in person**

**Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		513 26%af	114 19%	399 28%xa	261 27%	252 24%	103 38%xf	409 24%	53 41%gx	28 37%x	493 26%	20 18%	292 26%	220 25%	196 23%	316 27%
NET: Dissatisfied		870 43%be	299 51%xb	571 40%	409 42%	460 44%	98 36%	772 44%xe	46 36%	28 36%	816 43%	54 48%	478 43%	391 44%	372 44%	498 43%
Very satisfied	(5)	135 7%ef	35 6%	100 7%	65 7%	70 7%	36 13%xf	99 6%	22 17%gx	7 9%	127 7%	8 7%	76 7%	59 7%	59 7%	76 7%
Fairly satisfied	(4)	378 19%afjm	79 13%	299 21%xa	196 20%	182 17%	67 25%xf	310 18%	31 24%	21 28%gx	365 19%xj	12 11%	216 19%	161 18%	137 16%	240 21%gxm
Neither/ nor	(3)	476 24%	130 22%	346 24%	227 24%	249 24%	61 23%	415 24%	27 21%	14 18%	447 24%	29 26%	268 24%	208 23%	217 26%	259 22%
Fairly dissatisfied	(2)	428 21%	126 21%	302 21%	197 20%	231 22%	47 17%	382 22%	18 14%	13 18%	403 21%	25 23%	231 21%	197 22%	181 22%	247 21%
Very dissatisfied	(1)	441 22%b	172 29%xb	269 19%	212 22%	229 22%	51 19%	390 22%	28 21%	14 19%	413 22%	29 26%	247 22%	194 22%	191 23%	251 22%
I'm not sure		147 7%eg	47 8%	100 7%	68 7%	79 8%	6 2%	141 8%xe	3 2%	7 9%g	136 7%	9 8%	80 7%	67 8%	56 7%	90 8%
Mean		2.64af	2.41	2.74xa	2.67	2.62	2.96xf	2.59	3.01x	2.89	2.65	2.47	2.66	2.63	2.61	2.67
Standard deviation		1.24	1.25	1.23	1.25	1.24	1.33	1.22	1.41	1.31	1.24	1.24	1.25	1.24	1.24	1.25
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.13	0.16	0.03	0.13	0.04	0.04	0.04	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 231

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The options available for me to resolve the disruption in person**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		513 26%bdfj	351 53%xb	73 8%	398 55%xd	44 5%	439 49%xj	23 3%	475 27%xf	38 16%	340 25%	173 26%
NET: Dissatisfied		870 43%acei	99 15%	659 72%xa	79 11%	686 79%xc	144 16%	576 83%xi	737 42%	132 57%xe	600 44%	270 41%
Very satisfied	(5)	135 7%bdfj	118 18%xb	11 1%	124 17%xd	4 *	127 14%xj	3 1%	128 7%xf	7 3%	89 7%	46 7%
Fairly satisfied	(4)	378 19%bdfj	233 35%xb	62 7%	274 38%xd	40 5%	311 34%xj	20 3%	346 20%xf	31 13%	251 19%	127 19%
Neither/ nor	(3)	476 24%bdj	154 23%b	139 15%	197 27%xd	102 12%	249 28%xj	65 9%	431 24%	45 19%	322 24%	154 24%
Fairly dissatisfied	(2)	428 21%aci	70 11%	291 32%xa	60 8%	299 34%xc	102 11%	239 35%xi	367 21%	61 26%	297 22%	131 20%
Very dissatisfied	(1)	441 22%acei	29 4%	368 40%xa	19 3%	387 44%xc	42 5%	337 49%xi	370 21%	72 31%xe	303 22%	138 21%
I'm not sure		147 7%bdj	57 9%b	39 4%	47 7%	40 5%	72 8%j	27 4%	128 7%	18 8%	90 7%	57 9%
Mean		2.64bdfj	3.56xb	1.92	3.63xd	1.77	3.46xj	1.66	2.69xf	2.26	2.62	2.68
Standard deviation		1.24	1.08	0.99	0.97	0.88	1.05	0.81	1.25	1.16	1.24	1.25
Standard error		0.03	0.04	0.03	0.04	0.03	0.04	0.03	0.03	0.08	0.03	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 232  
**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**  
**- The frequency of the updates I received from the airline**  
**Base: All respondents**

		Gender		Age						Region											Disruption type			
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		692 34%fn	392 36%	294 33%	86 41%fh	138 41%fgh	126 38%fh	97 29%	102 32%	143 30%	61 37%fn	25 31%	79 36%fn	70 43%xnprs	78 44%xnprqs	36 25%	40 43%nr	58 31%	87 33%	82 29%	53 31%	22 38%fn	429 34%	263 36%
NET: Dissatisfied		889 44%dlm	480 43%	404 45%	82 39%	127 37%	135 41%	148 44%	157 49%xcde	241 51%xcde	74 44%	42 53%lm	102 46%	59 36%	64 36%	74 50%lmo	33 36%	79 42%	109 42%	133 48%lmo	97 56%xlmpoq	25 43%	556 44%	333 45%
Very satisfied	(5)	162 8%nu	96 9%	65 7%	21 10%	37 11%xfh	29 9%	20 6%	26 8%	28 6%	20 12%npt	8 10%	22 10%fn	13 8%	14 8%	5 3%	9 9%	9 5%	31 12%xnprt	18 6%	12 7%	2 3%	88 7%	74 10%xu
Fairly satisfied	(4)	529 26%	297 27%	229 26%	65 31%	100 30%f	97 30%f	77 23%	76 24%	115 24%	41 25%	16 20%	57 26%	57 35%xnqrs	64 36%xijknqrs	31 21%	31 33%q	49 26%	56 22%	64 23%	41 24%	20 35%nqr	340 27%	189 26%
Neither/ nor	(3)	383 19%ns	210 19%	170 19%	39 18%	66 19%	61 19%	82 25%xgh	56 18%	79 17%	29 17%	13 17%	38 17%	30 18%	31 18%	32 22%ns	19 20%	46 24%ns	53 20%ns	58 21%ns	22 13%	11 19%	257 20%	126 17%
Fairly dissatisfied	(2)	489 24%nd	259 23%	227 26%	55 26%	67 20%	75 23%	80 24%	90 28%nd	121 26%	42 25%	20 25%	51 23%	35 22%	35 20%	45 31%nm	19 20%	47 25%	57 22%	69 25%	54 31%xmqr	15 26%	328 26%	161 22%
Very dissatisfied	(1)	400 20%u	221 20%	177 20%	26 12%	60 18%	60 18%	68 20%	67 21%	120 25%xcde	32 19%	22 28%l	51 23%	24 15%	29 16%	29 20%	14 15%	32 17%	51 20%	64 23%	43 25%l	10 17%	228 18%	172 23%xu
I'm not sure		41 2%	21 2%	20 2%	5 2%	9 3%	5 2%	8 2%	6 2%	8 2%	3 2%	- -	1 *	5 3%	3 2%	5 3%	1 1%	6 3%k	12 5%xkrs	4 2%	2 1%	- -	25 2%	16 2%
Mean		2.78hs	2.80	2.74	2.99fgh	2.96xfgh	2.88h	2.70	2.69	2.59	2.85	2.60	2.77	3.00xnrs	3.00xnrs	2.57	3.01nrs	2.76	2.83s	2.64	2.57	2.82	2.78	2.77
Standard deviation		1.27	1.28	1.26	1.23	1.30	1.28	1.21	1.27	1.27	1.32	1.36	1.33	1.24	1.26	1.14	1.25	1.17	1.32	1.25	1.28	1.18	1.23	1.34
Standard error		0.03	0.04	0.04	0.13	0.07	0.07	0.07	0.07	0.06	0.11	0.18	0.09	0.10	0.10	0.10	0.13	0.09	0.08	0.08	0.10	0.13	0.03	0.05

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 233

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?****- The frequency of the updates I received from the airline****Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		692 34%af	169 29%	523 37%xa	339 35%	353 34%	126 47%xf	565 33%	61 47%x	26 34%	659 35%	32 29%	385 34%	306 35%	292 35%	400 34%
NET: Dissatisfied		889 44%be	293 50%xb	596 42%	427 44%	462 44%	93 34%	796 46%xe	47 37%	30 39%	831 44%	57 51%	503 45%	386 44%	393 47%	496 43%
Very satisfied	(5)	162 8%f	42 7%	121 9%	80 8%	83 8%	35 13%xf	127 7%	19 15%x	8 11%	154 8%	8 7%	87 8%	75 8%	66 8%	96 8%
Fairly satisfied	(4)	529 26%af	127 22%	402 28%xa	259 27%	270 26%	91 34%xf	438 25%	42 32%	17 23%	505 27%	24 22%	298 27%	231 26%	225 27%	304 26%
Neither/ nor	(3)	383 19%fm	115 20%	268 19%	181 19%	202 19%	48 18%	335 19%	21 16%	21 28%	362 19%	21 19%	206 18%	177 20%	143 17%	240 21%
Fairly dissatisfied	(2)	489 24%eg	153 26%	336 24%	241 25%	248 24%	51 19%	438 25%xe	21 17%	17 22%	456 24%	33 30%	279 25%	210 24%	215 26%	274 24%
Very dissatisfied	(1)	400 20%b	140 24%xb	261 18%	186 19%	215 21%	42 16%	358 21%	26 20%	13 17%	376 20%	24 21%	224 20%	176 20%	177 21%	223 19%
I'm not sure		41 2%	12 2%	29 2%	18 2%	23 2%	2 1%	40 2%	- -	- -	39 2%	1 1%	24 2%	17 2%	14 2%	27 2%
Mean		2.78af	2.61	2.85xa	2.79	2.76	3.10xf	2.73	3.05x	2.89	2.79	2.64	2.77	2.79	2.74	2.80
Standard deviation		1.27	1.26	1.27	1.27	1.27	1.30	1.26	1.38	1.25	1.27	1.24	1.27	1.27	1.28	1.26
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.12	0.14	0.03	0.12	0.04	0.04	0.04	0.04

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 234

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The frequency of the updates I received from the airline**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		692 34%bdfj	482 73%xb	78 9%	539 75%xd	56 6%	609 67%xj	23 3%	635 36%xf	56 24%	451 33%	240 37%
NET: Dissatisfied		889 44%acehi	63 10%	712 78%xa	45 6%	734 84%xc	96 11%	621 90%xi	759 43%	130 56%xe	622 46%xh	267 41%
Very satisfied	(5)	162 8%bdfj	142 21%xb	6 1%	147 20%xd	9 1%	156 17%xj	3 *	153 9%xf	9 4%	103 8%	59 9%
Fairly satisfied	(4)	529 26%bdfj	341 51%xb	72 8%	392 54%xd	47 5%	453 50%xj	20 3%	482 27%xf	47 20%	348 26%	181 28%
Neither/ nor	(3)	383 19%abdj	104 16%	114 13%	131 18%d	74 8%	183 20%j	42 6%	340 19%	43 18%	251 19%	132 20%
Fairly dissatisfied	(2)	489 24%acehi	48 7%	352 39%xa	39 5%	364 42%xc	75 8%	277 40%xi	418 24%	71 30%e	349 26%xh	140 21%
Very dissatisfied	(1)	400 20%acei	16 2%	360 40%xa	6 1%	370 42%xc	21 2%	344 50%xi	341 19%	59 25%e	274 20%	127 19%
I'm not sure		41 2%bcdj	12 2%b	6 1%	6 1%	9 1%	15 2%	4 1%	37 2%	4 2%	27 2%	15 2%
Mean		2.78bdfj	3.84xb	1.91	3.89xd	1.80	3.73xj	1.63	2.82xf	2.46	2.74	2.85
Standard deviation		1.27	0.93	0.95	0.82	0.89	0.93	0.76	1.28	1.19	1.26	1.28
Standard error		0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.08	0.03	0.05

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 235

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The availability of information in the airport (e.g. posters, brochures) to help me understand my rights during [delay / cancellation]s**

**Base: All respondents**

		Gender			Age						Region												Disruption type	
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base		2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base		2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Satisfied		497	298	195	79	110	102	70	67	69	43	14	46	38	70	29	35	48	73	60	33	10	291	206
		25%bghu	27%xb	22%	38%xfgh	32%xfgh	31%xfgh	21%h	21%h	15%	26%	18%	21%	23%	40%xijklmnpqrst	20%	37%xjklmnrst	26%	28%st	22%	19%	16%	23%	28%xu
NET: Dissatisfied		898	460	434	83	140	136	151	159	229	72	41	109	74	64	78	33	80	107	121	87	33	574	325
		45%am	42%	49%xa	40%	41%	42%	45%	50%xcde	48%cd	43%	51%	50%mo	45%	36%	53%moq	36%	42%	41%	44%	50%mo	56%moq	45%	44%
Very satisfied	(5)	139	89	47	32	38	24	17	15	12	18	7	10	10	19	6	10	7	29	11	8	4	61	78
		7%bhru	8%xb	5%	15%xfefgh	11%xfgh	7%h	5%	5%	3%	11%knprs	9%	5%	6%	11%xnknprs	4%	10%	4%	11%xnknprs	4%	5%	7%	5%	78
Fairly satisfied	(4)	358	209	147	47	72	78	53	52	57	25	8	36	28	50	23	25	41	44	49	24	5	230	128
		18%h	19%	17%	22%h	21%h	24%xfgh	16%	16%	12%	15%	9%	16%	17%	29%xijklmnpqrst	16%	26%xijkqrst	22%jt	17%	18%	14%	9%	18%	17%
Neither/ nor	(3)	443	258	183	39	71	73	83	67	108	39	19	47	38	28	26	15	46	67	73	37	8	297	146
		22%	23%	21%	19%	21%	22%	25%	21%	23%	23%	24%	21%	23%	16%	18%	16%	24%	26%mt	26%mot	21%	14%	23%	20%
Fairly dissatisfied	(2)	429	223	203	53	71	58	73	77	98	32	11	54	37	30	37	17	39	53	66	42	12	268	161
		21%	20%	23%	25%	21%	18%	22%	24%e	21%	19%	14%	24%	22%	17%	26%	18%	21%	20%	24%	24%	20%	21%	22%
Very dissatisfied	(1)	470	237	231	31	70	78	79	82	131	41	30	55	38	34	40	17	41	54	54	45	21	306	164
		23%ac	21%	26%xa	15%	21%	24%cd	23%	25%cd	28%xcd	24%	37%xmopqrst	25%	23%	19%	28%	18%	22%	21%	20%	26%	36%xlmpqr	24%	22%
I'm not sure		166	87	78	9	18	15	31	28	65	12	6	19	13	14	14	11	15	14	23	17	8	105	61
		8%de	8%	9%	4%	5%	5%	9%de	9%e	14%xcdeg	7%	7%	8%	8%	8%	9%	11%	8%	6%	8%	10%	14%q	8%	8%
Mean		2.60bghntu	2.69xb	2.48	2.99xfgh	2.81xfgh	2.72gh	2.53h	2.46	2.32	2.67t	2.34	2.46	2.57	2.95xijklmnpqrst	2.37	2.93xjklmnrst	2.63t	2.76xjkns	2.59t	2.42	2.21	2.55	2.70xu
Standard deviation		1.26	1.27	1.24	1.32	1.32	1.29	1.21	1.22	1.15	1.34	1.34	1.21	1.24	1.35	1.21	1.35	1.20	1.30	1.15	1.20	1.32	1.22	1.33
Standard error		0.03	0.04	0.04	0.14	0.07	0.07	0.07	0.06	0.06	0.11	0.18	0.08	0.10	0.10	0.11	0.14	0.09	0.08	0.07	0.10	0.16	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 236

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?****- The availability of information in the airport (e.g. posters, brochures) to help me understand my rights during [delay / cancellation]s****Base: All respondents**

		Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
		Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base		2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base		2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Satisfied		497 25%adj	116 20%	382 27%xa	260 27%xd	238 23%	115 43%xf	382 22%	60 47%xh	24 31%	486 26%xj	12 11%	286 26%	212 24%	198 23%	300 26%
NET: Dissatisfied		898 45%bcegi	303 51%xb	595 42%	404 42%	495 48%xc	92 34%	807 46%xe	43 34%	32 42%	829 44%	68 61%xi	499 45%	399 45%	380 45%	518 45%
Very satisfied	(5)	139 7%fj	32 5%	108 8%	73 8%	67 6%	41 15%xf	98 6%	20 15%x	11 15%x	138 7%xj	2 1%	73 7%	66 7%	60 7%	79 7%
Fairly satisfied	(4)	358 18%afj	84 14%	274 19%xa	187 19%	171 16%	74 28%xf	284 16%	41 31%xh	13 17%	348 18%xj	10 9%	212 19%	146 16%	137 16%	221 19%
Neither/ nor	(3)	443 22%	123 21%	320 23%	227 24%	216 21%	56 21%	387 22%	23 18%	20 26%	416 22%	27 24%	233 21%	210 24%	180 21%	263 23%
Fairly dissatisfied	(2)	429 21%cgi	118 20%	311 22%	174 18%	255 25%xc	48 18%	381 22%	14 11%	15 20%	392 21%	36 33%xi	246 22%	183 21%	181 21%	248 21%
Very dissatisfied	(1)	470 23%be	185 31%xb	284 20%	230 24%	239 23%	44 16%	426 25%xe	29 23%	16 21%	437 23%	32 29%	253 23%	216 24%	199 24%	270 23%
I'm not sure		166 8%eghn	47 8%	119 8%	74 8%	92 9%	6 2%	160 9%xe	2 1%	1 2%	160 8%	5 4%	101 9%	65 7%	84 10%xn	82 7%
Mean		2.60afj	2.37	2.70xa	2.66	2.55	3.08xf	2.52	3.06x	2.83	2.63xj	2.19	2.61	2.59	2.58	2.62
Standard deviation		1.26	1.26	1.25	1.29	1.24	1.33	1.23	1.41	1.35	1.27	1.02	1.26	1.27	1.27	1.26
Standard error		0.03	0.05	0.03	0.04	0.04	0.08	0.03	0.13	0.16	0.03	0.10	0.04	0.04	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n****Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 237

**Q18. Overall, how satisfied or dissatisfied are you with each element of your [delay / cancellation] experience?**

**- The availability of information in the airport (e.g. posters, brochures) to help me understand my rights during [delay / cancellation]s**

**Base: All respondents**

		Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
		Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base		2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base		2005	661	910	721	873	904	691	1771	234	1352	653
NET: Satisfied		497	345	60	377	50	431	21	455	42	351	146
		25%bdfj	52%xb	7%	52%xd	6%	48%xj	3%	26%xf	18%	26%	22%
NET: Dissatisfied		898	99	658	115	643	176	542	763	136	598	300
		45%acei	15%	72%xa	16%	74%xc	19%	78%xi	43%	58%xe	44%	46%
Very satisfied	(5)	139	122	7	131	2	135	-	130	9	108	32
		7%bdhj	18%xb	1%	18%xd	*	15%xj	-	7%	4%	8%yh	5%
Fairly satisfied	(4)	358	224	53	246	48	297	21	325	33	243	115
		18%bdj	34%xb	6%	34%xd	6%	33%xj	3%	18%	14%	18%	18%
Neither/ nor	(3)	443	150	139	169	124	216	87	401	43	288	155
		22%bdj	23%b	15%	23%xd	14%	24%j	13%	23%	18%	21%	24%
Fairly dissatisfied	(2)	429	61	273	78	256	116	199	367	62	301	128
		21%acei	9%	30%xa	11%	29%xc	13%	29%xi	21%	26%	22%	20%
Very dissatisfied	(1)	470	38	384	37	388	61	343	395	74	297	173
		23%acegi	6%	42%xa	5%	44%xc	7%	50%xi	22%	32%xe	22%	26%yg
I'm not sure		166	67	53	60	55	80	42	153	13	115	51
		8%bdj	10%xb	6%	8%	6%	9%j	6%	9%	6%	8%	8%
Mean		2.60bdfhj	3.56xb	1.86	3.54xd	1.80	3.40xj	1.67	2.65xf	2.28	2.65yh	2.51
Standard deviation		1.26	1.11	0.96	1.10	0.92	1.14	0.82	1.27	1.20	1.28	1.23
Standard error		0.03	0.05	0.03	0.04	0.03	0.04	0.03	0.03	0.08	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 238

**Q20. Overall, what (if anything) could the airline have done to improve your experience of the disruption?****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Provided more detailed information	1147 57% <sub>m</sub>	644 58%	494 56%	123 59%	191 56%	188 58%	188 56%	185 57%	272 58%	92 55%	46 58%	114 52%	92 56%	84 48%	85 58%	54 57%	105 56%	156 60% <sub>m</sub>	170 61% <sub>km</sub>	111 64% <sub>km</sub>	37 64% <sub>m</sub>	729 57%	418 57%
Communicated more frequently	1124 56%	600 54%	515 58%	107 51%	184 54%	180 55%	195 58%	176 55%	282 60%	90 53%	37 46%	124 56%	95 58%	95 54%	83 57%	45 48%	106 56%	151 58%	158 57%	104 60%	36 61%	703 55%	421 57%
Made more staff available to answer questions in person	1033 51% <sub>cd</sub>	563 51%	461 52%	74 35%	134 40%	155 47% <sub>cd</sub>	197 59% <sub>xcd</sub>	195 61% <sub>xcd</sub>	277 59% <sub>xcd</sub>	85 50%	44 55%	111 51%	81 49%	90 51%	85 58% <sub>p</sub>	49 52%	86 46%	128 49%	146 53%	101 58% <sub>p</sub>	26 45%	654 52%	378 51%
Offered more online customer support options	662 33% <sub>mu</sub>	363 33%	292 33%	70 33%	112 33%	120 37%	113 34%	103 32%	144 30%	61 36% <sub>m</sub>	25 31%	68 31%	45 28%	43 25%	53 36% <sub>m</sub>	32 34%	56 30%	115 44% <sub>xklm</sub>	89 32% <sub>pr</sub>	50 29%	24 40% <sub>m</sub>	352 28%	311 42% <sub>xu</sub>
Provided airline telephone contact details	309 15% <sub>u</sub>	185 17%	121 14%	27 13%	60 18%	51 16%	60 18%	48 15%	63 13%	24 14%	13 16%	26 12%	18 11%	25 14%	20 14%	13 13%	27 14%	61 23% <sub>xiklm</sub>	46 17% <sub>p</sub>	28 16%	9 16%	144 11%	165 22% <sub>xu</sub>
Communicated less frequently	35 2% <sub>ghu</sub>	25 2%	10 1%	2 1%	18 5% <sub>xcefg</sub>	6 2% <sub>h</sub>	7 2% <sub>h</sub>	2 *	- -	4 2%	4 5% <sub>kr</sub>	1 *	2 1%	6 3% <sub>ks</sub>	4 3% <sub>s</sub>	2 2%	4 2%	7 3% <sub>s</sub>	2 1%	- -	- -	13 1%	22 3% <sub>xu</sub>
Other	127 6% <sub>dm</sub>	66 6%	61 7%	4 2%	8 2%	15 4%	17 5%	19 6% <sub>d</sub>	64 14% <sub>xcd</sub>	12 7%	9 11% <sub>m</sub>	10 5%	10 6%	4 2%	13 9% <sub>m</sub>	4 5%	17 9% <sub>mq</sub>	10 4%	18 6%	15 8% <sub>m</sub>	5 8% <sub>m</sub>	80 6%	48 6%
I'm not sure	194 10% <sub>v</sub>	108 10%	86 10%	20 9%	25 7%	35 11%	37 11%	38 12% <sub>d</sub>	39 8%	15 9%	8 10%	18 8%	21 13%	16 9%	16 11%	10 10%	23 12%	24 9%	21 8%	16 9%	7 12%	145 11% <sub>xv</sub>	49 7%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 239

**Q20. Overall, what (if anything) could the airline have done to improve your experience of the disruption?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Provided more detailed information	1147 57%ln	331 56%	816 58%	550 57%	597 57%	152 56%	995 57%	83 65%	46 60%	1091 58%	55 49%	668 60%xl	479 54%	505 60%xn	642 55%
Communicated more frequently	1124 56%	348 59%	776 55%	525 54%	598 58%	142 53%	981 57%	72 56%	43 57%	1060 56%	63 56%	638 57%	485 55%	484 58%	639 55%
Made more staff available to answer questions in person	1033 51%beg	333 57%xb	699 49%	491 51%	542 52%	115 43%	918 53%xe	52 41%	34 45%	970 51%	62 55%	564 50%	469 53%	429 51%	604 52%
Offered more online customer support options	662 33%f	200 34%	462 33%	321 33%	341 33%	105 39%xf	557 32%	48 37%	21 27%	626 33%	35 31%	379 34%	283 32%	278 33%	384 33%
Provided airline telephone contact details	309 15%d	93 16%	215 15%	174 18%xd	135 13%	47 17%	262 15%	21 16%	9 12%	285 15%	24 21%	178 16%	131 15%	131 16%	178 15%
Communicated less frequently	35 2%m	10 2%	25 2%	20 2%	14 1%	7 3%	28 2%	3 2%	4 5%x	32 2%	3 3%	14 1%	21 2%	5 1%	29 3%xm
Other	127 6%beh	53 9%xb	75 5%	64 7%	63 6%	6 2%	122 7%xe	5 4%	- -	118 6%	10 9%	80 7%	48 5%	59 7%	69 6%
I'm not sure	194 10%	60 10%	134 9%	85 9%	109 11%	17 6%	177 10%	7 6%	5 6%	182 10%	11 10%	118 11%	76 9%	77 9%	117 10%

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 240

**Q20. Overall, what (if anything) could the airline have done to improve your experience of the disruption?**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Provided more detailed information	1147 57%aci	285 43%	645 71%xa	314 44%	628 72%xc	414 46%	510 74%xi	1017 57%	130 55%	786 58%	361 55%
Communicated more frequently	1124 56%aci	233 35%	676 74%xa	270 38%	653 75%xc	359 40%	528 76%xi	984 56%	139 60%	748 55%	375 57%
Made more staff available to answer questions in person	1033 51%aci	267 40%	587 64%xa	290 40%	570 65%xc	376 42%	472 68%xi	906 51%	126 54%	682 50%	350 54%
Offered more online customer support options	662 33%aci	161 24%	378 42%xa	173 24%	388 44%xc	226 25%	314 45%xi	582 33%	81 34%	454 34%	208 32%
Provided airline telephone contact details	309 15%aci	85 13%	176 19%xa	92 13%	170 19%xc	111 12%	147 21%xi	273 15%	36 15%	221 16%	88 14%
Communicated less frequently	35 2%bdj	20 3%xb	8 1%	23 3%xd	4 *	26 3%xj	4 1%	32 2%	3 1%	26 2%	9 1%
Other	127 6%ai	27 4%	78 9%xa	36 5%	72 8%xc	44 5%	63 9%xi	117 7%	11 5%	81 6%	47 7%
I'm not sure	194 10%bdj	123 19%xb	21 2%	121 17%xd	21 2%	139 15%xj	14 2%	174 10%	20 9%	123 9%	71 11%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 241

**Q21. Please think about the next time you may experience a flight delay (not a cancellation) on the day of your flight. Via which channel(s) would you prefer to be first notified about delays?**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
A text message from the airline	1291 64%cdelm	693 63%	596 67%x	112 53%	194 57%	195 59%	238 71%xcde	222 69%xcde	331 70%xcde	109 65% m	49 61%	141 64% m	93 57%	91 52%	95 65% m	62 66% m	130 69% lm	168 64% m	195 71% xlm	118 68% lm	40 69% m	838 66% x	454 62%
An email from the airline	867 43%	478 43%	381 43%	90 43%	150 44%	148 45%	135 40%	132 41%	212 45%	86 51% p	34 43%	90 41%	66 40%	71 40%	60 41%	42 45%	70 37%	123 47% p	122 44%	77 44%	27 46%	528 42%	339 46%
Screens in the airport before getting to my gate	840 42%acdev	439 40%	396 45%a	67 32%	106 31%	119 37%	139 42% d	150 47% xcde	259 55% xcdefg	65 39%	31 38%	87 40%	74 45%	65 37%	59 40%	37 39%	89 47%	99 38%	135 49% xmq	78 45%	22 38%	588 46% xv	252 34%
The airline app	700 35%hku	394 36%	301 34%	85 40% h	118 35% h	130 40% xh	136 40% xh	116 36% h	116 25%	78 46% xklmnq r	28 35%	63 29%	57 35%	54 31%	44 30%	34 37%	69 37%	94 36%	93 33%	63 36%	23 39%	419 33%	280 38% xu
Agents at the gate prior to boarding the plane	542 27%cdv	305 28%	232 26%	33 16%	62 18%	80 25% d	100 30% cd	99 31% cd	167 35% xcde	36 22%	23 29%	53 24%	44 27%	53 30%	42 29%	22 24%	57 30%	75 29%	74 27%	51 29%	12 21%	364 29% xv	178 24%
The loudspeaker at the airport	540 27%df	280 25%	257 29%	67 32%	75 22%	77 24%	74 22%	91 28% d	155 33% xdef	40 24%	26 33%	48 22%	41 25%	46 26%	37 26%	24 25%	57 30%	74 28%	80 29%	50 29%	16 27%	346 27%	194 26%
Airport lounge staff	388 19%cdi	206 19%	175 20%	19 9%	44 13%	57 18% c	73 22% cd	74 23% xcd	120 25% xcde	21 13%	16 20%	43 20%	38 23% i	29 16%	24 17%	21 23%	44 23% i	53 20%	53 19%	37 22% i	7 13%	252 20%	136 18%
An online flight tracker	315 16%ah	151 14%	159 18% xa	51 24% xfh	60 18% h	61 19% h	46 14%	52 16% h	45 10%	18 11%	14 17%	30 14%	25 15%	25 14%	25 17%	22 24% xik	30 16%	50 19% i	44 16%	25 14%	9 16%	184 15%	131 18%
Social media	76 4%bghu	54 5% xb	18 2%	4 2%	23 7% xfgh	26 8% xcfgh	10 3%	5 1%	8 2%	7 4%	4 5%	8 4%	4 2%	3 2%	7 5%	1 1%	5 2%	17 6% xmo	10 4%	9 5%	3 5%	29 2%	47 6% xu
Other	17 1%	6 1%	11 1%	- -	- -	- -	2 1%	3 1%	12 3% xdef	2 1%	1 1%	- -	3 2% k	3 2%	1 1%	- -	2 1%	2 1%	3 1%	- -	- -	10 1%	7 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 242

**Q21. Please think about the next time you may experience a flight delay (not a cancellation) on the day of your flight. Via which channel(s) would you prefer to be first notified about delays?**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
A text message from the airline	1291 64%egjl	387 66%	904 64%	601 62%	690 66%	153 57%	1138 66%xe	70 54%	45 58%	1231 65%xj	59 53%	749 67%xl	543 61%	556 66%	736 63%
An email from the airline	867 43%	236 40%	631 45%	406 42%	462 44%	130 48%	737 42%	57 44%	28 36%	822 43%	45 40%	504 45%	364 41%	367 44%	500 43%
Screens in the airport before getting to my gate	840 42%beg	273 46%xb	567 40%	389 40%	452 43%	74 27%	766 44%xe	41 32%	27 36%	790 42%	50 44%	481 43%	359 41%	345 41%	496 43%
The airline app	700 35%jl	199 34%	501 35%	328 34%	371 36%	101 37%	599 34%	43 33%	27 35%	677 36%xj	21 19%	431 38%xl	269 30%	315 37%	384 33%
Agents at the gate prior to boarding the plane	542 27%begim	188 32%xb	354 25%	255 26%	287 28%	41 15%	500 29%xe	22 17%	20 26%	500 26%	42 37%xi	293 26%	249 28%	204 24%	337 29%xm
The loudspeaker at the airport	540 27%bkm	184 31%xb	356 25%	246 25%	294 28%	66 24%	474 27%	37 29%	19 24%	503 27%	36 33%	272 24%	268 30%xx	200 24%	340 29%xm
Airport lounge staff	388 19%be	132 22%xb	256 18%	192 20%	195 19%	37 14%	351 20%xe	20 16%	14 18%	366 19%	22 19%	206 18%	182 21%	150 18%	238 20%
An online flight tracker	315 16%f	94 16%	221 16%	158 16%	157 15%	56 21%xf	260 15%	35 27%xh	11 14%	302 16%	13 12%	184 16%	131 15%	128 15%	188 16%
Social media	76 4%d	30 5%	46 3%	48 5%xd	28 3%	15 6%	61 4%	12 9%xx	5 6%	73 4%	4 3%	42 4%	34 4%	24 3%	52 4%
Other	17 1%bik	12 2%xb	5 *	11 1%	6 1%	- -	17 1%	1 1%	- -	13 1%	4 4%xi	3 *	14 2%xx	4 1%	13 1%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 243

**Q21. Please think about the next time you may experience a flight delay (not a cancellation) on the day of your flight. Via which channel(s) would you prefer to be first notified about delays?**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
A text message from the airline	1291 64%aci	388 59%	639 70%xa	428 59%	630 72%xc	544 60%	493 71%xi	1129 64%	162 69%	865 64%	427 65%
An email from the airline	867 43%aci	260 39%	439 48%xa	289 40%	415 48%xc	365 40%	332 48%xi	769 43%	99 42%	589 44%	278 43%
Screens in the airport before getting to my gate	840 42%aci	237 36%	405 44%xa	266 37%	401 46%xc	342 38%	310 45%i	753 43%	87 37%	554 41%	287 44%
The airline app	700 35%h	232 35%	332 36%	273 38%	304 35%	323 36%	252 36%	621 35%	79 34%	497 37%xh	203 31%
Agents at the gate prior to boarding the plane	542 27%acgi	140 21%	288 32%xa	172 24%	267 31%xc	204 23%	223 32%xi	483 27%	59 25%	340 25%	202 31%xg
The loudspeaker at the airport	540 27%	170 26%	250 27%	182 25%	244 28%	229 25%	190 28%	470 27%	70 30%	360 27%	180 27%
Airport lounge staff	388 19%ai	111 17%	195 21%xa	128 18%	193 22%xc	152 17%	157 23%xi	344 19%	44 19%	263 19%	125 19%
An online flight tracker	315 16%e	93 14%	149 16%	116 16%	133 15%	137 15%	110 16%	269 15%	47 20%	207 15%	108 17%
Social media	76 4%	31 5%	29 3%	24 3%	35 4%	38 4%	26 4%	66 4%	10 4%	50 4%	26 4%
Other	17 1%ci	2 *	11 1%	2 *	11 1%c	3 *	10 1%i	14 1%	2 1%	10 1%	7 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 244

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Summary****Base: All respondents****Sample: All**

Q22. Summary														
	Length of delay / new flight time	Reason for disruption	Rebooking options / next available flight to my destination	Refund / reimbursement / compensation eligibility	Refund / reimbursement / compensation process	Impact on connecting flights (if applicable)	Estimated wait times for customer service support	Checked luggage handling information (if applicable)	Contact details for customer service	Options for in person airline support	Options for online airline support	Any boarding gate changes	Availability of disability support staff	Other
Unweighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
Weighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
NET: Top five mention	1621 81%	1213 61%	1002 50%	990 49%	982 49%	723 36%	469 23%	542 27%	564 28%	580 29%	374 19%	755 38%	199 10%	11 1%
1st most important	883 44%	269 13%	192 10%	78 4%	77 4%	82 4%	65 3%	40 2%	59 3%	70 3%	47 2%	106 5%	35 2%	2 *
2nd most important	332 17%	357 18%	251 13%	146 7%	137 7%	185 9%	88 4%	92 5%	78 4%	77 4%	55 3%	157 8%	47 2%	2 *
3rd most important	184 9%	219 11%	229 11%	213 11%	218 11%	170 8%	105 5%	126 6%	104 5%	133 7%	79 4%	179 9%	46 2%	1 *
4th most important	126 6%	195 10%	195 10%	265 13%	259 13%	162 8%	100 5%	145 7%	142 7%	138 7%	83 4%	152 8%	42 2%	1 *
5th most important	95 5%	173 9%	135 7%	288 14%	292 15%	124 6%	112 6%	140 7%	180 9%	161 8%	110 5%	161 8%	29 1%	6 *
Not mentioned	384 19%	792 39%	1003 50%	1015 51%	1023 51%	1282 64%	1536 77%	1463 73%	1441 72%	1425 71%	1631 81%	1250 62%	1806 90%	1994 99%
Mean	1.90	2.71	2.83	3.54	3.56	3.08	3.22	3.47	3.54	3.42	3.41	3.14	2.91	3.46
Standard deviation	1.22	1.35	1.31	1.27	1.26	1.27	1.36	1.24	1.34	1.34	1.37	1.34	1.31	1.77
Standard error	0.03	0.04	0.04	0.04	0.04	0.05	0.06	0.05	0.06	0.06	0.07	0.05	0.10	0.53

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 245

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Summary****Base: All respondents****Sample: All with disability**

Q22. Summary														
	Length of delay / new flight time	Reason for disruption	Rebooking options / next available flight to my destination	Refund / reimbursement / compensation eligibility	Refund / reimbursement / compensation process	Impact on connecting flights (if applicable)	Estimated wait times for customer service support	Checked luggage handling information (if applicable)	Contact details for customer service	Options for in person airline support	Options for online airline support	Any boarding gate changes	Availability of disability support staff	Other
Unweighted Base	591	591	591	591	591	591	591	591	591	591	591	591	591	591
Weighted Base	589	589	589	589	589	589	589	589	589	589	589	589	589	589
NET: Top five mention	493 84%	338 57%	273 46%	273 46%	284 48%	207 35%	128 22%	175 30%	164 28%	191 32%	104 18%	215 37%	92 16%	7 1%
1st most important	265 45%	85 14%	54 9%	19 3%	15 2%	21 4%	17 3%	7 1%	18 3%	21 4%	13 2%	33 6%	19 3%	2 *
2nd most important	107 18%	104 18%	62 11%	38 6%	38 6%	57 10%	25 4%	32 5%	27 5%	29 5%	17 3%	34 6%	19 3%	2 *
3rd most important	58 10%	55 9%	66 11%	61 10%	63 11%	47 8%	31 5%	36 6%	38 6%	44 7%	20 3%	49 8%	22 4%	-
4th most important	38 6%	51 9%	53 9%	80 13%	81 14%	47 8%	26 4%	50 9%	41 7%	45 8%	21 4%	38 6%	20 3%	-
5th most important	25 4%	43 7%	38 6%	77 13%	88 15%	35 6%	29 5%	50 8%	41 7%	53 9%	32 5%	61 10%	13 2%	4 1%
Not mentioned	96 16%	251 43%	317 54%	316 54%	305 52%	382 65%	462 78%	414 70%	425 72%	398 68%	485 82%	374 63%	497 84%	582 99%
Mean	1.88	2.59	2.85	3.57	3.67	3.08	3.20	3.60	3.36	3.42	3.41	3.28	2.88	3.38
Standard deviation	1.18	1.35	1.33	1.23	1.19	1.26	1.35	1.19	1.31	1.33	1.40	1.42	1.34	1.90
Standard error	0.05	0.07	0.08	0.07	0.07	0.09	0.12	0.09	0.10	0.10	0.14	0.10	0.14	0.72

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 246

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Length of delay / new flight time**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1621	860	754	133	233	255	285	284	431	136	61	177	137	129	114	79	155	193	236	153	51	1097	524
	81%acdmgv	78%	85%xa	63%	69%	78%cd	85%xcde	88%xcde	91%xcdef	81%	76%	81%	84%mq	73%	78%	85%mq	82%	74%	85%mq	88%xjkmnq	87%mq	87%qv	71%
1st most important	883	462	417	58	116	125	170	175	239	68	30	104	77	63	65	33	72	96	149	96	31	642	241
	44%acdmgv	42%	47%xa	28%	34%	38%	51%xcde	54%xcde	51%xcde	40%	38%	47%mq	47%mq	36%	44%	35%	38%	37%	54%xijmop	55%xijmop	53%mqop	51%qv	33%
2nd most important	332	175	156	15	59	54	50	54	101	31	13	31	28	26	17	21	43	40	43	29	9	219	113
	17%cd	16%	18%	7%	17%cd	16%cd	15%cd	17%cd	21%xcdf	18%	17%	14%	17%	15%	12%	22%kn	23%xkn	15%	16%	17%	16%	17%	15%
3rd most important	184	103	80	29	21	39	28	25	43	20	9	20	16	17	12	7	19	22	18	17	7	107	77
	9%de	9%	9%	14%de	6%	12%xdg	8%	8%	9%	12%	11%	9%	10%	10%	8%	8%	10%	9%	7%	10%	12%	8%	10%
4th most important	126	68	58	19	20	20	20	18	29	11	3	14	10	14	13	9	11	18	13	9	1	76	50
	6%	6%	7%	9%	6%	6%	6%	6%	6%	6%	4%	6%	6%	8%	9%	9%	6%	7%	5%	5%	2%	6%	7%
5th most important	95	52	43	12	16	17	18	13	19	7	5	8	5	8	8	9	10	17	12	3	2	53	42
	5%	5%	5%	6%	5%	5%	5%	4%	4%	4%	6%	4%	3%	5%	5%	10%xlks	5%	6%st	4%	2%	4%	4%	6%
Not mentioned	384	243	135	78	107	72	50	37	40	31	19	43	27	47	32	14	34	68	41	20	7	170	214
	19%bfghsu	22%xb	15%	37%xefgh	31%xefgh	22%fgh	15%h	12%	9%	19%	24%st	19%st	16%	27%xlorst	22%st	15%	18%	26%xlorst	15%	12%	13%	13%	29%xtu
Mean	1.90grsu	1.92	1.88	2.33xfgh	1.97g	2.02gh	1.83	1.73	1.82	1.97s	1.99	1.83	1.82	2.05rs	1.96	2.24xlks	2.00rs	2.06xrs	1.72	1.65	1.72	1.80	2.12xu
Standard deviation	1.22	1.23	1.21	1.39	1.25	1.25	1.23	1.14	1.14	1.20	1.26	1.19	1.15	1.28	1.32	1.40	1.21	1.33	1.15	1.01	1.10	1.16	1.30
Standard error	0.03	0.04	0.04	0.18	0.08	0.07	0.07	0.06	0.06	0.10	0.19	0.09	0.10	0.11	0.13	0.15	0.10	0.09	0.08	0.08	0.13	0.03	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 247

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Length of delay / new flight time****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1621	493	1128	760	861	179	1442	85	54	1529	92	935	686	702	918
	81%ceghln	84%xb	80%	79%	83%xc	67%	83%xe	66%	70%	81%	82%	84%xl	77%	83%xn	79%
1st most important	883	265	618	402	481	79	804	35	28	838	45	524	359	408	475
	44%ceghln	45%	44%	42%	46%xc	30%	46%xe	27%	37%	44%	40%	47%xl	41%	48%xn	41%
2nd most important	332	107	225	164	169	34	298	14	11	311	21	189	143	137	195
	17%	18%	16%	17%	16%	13%	17%	11%	14%	16%	19%	17%	16%	16%	17%
3rd most important	184	58	126	97	88	30	154	15	6	178	6	100	85	67	118
	9%	10%	9%	10%	8%	11%	9%	11%	8%	9%	6%	9%	10%	8%	10%
4th most important	126	38	88	60	66	15	110	7	5	112	14	64	61	43	83
	6%i	6%	6%	6%	6%	6%	6%	6%	6%	6%	13%xi	6%	7%	5%	7%
5th most important	95	25	71	37	58	20	75	14	4	90	5	59	37	48	48
	5%f	4%	5%	4%	6%	8%xf	4%	11%x	5%	5%	5%	5%	4%	6%	4%
Not mentioned	384	96	288	205	179	90	294	43	23	362	20	183	201	139	245
	19%adfkln	16%	20%a	21%xd	17%	33%xf	17%	34%x	30%x	19%	18%	16%	23%xk	17%	21%xm
Mean	1.90f	1.88	1.91	1.90	1.90	2.23xf	1.86	2.44x	1.98	1.89	2.06	1.87	1.94	1.84	1.95
Standard deviation	1.22	1.18	1.24	1.19	1.25	1.39	1.19	1.50	1.29	1.22	1.30	1.22	1.22	1.23	1.21
Standard error	0.03	0.05	0.04	0.04	0.04	0.10	0.03	0.17	0.17	0.03	0.14	0.04	0.05	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 248

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Length of delay / new flight time**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1621	514	765	559	734	706	582	1440	181	1085	536
	81%aci	78%	84%xa	78%	84%xc	78%	84%xi	81%	77%	80%	82%
1st most important	883	253	422	271	424	355	327	797	86	590	293
	44%acfi	38%	46%a	38%	49%xc	39%	47%xi	45%xf	37%	44%	45%
2nd most important	332	111	159	133	139	163	114	302	30	225	107
	17%	17%	18%	18%	16%	18%	17%	17%	13%	17%	16%
3rd most important	184	64	82	77	71	88	58	166	19	128	56
	9%	10%	9%	11%	8%	10%	8%	9%	8%	9%	9%
4th most important	126	49	55	46	52	58	44	93	33	73	53
	6%eg	7%	6%	6%	6%	6%	6%	5%	14%xe	5%	8%xcg
5th most important	95	37	47	32	47	42	39	82	13	69	27
	5%	6%	5%	5%	5%	5%	6%	5%	6%	5%	4%
Not mentioned	384	147	146	162	138	198	109	331	53	267	117
	19%bdj	22%xb	16%	22%xd	16%	22%xj	16%	19%	23%	20%	18%
Mean	1.90e	2.04xb	1.88	1.99x	1.85	1.97	1.89	1.86	2.21xe	1.90	1.91
Standard deviation	1.22	1.29	1.22	1.21	1.23	1.22	1.24	1.19	1.39	1.22	1.22
Standard error	0.03	0.06	0.04	0.05	0.05	0.05	0.05	0.03	0.11	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 249

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Reason for disruption**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1213	653	551	116	191	188	195	211	312	99	50	127	114	87	85	55	112	147	175	125	35	832	382
	61%mv	59%	62%	55%	56%	58%	58%	66%xcdef	66%xcdef	59%	63%	58%	70%xxkmq	50%	58%	59%	60%	56%	63%mm	72%xxikmno	60%	66%xxv	52%
1st most important	269	157	111	27	41	48	42	37	73	19	16	25	21	22	14	19	29	38	31	25	10	183	86
	13%	14%	13%	13%	12%	15%	12%	12%	15%	11%	20%	11%	13%	13%	9%	21%xiiknr	16%	15%	11%	14%	16%	14%	12%
2nd most important	357	193	161	24	53	47	59	75	99	31	10	53	32	23	27	13	22	39	57	38	12	269	88
	18%pv	17%	18%	11%	16%	14%	18%	23%xcde	21%ce	19%	13%	24%xxmpq	20%p	13%	19%	14%	11%	15%	21%p	22%mp	20%	21%xxv	12%
3rd most important	219	115	101	18	38	36	37	40	52	20	9	19	20	12	19	8	23	28	29	26	5	148	71
	11%	10%	11%	8%	11%	11%	11%	12%	11%	12%	11%	8%	12%	7%	13%	9%	12%	11%	11%	15%mm	9%	12%	10%
4th most important	195	105	90	20	34	27	31	33	50	10	9	18	23	12	11	8	18	27	37	17	5	128	68
	10%	9%	10%	9%	10%	8%	9%	10%	11%	6%	11%	8%	14%li	7%	8%	8%	10%	10%	13%xi	10%	9%	10%	9%
5th most important	173	83	87	27	25	30	26	27	38	19	7	12	18	18	13	7	20	15	21	19	3	104	69
	9%	8%	10%	13%	7%	9%	8%	8%	8%	11%kk	9%	6%	11%	10%	9%	7%	10%	6%	8%	11%	5%	8%	9%
Not mentioned	792	450	338	95	149	139	140	110	160	69	30	93	49	88	61	38	77	114	101	48	23	436	356
	39%ghlsu	41%	38%	45%hh	44%gh	42%gh	42%gh	34%	34%	41%sl	37%	42%lls	30%	50%xlrs	42%sl	41%sl	40%sl	44%lls	37%	28%	40%	34%	48%xxu
Mean	2.71u	2.64	2.78	2.95	2.72	2.70	2.70	2.71	2.62	2.79	2.63	2.53	2.87	2.77	2.81	2.44	2.80	2.61	2.78	2.74	2.41	2.64	2.86xu
Standard deviation	1.35	1.34	1.36	1.51	1.33	1.40	1.33	1.28	1.33	1.39	1.45	1.23	1.36	1.49	1.31	1.41	1.44	1.33	1.30	1.34	1.27	1.32	1.42
Standard error	0.04	0.05	0.06	0.21	0.09	0.10	0.10	0.08	0.08	0.14	0.24	0.11	0.13	0.16	0.15	0.18	0.14	0.10	0.10	0.12	0.18	0.05	0.07

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 250

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Reason for disruption**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1213 61%eg	338 57%	875 62%	578 60%	635 61%	138 51%	1075 62%xe	61 47%	43 56%	1147 61%	65 58%	685 61%	528 60%	506 60%	707 61%
1st most important	269 13% m	85 14%	183 13%	136 14%	133 13%	33 12%	236 14%	15 12%	5 7%	254 13%	14 13%	140 13%	128 14%	81 10%	188 16% xm
2nd most important	357 18%	104 18%	253 18%	160 17%	197 19%	38 14%	319 18%	17 13%	15 20%	335 18%	22 20%	199 18%	158 18%	164 20%	193 17%
3rd most important	219 11%	55 9%	164 12%	99 10%	120 12%	25 9%	194 11%	10 8%	9 11%	209 11%	9 8%	130 12%	89 10%	93 11%	126 11%
4th most important	195 10%	51 9%	145 10%	103 11%	92 9%	24 9%	171 10%	14 11%	7 10%	186 10%	9 8%	116 10%	79 9%	82 10%	113 10%
5th most important	173 9%	43 7%	130 9%	80 8%	93 9%	17 6%	156 9%	5 4%	7 9%	163 9%	10 9%	100 9%	73 8%	85 10%	88 8%
Not mentioned	792 39% f	251 43%	541 38%	386 40%	405 39%	131 49% xf	661 38%	68 53% x	33 44%	744 39%	47 42%	434 39%	358 40%	336 40%	456 39%
Mean	2.71n	2.59	2.75	2.71	2.71	2.68	2.71	2.62	2.92	2.71	2.67	2.76	2.64	2.85xn	2.61
Standard deviation	1.35	1.35	1.35	1.37	1.34	1.35	1.35	1.32	1.30	1.35	1.38	1.35	1.36	1.33	1.36
Standard error	0.04	0.07	0.05	0.06	0.05	0.12	0.04	0.17	0.20	0.04	0.18	0.05	0.06	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 251

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Reason for disruption****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1213 61%	413 62%	543 60%	442 61%	513 59%	559 62%	408 59%	1087 61%x	126 54%	800 59%	413 63%
1st most important	269 13%bdj	114 17%xb	104 11%	119 16%xd	89 10%	146 16%xj	70 10%	240 14%	28 12%	181 13%	88 13%
2nd most important	357 18%	107 16%	165 18%	115 16%	154 18%	151 17%	123 18%	327 18%x	30 13%	236 17%	121 19%
3rd most important	219 11%	74 11%	102 11%	70 10%	104 12%	94 10%	85 12%	187 11%	32 14%	139 10%	80 12%
4th most important	195 10%	60 9%	95 10%	75 10%	94 11%	89 10%	74 11%	175 10%	21 9%	132 10%	63 10%
5th most important	173 9%	58 9%	78 9%	62 9%	72 8%	78 9%	56 8%	157 9%	16 7%	113 8%	61 9%
Not mentioned	792 39%e	248 38%	367 40%	279 39%	360 41%	345 38%	283 41%	684 39%	108 46%	552 41%	240 37%
Mean	2.71	2.61	2.78	2.65	2.82x	2.65	2.81	2.71	2.73	2.70	2.73
Standard deviation	1.35	1.39	1.33	1.40	1.31	1.38	1.30	1.36	1.32	1.36	1.35
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.06	0.04	0.13	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 252

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Rebooking options / next available flight to my destination**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1002 50%ku	554 50%	440 50%	118 56%	167 49%	178 54%g	164 49%	149 46%	226 48%	94 56%kl	48 60%kn	93 42%	72 44%	78 45%	63 43%	50 53%	102 54%k	145 55%klmn	138 50%	91 52%	29 50%	538 42%	464 63%xu
1st most important	192 10%u	100 9%	92 10%	24 11%	26 8%	26 8%	32 10%	28 9%	56 12%	22 13%r	11 14%	19 9%	15 9%	12 7%	13 9%	11 12%	17 9%	32 12%	20 7%	15 9%	5 8%	93 7%	99 13%xu
2nd most important	251 13%ku	140 13%	110 12%	31 15%	45 13%	49 15%	41 12%	34 11%	51 11%	29 17%k	15 19%k	18 8%	18 11%	23 13%	15 10%	11 11%	26 14%	32 12%	31 11%	26 15%k	8 13%	130 10%	121 16%xu
3rd most important	229 11%u	132 12%	95 11%	21 10%	30 9%	37 11%	39 12%	41 13%	61 13%	15 9%	8 10%	23 10%	15 9%	17 9%	10 7%	17 18%in	25 13%	32 12%	42 15%xn	22 13%	4 7%	113 9%	116 16%xu
4th most important	195 10%	105 10%	87 10%	26 12%	40 12%	33 10%	28 8%	26 8%	42 9%	12 7%	11 14%	20 9%	16 10%	15 9%	17 12%	6 6%	25 13%	24 9%	23 8%	17 10%	9 15%	115 9%	80 11%
5th most important	135 7%h	77 7%	56 6%	15 7%	25 7%h	34 10%xgh	24 7%h	20 6%	17 4%	16 10%	2 3%	13 6%	8 5%	12 7%	8 6%	5 6%	10 5%	25 10%x	22 8%	11 6%	3 5%	87 7%	48 7%
Not mentioned	1003 50%v	549 50%	449 50%	93 44%	172 51%	149 46%	171 51%	172 54%e	245 52%	74 44%	32 40%	127 58%xijpq	91 56%iq	97 55%q	83 57%ijq	44 47%	87 46%	116 45%	139 50%	82 48%	29 50%	729 58%xv	273 37%
Mean	2.83hv	2.86	2.79	2.81	2.96h	3.00xh	2.82	2.83	2.62	2.69	2.56	2.88	2.77	2.88	2.89	2.68	2.84	2.86	2.98	2.80	2.93	2.95xv	2.69
Standard deviation	1.31	1.31	1.32	1.34	1.32	1.35	1.33	1.30	1.25	1.41	1.23	1.33	1.29	1.31	1.36	1.25	1.24	1.40	1.27	1.26	1.32	1.34	1.27
Standard error	0.04	0.06	0.06	0.18	0.10	0.10	0.10	0.10	0.08	0.15	0.21	0.14	0.16	0.15	0.18	0.18	0.12	0.11	0.11	0.13	0.22	0.06	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 253

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Rebooking options / next available flight to my destination**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1002	273	730	480	522	136	867	62	34	953	48	602	400	437	566
	50%al	46%	52%xa	50%	50%	51%	50%	48%	45%	50%	43%	54%xl	45%	52%	49%
1st most important	192	54	138	93	99	23	169	12	8	183	9	114	78	97	95
	10%n	9%	10%	10%	10%	9%	10%	9%	10%	10%	8%	10%	9%	12%xn	8%
2nd most important	251	62	190	128	124	45	207	18	10	236	14	142	109	108	143
	13%f	11%	13%	13%	12%	17%xf	12%	14%	13%	12%	13%	13%	12%	13%	12%
3rd most important	229	66	163	105	124	28	201	14	6	221	8	140	89	101	128
	11%	11%	12%	11%	12%	10%	12%	11%	8%	12%	7%	13%	10%	12%	11%
4th most important	195	53	142	84	111	20	176	9	5	187	8	120	75	75	120
	10%	9%	10%	9%	11%	7%	10%	7%	7%	10%	7%	11%	9%	9%	10%
5th most important	135	38	97	70	64	20	115	9	6	126	9	86	49	55	79
	7%	6%	7%	7%	6%	8%	7%	7%	7%	7%	8%	8%	5%	7%	7%
Not mentioned	1003	317	686	485	518	133	870	67	42	938	64	516	486	405	598
	50%bk	54%xb	48%	50%	50%	49%	50%	52%	55%	50%	57%	46%	55%xk	48%	51%
Mean	2.83	2.85	2.82	2.81	2.84	2.77	2.84	2.76	2.75	2.83	2.90	2.87	2.77	2.73	2.90
Standard deviation	1.31	1.33	1.31	1.33	1.30	1.31	1.31	1.31	1.41	1.31	1.40	1.32	1.30	1.32	1.30
Standard error	0.04	0.08	0.05	0.06	0.06	0.11	0.04	0.17	0.24	0.04	0.21	0.05	0.07	0.06	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 254

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Rebooking options / next available flight to my destination**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1002	302	487	341	476	426	382	885	118	711	292
	50%ahi	46%	53%xa	47%	55%xc	47%	55%xi	50%	50%	53%xh	45%
1st most important	192	55	99	73	91	85	77	167	25	133	59
	10%	8%	11%	10%	10%	9%	11%	9%	11%	10%	9%
2nd most important	251	87	117	93	117	115	96	219	32	181	70
	13%	13%	13%	13%	13%	13%	14%	12%	14%	13%	11%
3rd most important	229	75	106	70	112	98	84	212	17	163	66
	11%	11%	12%	10%	13%	11%	12%	12% <sup>x</sup>	7%	12%	10%
4th most important	195	55	87	68	84	85	67	172	23	136	59
	10%	8%	10%	9%	10%	9%	10%	10%	10%	10%	9%
5th most important	135	31	77	36	72	43	58	114	20	97	37
	7%aci	5%	8%xa	5%	8%xc	5%	8%xi	6%	9%	7%	6%
Not mentioned	1003	360	424	379	397	478	309	886	117	641	362
	50%bdgj	54%xb	47%	53% <sup>d</sup>	45%	53% <sup>xj</sup>	45%	50%	50%	47%	55% <sup>xg</sup>
Mean	2.83 <sup>c</sup>	2.73	2.85	2.71	2.85	2.74	2.82	2.83	2.84	2.84	2.81
Standard deviation	1.31	1.24	1.36	1.30	1.33	1.27	1.35	1.30	1.41	1.31	1.32
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.04	0.14	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 255

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Refund / reimbursement / compensation eligibility****Base: All respondents**

		Gender			Age						Region										Disruption type			
		Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870		97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889		211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	990	563	421		102	184	174	167	159	204	84	33	116	83	77	71	38	92	138	146	81	31	631	359
	49%h	51%	47%		49%	54%xh	53%h	50%	49%	43%	50%	42%	53%	51%	44%	49%	40%	49%	53%o	53%o	47%	54%	50%	49%
1st most important	78	46	32		15	20	20	8	9	6	6	1	13	8	6	3	3	9	17	7	4	-	49	30
	4%h	4%	4%		7%fh	6%xfgh	6%xfgh	2%	3%	1%	4%	2%	6%t	5%	3%	2%	3%	5%	7%xrt	3%	2%	-	4%	4%
2nd most important	146	87	59		24	28	31	22	20	22	7	5	20	9	15	16	3	15	22	22	8	5	88	59
	7%h	8%	7%		11%h	8%h	9%h	7%	6%	5%	4%	6%	9%	5%	9%	11%ios	3%	8%	9%	8%	4%	8%	7%	8%
3rd most important	213	120	92		21	41	35	41	29	45	14	10	21	25	20	11	8	20	30	29	17	6	146	67
	11%	11%	10%		10%	12%	11%	12%	9%	9%	9%	13%	10%	15%n	12%	7%	9%	11%	11%	11%	10%	11%	11%	9%
4th most important	265	145	120		24	43	48	50	40	59	26	10	33	22	15	20	16	26	29	34	24	10	170	94
	13%	13%	13%		12%	13%	15%	15%	12%	13%	16%	13%	15%	14%	9%	14%	17%	14%	11%	12%	14%	17%	13%	13%
5th most important	288	165	119		18	51	40	45	61	72	30	7	28	19	21	21	8	22	40	53	28	10	179	109
	14%	15%	13%		8%	15%	12%	14%	19%xce	15%	18%	9%	13%	11%	12%	15%	9%	12%	15%	19%xlmpo	16%	17%	14%	15%
Not mentioned	1015	540	468		108	155	153	168	162	268	84	47	104	81	98	75	56	97	123	131	93	27	636	379
	51% d	49%	53%		51%	46%	47%	50%	51%	57% xde	50%	58%	47%	49%	56%	51%	60% qr	51%	47%	47%	53%	46%	50%	51%
Mean	3.54 ce	3.52	3.56		3.05	3.42	3.34	3.61 ce	3.78 xcde	3.83 xcde	3.81 klmpq	3.52	3.38	3.41	3.38	3.57	3.62	3.39	3.38	3.71 q	3.79 kq	3.82	3.54	3.54
Standard deviation	1.27	1.28	1.24		1.33	1.33	1.31	1.16	1.24	1.12	1.22	1.11	1.33	1.23	1.29	1.25	1.13	1.29	1.37	1.25	1.18	1.07	1.25	1.30
Standard error	0.04	0.05	0.06		0.19	0.09	0.09	0.09	0.09	0.08	0.13	0.22	0.12	0.13	0.14	0.16	0.17	0.13	0.11	0.10	0.14	0.16	0.05	0.07

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 256

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Refund / reimbursement / compensation eligibility**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	990 49%	273 46%	717 51%	494 51%	497 48%	139 52%	851 49%	60 47%	46 60%	940 50%	48 43%	548 49%	442 50%	432 51%	558 48%
1st most important	78 4%fi	19 3%	59 4%	38 4%	40 4%	17 7%xf	61 4%	11 9%ix	5 6%	69 4%	10 9%xi	39 4%	39 4%	31 4%	47 4%
2nd most important	146 7%	38 6%	109 8%	78 8%	69 7%	24 9%	123 7%	7 6%	4 5%	141 7%	5 5%	86 8%	60 7%	65 8%	81 7%
3rd most important	213 11%g	61 10%	152 11%	97 10%	116 11%	27 10%	186 11%	6 4%	13 17%g	204 11%	9 8%	127 11%	86 10%	87 10%	126 11%
4th most important	265 13%h	80 13%	185 13%	130 13%	135 13%	30 11%	234 13%	17 13%	12 16%	248 13%	16 15%	149 13%	116 13%	128 15%hn	136 12%
5th most important	288 14%j	77 13%	211 15%	151 16%	137 13%	41 15%	247 14%	20 15%	12 15%	279 15%j	8 7%	147 13%	140 16%	120 14%	168 14%
Not mentioned	1015 51%	316 54%	699 49%	471 49%	544 52%	130 48%	885 51%	68 53%	31 40%	951 50%	64 57%	570 51%	444 50%	410 49%	605 52%
Mean	3.54j	3.57	3.53	3.56	3.52	3.38	3.57	3.45	3.50	3.56j	3.15	3.51	3.59	3.56	3.53
Standard deviation	1.27	1.23	1.28	1.28	1.25	1.39	1.24	1.51	1.26	1.26	1.40	1.24	1.30	1.24	1.28
Standard error	0.04	0.07	0.05	0.06	0.06	0.12	0.04	0.19	0.19	0.04	0.20	0.05	0.06	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**

**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 257

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Refund / reimbursement / compensation eligibility****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	990	296	473	331	460	410	367	856	134	703	288
	49%acehi	45%	52%xa	46%	53%xc	45%	53%xi	48%	57%xe	52%xh	44%
1st most important	78	29	32	30	35	37	26	61	18	52	27
	4%e	4%	3%	4%	4%	4%	4%	3%	8%xe	4%	4%
2nd most important	146	39	65	38	70	49	51	124	22	104	42
	7%ci	6%	7%	5%	8%c	5%	7%	7%	9%	8%	6%
3rd most important	213	65	109	81	94	100	79	188	25	152	61
	11%	10%	12%	11%	11%	11%	11%	11%	11%	11%	9%
4th most important	265	77	128	84	119	105	95	231	33	192	72
	13%	12%	14%	12%	14%	12%	14%	13%	14%	14%	11%
5th most important	288	86	140	98	142	119	116	252	36	203	85
	14%	13%	15%	14%	16%x	13%	17%x	14%	15%	15%	13%
Not mentioned	1015	365	437	390	413	493	324	915	100	649	366
	51%bdfgj	55%xb	48%	54%xd	47%	55%xj	47%	52%xf	43%	48%	56%yg
Mean	3.54	3.51	3.59	3.55	3.57	3.54	3.61	3.57	3.36	3.56	3.51
Standard deviation	1.27	1.30	1.23	1.27	1.28	1.27	1.26	1.25	1.38	1.25	1.30
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.04	0.12	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 258

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Refund / reimbursement / compensation process****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	982 49%h	546 49%	429 48%	113 54%h	179 53%h	168 51%h	177 53%h	152 47%	194 41%	86 52%	38 47%	103 47%	89 54%	82 47%	77 52%	40 43%	94 50%	135 52%	125 45%	80 46%	33 56%	607 48%	376 51%
1st most important	77 4%hru	47 4%	30 3%	13 6%h	22 7%xfgh	15 5%h	10 3%	8 2%	8 2%	8 5%r	2 3%	10 5%r	6 4%	9 5%r	8 5%r	3 3%	11 6%r	9 4%	3 1%	3 2%	3 6%r	32 3%	44 6%xu
2nd most important	137 7%	78 7%	58 7%	26 12%xegh	24 7%	17 5%	28 8%	18 6%	23 5%	15 9%	7 9%	15 7%	15 9%	10 6%	9 6%	9 10%	13 7%	20 7%	16 6%	6 4%	3 5%	76 6%	61 8%
3rd most important	218 11%h	118 11%	99 11%	34 16%h	37 11%	40 12%h	33 10%	35 11%	38 8%	17 10%	3 3%	21 10%	20 12%	18 10%	17 12%	10 10%	24 13%j	24 9%	37 13%j	17 10%	10 17%jq	144 11%	74 10%
4th most important	259 13%	139 13%	118 13%	24 11%	41 12%	48 15%	43 13%	44 14%	59 13%	20 12%	13 17%	25 11%	17 10%	21 12%	23 16%	9 10%	19 10%	41 16%	35 13%	27 15%	9 15%	160 13%	99 13%
5th most important	292 15%c	164 15%	124 14%	15 7%	53 16%c	48 15%c	62 19%xc	48 15%c	66 14%	26 15%	12 15%	32 15%	32 19%	24 14%	20 14%	10 10%	27 14%	42 16%	34 12%	27 16%	7 13%	194 15%	98 13%
Not mentioned	1023 51%	557 51%	460 52%	98 46%	160 47%	159 49%	158 47%	169 53%	277 59%xcdef	81 48%	42 53%	117 53%	75 46%	93 53%	70 48%	53 57%	95 50%	126 48%	152 55%	93 54%	26 44%	660 52%	362 49%
Mean	3.56cv	3.54	3.58	3.03	3.45c	3.57c	3.67c	3.70c	3.78xcd	3.47	3.71	3.52	3.60	3.48	3.50	3.36	3.41	3.64	3.63	3.86xop	3.41	3.67xv	3.38
Standard deviation	1.26	1.29	1.23	1.21	1.37	1.25	1.27	1.18	1.17	1.33	1.29	1.33	1.30	1.34	1.28	1.26	1.35	1.25	1.10	1.09	1.25	1.20	1.34
Standard error	0.04	0.05	0.06	0.17	0.10	0.09	0.10	0.09	0.08	0.15	0.25	0.13	0.14	0.15	0.16	0.19	0.14	0.10	0.10	0.12	0.19	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 259

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Refund / reimbursement / compensation process****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	982 49%	284 48%	698 49%	459 48%	524 50%	127 47%	855 49%	62 48%	45 59%	936 49%	45 40%	570 51%	413 47%	417 50%	566 49%
1st most important	77 4%ad	15 2%	62 4%	50 5%xd	27 3%	16 6%	61 4%	7 5%	5 6%	73 4%	3 2%	45 4%	32 4%	29 3%	48 4%
2nd most important	137 7%	38 6%	99 7%	61 6%	76 7%	17 6%	120 7%	11 9%	9 12%	132 7%	5 5%	75 7%	62 7%	56 7%	81 7%
3rd most important	218 11%	63 11%	155 11%	101 10%	117 11%	25 9%	193 11%	15 11%	9 11%	201 11%	16 15%	125 11%	93 10%	92 11%	126 11%
4th most important	259 13%	81 14%	178 13%	118 12%	141 14%	41 15%	218 13%	16 13%	10 12%	246 13%	13 12%	150 13%	109 12%	105 12%	154 13%
5th most important	292 15%j	88 15%	204 14%	129 13%	163 16%	29 11%	263 15%	13 10%	13 17%	284 15%xj	7 6%	175 16%	117 13%	135 16%	157 13%
Not mentioned	1023 51%	305 52%	718 51%	506 52%	517 50%	141 53%	881 51%	67 52%	32 41%	955 51%	67 60%	549 49%	473 53%	425 50%	598 51%
Mean	3.56c	3.67	3.52	3.47	3.65xc	3.39	3.59	3.29	3.38	3.57	3.38	3.59	3.52	3.63	3.51
Standard deviation	1.26	1.19	1.29	1.32	1.20	1.31	1.25	1.29	1.37	1.27	1.08	1.26	1.26	1.25	1.26
Standard error	0.04	0.07	0.05	0.06	0.05	0.12	0.04	0.17	0.20	0.04	0.17	0.05	0.06	0.06	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 260

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Refund / reimbursement / compensation process****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	982	313	476	330	459	417	364	845	138	690	292
	49%cehi	47%	52% <sup>x</sup>	46%	53% <sup>xc</sup>	46%	53% <sup>xi</sup>	48%	59% <sup>xe</sup>	51% <sup>xh</sup>	45%
1st most important	77	28	34	32	29	38	26	62	15	57	20
	4% <sup>e</sup>	4%	4%	4%	3%	4%	4%	3%	6% <sup>e</sup>	4%	3%
2nd most important	137	45	72	49	69	60	58	112	25	91	46
	7% <sup>e</sup>	7%	8%	7%	8%	7%	8%	6%	11% <sup>xe</sup>	7%	7%
3rd most important	218	69	103	75	98	92	80	184	33	150	68
	11%	10%	11%	10%	11%	10%	12%	10%	14%	11%	10%
4th most important	259	82	134	77	128	105	98	220	39	184	75
	13% <sup>c</sup>	12%	15% <sup>x</sup>	11%	15% <sup>c</sup>	12%	14%	12%	16%	14%	11%
5th most important	292	90	132	97	134	123	103	267	25	208	84
	15%	14%	15%	14%	15%	14%	15%	15%	11%	15%	13%
Not mentioned	1023	349	434	391	414	486	327	926	96	662	361
	51% <sup>bdfgj</sup>	53%	48%	54% <sup>xd</sup>	47%	54% <sup>xj</sup>	47%	52% <sup>xf</sup>	41%	49%	55% <sup>xg</sup>
Mean	3.56 <sup>f</sup>	3.52	3.54	3.49	3.59	3.51	3.54	3.61 <sup>xf</sup>	3.24	3.57	3.54
Standard deviation	1.26	1.28	1.24	1.31	1.23	1.29	1.25	1.25	1.26	1.27	1.25
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.04	0.11	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 261

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Impact on connecting flights (if applicable)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	723 36%p	401 36%	316 36%	71 34%	124 37%	133 41% xh	120 36%	114 36%	159 34%	75 45% xkn	35 44% pqr	73 33%	55 34%	82 47% xkn pqr	45 31%	39 41%	55 29%	87 33%	92 33%	65 37%	22 37%	468 37%	254 34%
1st most important	82 4% f	40 4%	41 5%	9 4%	17 5% f	17 5% f	6 2%	15 5% f	18 4%	9 5%	5 6%	7 3%	6 4%	11 6%	4 2%	5 5%	7 4%	7 3%	14 5%	5 3%	2 3%	49 4%	33 4%
2nd most important	185 9% p	96 9%	88 10%	20 9%	27 8%	26 8%	36 11%	29 9%	48 10%	20 12% p	11 14% p	17 8%	13 8%	24 14% xp	11 7%	11 12% p	7 4%	25 9% p	27 10% p	15 8%	5 8%	120 9%	65 9%
3rd most important	170 8%	99 9%	68 8%	13 6%	30 9%	32 10%	27 8%	28 9%	40 8%	16 9%	8 10%	20 9%	11 7%	17 10%	11 8%	9 9%	12 6%	27 10%	17 6%	17 10%	4 8%	107 8%	63 9%
4th most important	162 8%	92 8%	69 8%	17 8%	23 7%	34 10% g	34 10%	20 6%	34 7%	20 12% n	8 9%	16 7%	15 9%	22 13% xnqr	6 4%	10 10%	15 8%	16 6%	18 7%	13 7%	5 9%	106 8%	57 8%
5th most important	124 6%	74 7%	50 6%	13 6%	27 8% h	24 7%	16 5%	22 7%	20 4%	10 6%	4 5%	12 6%	10 6%	8 4%	14 10%	5 5%	14 7%	13 5%	16 6%	15 8%	5 9%	87 7%	37 5%
Not mentioned	1282 64% eim	703 64%	573 64%	140 66%	215 63%	194 59%	215 64%	207 64%	312 66% e	93 55%	44 56%	147 67% im	109 66% m	94 53%	101 69% im	55 59%	134 71% xijm	174 67% im	185 67% im	109 63%	37 63%	799 63%	483 66%
Mean	3.08	3.16	3.00	3.08	3.14	3.17	3.15	3.05	2.95	3.03	2.83	3.13	3.15	2.89	3.35	2.95	3.40m	3.04	2.94	3.25	3.30	3.13	3.00
Standard deviation	1.27	1.26	1.28	1.32	1.35	1.30	1.15	1.32	1.21	1.26	1.23	1.23	1.29	1.22	1.36	1.24	1.35	1.17	1.34	1.27	1.33	1.27	1.26
Standard error	0.05	0.06	0.07	0.23	0.12	0.11	0.11	0.11	0.10	0.15	0.24	0.14	0.17	0.14	0.21	0.19	0.18	0.12	0.14	0.16	0.25	0.06	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 262

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Impact on connecting flights (if applicable)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	723 36%	207 35%	515 36%	329 34%	394 38%	95 36%	627 36%	49 38%	20 26%	688 36%	35 31%	421 38%	301 34%	322 38%	401 34%
1st most important	82 4% <sub>m</sub>	21 4%	61 4%	39 4%	42 4%	13 5%	69 4%	7 6%	4 5%	80 4%	2 1%	39 3%	43 5%	24 3%	57 5% <sub>xm</sub>
2nd most important	185 9% <sub>cl</sub>	57 10%	128 9%	72 7%	113 11% <sub>xc</sub>	21 8%	164 9%	12 9%	8 10%	180 10%	5 4%	119 11% <sub>xl</sub>	66 7%	82 10%	103 9%
3rd most important	170 8%	47 8%	123 9%	80 8%	90 9%	24 9%	145 8%	12 9%	3 4%	157 8%	13 12%	102 9%	68 8%	82 10%	88 8%
4th most important	162 8%	47 8%	115 8%	81 8%	81 8%	23 9%	139 8%	9 7%	5 6%	154 8%	9 8%	88 8%	75 8%	80 10%	82 7%
5th most important	124 6%	35 6%	89 6%	57 6%	67 6%	14 5%	110 6%	10 7%	1 1%	117 6%	7 6%	74 7%	50 6%	54 6%	70 6%
Not mentioned	1282 64%	382 65%	900 64%	636 66%	647 62%	173 64%	1109 64%	80 62%	57 74%	1204 64%	77 69%	697 62%	585 66%	519 62%	763 66%
Mean	3.08	3.08	3.09	3.14	3.04	3.06	3.09	3.03	2.56	3.07	3.41	3.09	3.08	3.18	3.01
Standard deviation	1.27	1.26	1.28	1.27	1.27	1.26	1.27	1.35	1.22	1.28	1.10	1.25	1.30	1.20	1.32
Standard error	0.05	0.09	0.06	0.07	0.06	0.13	0.05	0.19	0.27	0.05	0.18	0.06	0.08	0.07	0.07

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 263

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Impact on connecting flights (if applicable)****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	723 36%bj	257 39%b	301 33%	264 37%	295 34%	348 38%j	222 32%	649 37%	73 31%	472 35%	250 38%
1st most important	82 4%	33 5%	33 4%	35 5%	30 3%	43 5%	24 3%	70 4%	11 5%	49 4%	33 5%
2nd most important	185 9%	63 10%	81 9%	63 9%	80 9%	86 9%	58 8%	171 10%	14 6%	119 9%	66 10%
3rd most important	170 8%	59 9%	71 8%	56 8%	69 8%	80 9%	47 7%	152 8%	18 7%	106 8%	64 8%
4th most important	162 8%	59 9%	69 8%	68 9%	69 8%	82 9%	58 8%	147 8%	16 7%	112 8%	50 8%
5th most important	124 6%	43 6%	47 5%	42 6%	46 5%	57 6%	35 5%	109 6%	14 6%	87 6%	37 6%
Not mentioned	1282 64%	405 61%	609 67%ka	457 63%	577 66%	556 62%	468 68%xi	1122 63%	161 69%	879 65%	403 62%
Mean	3.08	3.06	3.05	3.07	3.07	3.07	3.10	3.08	3.10	3.15	2.97
Standard deviation	1.27	1.29	1.25	1.29	1.24	1.28	1.26	1.26	1.35	1.27	1.26
Standard error	0.05	0.08	0.07	0.08	0.07	0.07	0.08	0.05	0.16	0.06	0.08

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 264

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Estimated wait times for customer service support****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	469 23% <sup>i</sup>	274 25%	193 22%	51 24%	74 22%	79 24%	69 20%	67 21%	130 28% <sup>xf</sup>	27 16%	15 19%	64 29% <sup>xi</sup>	40 25%	40 23%	34 23%	22 23%	54 29% <sup>i</sup>	65 25% <sup>i</sup>	60 22%	35 20%	12 21%	285 23%	184 25%
1st most important	65 3%	43 4%	22 2%	6 3%	10 3%	12 4%	15 5%	7 2%	15 3%	5 3%	2 3%	8 4%	3 2%	10 5%	4 3%	4 4%	6 3%	11 4%	9 3%	4 2%	- -	41 3%	25 3%
2nd most important	88 4% <sup>d</sup>	53 5%	35 4%	7 3%	7 2%	19 6% <sup>d</sup>	15 5%	16 5% <sup>d</sup>	24 5% <sup>d</sup>	4 2%	5 6%	10 5%	9 5%	5 3%	4 2%	3 3%	9 5%	12 5%	17 6%	11 6%	1 1%	54 4%	34 5%
3rd most important	105 5% <sup>s</sup>	60 5%	44 5%	9 4%	18 5%	13 4%	14 4%	15 5%	37 8% <sup>xef</sup>	8 5%	- -	17 8% <sup>js</sup>	12 7% <sup>js</sup>	8 4%	9 6%	4 4%	12 6% <sup>s</sup>	18 7% <sup>js</sup>	11 4%	3 2%	3 6% <sup>j</sup>	70 6%	35 5%
4th most important	100 5%	55 5%	44 5%	12 6%	17 5%	17 5%	12 3%	13 4%	30 6%	5 3%	7 9%	11 5%	8 5%	6 3%	6 4%	5 5%	15 8%	12 5%	11 4%	9 5%	5 8%	57 5%	42 6%
5th most important	112 6%	64 6%	48 5%	17 8%	22 6%	20 6%	12 4%	16 5%	24 5%	5 3%	1 1%	18 8% <sup>i</sup>	8 5%	12 7%	11 7%	6 7%	13 7%	13 5%	13 5%	8 5%	3 6%	63 5%	49 7%
Not mentioned	1536 77% <sup>hk</sup>	829 75%	696 78%	160 76%	265 78%	248 76%	266 80% <sup>h</sup>	254 79% <sup>h</sup>	342 72%	141 84% <sup>xkpq</sup>	65 81%	156 71%	124 75%	135 77%	112 77%	72 77%	135 71%	196 75%	216 78%	138 80%	46 79%	982 77%	554 75%
Mean	3.22 <sup>f</sup>	3.16	3.31	3.53	3.45 <sup>f</sup>	3.18	2.86	3.23	3.19	3.12	2.96	3.34	3.26	3.15	3.46	3.28	3.36	3.06	3.03	3.18	3.87	3.17	3.31
Standard deviation	1.36	1.39	1.33	1.42	1.37	1.42	1.42	1.34	1.26	1.35	1.34	1.37	1.24	1.57	1.39	1.51	1.31	1.35	1.39	1.40	0.92	1.35	1.39
Standard error	0.06	0.08	0.10	0.30	0.15	0.15	0.17	0.15	0.11	0.26	0.40	0.17	0.20	0.24	0.25	0.31	0.18	0.17	0.18	0.24	0.22	0.08	0.10

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 265

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Estimated wait times for customer service support**

**Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	469 23%ikm	128 22%	342 24%	236 24%	234 22%	67 25%	402 23%	29 22%	16 21%	433 23%	35 31%	234 21%	236 27%xk	159 19%	310 27%xm
1st most important	65 3%ci	17 3%	48 3%	23 2%	42 4%xc	8 3%	57 3%	4 3%	3 4%	56 3%	8 7%xi	33 3%	32 4%	30 4%	35 3%
2nd most important	88 4%	25 4%	63 4%	49 5%	39 4%	12 4%	76 4%	4 3%	2 3%	85 5%	2 2%	45 4%	43 5%	30 4%	57 5%
3rd most important	105 5%	31 5%	74 5%	52 5%	53 5%	9 3%	96 6%	4 3%	5 6%	95 5%	10 9%	50 4%	55 6%	40 5%	65 6%
4th most important	100 5%rn	26 4%	74 5%	47 5%	53 5%	17 6%	83 5%	6 4%	3 4%	94 5%	6 5%	55 5%	45 5%	28 3%	72 6%xm
5th most important	112 6%dkm	29 5%	82 6%	65 7%xd	47 5%	21 8%	91 5%	12 9%	4 5%	102 5%	9 8%	52 5%	60 7%k	31 4%	80 7%xm
Not mentioned	1536 77%ln	462 78%	1074 76%	729 76%	807 78%	202 75%	1334 77%	100 78%	60 79%	1458 77%x	77 69%	885 79%xl	651 73%	683 81%xn	853 73%
Mean	3.22m	3.20	3.23	3.35	3.10	3.45	3.19	3.65	3.11	3.23	3.18	3.20	3.25	3.00	3.34xm
Standard deviation	1.36	1.35	1.37	1.33	1.38	1.42	1.35	1.48	1.44	1.35	1.49	1.36	1.37	1.39	1.34
Standard error	0.06	0.12	0.07	0.09	0.09	0.17	0.07	0.28	0.35	0.07	0.26	0.09	0.09	0.11	0.08

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 266

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Estimated wait times for customer service support**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	469	169	201	189	185	227	153	408	61	296	173
	23%dg	26%	22%	26%xd	21%	25%	22%	23%	26%	22%	26%yg
1st most important	65	26	29	27	29	34	22	58	7	37	28
	3%	4%	3%	4%	3%	4%	3%	3%	3%	3%	4%
2nd most important	88	31	33	32	31	39	23	71	17	62	25
	4%e	5%	4%	4%	4%	4%	3%	4%	7%e	5%	4%
3rd most important	105	37	50	39	50	47	42	89	16	63	42
	5%	6%	6%	5%	6%	5%	6%	5%	7%	5%	6%
4th most important	100	32	47	39	39	47	34	94	6	65	35
	5%	5%	5%	5%	4%	5%	5%	5%	2%	5%	5%
5th most important	112	44	41	51	36	59	32	96	16	69	43
	6%d	7%	5%	7%xd	4%	7%	5%	5%	7%	5%	7%
Not mentioned	1536	492	709	532	688	676	538	1362	173	1055	480
	77%ch	74%	78%	74%	79%xc	75%	78%	77%	74%	78%xh	74%
Mean	3.22	3.22	3.19	3.30	3.12	3.25	3.19	3.25	3.08	3.22	3.23
Standard deviation	1.36	1.40	1.33	1.40	1.33	1.41	1.32	1.36	1.38	1.35	1.39
Standard error	0.06	0.11	0.09	0.10	0.10	0.09	0.11	0.07	0.18	0.08	0.11

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 267

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**  
**- Checked luggage handling information (if applicable)**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	542	277	259	68	102	85	76	85	127	39	22	59	38	56	52	32	53	68	75	39	11	327	215
	27%a	25%	29%	32%	30%f	26%	23%	26%	27%	23%	28%	27%	23%	32%t	36%xlst	34%st	28%	26%	27%	22%	19%	26%	29%
1st most important	40	28	9	9	12	8	6	2	4	1	1	4	3	4	7	1	7	4	6	1	1	11	29
	2%bghu	3%b	1%	4%gh	4%xgh	2%g	2%	1%	1%	1%	2%	2%	2%	2%	5%xis	1%	4%st	2%	2%	*	1%	1%	4%xu
2nd most important	92	42	49	19	21	13	9	17	5	-	15	7	10	8	5	11	13	7	9	1	57	35	
	5%	4%	5%	9%xfgh	6%g	4%	4%	3%	4%	3%	-	7%jr	5%	6%	5%	6%	6%	5%	3%	5%	1%	5%	5%
3rd most important	126	56	69	13	26	17	15	18	38	11	7	17	8	12	6	9	13	18	15	9	1	84	42
	6%a	5%	8%xa	6%	8%	5%	4%	6%	8%	6%	9%	8%	5%	7%	4%	10%	7%	7%	5%	5%	3%	7%	6%
4th most important	145	73	70	9	25	24	22	29	36	6	5	17	7	19	18	8	9	15	27	12	3	87	58
	7%	7%	8%	4%	7%	7%	7%	9%	8%	3%	6%	8%	4%	11%ilp	13%xilpq	8%	5%	6%	10%i	7%	6%	7%	8%
5th most important	140	77	63	18	18	23	21	27	32	16	9	7	12	11	13	9	12	17	20	8	5	88	52
	7%k	7%	7%	9%	5%	7%	6%	9%	7%	10%k	11%k	3%	8%	6%	9%k	9%k	6%	7%	7%k	5%	8%	7%	7%
Not mentioned	1463	826	630	143	237	242	259	236	345	129	58	161	126	120	94	61	136	193	202	134	47	940	522
	73%n	75%x	71%	68%	70%	74%	77%d	74%	73%	77%n	72%	73%	77%n	68%	64%	66%	72%	74%	73%	78%no	81%mmo	74%	71%
Mean	3.47dk	3.47	3.50	3.11	3.17	3.48	3.51	3.84xcde	3.61d	3.83kp	3.92	3.14	3.49	3.43	3.41	3.54	3.14	3.41	3.65kp	3.44	3.95	3.56x	3.33
Standard deviation	1.24	1.31	1.15	1.43	1.27	1.30	1.27	1.06	1.09	1.19	1.15	1.11	1.35	1.19	1.39	1.19	1.36	1.24	1.20	1.14	1.28	1.16	1.35
Standard error	0.05	0.08	0.07	0.26	0.12	0.13	0.15	0.10	0.10	0.19	0.30	0.14	0.21	0.16	0.21	0.21	0.18	0.15	0.15	0.19	0.32	0.06	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 268

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Checked luggage handling information (if applicable)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	542 27%	175 30%	367 26%	265 27%	278 27%	85 32%	457 26%	45 35% <i>x</i>	20 26%	513 27%	29 26%	319 28%	224 25%	222 26%	320 28%
1st most important	40 2% <i>m</i>	7 1%	33 2%	22 2%	18 2%	8 3%	31 2%	- -	- -	40 2%	- -	21 2%	19 2%	9 1%	31 3% <i>xm</i>
2nd most important	92 5%	32 5%	60 4%	49 5%	43 4%	14 5%	78 4%	10 7%	3 4%	83 4%	9 8%	51 5%	41 5%	30 4%	62 5%
3rd most important	126 6%	36 6%	89 6%	61 6%	64 6%	23 8%	103 6%	14 11% <i>x</i>	6 7%	121 6%	3 3%	73 6%	53 6%	61 7%	65 6%
4th most important	145 7%	50 9%	95 7%	65 7%	80 8%	23 9%	122 7%	14 11%	6 8%	139 7%	6 5%	87 8%	58 7%	61 7%	84 7%
5th most important	140 7%	50 8%	90 6%	67 7%	73 7%	16 6%	123 7%	8 6%	5 7%	129 7%	11 10%	86 8%	53 6%	61 7%	79 7%
Not mentioned	1463 73% <i>g</i>	414 70%	1048 74%	700 73%	763 73%	184 68%	1279 74%	84 65%	57 74%	1378 73%	83 74%	800 72%	663 75%	619 74%	843 72%
Mean	3.47 <i>n</i>	3.60	3.40	3.40	3.53	3.30	3.50	3.45	3.69	3.46	3.64	3.52	3.39	3.61 <i>xn</i>	3.37
Standard deviation	1.24	1.19	1.27	1.27	1.21	1.24	1.24	1.03	1.04	1.24	1.29	1.23	1.26	1.15	1.30
Standard error	0.05	0.09	0.07	0.08	0.07	0.14	0.06	0.16	0.23	0.06	0.26	0.07	0.09	0.08	0.07

**Proportions/Mean: Columns Tested (5% risk level) -  $x/a/b$  -  $x/c/d$  -  $x/e/f$  -  $x/g/h$  -  $x/i/j$  -  $x/k/l$  -  $x/m/n$**   
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 269

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Checked luggage handling information (if applicable)****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	542 27%bdgj	202 31%xb	205 22%	227 32%xd	189 22%	280 31%xj	143 21%	486 27%	56 24%	339 25%	204 31%xcg
1st most important	40 2%bdj	18 3%b	8 1%	15 2%cd	4 *	23 2%j	3 *	38 2%	2 1%	29 2%	11 2%
2nd most important	92 5%	24 4%	39 4%	39 5%	37 4%	40 4%	30 4%	81 5%	10 4%	55 4%	37 6%
3rd most important	126 6%bj	50 8%b	44 5%	54 8%	46 5%	67 7%j	32 5%	112 6%	13 6%	76 6%	49 8%
4th most important	145 7%dg	54 8%	59 7%	63 9%cd	49 6%	78 9%xj	39 6%	130 7%	15 6%	82 6%	63 10%xcg
5th most important	140 7%	56 9%	54 6%	56 8%	53 6%	73 8%	39 6%	124 7%	16 7%	96 7%	44 7%
Not mentioned	1463 73%achi	459 69%	706 78%xa	494 68%	683 78%xc	623 69%	548 79%xi	1285 73%	178 76%	1013 75%xh	450 69%
Mean	3.47	3.52	3.55	3.47	3.57	3.49	3.57	3.45	3.56	3.48	3.45
Standard deviation	1.24	1.26	1.18	1.22	1.15	1.24	1.16	1.25	1.18	1.29	1.17
Standard error	0.05	0.09	0.08	0.08	0.08	0.07	0.10	0.06	0.16	0.07	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 270

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Contact details for customer service**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	564	315	246	70	102	91	91	88	122	41	16	67	47	58	43	30	57	85	63	42	15	324	240
	28%ru	29%	28%	33%	30%	28%	27%	27%	26%	25%	20%	30%	29%	33%r	29%	33%	30%	32%r	23%	24%	25%	26%	33%xu
1st most important	59	32	26	11	18	2	7	10	11	6	2	3	5	9	4	4	5	7	9	5	1	29	30
	3%eu	3%	3%	5%e	5%xfh	1%	2%	3%e	2%e	4%	3%	1%	3%	5%k	3%	4%	2%	3%	3%	3%	1%	2%	4%xu
2nd most important	78	44	35	7	11	16	17	12	16	5	-	9	2	8	14	2	8	12	7	8	3	44	35
	4%	4%	4%	3%	3%	5%	5%	4%	3%	3%	-	4%	1%	4%	9%xiplr	2%	4%	5%	2%	5%	6%j	3%	5%
3rd most important	104	56	48	11	21	15	14	20	22	6	6	10	3	11	8	9	9	16	12	12	2	60	43
	5%l	5%	5%	5%	6%	4%	4%	6%	5%	4%	7%	5%	2%	6%l	5%	9%l	5%	6%l	4%	7%l	4%	5%	6%
4th most important	142	84	58	15	25	24	25	23	31	12	1	21	11	11	9	8	15	27	16	6	5	87	56
	7%rs	8%	6%	7%	7%	7%	7%	7%	6%	7%	1%	9%js	7%	7%	6%	9%	8%	10%xs	6%	3%	9%	7%	8%
5th most important	180	99	81	26	26	35	28	23	42	12	7	24	26	18	8	7	21	22	20	12	4	104	76
	9%	9%	9%	12%	8%	11%	8%	7%	9%	7%	8%	11%	16%xiqnrs	11%	5%	8%	11%	8%	7%	7%	6%	8%	10%
Not mentioned	1441	788	643	141	237	236	244	233	350	126	64	153	117	117	104	63	132	176	214	131	44	943	498
	72%v	71%	72%	67%	70%	72%	73%	73%	74%	75%	80%	70%	71%	67%	71%	67%	70%	68%	77%xmqq	76%	75%	74%xv	67%
Mean	3.54dn	3.55	3.54	3.55	3.30	3.81xdg	3.53	3.42	3.63	3.46	3.61	3.82ns	4.07xmnqs	3.39	3.05	3.40	3.68n	3.54	3.51	3.28	3.52	3.60	3.47
Standard deviation	1.34	1.33	1.35	1.47	1.43	1.18	1.31	1.31	1.33	1.41	1.46	1.19	1.34	1.45	1.30	1.32	1.32	1.25	1.40	1.36	1.25	1.30	1.39
Standard error	0.06	0.08	0.09	0.26	0.13	0.12	0.14	0.13	0.12	0.24	0.44	0.14	0.21	0.19	0.21	0.23	0.18	0.13	0.17	0.21	0.28	0.07	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 271

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Contact details for customer service****Base: All respondents**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	564 28%f	164 28%	399 28%	273 28%	290 28%	107 40%xf	457 26%	50 39%x	20 26%	527 28%	37 33%	300 27%	263 30%	233 28%	331 28%
1st most important	59 3%f	18 3%	41 3%	34 4%	25 2%	20 8%xf	39 2%	15 11%hx	1 1%	56 3%	3 3%	28 3%	31 3%	24 3%	35 3%
2nd most important	78 4%	27 5%	51 4%	34 4%	44 4%	12 4%	67 4%	6 5%	4 5%	74 4%	4 4%	38 3%	40 4%	31 4%	47 4%
3rd most important	104 5%fm	38 6%	66 5%	49 5%	55 5%	22 8%xf	82 5%	10 8%	4 5%	94 5%	10 9%	50 4%	54 6%	33 4%	71 6%xm
4th most important	142 7%	41 7%	102 7%	79 8%	64 6%	25 9%	118 7%	11 9%	7 9%	135 7%	7 6%	79 7%	63 7%	69 8%	73 6%
5th most important	180 9%a	41 7%	139 10%a	78 8%	103 10%	28 10%	152 9%	8 6%	4 6%	168 9%	12 11%	105 9%	76 9%	76 9%	104 9%
Not mentioned	1441 72%eg	425 72%	1016 72%	691 72%	750 72%	162 60%	1279 74%xe	79 61%	57 74%	1364 72%	75 67%	818 73%	623 70%	608 72%	833 72%
Mean	3.54eg	3.36	3.62	3.48	3.60	3.27	3.61xe	2.82	3.46	3.54	3.55	3.64	3.43	3.60	3.50
Standard deviation	1.34	1.31	1.35	1.35	1.33	1.45	1.31	1.48	1.21	1.34	1.32	1.33	1.35	1.34	1.34
Standard error	0.06	0.10	0.07	0.08	0.08	0.14	0.06	0.21	0.28	0.06	0.22	0.08	0.08	0.09	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 272

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Contact details for customer service****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	564 28%	190 29%	260 29%	203 28%	242 28%	254 28%	197 28%	499 28%	64 27%	378 28%	186 28%
1st most important	59 3%	22 3%	30 3%	25 3%	26 3%	27 3%	24 3%	54 3%	5 2%	37 3%	22 3%
2nd most important	78 4%	29 4%	34 4%	33 5%	27 3%	40 4%	23 3%	70 4%	9 4%	54 4%	24 4%
3rd most important	104 5%	32 5%	46 5%	38 5%	49 6%	44 5%	36 5%	88 5%	16 7%	79 6%	25 4%
4th most important	142 7%	50 7%	63 7%	43 6%	63 7%	60 7%	50 7%	131 7%	11 5%	99 7%	43 7%
5th most important	180 9%g	58 9%	88 10%	64 9%	77 9%	83 9%	65 9%	157 9%	23 10%	108 8%	72 11% <sup>xg</sup>
Not mentioned	1441 72%	471 71%	650 71%	518 72%	630 72%	650 72%	494 72%	1272 72%	170 73%	974 72%	467 72%
Mean	3.54	3.49	3.56	3.44	3.56	3.51	3.56	3.53	3.62	3.49	3.64
Standard deviation	1.34	1.37	1.37	1.39	1.33	1.37	1.37	1.35	1.31	1.31	1.41
Standard error	0.06	0.10	0.08	0.10	0.08	0.09	0.10	0.06	0.17	0.07	0.10

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 273

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Options for in person airline support****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	580 29%ce	327 30%	250 28%	42 20%	91 27%	79 24%	108 32%ce	99 31%ce	162 34%xcde	37 22%	25 31%	75 34%i	46 28%	54 31%	53 36%ip	25 27%	48 25%	74 28%	78 28%	45 26%	20 34%i	356 28%	224 30%
1st most important	70 3%u	43 4%	26 3%	4 2%	15 4%	17 5%	9 3%	10 3%	15 3%	3 2%	1 2%	4 2%	7 4%	9 5%	8 5%	4 5%	6 3%	12 5%	9 3%	6 3%	1 1%	30 2%	40 5%xu
2nd most important	77 4%	41 4%	35 4%	7 3%	14 4%	12 4%	14 4%	10 3%	20 4%	4 2%	- -	8 4%	4 3%	6 3%	7 5%	2 2%	9 5%	17 6%xj	10 4%	4 3%	5 9%xijos	44 3%	33 4%
3rd most important	133 7%q	76 7%	58 6%	4 2%	22 6%	17 5%	28 8%c	20 6%	42 9%xce	12 7%	10 13%pq	16 7%	9 6%	10 6%	17 12%xpq	4 5%	8 4%	10 4%	23 8%q	9 5%	4 7%	86 7%	47 6%
4th most important	138 7%	82 7%	56 6%	11 5%	20 6%	19 6%	23 7%	32 10%xcde	35 7%	12 7%	3 4%	19 9%	16 10%	11 6%	11 8%	4 4%	13 7%	14 5%	19 7%	13 8%	2 4%	93 7%	46 6%
5th most important	161 8%e	85 8%	75 8%	16 8%	21 6%	14 4%	34 10%e	28 9%e	49 10%de	7 4%	10 12%i	27 12%xir	10 6%	17 10%	9 6%	11 12%i	12 6%	21 8%	16 6%	13 8%	8 14%ipr	103 8%	58 8%
Not mentioned	1425 71%h	777 70%	639 72%	169 80%xfgh	248 73%h	248 76%xfgh	228 68%	222 69%	310 66%	131 78%knt	55 69%	146 66%	117 72%	122 69%	93 64%	68 73%	141 75%h	187 72%	199 72%	128 74%	38 66%	912 72%	514 70%
Mean	3.42ev	3.38	3.47	3.68	3.18	3.02	3.54e	3.58de	3.51e	3.43	3.83	3.77xnqr	3.40	3.36	3.12	3.63	3.33	3.21	3.28	3.53	3.61	3.55xv	3.21
Standard deviation	1.34	1.34	1.33	1.39	1.39	1.41	1.29	1.27	1.30	1.13	1.14	1.20	1.34	1.47	1.30	1.54	1.38	1.48	1.28	1.35	1.36	1.26	1.44
Standard error	0.06	0.07	0.08	0.31	0.14	0.15	0.13	0.12	0.11	0.19	0.27	0.14	0.20	0.20	0.19	0.30	0.19	0.16	0.15	0.20	0.27	0.07	0.10

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 274

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Options for in person airline support****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	580 29%b	191 32%xb	388 27%	284 29%	296 28%	72 27%	507 29%	41 32%	17 22%	539 28%	40 36%	304 27%	275 31%	231 27%	349 30%
1st most important	70 3%f	21 4%	49 3%	31 3%	39 4%	16 6%xf	54 3%	9 7% x	3 4%	64 3%	6 5%	43 4%	27 3%	29 3%	41 4%
2nd most important	77 4%	29 5%	48 3%	40 4%	37 4%	9 3%	68 4%	6 5%	4 5%	68 4%	8 7%	42 4%	35 4%	35 4%	41 4%
3rd most important	133 7%	44 7%	90 6%	70 7%	64 6%	14 5%	119 7%	9 7%	2 3%	123 6%	10 9%	73 6%	61 7%	53 6%	80 7%
4th most important	138 7%	45 8%	94 7%	67 7%	72 7%	14 5%	124 7%	7 5%	5 7%	127 7%	10 9%	69 6%	70 8%	55 7%	83 7%
5th most important	161 8%	53 9%	108 8%	76 8%	85 8%	18 7%	143 8%	10 8%	3 4%	156 8%	5 5%	78 7%	83 9%	58 7%	103 9%
Not mentioned	1425 71%a	398 68%	1028 73%xa	681 71%	744 72%	196 73%	1229 71%	88 68%	60 78%	1353 72%	72 64%	814 73%	611 69%	611 73%	815 70%
Mean	3.42	3.42	3.42	3.41	3.43	3.13	3.46	3.06	3.05	3.45	3.02	3.32	3.53	3.34	3.47
Standard deviation	1.34	1.33	1.34	1.32	1.36	1.50	1.31	1.49	1.45	1.34	1.27	1.36	1.31	1.34	1.34
Standard error	0.06	0.10	0.07	0.08	0.08	0.18	0.06	0.24	0.35	0.06	0.21	0.08	0.08	0.09	0.07

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 275

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Options for in person airline support**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	580 29%ai	161 24%	308 34%xa	200 28%	275 31%x	238 26%	241 35%xi	517 29%	62 27%	387 29%	193 30%
1st most important	70 3%	19 3%	42 5%x	22 3%	39 4%	27 3%	34 5%x	62 4%	8 3%	51 4%	20 3%
2nd most important	77 4%	21 3%	46 5%x	23 3%	40 5%	28 3%	39 6%xi	65 4%	12 5%	47 4%	29 4%
3rd most important	133 7%	36 5%	68 8%	46 6%	63 7%	55 6%	53 8%	121 7%	13 5%	94 7%	40 6%
4th most important	138 7%a	34 5%	67 7%	48 7%	63 7%	54 6%	55 8%	126 7%	12 5%	89 7%	49 8%
5th most important	161 8%	52 8%	85 9%	61 8%	70 8%	74 8%	61 9%	144 8%	18 8%	106 8%	55 8%
Not mentioned	1425 71%bdj	500 76%xb	603 66%	520 72%	598 69%	666 74%xj	450 65%	1254 71%	172 73%	965 71%	460 70%
Mean	3.42	3.50	3.35	3.51	3.31	3.50	3.29	3.43	3.32	3.39	3.48
Standard deviation	1.34	1.36	1.38	1.32	1.37	1.34	1.37	1.33	1.40	1.35	1.32
Standard error	0.06	0.11	0.08	0.09	0.08	0.09	0.09	0.06	0.18	0.07	0.10

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 276

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Options for online airline support****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	374 19%bhu	229 21%xb	142 16%	53 25%gh	79 23%xgh	60 18%	63 19%	49 15%	70 15%	36 21%	18 23%	42 19%	22 14%	36 20%	20 14%	16 17%	39 21%	61 23%xlms	52 19%	25 14%	8 13%	194 15%	179 24%xu
1st most important	47 2%bhu	33 3%xb	13 1%	6 3%	9 3%	15 5%xgh	8 2%	4 1%	5 1%	2 1%	1 2%	7 3%	1 1%	7 4%r	4 3%	3 3%	5 2%	12 5%xlr	2 1%	2 1%	1 1%	12 1%	35 5%xu
2nd most important	55 3%	35 3%	19 2%	5 3%	20 6%xefh	8 3%	4 1%	9 3%	8 2%	8 5%k	6 7%kn	3 1%	4 4%	8 4%	1 1%	2 2%	3 2%	7 3%	5 2%	5 3%	1 2%	29 2%	26 4%
3rd most important	79 4%bu	54 5%xb	25 3%	11 5%	16 5%	10 3%	17 5%	10 3%	14 3%	5 3%	2 3%	11 5%	5 3%	5 3%	7 5%	1 1%	8 4%	12 4%	13 5%	7 4%	3 6%	40 3%	39 5%xu
4th most important	83 4%e	49 4%	33 4%	17 8%xe	15 4%	7 2%	14 4%	12 4%	18 4%	13 8%xxklnost	5 6%	6 3%	4 2%	7 4%	2 1%	2 2%	11 6%	14 5%	16 6%	3 2%	1 1%	46 4%	38 5%
5th most important	110 5%	57 5%	52 6%	13 6%	19 6%	19 6%	20 6%	14 4%	25 5%	8 5%	4 5%	15 7%	7 4%	10 6%	6 4%	9 9%	12 7%	16 6%	15 5%	7 4%	1 2%	68 5%	41 6%
Not mentioned	1631 81%adqv	875 79%	747 84%xa	158 75%	260 77%	267 82%	272 81%	272 85%cd	401 85%xcd	132 79%	62 77%	179 81%	141 86%q	139 80%	126 86%q	78 83%	150 79%	200 77%	225 81%	148 86%q	51 87%	1073 85%xv	558 76%
Mean	3.41aev	3.28	3.65xa	3.47	3.21	3.10	3.55	3.44	3.72xde	3.48	3.21	3.44	3.43	3.16	3.24	3.73	3.59	3.23	3.69	3.39	3.08	3.67xv	3.13
Standard deviation	1.37	1.37	1.34	1.28	1.35	1.61	1.33	1.32	1.26	1.21	1.33	1.47	1.32	1.51	1.48	1.67	1.34	1.48	1.14	1.33	1.28	1.26	1.43
Standard error	0.07	0.09	0.11	0.26	0.15	0.20	0.17	0.17	0.15	0.21	0.37	0.22	0.27	0.26	0.37	0.42	0.22	0.18	0.16	0.27	0.39	0.09	0.11

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 277

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Options for online airline support****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	374 19%df	104 18%	270 19%	201 21%xd	173 17%	66 24%xf	308 18%	35 27%x	19 25%	351 19%	23 20%	194 17%	179 20%	155 18%	219 19%
1st most important	47 2%f	13 2%	33 2%	23 2%	24 2%	12 5%xf	34 2%	7 5%x	3 4%	42 2%	5 4%	24 2%	22 3%	15 2%	32 3%
2nd most important	55 3%k	17 3%	38 3%	27 3%	28 3%	11 4%	45 3%	5 4%	- -	53 3%	3 2%	24 2%	32 4%	24 3%	32 3%
3rd most important	79 4%	20 3%	58 4%	42 4%	37 4%	15 5%	64 4%	6 5%	3 4%	75 4%	3 3%	47 4%	32 4%	34 4%	45 4%
4th most important	83 4%d	21 4%	62 4%	49 5%	34 3%	9 3%	74 4%	7 6%	1 1%	77 4%	6 5%	45 4%	38 4%	34 4%	49 4%
5th most important	110 5%	32 5%	77 5%	60 6%	50 5%	19 7%	91 5%	9 7%	12 15%x	104 6%	6 5%	55 5%	55 6%	48 6%	62 5%
Not mentioned	1631 81%ceg	485 82%	1146 81%	764 79%	867 83%xc	203 76%	1428 82%xe	94 73%	57 75%	1540 81%	89 80%	924 83%	707 80%	687 82%	944 81%
Mean	3.41	3.41	3.41	3.48	3.34	3.18	3.46	3.21	3.90	3.43	3.21	3.42	3.40	3.49	3.35
Standard deviation	1.37	1.40	1.36	1.35	1.40	1.49	1.34	1.49	1.58	1.36	1.52	1.35	1.40	1.33	1.40
Standard error	0.07	0.14	0.08	0.10	0.11	0.19	0.08	0.28	0.36	0.07	0.33	0.10	0.11	0.11	0.10

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 278

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Options for online airline support****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	374 19%bdj	143 22%xb	144 16%	164 23%xd	144 17%	202 22%xj	99 14%	333 19%	40 17%	260 19%	114 17%
1st most important	47 2%	18 3%	17 2%	21 3%	17 2%	25 3%	12 2%	40 2%	6 3%	34 2%	13 2%
2nd most important	55 3%	25 4%	20 2%	23 3%	22 3%	32 3%	17 2%	47 3%	8 4%	44 3%	11 2%
3rd most important	79 4%	30 5%	32 4%	36 5%	28 3%	43 5%	20 3%	73 4%	6 2%	56 4%	23 3%
4th most important	83 4%	30 5%	37 4%	34 5%	37 4%	42 5%	28 4%	78 4%	5 2%	63 5%	20 3%
5th most important	110 5%bgj	40 6%	38 4%	50 7%x	41 5%	60 7%j	23 3%	95 5%	15 6%	63 5%	47 7%xg
Not mentioned	1631 81%aci	519 78%	766 84%xa	556 77%	729 83%xc	702 78%	591 86%xi	1438 81%	194 83%	1092 81%	539 83%
Mean	3.41g	3.35	3.41	3.42	3.43	3.40	3.34	3.42	3.34	3.30	3.66xg
Standard deviation	1.37	1.38	1.33	1.38	1.35	1.38	1.32	1.35	1.54	1.35	1.40
Standard error	0.07	0.11	0.11	0.11	0.11	0.10	0.13	0.07	0.25	0.08	0.13

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 279

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Any boarding gate changes****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	755 38%qv	402 36%	351 39%	95 45%e	126 37%	111 34%	131 39%	125 39%	166 35%	67 40%q	26 33%	83 37%	59 36%	70 40%q	58 40%	32 34%	68 36%	78 30%	116 42%q	77 44%q	21 36%	544 43%xv	210 29%
1st most important	106 5%h	51 5%	55 6%	24 11%xefgh	21 6%h	15 5%	17 5%	15 5%	14 3%	14 9%os	4 5%	9 4%	8 5%	12 7%	12 8%	2 2%	11 6%	11 4%	15 6%	5 3%	4 6%	72 6%	34 5%
2nd most important	157 8%i	90 8%	66 7%	13 6%	26 8%	28 9%	31 9%	29 9%	30 6%	6 3%	7 9%	21 10%i	14 9%	13 7%	13 9%	7 8%	18 10%i	16 6%	26 9%i	11 6%	4 8%	109 9%	48 7%
3rd most important	179 9%v	88 8%	91 10%	26 13%	27 8%	25 8%	32 10%	36 11%h	32 7%	22 13%pq	4 5%	20 9%	17 10%	18 10%	17 11%	7 7%	12 6%	16 6%	25 9%	17 10%	5 8%	138 11%xv	41 6%
4th most important	152 8%jv	87 8%	64 7%	16 7%	23 7%	24 7%	26 8%	27 8%	36 8%	15 9%j	- -	13 6%	13 8%j	14 8%j	6 4%	10 11%j	13 7%j	20 7%j	22 8%j	22 13%xjkn	3 6%j	113 9%xv	39 5%
5th most important	161 8%	85 8%	76 9%	16 8%	29 9%	19 6%	25 7%	19 6%	53 11%zeg	10 6%	11 13%l	20 9%	8 5%	13 7%	10 7%	6 6%	14 7%	15 6%	27 10%	21 12%lq	5 9%	112 9%	49 7%
Not mentioned	1250 62%u	702 64%	538 61%	116 55%	213 63%	216 66%c	204 61%	196 61%	306 65%	100 60%	54 67%	138 63%	104 64%	105 60%	88 60%	62 66%	121 64%	184 70%ximrs	161 58%	97 56%	37 64%	723 57%	527 71%xu
Mean	3.14	3.16	3.11	2.86	3.10	3.03	3.09	3.05	3.51xcdefg	3.01	3.23	3.18	2.98	3.04	2.83	3.38	3.02	3.17	3.18	3.56xilmnp	3.08	3.16	3.09
Standard deviation	1.34	1.33	1.36	1.41	1.41	1.31	1.31	1.24	1.33	1.34	1.60	1.34	1.23	1.36	1.35	1.18	1.40	1.34	1.37	1.23	1.46	1.32	1.41
Standard error	0.05	0.07	0.07	0.22	0.12	0.12	0.12	0.10	0.11	0.17	0.37	0.15	0.16	0.16	0.19	0.20	0.17	0.15	0.13	0.14	0.27	0.06	0.10

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 280

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Any boarding gate changes****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	755 38%	215 37%	539 38%	362 38%	393 38%	94 35%	661 38%	43 34%	31 41%	711 38%	43 38%	409 37%	346 39%	317 38%	438 38%
1st most important	106 5%	33 6%	73 5%	54 6%	52 5%	17 6%	89 5%	5 4%	7 9%	102 5%	4 4%	62 6%	44 5%	48 6%	58 5%
2nd most important	157 8%a	34 6%	123 9%xa	79 8%	78 8%	22 8%	135 8%	12 9%	6 8%	146 8%	10 9%	90 8%	67 8%	62 7%	95 8%
3rd most important	179 9%k	49 8%	129 9%	87 9%	92 9%	16 6%	162 9%	11 9%	9 11%	170 9%	9 8%	86 8%	93 10%xxk	74 9%	104 9%
4th most important	152 8%	38 6%	114 8%	61 6%	91 9%	21 8%	131 8%	10 8%	7 9%	148 8%	4 4%	81 7%	71 8%	70 8%	82 7%
5th most important	161 8%bi	61 10%xb	100 7%	81 8%	80 8%	17 6%	143 8%	6 4%	3 3%	145 8%	16 14%xi	90 8%	70 8%	63 7%	98 8%
Not mentioned	1250 62%	374 63%	876 62%	603 62%	648 62%	175 65%	1075 62%	85 66%	45 59%	1181 62%	69 62%	710 63%	541 61%	525 62%	726 62%
Mean	3.14	3.28	3.08	3.10	3.17	3.00	3.16	2.97	2.75	3.13	3.39	3.12	3.16	3.12	3.15
Standard deviation	1.34	1.42	1.31	1.37	1.32	1.39	1.34	1.24	1.27	1.34	1.45	1.38	1.30	1.34	1.35
Standard error	0.05	0.10	0.06	0.07	0.07	0.15	0.05	0.19	0.23	0.05	0.23	0.07	0.07	0.08	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 281

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Any boarding gate changes**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	755 38%bj	277 42%xb	298 33%	271 38%	312 36%	356 39%j	227 33%	670 38%	85 36%	510 38%	244 37%
1st most important	106 5%	38 6%	48 5%	38 5%	46 5%	47 5%	35 5%	90 5%	16 7%	78 6%	28 4%
2nd most important	157 8%bj	62 9%b	56 6%	58 8%	64 7%	79 9%	42 6%	139 8%	18 8%	98 7%	59 9%
3rd most important	179 9%	57 9%	75 8%	61 8%	70 8%	77 9%	58 8%	161 9%	17 7%	120 9%	59 9%
4th most important	152 8%b	60 9%b	53 6%	57 8%	63 7%	73 8%	42 6%	134 8%	18 8%	103 8%	49 8%
5th most important	161 8%	60 9%	67 7%	57 8%	67 8%	79 9%	51 7%	146 8%	15 6%	112 8%	49 8%
Not mentioned	1250 62%a	385 58%	612 67%xa	449 62%	561 64%	547 61%	464 67%xi	1101 62%	149 64%	841 62%	409 63%
Mean	3.14	3.15	3.12	3.14	3.13	3.16	3.14	3.16	2.97	3.14	3.14
Standard deviation	1.34	1.36	1.38	1.35	1.36	1.35	1.37	1.34	1.39	1.37	1.30
Standard error	0.05	0.08	0.08	0.08	0.08	0.07	0.09	0.05	0.16	0.06	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 282

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Availability of disability support staff****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	199 10%gs	108 10%	87 10%	24 11%	44 13% xg	33 10% g	30 9%	19 6%	49 10% g	17 10%	12 15% s	21 10%	14 8%	26 15% xps	15 11%	10 10%	13 7%	29 11% s	27 10%	8 5%	5 8%	125 10%	74 10%
1st most important	35 2%g	20 2%	13 1%	4 2%	10 3% xg	6 2%	5 2%	2 1%	7 1%	5 3%	1 1%	8 3%	3 2%	1 1%	1 1%	2 2%	4 2%	5 2%	3 1%	2 1%	1 1%	23 2%	12 2%
2nd most important	47 2%k	28 3%	18 2%	13 6% xdfg	6 2%	6 2%	4 1%	4 1%	14 3%	5 3% k	1 2%	1 *	5 3% k	4 2%	3 2%	4 5% k	4 2%	6 2%	8 3% k	3 2%	1 2%	28 2%	19 3%
3rd most important	46 2%	27 2%	19 2%	- -	11 3% c	13 4% xc	9 3%	6 2%	8 2%	1 1%	4 5% s	5 2%	3 2%	11 6% xirs	3 2%	1 1%	4 2%	8 3% s	5 2%	- -	2 4% s	24 2%	22 3%
4th most important	42 2%	18 2%	23 3%	2 1%	11 3% e	3 1%	8 2%	5 2%	11 2%	6 3% p	5 6% xop	6 3% p	2 1%	8 4% xp	3 2%	- -	- -	4 2%	6 2%	2 1%	- -	29 2%	12 2%
5th most important	29 1%	15 1%	14 2%	4 2%	6 2%	4 1%	3 1%	2 1%	9 2%	1 1%	1 2%	2 1%	1 1%	3 2%	5 3%	2 2%	2 1%	5 2%	5 2%	1 1%	1 1%	21 2%	8 1%
Not mentioned	1806 90% dm	995 90%	803 90%	187 89%	295 87%	294 90%	305 91%	302 94% xdeh	423 90%	150 90%	68 85%	199 90%	150 92%	149 85%	131 89%	84 90%	176 93% m	232 89%	249 90%	165 95% xjmq	54 92%	1143 90%	664 90%
Mean	2.91	2.82	3.08	2.53	2.92	2.76	3.01	3.13	3.05	2.56	3.30	2.70	2.49	3.28	3.49	2.51	2.43	2.91	3.15	2.64	2.68	2.98	2.81
Standard deviation	1.31	1.31	1.31	1.40	1.37	1.24	1.27	1.18	1.35	1.38	1.14	1.44	1.20	0.99	1.36	1.49	1.34	1.36	1.32	1.48	1.27	1.36	1.22
Standard error	0.10	0.13	0.14	0.42	0.20	0.21	0.24	0.24	0.21	0.37	0.38	0.32	0.32	0.19	0.38	0.50	0.39	0.24	0.26	0.52	0.48	0.13	0.14

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 283

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Availability of disability support staff**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	199	92	106	100	98	39	159	20	16	180	19	65	133	72	127
	10%bfik	16%xb	8%	10%	9%	15%xf	9%	16%x	21% 6% x	10%	17%xi	6%	15% 3% xk	9%	11%
1st most important	35	19	16	17	18	5	30	3	4	31	3	6	29	16	19
	2%bk	3%xb	1%	2%	2%	2%	2%	2%	6% x	2%	3%	1%	3% xk	2%	2%
2nd most important	47	19	28	23	24	10	37	6	1	45	2	17	30	15	32
	2%k	3%	2%	2%	2%	4%	2%	4%	1%	2%	2%	1%	3% xk	2%	3%
3rd most important	46	22	25	26	20	11	35	5	3	42	4	18	28	25	22
	2%b fk	4%xb	2%	3%	2%	4% xf	2%	4%	4%	2%	4%	2%	3% xk	3%	2%
4th most important	42	20	22	21	21	5	36	3	4	38	4	17	25	11	30
	2%bk	3%xb	2%	2%	2%	2%	2%	2%	5%	2%	3%	2%	3%	1%	3%
5th most important	29	13	16	13	16	7	22	4	4	23	5	8	21	5	24
	1%ikm	2%	1%	1%	2%	3%	1%	3%	5% x	1%	5% xi	1%	2% xk	1%	2% xm
Not mentioned	1806	497	1309	864	942	230	1577	109	61	1712	93	1053	753	770	1037
	90%aeghjl	84%	92%xa	90%	91%	85%	91% xe	84%	79%	90% xj	83%	94% xl	85%	91%	89%
Mean	2.91m	2.88	2.94	2.90	2.92	2.97	2.90	2.97	3.13	2.87	3.27	3.05	2.84	2.64	3.06m
Standard deviation	1.31	1.34	1.29	1.28	1.35	1.29	1.32	1.38	1.56	1.29	1.48	1.17	1.38	1.19	1.36
Standard error	0.10	0.14	0.13	0.13	0.14	0.21	0.11	0.32	0.42	0.10	0.35	0.14	0.12	0.14	0.12

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 284

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Availability of disability support staff**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	199 10%d	69 10%	82 9%	82 11%d	71 8%	94 10%	59 9%	171 10%	27 12%	123 9%	75 12%
1st most important	35 2%	10 2%	12 1%	14 2%	11 1%	16 2%	10 1%	29 2%	5 2%	23 2%	12 2%
2nd most important	47 2%	18 3%	22 2%	21 3%	19 2%	23 3%	16 2%	41 2%	6 3%	34 3%	13 2%
3rd most important	46 2%e	14 2%	21 2%	16 2%	18 2%	19 2%	16 2%	37 2%	10 4%	27 2%	19 3%
4th most important	42 2%dgj	19 3%	16 2%	18 3%	11 1%	24 3%j	8 1%	39 2%	3 1%	21 2%	21 3%yg
5th most important	29 1%	8 1%	13 1%	12 2%	12 1%	13 1%	10 1%	25 1%	4 2%	18 1%	10 2%
Not mentioned	1806 90%	592 90%	828 91%	639 89%	802 92%xc	809 90%	631 91%	1600 90%	207 88%	1229 91%	578 88%
Mean	2.91	2.93	2.95	2.91	2.92	2.93	2.87	2.94	2.77	2.82	3.07
Standard deviation	1.31	1.26	1.28	1.34	1.31	1.32	1.33	1.32	1.27	1.33	1.28
Standard error	0.10	0.16	0.14	0.15	0.16	0.14	0.17	0.10	0.24	0.12	0.15

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 285

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Other****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	11 1%	7 1%	5 1%	-	-	2 1%	-	3 1%	6 1% <sup>xd</sup>	-	-	2 1%	2 1%	2 1%	1 1%	1 1%	2 1%	1 *	2 1%	-	1 1%	8 1%	3 *
1st most important	2 *	-	2 *	-	-	-	-	1 *	2 *	-	-	-	2 1% <sup>x</sup>	-	-	-	-	1 *	-	-	-	2 *	-
2nd most important	2 *	2 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-	1 1%	-	1 *	-	-	-	-	1 *	1 *
3rd most important	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	1 *	-	-	-	-	1 *	-
4th most important	1 *	-	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-	1 1% <sup>x</sup>	-	-	-	-	-	1 *	-
5th most important	6 *	4 *	2 *	-	-	1 *	-	1 *	3 1%	-	-	2 1%	-	2 1%	-	-	-	-	2 1%	-	1 1%	3 *	2 *
Not mentioned	1994 99% <sup>h</sup>	1097 99%	884 99%	211 100%	339 100% <sup>h</sup>	325 99%	335 100% <sup>h</sup>	318 99%	465 99%	168 100%	80 100%	219 99%	162 99%	174 99%	145 99%	93 99%	187 99%	260 100%	275 99%	173 100%	58 99%	1259 99%	734 100%
Mean	3.46	3.94	2.76	-	-	3.47	-	3.13	3.61	-	-	5.00	1.00	5.00	2.00	4.00	2.46	1.00	5.00	-	5.00	3.16	4.17
Standard deviation	1.77	1.47	2.12	-	-	-	-	2.13	1.83	-	-	-	-	-	-	-	-	-	-	-	-	1.85	1.61
Standard error	0.53	0.60	0.95	-	-	-	-	1.07	0.82	-	-	-	-	-	-	-	-	-	-	-	-	0.65	0.93

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 286

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?**

**- Other**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	11 1%b	7 1%xb	4 *	4 *	7 1%	- -	11 1%	1 1%	1 1%	10 1%	2 1%	6 1%	5 1%	3 *	8 1%
1st most important	2 *	2 *	1 *	2 *	1 *	- -	2 *	- -	- -	2 *	- -	- -	2 *	- -	2 *
2nd most important	2 *	2 *b	- -	1 *	1 *	- -	2 *	- -	1 1%x	2 *	- -	2 *	- -	1 *	1 *
3rd most important	1 *	- -	1 *	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	1 *
4th most important	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	1 *
5th most important	6 *bi	4 1%b	2 *	1 *	5 *	- -	6 *	1 1%	- -	4 *	2 1%xi	3 *	2 *	2 *	3 *
Not mentioned	1994 99%a	582 99%	1412 100%xa	961 100%	1033 99%	269 100%	1725 99%	128 99%	76 99%	1882 99%	110 99%	1113 99%	881 99%	838 100%	1155 99%
Mean	3.46	3.38	3.60	2.27	4.10	-	3.46	5.00	2.00	3.19	5.00	3.93	2.96	4.15	3.17
Standard deviation	1.77	1.90	1.77	1.63	1.57	-	1.77	-	-	1.79	-	1.49	2.05	1.62	1.85
Standard error	0.53	0.72	0.88	0.81	0.59	-	0.53	-	-	0.56	-	0.61	0.92	0.81	0.70

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 287

**Q22. What are the most important pieces of information you want to receive when first notified about a travel disruption?****- Other****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	11 1%ei	-	8 1%a	-	9 1%c	-	8 1%xi	7 *	4 2%e	6 *	6 1%
1st most important	2 *	-	2 *	-	2 *	-	2 *	2 *	1 *	1 *	2 *
2nd most important	2 *	-	1 *	-	1 *	-	1 *	2 *	- -	1 *	1 *
3rd most important	1 *	-	1 *	-	1 *	-	1 *	1 *	- -	- -	1 *
4th most important	1 *	-	1 *	-	1 *	-	1 *	1 *	- -	1 *	- -
5th most important	6 *e	-	3 *	-	4 *	-	3 *	2 *	3 1%xe	3 *	2 *
Not mentioned	1994 99%j	661 100%b	902 99%	721 100%d	864 99%	904 100%xj	683 99%	1764 100%xf	230 98%	1346 100%	648 99%
Mean	3.46	-	3.18	-	3.32	-	3.18	3.07	4.20	3.83	3.08
Standard deviation	1.77	-	1.85	-	1.84	-	1.85	1.72	1.86	1.73	1.89
Standard error	0.53	-	0.65	-	0.61	-	0.65	0.65	0.93	0.77	0.77

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 288

**Q23. After being first notified of your delay, how would you prefer to receive updates about your delay?****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
A text message from the airline	1287 64%acd mv	659 60%	621 70%xa	111 53%	184 54%	207 63%cd	238 71%xcde	218 68%cd	328 70%xcd	120 72%xk mnq	50 63%	135 61%	101 62%	97 55%	84 57%	58 62%	135 72%xk mnq	161 62%	198 72%xk lmnq	110 64%	37 63%	839 66% xv	447 61%
Screens in the airport before getting to my gate	862 43%acd mv	437 40%	422 47%xa	63 30%	115 34%	103 32%	142 42%cd	157 49%xcde	282 60%xc defg	73 43%	33 41%	92 42%	75 46%	61 35%	62 43%	40 42%	81 43%	100 38%	128 46% m	89 51% xm	28 48%	618 49% xv	244 33%
An email from the airline	822 41%u	471 43%	344 39%	91 43%	148 44%	158 48% xfgh	123 37%	124 39%	177 38%	70 42%	35 43%	90 41%	73 45%	72 41%	50 34%	47 50% ns	78 41%	109 42%	107 39%	64 37%	27 47%	474 37%	347 47% xu
The airline app	747 37%h ku	422 38%	321 36%	97 46%h	143 42% xh	151 46% xfgh	129 38%h	120 37%h	108 23%	74 44% k	31 38%	68 31%	56 34%	69 39%	51 35%	42 45% k	63 33%	103 40% k	102 37%	62 36%	27 46% k	432 34%	315 43% xu
Agents at the gate prior to boarding the plane	593 30%cd ev	327 30%	262 29%	41 19%	77 23%	72 22%	99 30%cd e	108 34%cd e	196 42%xc defg	39 23%	21 26%	61 28%	59 36% i	45 26%	41 28%	23 25%	62 33%	80 31%	92 33% i	51 30%	18 30%	402 32% xv	191 26%
The loudspeaker at the airport	564 28% dev	307 28%	254 29%	47 22%	72 21%	76 23%	91 27%	97 30% de	180 38%xc defg	37 22%	20 25%	53 24%	51 31%	51 29%	44 30%	25 27%	55 29%	61 24%	89 32% iq	64 37% xiq	14 25%	393 31% xv	171 23%
Airport lounge staff	564 28%cd v	305 28%	256 29%	27 13%	69 20%	79 24% c	107 32%cd e	104 32%xc de	179 38%xc de	42 25%	17 21%	68 31%	48 29%	44 25%	42 29%	23 25%	47 25%	76 29%	89 32%	51 29%	17 29%	382 30% xv	182 25%
An online flight tracker	221 11%ah i	106 10%	115 13% xa	30 14%	36 11%	45 14% h	34 10%	39 12%	38 8%	9 6%	14 17% io	24 11%	24 15% io	21 12%	13 9%	5 5%	20 11%	32 12% i	30 11%	23 13% i	6 11%	146 12%	74 10%
Social media	61 3%bgh ku	41 4%b	16 2%	4 2%	14 4% gh	21 6% xgh	14 4% gh	5 1%	3 1%	4 2%	1 2%	2 1%	7 4% k	5 3%	5 3%	1 1%	7 4% k	15 6% xks	9 3%	3 2%	1 2%	25 2%	35 5% xu
Other	8 *	6 1%	2 *	-	-	-	-	1 *	7 2% xdef	2 1%	-	1 *	-	2 1%	2 1%	-	1 *	-	2 1%	-	-	3 *	5 1%

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 289

**Q23. After being first notified of your delay, how would you prefer to receive updates about your delay?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
A text message from the airline	1287 64%beglj	402 68%xb	884 62%	606 63%	681 65%	143 53%	1144 66%xe	67 52%	44 58%	1233 65%xj	53 47%	741 66%xl	546 62%	554 66%	733 63%
Screens in the airport before getting to my gate	862 43%be	318 54%xb	544 38%	401 42%	461 44%	74 27%	789 45%xe	46 35%	29 38%	808 43%	53 47%	479 43%	384 43%	371 44%	491 42%
An email from the airline	822 41%ajl	220 37%	602 42%xa	383 40%	439 42%	122 45%	700 40%	53 41%	30 39%	786 42%xj	34 30%	488 44%xl	334 38%	352 42%	469 40%
The airline app	747 37%afjln	192 33%	555 39%xa	362 38%	385 37%	123 46%xf	624 36%	55 43%	32 42%	734 39%xj	12 11%	477 43%xl	270 31%	337 40%xn	410 35%
Agents at the gate prior to boarding the plane	593 30%begi	214 36%xb	379 27%	272 28%	321 31%	39 14%	554 32%xe	21 16%	19 24%	549 29%	44 39%xi	341 30%	252 28%	249 30%	344 30%
The loudspeaker at the airport	564 28%be	201 34%xb	363 26%	253 26%	311 30%	52 19%	512 29%xe	34 26%	17 23%	528 28%	36 32%	297 27%	267 30%	220 26%	345 30%
Airport lounge staff	564 28%beik	209 36%xb	355 25%	258 27%	306 29%	50 19%	514 30%xe	28 22%	16 21%	522 28%	42 38%xi	291 26%	273 31%xxk	231 27%	333 29%
An online flight tracker	221 11%	72 12%	148 10%	108 11%	113 11%	29 11%	191 11%	18 14%	6 8%	214 11%	7 6%	132 12%	89 10%	96 11%	124 11%
Social media	61 3%	16 3%	44 3%	36 4%	25 2%	11 4%	50 3%	7 6%	9 12%xx	60 3%	1 1%	29 3%	31 4%	24 3%	37 3%
Other	8 *k	2 *	6 *	2 *	6 1%	- -	8 *	- -	- -	8 *	- -	2 *	7 1%k	4 1%	4 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 290

**Q23. After being first notified of your delay, how would you prefer to receive updates about your delay?**

**Base: All respondents**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
A text message from the airline	1287 64%aci	388 59%	617 68%xa	436 60%	598 69%xc	552 61%	466 67%xi	1128 64%	159 68%	873 65%	414 63%
Screens in the airport before getting to my gate	862 43%acfgi	253 38%	426 47%xa	276 38%	402 46%xc	351 39%	316 46%ii	782 44%xf	80 34%	544 40%	318 49%xg
An email from the airline	822 41%	254 38%	406 45%xa	279 39%	389 45%xc	349 39%	314 45%xi	732 41%	89 38%	547 40%	275 42%
The airline app	747 37%h	257 39%	328 36%	294 41%hx	316 36%	360 40%hx	249 36%	669 38%	78 33%	537 40%hx	210 32%
Agents at the gate prior to boarding the plane	593 30%afgi	140 21%	322 35%xa	197 27%	293 34%xc	230 25%	244 35%xi	544 31%xf	49 21%	375 28%	218 33%xg
The loudspeaker at the airport	564 28%g	175 27%	261 29%	189 26%	251 29%	241 27%	199 29%	504 28%	60 26%	358 26%	206 32%xg
Airport lounge staff	564 28%a	165 25%	288 32%xa	195 27%	279 32%xc	235 26%	226 33%xi	499 28%	65 28%	370 27%	194 30%
An online flight tracker	221 11%ei	62 9%	118 13%xa	67 9%	110 13%	85 9%	93 14%xi	184 10%	36 16%xe	137 10%	84 13%
Social media	61 3%	23 3%	24 3%	24 3%	30 3%	32 4%	21 3%	54 3%	7 3%	38 3%	23 3%
Other	8 *j	- -	7 1%xa	1 *	7 1%	1 *	7 1%xi	8 *	- -	6 *	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 291

**Q24. How often would you like to receive these updates?****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Every 30 minutes, whether or not there is a significant update	865 43%qv	479 43%	383 43%	92 43%	133 39%	129 39%	148 44%	144 45%	220 47%de	76 45%q	40 51%q	94 43%q	79 48%nq	91 52%xnpqr	51 35%	49 53%npq	72 38%	84 32%	115 41%q	87 50%npq	28 48%q	598 47%xv	267 36%
At least every 15 minutes, whether or not there is a significant update	546 27%d	310 28%	233 26%	52 25%	76 22%	93 28%	98 29%d	94 29%d	133 28%	40 24%	14 17%	57 26%	42 26%	37 21%	46 31%	20 22%	57 30%	79 30% m	90 32% jm	48 28%	16 28%	351 28%	195 26%
Only when there is a significant update	214 11%hlsu	118 11%	96 11%	37 17% xfgh	53 16% xfgh	36 11%h	27 8%	29 9%	33 7%	21 13%ls	5 6%	31 14%lms	10 6%	13 7%	20 13%ls	9 10%	30 16%xlms	33 13%ls	29 10% s	7 4%	5 9%	107 8%	108 15% xu
Every hour, whether or not there is a significant update	208 10%hu	117 11%	85 10%	17 8%	47 14% xh	39 12%h	44 13%h	32 10%	29 6%	14 8%	11 14%	18 8%	23 14% or	22 13%	15 11%	5 5%	20 10%	40 15% xikor	21 7%	16 9%	5 8%	109 9%	98 13% xu
As soon as any new information is available	151 8%a	66 6%	85 10% xa	13 6%	21 6%	27 8%	19 6%	20 6%	51 11% xdfg	15 9%	7 9%	19 9%	8 5%	9 5%	12 8%	8 9%	10 5%	24 9%	22 8%	13 8%	3 5%	91 7%	60 8%
Only when a new departure time is confirmed	15 1%	9 1%	6 1%	- -	5 1% f	3 1%	- -	3 1%	6 1%	2 1%	1 1%	1 *	3 2% r	1 1%	1 1%	1 1%	1 *	2 1%	- -	3 2%	1 2% r	9 1%	6 1%
I do not want to receive any notifications - I would rather seek out any updates myself (e.g. via a tracker in the app or online)	6 *	4 *	2 *	- -	5 1% xfgh	1 *	- -	- -	- -	- -	1 2%	- -	- -	2 1%	1 1%	1 1%	- -	- -	1 *	- -	- -	3 *	3 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 292

**Q24. How often would you like to receive these updates?****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Every 30 minutes, whether or not there is a significant update	865 43%	261 44%	605 43%	398 41%	467 45%	108 40%	757 44%	53 41%	39 51%	817 43%	48 43%	501 45%	364 41%	376 45%	489 42%
At least every 15 minutes, whether or not there is a significant update	546 27% <sup>d</sup>	155 26%	390 28%	285 30% <sup>xd</sup>	260 25%	61 23%	484 28%	38 30%	20 26%	511 27%	33 30%	312 28%	234 26%	215 26%	330 28%
Only when there is a significant update	214 11% <sup>ah</sup>	49 8%	165 12% <sup>xa</sup>	103 11%	112 11%	36 14%	178 10%	18 14% <sup>h</sup>	3 3%	204 11%	10 9%	111 10%	103 12%	89 11%	125 11%
Every hour, whether or not there is a significant update	208 10% <sup>k</sup>	59 10%	149 10%	95 10%	113 11%	34 13%	174 10%	12 9%	11 15%	194 10%	13 12%	99 9%	109 12% <sup>xk</sup>	79 9%	129 11%
As soon as any new information is available	151 8%	55 9%	95 7%	70 7%	80 8%	22 8%	128 7%	7 6%	4 5%	144 8%	6 5%	89 8%	62 7%	70 8%	81 7%
Only when a new departure time is confirmed	15 1%	8 1%	8 1%	10 1%	5 1%	4 1%	12 1%	- -	- -	15 1%	1 1%	6 1%	9 1%	9 1%	7 1%
I do not want to receive any notifications - I would rather seek out any updates myself (e.g. via a tracker in the app or online)	6 * <sup>fk</sup>	2 *	4 *	3 *	3 *	3 1% <sup>xf</sup>	3 *	- -	- -	6 *	- -	1 *	5 1%	4 *	2 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 293

**Q24. How often would you like to receive these updates?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Every 30 minutes, whether or not there is a significant update	865 43%	296 45%	377 41%	328 45%	371 43%	400 44%	286 41%	770 44%	95 41%	584 43%	281 43%
At least every 15 minutes, whether or not there is a significant update	546 27%aci	147 22%	290 32%xa	160 22%	278 32%xc	209 23%	228 33%xi	476 27%	70 30%	382 28%	163 25%
Only when there is a significant update	214 11%bdj	93 14%xb	76 8%	88 12%cd	64 7%	114 13%xj	49 7%	187 11%	28 12%	146 11%	68 10%
Every hour, whether or not there is a significant update	208 10%dj	80 12%	82 9%	89 12%xd	75 9%	113 13%xj	58 8%	182 10%	26 11%	140 10%	68 10%
As soon as any new information is available	151 8%agi	36 5%	78 9%a	46 6%	79 9%x	53 6%	65 9%xi	137 8%	14 6%	88 6%	63 10%yg
Only when a new departure time is confirmed	15 1%b	9 1%b	3 *	9 1%	4 *	12 1%xj	2 *	15 1%	- -	9 1%	7 1%
I do not want to receive any notifications - I would rather seek out any updates myself (e.g. via a tracker in the app or online)	6 *e	1 *	3 *	2 *	1 *	2 *	1 *	4 *	2 1%	3 *	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 294

**Q25. 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						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
A text message from the airline	1340 67%acdmv	704 64%	634 71%xa	110 52%	190 56%	210 64%cd	236 71%cd	233 73%xcde	360 76%xcde	120 72%lm	48 60%	149 67%lm	109 67%	98 56%	93 63%	63 68%	125 66%	166 63%	202 73%xmq	124 71%lm	43 74%lm	893 70%xy	447 61%
An email from the airline	1049 52%ck	576 52%	467 53%	89 42%	166 49%	192 59%xcde	181 54%cd	162 50%	259 55%cd	93 55%	45 57%	99 45%	86 52%	90 51%	65 45%	50 53%	100 53%	138 53%	152 55%k	98 56%k	33 57%	663 52%	386 52%
Screens in the airport before getting to my gate	856 43%demv	463 42%	389 44%	78 37%	117 35%	122 37%	140 42%	147 46%de	252 53%xcdefg	69 41%	29 36%	89 41%	72 44%	60 34%	63 43%	46 50%lm	90 48%lm	101 39%	125 45%lm	85 49%lm	27 47%	607 48%xy	249 34%
The airline app	796 40%hku	447 40%	345 39%	100 47%h	131 39%h	154 47%xdh	142 42%h	136 42%h	132 28%	81 49%xlms	32 40%	69 31%	60 36%	70 40%	51 35%	42 45%k	73 38%	112 43%k	115 41%k	62 36%	28 48%k	475 37%	321 43%xu
The loudspeaker at the airport	626 31%v	327 30%	297 33%	59 28%	101 30%	97 30%	104 31%	99 31%	166 35%	53 32%	21 26%	61 28%	54 33%	52 30%	53 36%	25 27%	60 32%	75 29%	81 29%	72 42%xjkmoqr	18 30%	431 34%xy	194 26%
Agents at the gate prior to boarding the plane	615 31%dk	330 30%	280 32%	55 26%	73 22%	91 28%cd	107 32%cd	109 34%cd	179 38%xcde	55 33%k	21 26%	50 23%	54 33%k	49 28%	43 30%	28 30%	65 34%k	80 31%	87 32%k	67 39%xkm	15 25%	409 32%	206 28%
Airport lounge staff	563 28%cdv	313 28%	243 27%	39 18%	68 20%	83 25%	106 32%cd	102 32%cd	166 35%xcde	39 23%	15 19%	68 31%	49 30%	40 23%	38 26%	25 27%	55 29%	75 29%	87 31%	51 29%	20 34%	391 31%xy	171 23%
An online flight tracker	284 14%hi	146 13%	134 15%	40 19%h	56 16%h	63 19%xfgh	43 13%	44 14%h	40 8%	13 8%	16 20%ai	24 11%	21 13%	23 13%	28 19%ai	12 13%	34 18%ai	43 16%ai	42 15%ai	22 12%	8 13%	183 14%	101 14%
Social media	85 4%ghu	51 5%	30 3%	7 3%	26 8%xgh	25 8%xgh	14 4%g	5 1%	9 2%	5 3%	5 6%	9 4%	4 2%	6 3%	10 7%	1 1%	8 4%	19 7%xl	9 3%	8 5%	3 6%	38 3%	47 6%xu
Other	11 1%	7 1%	4 *	- -	- -	- -	2 1%	1 *	8 2%xcde	2 1%	- -	2 1%	- -	- -	2 1%	- -	1 *	2 1%	2 1%	- -	- -	5 *	6 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 295

**Q25. 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**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
A text message from the airline	1340 67%begl	415 70%xb	925 65%	633 66%	707 68%	147 55%	1193 69%xe	62 48%	44 57%	1273 67%	66 59%	785 70%xl	555 63%	577 69%	763 66%
An email from the airline	1049 52%gl	301 51%	748 53%	483 50%	566 54%	128 48%	921 53%	55 43%	33 43%	998 53%	49 44%	631 56%xl	418 47%	439 52%	610 52%
Screens in the airport before getting to my gate	856 43%be	291 49%xb	565 40%	405 42%	452 43%	81 30%	776 45%xe	45 35%	28 36%	813 43%	43 39%	475 42%	381 43%	362 43%	494 42%
The airline app	796 40%ffjn	226 38%	570 40%	369 38%	427 41%	124 46%xf	671 39%	57 45%	34 45%	775 41%xj	20 18%	495 44%xl	300 34%	358 43%xn	437 38%
The loudspeaker at the airport	626 31%be	210 36%xb	416 29%	303 31%	322 31%	66 25%	559 32%xe	36 28%	18 23%	589 31%	36 33%	345 31%	281 32%	253 30%	372 32%
Agents at the gate prior to boarding the plane	615 31%beg	217 37%xb	398 28%	293 30%	323 31%	45 17%	570 33%xe	23 18%	21 28%	575 30%	40 36%	355 32%	261 29%	276 33%	339 29%
Airport lounge staff	563 28%bek	196 33%xb	367 26%	278 29%	285 27%	51 19%	511 29%xe	30 23%	19 24%	526 28%	37 33%	283 25%	280 32%xxk	228 27%	335 29%
An online flight tracker	284 14%c	89 15%	195 14%	121 13%	163 16%	39 14%	245 14%	21 16%	16 21%	272 14%	12 11%	165 15%	119 13%	114 14%	170 15%
Social media	85 4%f	26 4%	59 4%	48 5%	37 4%	20 8%xf	65 4%	12 9%x	6 8%	82 4%	3 3%	48 4%	37 4%	30 4%	56 5%
Other	11 1%kn	5 1%	6 *	7 1%	4 *	- -	11 1%	- -	- -	10 1%	1 1%	3 *	8 1%	8 1%n	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 296

**Q25. 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**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
A text message from the airline	1340 67%aci	398 60%	653 72%xa	442 61%	633 73%xc	560 62%	493 71%xi	1181 67%	159 68%	889 66%	451 69%
An email from the airline	1049 52%aci	303 46%	529 58%xa	339 47%	497 57%xc	437 48%	397 58%xi	927 52%	122 52%	713 53%	336 51%
Screens in the airport before getting to my gate	856 43%aci	245 37%	419 46%xa	262 36%	415 48%xc	339 37%	328 48%xi	768 43%	88 38%	570 42%	286 44%
The airline app	796 40%	245 37%	385 42%x	293 41%	360 41%	355 39%	289 42%	698 39%	98 42%	553 41%	243 37%
The loudspeaker at the airport	626 31%g	196 30%	291 32%	214 30%	286 33%	272 30%	227 33%	550 31%	76 32%	401 30%	225 34%yg
Agents at the gate prior to boarding the plane	615 31%acgi	162 25%	327 36%xa	191 26%	306 35%xc	239 26%	254 37%xi	557 31%x	58 25%	392 29%	224 34%yg
Airport lounge staff	563 28%aci	153 23%	295 32%xa	180 25%	280 32%xc	226 25%	229 33%xi	491 28%	71 30%	375 28%	188 29%
An online flight tracker	284 14%e	81 12%	154 17%xa	89 12%	143 16%xc	115 13%	119 17%xi	240 14%	44 19%	191 14%	93 14%
Social media	85 4%	38 6%x	36 4%	28 4%	41 5%	46 5%	32 5%	74 4%	11 5%	54 4%	31 5%
Other	11 1%c	2 *	8 1%	1 *	9 1%c	3 *	8 1%x	10 1%	1 *	8 1%	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 297

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Summary****Base: All respondents**

Q26. Summary												
	Reason for cancellation	Rebooking options / next available flight to my destination	Refund / reimbursement / compensation eligibility	Refund / reimbursement / compensation process	Impact on connecting flights (if applicable)	Estimated wait times for customer service support	Checked luggage handling information (if applicable)	Contact details for customer service	Options for in person airline support	Options for online airline support	Availability of disability support staff	Other
Unweighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
Weighted Base	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005	2005
NET: Top five mention	1279 64%	1646 82%	1237 62%	1286 64%	914 46%	596 30%	821 41%	785 39%	711 35%	513 26%	227 11%	10 1%
1st most important	406 20%	717 36%	142 7%	152 8%	143 7%	71 4%	75 4%	87 4%	109 5%	55 3%	48 2%	- -
2nd most important	260 13%	363 18%	246 12%	223 11%	250 12%	114 6%	173 9%	119 6%	121 6%	99 5%	37 2%	- -
3rd most important	199 10%	252 13%	302 15%	292 15%	192 10%	122 6%	211 11%	147 7%	148 7%	88 4%	50 2%	2 *
4th most important	212 11%	173 9%	304 15%	323 16%	170 8%	139 7%	181 9%	186 9%	146 7%	129 6%	38 2%	5 *
5th most important	202 10%	140 7%	243 12%	297 15%	159 8%	152 8%	181 9%	245 12%	188 9%	141 7%	54 3%	4 *
Not mentioned	726 36%	359 18%	768 38%	719 36%	1091 54%	1409 70%	1184 59%	1220 61%	1294 65%	1492 74%	1778 89%	1995 99%
Mean	2.64	2.18	3.21	3.30	2.95	3.32	3.27	3.49	3.26	3.39	3.07	4.22
Standard deviation	1.46	1.32	1.28	1.32	1.33	1.35	1.27	1.36	1.41	1.35	1.46	0.75
Standard error	0.04	0.03	0.04	0.04	0.04	0.06	0.04	0.05	0.05	0.06	0.10	0.25



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 298

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Reason for cancellation**

**Base: All respondents**

	Gender			Age						Region											Disruption type			
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)	
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724	
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738	
NET: Top five mention	1279 64%v	709 64%	564 63%	120 57%	216 64%	217 66%	216 64%	209 65%	300 64%	99 59%	51 64%	148 67%	116 71%im	104 59%	94 64%	57 60%	117 62%	162 62%	176 64%	117 67%	39 67%	839 66% xv	440 60%	
1st most important	406 20%cv	238 22%	167 19%	21 10%	71 21% c	67 21% c	64 19% c	82 25% xcf	102 22% c	33 20%	10 12%	44 20%	38 23%	33 19%	31 21%	19 20%	39 21%	48 18%	55 20%	40 23%	18 31% xjmq	287 23% xv	119 16%	
2nd most important	260 13%	131 12%	128 14%	24 11%	36 11%	54 16% xd	40 12%	37 11%	70 15%	24 14%	10 12%	30 14%	22 13%	17 10%	18 12%	15 16%	29 15%	25 9%	41 15%	23 13%	5 9%	169 13%	91 12%	
3rd most important	199 10%i	119 11%	80 9%	11 5%	38 11%	29 9%	45 13% xc	29 9%	46 10%	7 4%	13 16% i	23 10%i	17 11%i	15 9%	12 9%	8 9%	18 10%	32 12%i	29 10%i	19 11%i	6 10%	124 10%	75 10%	
4th most important	212 11%	123 11%	84 9%	32 15% f	31 9%	42 13% f	27 8%	29 9%	51 11%	17 10%	12 15%	24 11%	20 13%	19 11%	20 14%	5 5%	13 7%	27 10%	28 10%	20 12%	6 10%	136 11%	76 10%	
5th most important	202 10%ah	97 9%	105 12% xa	33 15% eh	40 12% h	25 8%	41 12% h	32 10%	32 7%	17 10%	8 10%	27 12%	18 11%	19 11%	13 9%	9 10%	18 9%	31 12%	24 9%	14 8%	4 7%	123 10%	79 11%	
Not mentioned	726 36%u	394 36%	325 37%	90 43%	123 36%	110 34%	119 36%	112 35%	172 36%	69 41% i	28 36%	72 33%	48 29%	72 41% i	52 36%	37 40%	72 38%	99 38%	101 36%	57 33%	19 33%	429 34%	297 40% xu	
Mean	2.64hu	2.59	2.70	3.26xdefgh		2.68	2.56	2.73	2.49	2.47	2.62	2.98t	2.73	2.64	2.74	2.63	2.49	2.51	2.81t	2.58	2.54	2.30	2.57	2.78xu
Standard deviation	1.46	1.44	1.49	1.48	1.51	1.40	1.48	1.50	1.38	1.53	1.35	1.49	1.48	1.52	1.47	1.46	1.44	1.49	1.42	1.43	1.46	1.46	1.46	
Standard error	0.04	0.05	0.06	0.20	0.10	0.09	0.10	0.09	0.08	0.16	0.22	0.12	0.14	0.15	0.16	0.18	0.13	0.11	0.11	0.13	0.20	0.05	0.07	

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 299

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Reason for cancellation**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1279 64%	357 61%	922 65%	613 64%	666 64%	164 61%	1115 64%	75 58%	49 64%	1210 64%	68 61%	725 65%	554 62%	522 62%	757 65%
1st most important	406 20%h	133 23%	273 19%	206 21%	201 19%	59 22%	347 20%	21 16%	8 11%	385 20%	22 19%	224 20%	182 21%	155 18%	251 22%
2nd most important	260 13%a	58 10%	201 14%xa	111 11%	149 14%	30 11%	230 13%	20 15%	10 14%	251 13%	8 7%	146 13%	113 13%	107 13%	153 13%
3rd most important	199 10%i	58 10%	141 10%	94 10%	105 10%	22 8%	177 10%	11 9%	9 12%	177 9%	22 20%xi	120 11%	79 9%	78 9%	121 10%
4th most important	212 11%	54 9%	158 11%	101 10%	111 11%	22 8%	190 11%	11 9%	13 18%	204 11%	7 6%	112 10%	100 11%	94 11%	118 10%
5th most important	202 10%	54 9%	148 10%	103 11%	99 10%	31 11%	171 10%	12 9%	8 10%	192 10%	10 9%	122 11%	80 9%	87 10%	115 10%
Not mentioned	726 36%	232 39%	494 35%	352 36%	374 36%	105 39%	621 36%	54 42%	27 36%	682 36%	43 39%	393 35%	333 38%	319 38%	407 35%
Mean	2.64	2.55	2.68	2.65	2.64	2.60	2.65	2.66	3.04	2.64	2.64	2.67	2.61	2.71	2.59
Standard deviation	1.46	1.48	1.46	1.50	1.44	1.54	1.45	1.44	1.35	1.47	1.40	1.47	1.46	1.47	1.46
Standard error	0.04	0.08	0.05	0.06	0.06	0.12	0.04	0.17	0.19	0.04	0.18	0.05	0.06	0.06	0.05

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 300

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Reason for cancellation**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1279 64%f	435 66%	585 64%	473 66%	536 61%	597 66%	427 62%	1146 65%xf	133 57%	870 64%	409 63%
1st most important	406 20%	149 23%	173 19%	159 22%	162 19%	203 22% x	130 19%	366 21%	41 17%	277 20%	129 20%
2nd most important	260 13%	89 13%	120 13%	86 12%	109 12%	116 13%	87 13%	231 13%	29 12%	176 13%	83 13%
3rd most important	199 10%	58 9%	103 11%	68 9%	93 11%	84 9%	76 11%	176 10%	23 10%	134 10%	65 10%
4th most important	212 11%	78 12%	86 9%	84 12%	85 10%	106 12%	63 9%	195 11%	17 7%	147 11%	65 10%
5th most important	202 10%	61 9%	102 11%	76 11%	86 10%	89 10%	72 10%	179 10%	23 10%	137 10%	65 10%
Not mentioned	726 36% e	227 34%	326 36%	248 34%	337 39%	306 34%	264 38%	625 35%	101 43% xe	482 36%	244 37%
Mean	2.64	2.57	2.70	2.64	2.67	2.60	2.67	2.64	2.65	2.64	2.64
Standard deviation	1.46	1.46	1.46	1.49	1.45	1.47	1.46	1.46	1.47	1.47	1.47
Standard error	0.04	0.07	0.06	0.07	0.06	0.06	0.07	0.04	0.13	0.05	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 301

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Rebooking options / next available flight to my destination****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1646	876	759	167	248	262	277	279	414	141	64	174	135	133	126	85	143	210	231	158	46	1055	591
	82%admp	79%	85%xa	79%	73%	80%d	83%d	87%xcde	88%xcde	84%	80%	79%	83%	76%	86%mp	91%xxkmpqt	75%	81%	83%	91%xjklmp qrt	78%	83%	80%
1st most important	717	368	345	63	84	108	133	124	205	65	28	83	57	46	58	38	58	90	106	71	17	458	259
	36%adm	33%	39%xa	30%	25%	33%d	40%d	39%d	44%xcde	39%am	35%	38%am	35%	26%	40%am	41%am	31%	35%	38%am	41%am	28%	36%	35%
2nd most important	363	184	177	30	52	57	61	69	94	32	13	39	29	30	23	18	32	58	44	30	14	246	117
	18%	17%	20%	14%	15%	17%	18%	21%d	20%	19%	17%	18%	18%	17%	15%	19%	17%	22%	16%	17%	24%	19%	16%
3rd most important	252	141	110	34	39	44	32	46	58	17	7	31	24	20	19	18	26	22	34	26	7	161	92
	13%q	13%	12%	16%	12%	13%	10%	14%f	12%	10%	9%	14%	15%	12%	13%	20%xq	14%	9%	12%	15%q	12%	13%	12%
4th most important	173	96	76	19	39	31	27	26	30	14	5	10	13	21	15	8	14	24	26	18	6	106	67
	9%k	9%	9%	9%	12%hx	9%	8%	8%	6%	8%	6%	5%	8%	12%k	10%	8%	7%	9%	10%	10%k	10%	8%	9%
5th most important	140	87	52	20	33	23	24	14	27	12	11	11	12	15	11	3	14	16	20	13	3	83	57
	7%g	8%	6%	9%	10%xgh	7%	7%	4%	6%	7%	13%ko	5%	7%	9%	8%	3%	7%	6%	7%	8%	5%	7%	8%
Not mentioned	359	228	130	44	92	65	58	42	58	26	16	46	29	43	20	9	46	51	46	15	13	212	147
	18%bghos	21%xb	15%	21%h	27%xefgh	20%gh	17%	13%	12%	16%	20%os	21%os	17%os	24%xnos	14%	9%	25%xnos	19%os	17%os	9%	22%os	17%	20%
Mean	2.18bgh	2.26xb	2.10	2.41gh	2.54xefgh	2.25h	2.09	2.05	1.98	2.11	2.32	2.01	2.21	2.48xikoq	2.19	2.05	2.25	2.13	2.17	2.19	2.21	2.16	2.23
Standard deviation	1.32	1.36	1.27	1.40	1.43	1.33	1.33	1.19	1.23	1.32	1.51	1.22	1.32	1.40	1.36	1.16	1.34	1.29	1.34	1.33	1.24	1.30	1.36
Standard error	0.03	0.05	0.05	0.16	0.09	0.08	0.08	0.07	0.06	0.11	0.22	0.09	0.11	0.12	0.13	0.12	0.11	0.08	0.09	0.11	0.16	0.04	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 302

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Rebooking options / next available flight to my destination**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1646 82%egl	485 82%	1161 82%	794 82%	852 82%	197 73%	1449 83%xe	95 74%	59 78%	1559 82%	86 77%	948 85%xl	698 79%	705 84%	941 81%
1st most important	717 36%egln	214 36%	503 36%	325 34%	392 38%	63 23%	655 38%xe	35 27%	30 39%	687 36%x	30 27%	443 40%xl	274 31%	350 42%xn	367 32%
2nd most important	363 18%	108 18%	255 18%	174 18%	189 18%	44 16%	319 18%	20 15%	9 12%	343 18%	20 18%	209 19%	154 17%	138 16%	225 19%
3rd most important	252 13%	64 11%	188 13%	123 13%	129 12%	41 15%	211 12%	18 14%	8 10%	235 12%	17 15%	134 12%	118 13%	112 13%	141 12%
4th most important	173 9%gm	52 9%	121 9%	86 9%	86 8%	23 9%	149 9%	11 9%	8 10%	164 9%	8 7%	92 8%	81 9%	58 7%	114 10%xm
5th most important	140 7%dm	46 8%	94 7%	85 9%xd	55 5%	26 9%	115 7%	11 9%	4 6%	129 7%	11 10%	70 6%	71 8%	46 5%	94 8%xm
Not mentioned	359 18%fk	105 18%	255 18%	171 18%	189 18%	72 27%xf	287 17%	34 26%x	17 22%	333 18%	26 23%	171 15%	188 21%xk	137 16%	223 19%
Mean	2.18dfkm	2.19	2.18	2.29xd	2.09	2.52xf	2.14	2.42	2.10	2.17	2.42	2.09	2.31xk	2.02	2.30xm
Standard deviation	1.32	1.35	1.31	1.37	1.26	1.38	1.31	1.40	1.35	1.32	1.39	1.28	1.36	1.26	1.35
Standard error	0.03	0.06	0.04	0.05	0.04	0.10	0.03	0.15	0.17	0.03	0.16	0.04	0.05	0.05	0.04

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 303

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Rebooking options / next available flight to my destination****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (i)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1646 82%a	524 79%	767 84%xa	576 80%	731 84%	724 80%	580 84%	1461 82%	185 79%	1104 82%	542 83%
1st most important	717 36%acfi	215 33%	356 39%xa	223 31%	349 40%xc	293 32%	266 39%i	652 37%xf	65 28%	485 36%	232 36%
2nd most important	363 18%	114 17%	170 19%	127 18%	171 20%	158 17%	138 20%	324 18%	39 17%	240 18%	123 19%
3rd most important	252 13%g	86 13%	109 12%	101 14%	96 11%	122 13%	81 12%	224 13%	28 12%	152 11%	101 15%yg
4th most important	173 9%	61 9%	71 8%	74 10%	65 7%	88 10%	53 8%	151 9%	22 9%	128 9%	45 7%
5th most important	140 7%e	48 7%	62 7%	51 7%	51 6%	64 7%	42 6%	110 6%	31 13%xe	99 7%	41 6%
Not mentioned	359 18%b	138 21%xb	143 16%	145 20%	141 16%	179 20%	111 16%	310 18%	49 21%	248 18%	111 17%
Mean	2.18bdej	2.26	2.10	2.31xd	2.04	2.27xj	2.08	2.14	2.54xe	2.20	2.15
Standard deviation	1.32	1.34	1.30	1.33	1.26	1.33	1.27	1.29	1.48	1.35	1.27
Standard error	0.03	0.06	0.05	0.06	0.05	0.05	0.05	0.03	0.11	0.04	0.05

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 304

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Refund / reimbursement / compensation eligibility**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1237	676	555	143	206	219	223	194	253	103	50	138	110	103	91	52	122	163	159	104	41	797	440
	62%h	61%	62%	68%h	61%	67% <sup>x</sup> h	66%h	61%	54%	62%	63%	63%	67%	59%	62%	56%	65%	63%	58%	60%	70%	63%	60%
1st most important	142	87	52	27	32	27	24	20	12	18	8	14	17	17	8	8	11	17	11	10	3	83	60
	7%hr	8%	6%	13% <sup>x</sup> gh	9% <sup>x</sup> h	8%h	7%h	6%h	3%	10% <sup>r</sup>	10%	6%	11% <sup>r</sup>	10% <sup>r</sup>	6%	8%	6%	6%	4%	6%	6%	7%	8%
2nd most important	246	132	114	38	51	45	30	32	49	21	8	36	20	17	24	6	30	34	31	13	6	157	89
	12% <sup>f</sup>	12%	13%	18% <sup>f</sup> gh	15% <sup>f</sup> gh	14% <sup>f</sup>	9%	10%	10%	13%	10%	17% <sup>x</sup> os	12%	10%	17% <sup>o</sup> s	6%	16% <sup>o</sup> s	13%	11%	7%	10%	12%	12%
3rd most important	302	165	135	32	54	53	61	50	52	23	10	28	21	24	22	10	23	52	32	39	16	211	91
	15% <sup>h</sup> v	15%	15%	15%	16%	16% <sup>h</sup>	18% <sup>h</sup>	15%	11%	14%	13%	13%	13%	14%	15%	11%	12%	20% <sup>x</sup> kpr	12%	22% <sup>x</sup> klop	28% <sup>x</sup> ijklm nopr	17% <sup>x</sup> sv	12%
4th most important	304	161	142	29	45	54	56	52	68	17	16	31	29	30	12	16	37	34	48	26	8	192	113
	15% <sup>n</sup>	15%	16%	14%	13%	17%	17%	16%	15%	10%	20% <sup>n</sup>	14%	17% <sup>n</sup>	17% <sup>n</sup>	9%	18% <sup>n</sup>	20% <sup>i</sup> n	13%	17% <sup>n</sup>	15%	13%	15%	15%
5th most important	243	131	111	16	24	39	52	41	71	24	7	30	23	15	23	12	21	27	36	17	8	155	88
	12% <sup>d</sup>	12%	12%	8%	7%	12% <sup>d</sup>	15% <sup>c</sup> d	13% <sup>d</sup>	15% <sup>x</sup> d	14%	9%	14%	14%	8%	16%	13%	11%	10%	13%	10%	14%	12%	12%
Not mentioned	768	427	334	68	133	108	112	127	219	64	30	82	54	72	56	41	67	98	118	69	17	471	297
	38% <sup>e</sup>	39%	38%	32%	39%	33%	34%	39%	46% <sup>x</sup> cef	38%	37%	37%	33%	41%	38%	44%	35%	37%	42%	40%	30%	37%	40%
Mean	3.21 <sup>c</sup> d	3.17	3.26	2.79	2.88	3.15 <sup>c</sup> d	3.36 <sup>x</sup> c <sup>d</sup>	3.32 <sup>c</sup> d	3.54 <sup>x</sup> c <sup>d</sup> e	3.09	3.13	3.19	3.18	3.09	3.20	3.38	3.21	3.12	3.42 <sup>x</sup> q	3.25	3.26	3.23	3.18
Standard deviation	1.28	1.30	1.25	1.29	1.24	1.29	1.27	1.26	1.22	1.41	1.31	1.31	1.38	1.30	1.33	1.36	1.25	1.22	1.23	1.16	1.18	1.26	1.33
Standard error	0.04	0.05	0.05	0.16	0.08	0.08	0.09	0.08	0.08	0.14	0.22	0.11	0.13	0.13	0.15	0.18	0.11	0.09	0.10	0.12	0.16	0.04	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 305

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Refund / reimbursement / compensation eligibility****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1237 62%	359 61%	878 62%	609 63%	629 60%	164 61%	1073 62%	79 62%	54 70%	1173 62%	62 56%	699 63%	538 61%	509 60%	728 63%
1st most important	142 7%f	32 5%	110 8%	67 7%	75 7%	27 10%f	115 7%	16 12% x	6 7%	133 7%	8 7%	85 8%	57 6%	51 6%	92 8%
2nd most important	246 12%	80 14%	166 12%	125 13%	122 12%	35 13%	211 12%	13 10%	13 17%	229 12%	18 16%	141 13%	105 12%	95 11%	151 13%
3rd most important	302 15%	95 16%	207 15%	160 17%	142 14%	35 13%	266 15%	17 13%	13 17%	290 15%	12 10%	177 16%	125 14%	131 16%	170 15%
4th most important	304 15%	89 15%	215 15%	146 15%	159 15%	36 14%	268 15%	22 17%	14 18%	287 15%	17 15%	159 14%	146 16%	130 15%	175 15%
5th most important	243 12%	63 11%	180 13%	111 12%	132 13%	29 11%	213 12%	12 9%	8 10%	234 12%	8 8%	138 12%	105 12%	102 12%	140 12%
Not mentioned	768 38%	230 39%	538 38%	356 37%	412 40%	105 39%	663 38%	50 38%	23 30%	718 38%	50 44%	420 37%	348 39%	333 40%	435 37%
Mean	3.21	3.20	3.22	3.18	3.24	3.03	3.24	3.03	3.10	3.22	3.01	3.18	3.25	3.27	3.17
Standard deviation	1.28	1.22	1.31	1.26	1.31	1.35	1.27	1.36	1.23	1.28	1.27	1.29	1.27	1.25	1.30
Standard error	0.04	0.06	0.04	0.05	0.05	0.11	0.04	0.16	0.17	0.04	0.16	0.05	0.06	0.06	0.05

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 306

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Refund / reimbursement / compensation eligibility****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1237	374	603	414	573	527	468	1069	168	851	387
	62%acei	56%	66%xa	57%	66%xc	58%	68%xi	60%	72%xe	63%	59%
1st most important	142	43	66	51	66	64	53	120	22	96	46
	7%	7%	7%	7%	8%	7%	8%	7%	9%	7%	7%
2nd most important	246	73	121	90	101	107	86	213	33	167	80
	12%	11%	13%	12%	12%	12%	12%	12%	14%	12%	12%
3rd most important	302	86	142	84	154	115	122	258	43	209	92
	15%ci	13%	16%	12%	18%xc	13%	18%xi	15%	19%	15%	14%
4th most important	304	97	152	102	140	129	118	258	47	222	82
	15%eh	15%	17%	14%	16%	14%	17%	15%	20%	16%xh	13%
5th most important	243	74	122	87	112	112	89	220	23	156	87
	12%	11%	13%	12%	13%	12%	13%	12%	10%	12%	13%
Not mentioned	768	288	307	306	299	377	223	702	66	501	267
	38%bdfj	44%xb	34%	43%xd	34%	42%xj	32%	40%xf	28%	37%	41%
Mean	3.21	3.23	3.24	3.20	3.23	3.23	3.22	3.23	3.09	3.21	3.22
Standard deviation	1.28	1.29	1.28	1.33	1.27	1.32	1.27	1.29	1.24	1.27	1.32
Standard error	0.04	0.07	0.05	0.07	0.05	0.06	0.06	0.04	0.10	0.04	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolute/col percents

Table 307

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Refund / reimbursement / compensation process**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	1286	694	585	148	228	220	221	202	267	109	45	127	108	112	99	59	128	152	191	116	40	819	467
	64%hkq	63%	66%	70%h	67%h	67%h	66%h	63%	57%	65%	57%	58%	66%	64%	68%	63%	68%	58%	69%kq	67%	68%	65%	63%
1st most important	152	76	75	39	37	29	22	17	8	11	8	20	10	18	9	2	20	18	21	9	6	94	58
	8%h	7%	8%	19%xcdefgh	11%xfgh	9%h	7%h	5%h	2%	6%	10%	9%o	6%	10%o	6%	2%	11%o	7%	7%	5%	10%o	7%	8%
2nd most important	223	129	94	26	45	44	36	31	41	17	6	18	22	18	30	8	15	27	39	17	7	139	84
	11%	12%	11%	13%	13%h	13%h	11%	10%	9%	10%	7%	8%	13%	10%	21%xijkmp qs	8%	8%	10%	14%kp	10%	11%	11%	11%
3rd most important	292	161	129	34	51	48	51	41	68	27	13	29	23	30	25	11	27	38	32	26	11	185	107
	15%	15%	15%	16%	15%	15%	15%	13%	14%	16%	17%	13%	14%	17%	17%	12%	14%	15%	11%	15%	18%	15%	14%
4th most important	323	166	156	38	49	50	64	58	65	32	11	34	28	18	21	24	30	39	50	31	4	205	117
	16%mt	15%	18%	18%	14%	15%	19%h	18%	14%	19%mt	14%	15%	17%	11%	14%	25%xkmnqt	16%	15%	18%mt	18%t	8%	16%	16%
5th most important	297	162	130	10	47	49	49	56	86	22	7	26	25	28	15	15	35	29	50	32	12	197	100
	15%c	15%	15%	5%	14%c	15%c	14%c	17%c	18%xc	13%	9%	12%	15%	16%	10%	16%	19%nq	11%	18%q	19%q	21%nq	16%	14%
Not mentioned	719	409	304	63	111	107	114	119	204	58	35	93	56	64	47	35	61	109	86	58	19	448	271
	36%	37%	34%	30%	33%	33%	34%	37%	43%xcdef	35%	43%	42%xr	34%	36%	32%	37%	32%	42%xr	31%	33%	32%	35%	37%
Mean	3.30cdn	3.30	3.29	2.69	3.11c	3.21c	3.37cd	3.52xcde	3.67xcdef	3.36	3.09	3.22	3.32	3.19	3.02	3.69xkmnq	3.35	3.23	3.36	3.51n	3.28	3.33	3.25
Standard deviation	1.32	1.31	1.32	1.30	1.37	1.35	1.26	1.27	1.17	1.25	1.31	1.36	1.29	1.39	1.21	1.10	1.41	1.28	1.35	1.27	1.44	1.32	1.31
Standard error	0.04	0.05	0.06	0.16	0.09	0.09	0.09	0.08	0.07	0.12	0.23	0.12	0.13	0.13	0.13	0.14	0.13	0.10	0.10	0.12	0.20	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 308

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Refund / reimbursement / compensation process****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	1286 64%j	365 62%	921 65%	598 62%	688 66%	166 62%	1120 65%	81 63%	46 60%	1224 65%xj	61 55%	729 65%	557 63%	534 63%	752 65%
1st most important	152 8%km	37 6%	115 8%	74 8%	78 7%	28 10%	124 7%	12 9%	6 8%	140 7%	12 10%	68 6%	84 9%xx	50 6%	102 9%xm
2nd most important	223 11%	61 10%	162 11%	118 12%	105 10%	32 12%	191 11%	17 13%	8 11%	213 11%	9 8%	122 11%	101 11%	85 10%	138 12%
3rd most important	292 15%c	83 14%	209 15%	123 13%	168 16%xc	34 12%	258 15%	15 11%	9 12%	277 15%	14 13%	163 15%	129 15%	123 15%	169 14%
4th most important	323 16%l	84 14%	239 17%	156 16%	167 16%	46 17%	277 16%	20 15%	10 14%	311 16%	12 10%	201 18%xd	121 14%	138 16%	184 16%
5th most important	297 15%e	100 17%	196 14%	127 13%	170 16%	26 10%	270 16%xe	18 14%	12 16%	282 15%	14 13%	175 16%	121 14%	138 16%	159 14%
Not mentioned	719 36%i	224 38%	495 35%	367 38%	352 34%	103 38%	616 35%	48 37%	31 40%	667 35%	51 45%xi	390 35%	329 37%	307 37%	412 35%
Mean	3.30eln	3.41	3.26	3.24	3.36	3.07	3.34xe	3.18	3.32	3.31	3.13	3.40xl	3.17	3.43xn	3.21
Standard deviation	1.32	1.32	1.31	1.32	1.31	1.33	1.31	1.38	1.39	1.31	1.44	1.27	1.36	1.28	1.33
Standard error	0.04	0.07	0.04	0.05	0.05	0.10	0.04	0.15	0.20	0.04	0.19	0.05	0.06	0.06	0.05

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 309

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Refund / reimbursement / compensation process****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	1286	409	602	435	589	557	465	1107	179	872	414
	64%cei	62%	66%	60%	68%xc	62%	67%xi	63%	76%xe	65%	63%
1st most important	152	51	67	62	66	71	54	107	45	111	41
	8%e	8%	7%	9%	8%	8%	8%	6%	19%xe	8%	6%
2nd most important	223	61	118	64	109	80	94	191	32	141	82
	11%ci	9%	13%xa	9%	13%c	9%	14%xi	11%	14%	10%	12%
3rd most important	292	97	141	103	132	135	103	255	36	210	81
	15%	15%	16%	14%	15%	15%	15%	14%	16%	16%	12%
4th most important	323	103	149	104	153	139	118	279	43	209	114
	16%	16%	16%	14%	18%	15%	17%	16%	18%	15%	17%
5th most important	297	97	126	102	130	132	97	275	22	200	96
	15%f	15%	14%	14%	15%	15%	14%	16%xf	9%	15%	15%
Not mentioned	719	253	309	286	283	346	226	664	56	480	240
	36%dfj	38%	34%	40%xd	32%	38%xj	33%	37%xf	24%	35%	37%
Mean	3.30f	3.33	3.25	3.27	3.29	3.33	3.24	3.38xf	2.80	3.28	3.35
Standard deviation	1.32	1.32	1.29	1.35	1.30	1.32	1.30	1.29	1.37	1.32	1.30
Standard error	0.04	0.07	0.05	0.06	0.05	0.06	0.06	0.04	0.11	0.05	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 310

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Impact on connecting flights (if applicable)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	914 46%t	493 45%	415 47%	91 43%	160 47%	151 46%	147 44%	152 47%	213 45%	88 53%pt	45 56%t	93 42%	71 44%	84 48%t	61 42%	48 51%t	77 41%	119 46%t	121 44%t	87 50%t	18 31%	585 46%	329 45%
1st most important	143 7%	71 6%	70 8%	11 5%	29 8%	28 9%	19 6%	26 8%	31 6%	15 9%	7 9%	18 8%	9 6%	18 10%	15 11%	3 3%	10 5%	17 7%	19 7%	9 5%	3 4%	84 7%	60 8%
2nd most important	250 12%	137 12%	112 13%	14 7%	41 12%	39 12%	48 14% c	41 13%	68 14% c	27 16% kqr	18 22% xknqr	19 8%	19 12%	24 14%	14 10%	18 20% xknqr	25 13%	25 10%	25 9%	30 17% kqr	6 11%	166 13%	85 11%
3rd most important	192 10%	98 9%	92 10%	22 10%	29 9%	27 8%	27 8%	37 12%	51 11%	17 10%	7 9%	23 11%	18 11%	18 10%	9 6%	12 13%	13 7%	22 9%	32 12%	18 10%	3 4%	125 10%	68 9%
4th most important	170 8% h	100 9%	69 8%	27 13% h	35 10% h	31 9%	25 7%	23 7%	29 6%	19 11%	6 7%	17 8%	12 8%	11 6%	16 11%	5 5%	17 9%	26 10%	24 9%	13 7%	4 7%	106 8%	64 9%
5th most important	159 8%	87 8%	72 8%	17 8%	27 8%	27 8%	29 9%	25 8%	35 7%	11 6%	7 9%	16 7%	12 7%	13 8%	6 4%	10 10%	12 6%	29 11% xn	21 8%	19 11% n	3 4%	106 8%	53 7%
Not mentioned	1091 54%	611 55%	474 53%	120 57%	179 53%	176 54%	188 56%	169 53%	259 55%	79 47%	35 44%	127 58%	92 56%	91 52%	85 58%	45 49%	112 59% i	142 54%	155 56%	86 50%	41 69% xijmoq rs	683 54%	409 55%
Mean	2.95	2.99	2.90	3.27	2.94	2.93	2.98	2.87	2.85	2.81	2.74	2.94	2.99	2.73	2.72	2.99	2.95	3.20 ximn	3.03	3.04	2.89	2.97	2.90
Standard deviation	1.33	1.33	1.34	1.28	1.37	1.38	1.34	1.32	1.29	1.28	1.33	1.36	1.29	1.36	1.36	1.26	1.31	1.40	1.32	1.32	1.35	1.33	1.35
Standard error	0.04	0.06	0.07	0.20	0.10	0.11	0.11	0.10	0.09	0.14	0.24	0.14	0.15	0.15	0.18	0.17	0.15	0.12	0.12	0.15	0.26	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 311

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**  
**- Impact on connecting flights (if applicable)**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	914 46%	269 46%	645 46%	423 44%	491 47%	111 41%	803 46%	52 40%	29 37%	869 46%	44 39%	529 47%	385 43%	406 48%	508 44%
1st most important	143 7%	33 6%	110 8%	66 7%	77 7%	21 8%	122 7%	8 6%	8 10%	137 7%	6 6%	80 7%	63 7%	65 8%	78 7%
2nd most important	250 12% <sup>n</sup>	80 14%	170 12%	119 12%	131 13%	29 11%	221 13%	12 9%	8 10%	238 13%	13 11%	149 13%	101 11%	121 14% <sup>xn</sup>	129 11%
3rd most important	192 10% <sup>e</sup>	59 10%	134 9%	102 11%	90 9%	15 5%	178 10% <sup>xe</sup>	10 8%	3 3%	180 10%	11 10%	104 9%	88 10%	80 10%	112 10%
4th most important	170 8% <sup>c</sup>	44 8%	125 9%	65 7%	105 10% <sup>xc</sup>	26 10%	144 8%	10 8%	3 4%	161 9%	8 7%	105 9%	64 7%	68 8%	101 9%
5th most important	159 8%	53 9%	105 7%	70 7%	88 8%	20 7%	139 8%	12 9%	7 9%	153 8%	5 5%	90 8%	69 8%	72 9%	87 7%
Not mentioned	1091 54%	320 54%	771 54%	542 56%	550 53%	158 59%	933 54%	77 60%	48 63%	1023 54%	68 61%	590 53%	502 57%	435 52%	656 56%
Mean	2.95	3.01	2.92	2.89	2.99	2.95	2.95	3.14	2.78	2.95	2.85	2.95	2.94	2.90	2.98
Standard deviation	1.33	1.32	1.34	1.31	1.35	1.41	1.32	1.40	1.59	1.34	1.25	1.33	1.34	1.35	1.32
Standard error	0.04	0.08	0.05	0.06	0.06	0.13	0.05	0.19	0.30	0.05	0.19	0.06	0.07	0.07	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 312

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Impact on connecting flights (if applicable)**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	914 46%	310 47%	397 44%	342 47%	401 46%	419 46%	311 45%	815 46%	99 42%	613 45%	301 46%
1st most important	143 7%	45 7%	61 7%	58 8%	56 6%	65 7%	50 7%	127 7%	17 7%	92 7%	51 8%
2nd most important	250 12%	89 14%	110 12%	95 13%	112 13%	121 13%	88 13%	221 13%	29 12%	162 12%	88 13%
3rd most important	192 10%	65 10%	88 10%	67 9%	85 10%	85 9%	65 9%	176 10%	17 7%	132 10%	60 9%
4th most important	170 8%	60 9%	70 8%	64 9%	73 8%	80 9%	54 8%	148 8%	22 9%	110 8%	60 9%
5th most important	159 8%	51 8%	68 7%	58 8%	74 9%	67 7%	54 8%	144 8%	15 6%	116 9%	42 6%
Not mentioned	1091 54%	351 53%	514 56%	378 53%	471 54%	485 54%	380 55%	956 54%	136 58%	739 55%	352 54%
Mean	2.95	2.94	2.93	2.91	2.99	2.91	2.91	2.95	2.89	2.99	2.84
Standard deviation	1.33	1.31	1.32	1.35	1.33	1.32	1.34	1.33	1.34	1.34	1.31
Standard error	0.04	0.07	0.07	0.07	0.07	0.06	0.08	0.05	0.14	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 313

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Estimated wait times for customer service support**

**Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	596 30%iu	348 32%	244 27%	62 29%	97 29%	102 31%	90 27%	90 28%	155 33%	31 18%	21 26%	77 35%i	48 29%i	57 33%i	43 29%i	27 29%	59 31%i	86 33%i	82 29%i	48 28%	19 32%i	357 28%	240 33%
1st most important	71 4%b	50 5%xb	20 2%	2 1%	14 4%	8 3%	11 3%	10 3%	25 5%xc	4 2%	6 8%l	5 2%	3 2%	6 3%	4 3%	6 6%	5 3%	12 5%	12 5%	7 4%	1 2%	44 3%	27 4%
2nd most important	114 6%u	67 6%	46 5%	15 7%	19 6%	19 6%	13 4%	21 7%	26 6%	5 3%	6 8%	13 6%	12 7%	14 8%	6 4%	4 5%	11 6%	15 6%	14 5%	8 5%	4 8%	60 5%	54 7%xu
3rd most important	122 6%g	66 6%	53 6%	15 7%	19 6%	26 8%g	22 7%g	11 3%	28 6%	10 6%	4 5%	18 8%	9 6%	11 6%	6 4%	7 7%	14 7%	15 6%	19 7%	7 4%	2 4%	67 5%	55 7%
4th most important	139 7%i	83 8%	56 6%	11 5%	19 6%	22 7%	26 8%	23 7%	37 8%	3 2%	2 3%	16 7%i	17 10%i	11 6%	17 12%xi	5 6%	13 7%i	18 7%i	18 7%i	12 7%i	6 9%i	88 7%	50 7%
5th most important	152 8%	82 7%	69 8%	19 9%	26 8%	27 8%	17 5%	25 8%	39 8%	9 5%	3 3%	25 11%xl	7 4%	16 9%	9 6%	5 5%	15 8%	27 10%i	18 6%	14 8%	5 9%	98 8%	54 7%
Not mentioned	1409 70%	755 68%	645 73%	149 71%	242 71%	225 69%	245 73%	231 72%	317 67%	137 82%yklmnp qtr	59 74%	144 65%	116 71%	118 67%	103 71%	67 71%	130 69%	175 67%	195 71%	125 72%	40 68%	911 72%x	498 67%
Mean	3.32	3.23	3.44	3.48	3.24	3.39	3.28	3.37	3.24	3.28	2.47	3.56	3.31	3.27	3.52	2.98	3.37	3.38	3.18	3.37	3.46	3.38	3.21
Standard deviation	1.35	1.38	1.30	1.25	1.42	1.28	1.28	1.39	1.42	1.38	1.37	1.28	1.17	1.37	1.25	1.40	1.30	1.43	1.37	1.43	1.35	1.37	1.32
Standard error	0.06	0.07	0.08	0.23	0.14	0.12	0.14	0.13	0.12	0.26	0.35	0.15	0.17	0.18	0.20	0.27	0.17	0.15	0.15	0.21	0.26	0.07	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 314

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Estimated wait times for customer service support****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	596	177	420	292	305	88	508	37	26	551	45	302	295	224	373
	30%ikm	30%	30%	30%	29%	33%	29%	29%	34%	29%	40%xi	27%	33%xk	27%	32%xm
1st most important	71	22	48	29	42	9	61	3	3	63	8	37	33	24	47
	4%i	4%	3%	3%	4%	4%	4%	2%	4%	3%	7%	3%	4%	3%	4%
2nd most important	114	28	86	54	60	18	96	7	4	107	7	51	62	43	70
	6%k	5%	6%	6%	6%	7%	6%	6%	5%	6%	6%	5%	7%xk	5%	6%
3rd most important	122	32	90	58	64	25	97	13	10	117	4	59	62	43	78
	6%f	5%	6%	6%	6%	9%xf	6%	10%	13%x	6%	4%	5%	7%	5%	7%
4th most important	139	45	93	76	63	20	119	3	4	126	13	75	63	53	86
	7%g	8%	7%	8%	6%	7%	7%	2%	6%	7%	11%	7%	7%	6%	7%
5th most important	152	50	102	76	76	16	136	11	4	138	14	79	73	60	92
	8%	8%	7%	8%	7%	6%	8%	9%	5%	7%	12%	7%	8%	7%	8%
Not mentioned	1409	413	996	673	735	181	1228	92	51	1340	67	817	592	618	791
	70%jln	70%	70%	70%	71%	67%	71%	71%	66%	71%xj	60%	73%xl	67%	73%xn	68%
Mean	3.32	3.41	3.27	3.40	3.24	3.17	3.34	3.34	3.05	3.31	3.38	3.35	3.28	3.37	3.28
Standard deviation	1.35	1.37	1.34	1.31	1.38	1.25	1.36	1.30	1.22	1.34	1.50	1.36	1.34	1.34	1.35
Standard error	0.06	0.10	0.07	0.08	0.08	0.14	0.06	0.22	0.25	0.06	0.24	0.08	0.08	0.09	0.07

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 315

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**  
**- Estimated wait times for customer service support**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	596 30%bdgj	236 36%xb	239 26%	250 35%xd	233 27%	308 34%xj	178 26%	529 30%	67 29%	381 28%	215 33%xcg
1st most important	71 4%	31 5%	29 3%	31 4%	25 3%	35 4%	21 3%	65 4%	6 2%	45 3%	26 4%
2nd most important	114 6%	45 7%	45 5%	50 7%	45 5%	65 7%x	34 5%	101 6%	13 5%	76 6%	37 6%
3rd most important	122 6%bdj	58 9%xb	40 4%	59 8%xd	37 4%	71 8%xj	26 4%	106 6%	15 6%	78 6%	44 7%
4th most important	139 7%g	44 7%	64 7%	55 8%	60 7%	64 7%	51 7%	121 7%	18 8%	79 6%	60 9%xcg
5th most important	152 8%	57 9%	62 7%	56 8%	65 7%	72 8%	46 7%	136 8%	15 7%	103 8%	49 7%
Not mentioned	1409 70%achi	426 64%	672 74%xa	471 65%	640 73%xc	596 66%	513 74%xi	1242 70%	167 71%	970 72%xh	438 67%
Mean	3.32	3.22	3.36	3.22	3.40	3.24	3.37	3.31	3.37	3.31	3.32
Standard deviation	1.35	1.36	1.36	1.33	1.36	1.33	1.36	1.36	1.27	1.37	1.32
Standard error	0.06	0.09	0.09	0.08	0.09	0.08	0.10	0.06	0.16	0.07	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 316

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**  
**- Checked luggage handling information (if applicable)**

**Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	821 41%fl	440 40%	374 42%	81 38%	136 40%	134 41%	117 35%	129 40%	224 47%xdgf	67 40%	40 50%l	94 43%l	53 32%	65 37%	63 43%	43 46%l	71 38%	109 42%	120 43%l	73 42%	22 38%	529 42%	292 40%
1st most important	75 4%	40 4%	33 4%	4 2%	18 5%g	8 3%	17 5%	7 2%	21 4%	6 4%	7 9%xlmnq	7 3%	4 2%	4 2%	3 2%	5 5%	11 6%	8 3%	12 5%	7 4%	2 4%	43 3%	31 4%
2nd most important	173 9%	96 9%	75 8%	22 10%	29 8%	20 6%	30 9%	30 9%	43 9%	13 7%	4 4%	22 10%	14 8%	20 12%p	10 7%	7 8%	10 5%	24 9%	26 10%	20 12%p	3 6%	121 10%	52 7%
3rd most important	211 11%	108 10%	103 12%	26 13%	27 8%	33 10%	29 9%	33 10%	63 13%xd	21 12%	7 9%	20 9%	15 9%	11 6%	23 16%xms	14 15%lm	19 10%	25 10%	37 13%lm	13 7%	5 9%	132 10%	79 11%
4th most important	181 9%f	103 9%	78 9%	15 7%	34 10%f	34 10%f	17 5%	32 10%f	49 10%f	13 8%	9 12%	23 10%	12 7%	18 10%	14 9%	6 6%	13 7%	29 11%	18 7%	15 9%	10 17%xilopr	117 9%	64 9%
5th most important	181 9%t	94 9%	85 10%	14 7%	30 9%	38 12%	24 7%	27 8%	48 10%	14 9%	12 15%lt	23 10%t	8 5%	12 7%	14 10%	12 12%lt	18 9%	23 9%	25 9%	18 10%t	1 2%	115 9%	65 9%
Not mentioned	1184 59%h	663 60%	515 58%	130 62%	203 60%h	193 59%	218 65%xh	192 60%h	248 53%	101 60%	40 50%	126 57%	111 68%xjkor	110 63%	83 57%	50 54%	118 62%	152 58%	157 57%	100 58%	36 62%	738 58%	446 60%
Mean	3.27f	3.26	3.28	3.15	3.21	3.55xdfh	3.03	3.32	3.27	3.27	3.38	3.34	3.15	3.23	3.42	3.29	3.25	3.32	3.14	3.24	3.24	3.27	3.27
Standard deviation	1.27	1.27	1.26	1.16	1.35	1.23	1.35	1.20	1.26	1.24	1.49	1.28	1.18	1.24	1.12	1.33	1.38	1.24	1.27	1.35	1.10	1.26	1.28
Standard error	0.04	0.06	0.07	0.19	0.11	0.10	0.13	0.10	0.09	0.16	0.28	0.13	0.16	0.15	0.15	0.19	0.16	0.11	0.12	0.17	0.20	0.05	0.08

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 317

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Checked luggage handling information (if applicable)****Base: All respondents**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	821 41%	240 41%	580 41%	403 42%	417 40%	108 40%	713 41%	48 37%	29 38%	777 41%	43 38%	479 43%	342 39%	333 40%	488 42%
1st most important	75 4% <sup>d</sup>	21 4%	54 4%	45 5% <sup>d</sup>	30 3%	12 4%	63 4%	5 4%	2 3%	75 4% <sup>xj</sup>	- -	42 4%	32 4%	24 3%	51 4%
2nd most important	173 9%	54 9%	119 8%	87 9%	86 8%	22 8%	151 9%	9 7%	8 10%	160 8%	12 11%	92 8%	81 9%	64 8%	109 9%
3rd most important	211 11% <sup>l</sup>	62 11%	149 11%	93 10%	118 11%	25 9%	187 11%	8 6%	6 8%	205 11%	6 6%	138 12% <sup>xl</sup>	73 8%	97 12%	114 10%
4th most important	181 9%	57 10%	124 9%	85 9%	96 9%	24 9%	157 9%	13 10%	5 6%	167 9%	15 13%	96 9%	85 10%	74 9%	108 9%
5th most important	181 9%	46 8%	134 9%	93 10%	88 8%	25 9%	155 9%	12 10%	8 11%	171 9%	10 9%	110 10%	71 8%	75 9%	106 9%
Not mentioned	1184 59%	349 59%	835 59%	561 58%	623 60%	161 60%	1023 59%	81 63%	47 62%	1115 59%	69 62%	640 57%	544 61%	509 60%	676 58%
Mean	3.27	3.22	3.29	3.23	3.30	3.28	3.27	3.40	3.30	3.26	3.51	3.29	3.23	3.34	3.22
Standard deviation	1.27	1.24	1.28	1.32	1.21	1.32	1.26	1.33	1.35	1.27	1.14	1.26	1.28	1.22	1.30
Standard error	0.04	0.08	0.05	0.07	0.06	0.13	0.05	0.19	0.25	0.05	0.17	0.06	0.07	0.07	0.06

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n

Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 318

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Checked luggage handling information (if applicable)****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	821 41%b	283 43%	348 38%	298 41%	344 39%	377 42%	263 38%	732 41%	89 38%	544 40%	276 42%
1st most important	75 4%j	34 5%xb	26 3%	30 4%	28 3%	42 5%j	18 3%	70 4%	5 2%	46 3%	28 4%
2nd most important	173 9%bj	65 10%b	59 6%	64 9%	70 8%	83 9%	45 6%	156 9%	17 7%	118 9%	55 8%
3rd most important	211 11%	69 10%	93 10%	75 10%	90 10%	90 10%	74 11%	179 10%	32 14%	131 10%	80 12%
4th most important	181 9%	62 9%	78 9%	61 9%	75 9%	82 9%	58 8%	166 9%	15 7%	125 9%	56 9%
5th most important	181 9%	53 8%	93 10%	68 9%	81 9%	79 9%	69 10%	161 9%	20 8%	123 9%	57 9%
Not mentioned	1184 59%	378 57%	562 62%x	422 59%	529 61%	527 58%	427 62%	1039 59%	145 62%	808 60%	377 58%
Mean	3.27a	3.12	3.44xa	3.25	3.32	3.19	3.44xi	3.26	3.33	3.30	3.21
Standard deviation	1.27	1.29	1.25	1.30	1.26	1.30	1.23	1.28	1.17	1.27	1.26
Standard error	0.04	0.08	0.07	0.08	0.07	0.07	0.08	0.05	0.13	0.05	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 319

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Contact details for customer service****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	785 39%	425 38%	358 40%	81 38%	131 39%	115 35%	122 36%	126 39%	210 44% <sup>xef</sup>	61 37%	21 27%	93 42% <sup>j</sup>	64 39%	69 39%	52 36%	32 34%	90 48% <sup>xjnos</sup>	103 39%	108 39%	63 36%	29 50% <sup>jo</sup>	476 38%	308 42%
1st most important	87 4%	48 4%	39 4%	7 3%	12 3%	19 6%	16 5%	11 3%	22 5%	7 4%	1 1%	9 4%	5 3%	6 3%	5 4%	3 3%	14 8% <sup>x</sup>	15 6%	11 4%	8 4%	3 5%	51 4%	36 5%
2nd most important	119 6%	65 6%	53 6%	12 6%	21 6%	15 5%	23 7%	26 8% <sup>h</sup>	22 5%	8 5%	1 2%	14 6%	7 4%	12 7%	6 4%	5 5%	12 6%	14 5%	25 9% <sup>x</sup>	11 6%	4 6%	70 6%	49 7%
3rd most important	147 7%	82 7%	65 7%	15 7%	23 7%	23 7%	24 7%	23 7%	40 8%	16 10%	10 12%	14 6%	11 7%	20 11% <sup>rs</sup>	10 7%	6 6%	17 9%	19 7%	14 5%	8 5%	3 5%	93 7%	55 7%
4th most important	186 9% <sup>n</sup>	98 9%	87 10%	12 6%	29 9%	25 8%	30 9%	30 9%	60 13% <sup>xce</sup>	14 8%	5 6%	30 14% <sup>xn</sup>	14 9%	15 9%	5 4%	10 10% <sup>n</sup>	22 11% <sup>n</sup>	22 8%	27 10% <sup>n</sup>	15 8%	8 13% <sup>n</sup>	119 9%	67 9%
5th most important	245 12% <sup>f</sup>	131 12%	113 13%	35 17% <sup>f</sup>	45 13% <sup>f</sup>	34 10%	29 9%	37 11%	66 14% <sup>f</sup>	16 10%	5 6%	26 12%	26 16%	16 9%	25 17% <sup>jm</sup>	8 9%	25 13%	33 13%	31 11%	22 13%	12 20% <sup>xijmor</sup>	144 11%	101 14%
Not mentioned	1220 61% <sup>hp</sup>	679 62%	532 60%	130 62%	209 61%	212 65% <sup>h</sup>	213 64% <sup>h</sup>	195 61%	262 56%	106 63%	59 73% <sup>kpt</sup>	127 58%	100 61%	107 61%	94 64% <sup>p</sup>	62 66% <sup>pt</sup>	99 52%	158 61%	169 61%	110 64% <sup>p</sup>	29 50%	791 62%	429 58%
Mean	3.49 <sup>f</sup>	3.47	3.51	3.69	3.57	3.34	3.26	3.44	3.60 <sup>f</sup>	3.40	3.47	3.54	3.78	3.34	3.75	3.47	3.35	3.42	3.38	3.51	3.76	3.49	3.48
Standard deviation	1.36	1.36	1.36	1.39	1.34	1.44	1.36	1.33	1.31	1.31	1.09	1.31	1.30	1.25	1.44	1.31	1.43	1.43	1.38	1.43	1.37	1.34	1.39
Standard error	0.05	0.07	0.07	0.22	0.11	0.13	0.12	0.11	0.09	0.17	0.26	0.13	0.16	0.15	0.21	0.23	0.16	0.13	0.13	0.18	0.23	0.06	0.08

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 320

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Contact details for customer service****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	785 39%k	233 40%	551 39%	368 38%	417 40%	107 40%	678 39%	63 49%x	28 36%	737 39%	48 43%	414 37%	371 42%xl	323 38%	462 40%
1st most important	87 4%	26 4%	61 4%	39 4%	47 5%	10 4%	77 4%	6 5%	5 6%	81 4%	6 6%	46 4%	41 5%	36 4%	51 4%
2nd most important	119 6%	41 7%	79 6%	54 6%	66 6%	18 7%	101 6%	12 9%	3 4%	109 6%	11 10%	63 6%	56 6%	48 6%	71 6%
3rd most important	147 7%j	36 6%	111 8%	75 8%	72 7%	22 8%	125 7%	8 6%	5 6%	146 8%xl	2 1%	73 7%	74 8%	62 7%	85 7%
4th most important	186 9%	60 10%	127 9%	89 9%	98 9%	24 9%	163 9%	15 12%	7 9%	171 9%	16 14%	99 9%	88 10%	83 10%	103 9%
5th most important	245 12%	71 12%	174 12%	111 11%	134 13%	33 12%	212 12%	22 17%	9 11%	231 12%	14 12%	133 12%	112 13%	93 11%	152 13%
Not mentioned	1220 61%gl	356 60%	864 61%	597 62%	623 60%	162 60%	1059 61%	66 51%	49 64%	1154 61%	64 57%	705 63%xl	515 58%	519 62%	701 60%
Mean	3.49	3.47	3.50	3.48	3.49	3.48	3.49	3.54	3.43	3.49	3.41	3.51	3.47	3.46	3.51
Standard deviation	1.36	1.37	1.35	1.34	1.38	1.34	1.36	1.39	1.46	1.35	1.44	1.37	1.35	1.34	1.37
Standard error	0.05	0.09	0.06	0.07	0.07	0.13	0.05	0.18	0.27	0.05	0.22	0.07	0.07	0.07	0.06

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 321

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Contact details for customer service****Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	785 39%	264 40%	356 39%	282 39%	339 39%	354 39%	270 39%	702 40%	83 35%	535 40%	250 38%
1st most important	87 4%	28 4%	47 5%	25 3%	38 4%	36 4%	29 4%	75 4%	12 5%	59 4%	28 4%
2nd most important	119 6%	37 6%	55 6%	45 6%	44 5%	53 6%	38 5%	106 6%	13 6%	83 6%	36 6%
3rd most important	147 7%	44 7%	63 7%	48 7%	69 8%	62 7%	49 7%	137 8%	11 5%	106 8%	41 6%
4th most important	186 9%	60 9%	89 10%	70 10%	77 9%	87 10%	65 9%	169 10%	17 7%	128 9%	58 9%
5th most important	245 12%	95 14% <sup>x</sup>	102 11%	94 13%	110 13%	115 13%	89 13%	215 12%	30 13%	159 12%	86 13%
Not mentioned	1220 61%	397 60%	554 61%	439 61%	534 61%	550 61%	421 61%	1069 60%	151 65%	817 60%	403 62%
Mean	3.49	3.60	3.41	3.57	3.52	3.54	3.54	3.49	3.47	3.46	3.56
Standard deviation	1.36	1.37	1.38	1.33	1.36	1.35	1.36	1.34	1.48	1.35	1.38
Standard error	0.05	0.08	0.07	0.08	0.07	0.07	0.08	0.05	0.17	0.06	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 322

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Options for in person airline support****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	711 35%e	382 35%	323 36%	67 32%	108 32%	94 29%	126 38%e	133 41%xde	182 39%e	66 39%	28 35%	78 35%	59 36%	62 36%	55 37%	28 30%	73 39%	88 34%	98 35%	62 36%	16 28%	458 36%	253 34%
1st most important	109 5%	59 5%	49 5%	17 8%	15 4%	16 5%	19 6%	17 5%	25 5%	6 3%	1 2%	12 5%	10 6%	15 8%	6 4%	6 7%	9 5%	20 8%	12 4%	10 6%	1 2%	66 5%	43 6%
2nd most important	121 6%e	71 6%	49 5%	10 5%	16 5%	10 3%	27 8%e	22 7%e	36 8%e	11 7%	7 9%	10 5%	10 6%	7 4%	9 6%	6 6%	13 7%	17 7%	15 5%	12 7%	4 6%	67 5%	54 7%
3rd most important	148 7%co	80 7%	65 7%	2 1%	29 9%c	24 7%c	23 7%c	31 10%c	39 8%c	14 8%o	2 3%	19 9%o	13 8%o	8 4%	11 8%	1 2%	23 12%xmogt	16 6%	27 10%mo	11 6%	2 3%	97 8%	51 7%
4th most important	146 7%e	74 7%	72 8%	8 4%	23 7%	16 5%	25 7%	26 8%	48 10%xe	15 9%	6 8%	18 8%	8 5%	11 6%	13 9%	9 10%	12 6%	14 6%	17 6%	19 11%q	3 5%	101 8%	44 6%
5th most important	188 9%	98 9%	89 10%	29 14%h	25 7%	29 9%	32 10%	37 12%dh	35 7%	19 12%	10 13%	18 8%	18 11%	22 13% s	16 11%	5 6%	15 8%	20 8%	26 10%	10 6%	7 11%	127 10%	61 8%
Not mentioned	1294 65%g	722 65%	566 64%	144 68%	231 68%g	233 71%xfgh	209 62%	188 59%	290 61%	102 61%	52 65%	143 65%	105 64%	113 64%	91 63%	66 70%	116 61%	173 66%	179 65%	112 64%	42 72%	810 64%	484 66%
Mean	3.26qv	3.21	3.32	3.34	3.26	3.33	3.19	3.33	3.17	3.47q	3.61	3.26	3.24	3.30	3.44	3.05	3.15	2.96	3.32	3.12	3.60	3.34xv	3.10
Standard deviation	1.41	1.41	1.41	1.72	1.34	1.45	1.41	1.38	1.32	1.32	1.38	1.37	1.48	1.61	1.35	1.51	1.30	1.49	1.35	1.34	1.45	1.39	1.42
Standard error	0.05	0.07	0.08	0.31	0.12	0.14	0.13	0.11	0.10	0.16	0.31	0.15	0.19	0.21	0.19	0.27	0.15	0.15	0.14	0.17	0.30	0.07	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 323

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Options for in person airline support****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	711 35%b	231 39%xb	481 34%	343 36%	368 35%	88 33%	624 36%	38 29%	29 37%	664 35%	47 42%	383 34%	328 37%	315 37%	396 34%
1st most important	109 5%	35 6%	74 5%	57 6%	52 5%	18 7%	91 5%	10 8%	4 5%	99 5%	10 9%	54 5%	55 6%	49 6%	60 5%
2nd most important	121 6%en	39 7%	82 6%	55 6%	66 6%	9 3%	112 6%xe	5 4%	5 7%	116 6%	5 5%	71 6%	50 6%	66 8%xn	55 5%
3rd most important	148 7%b	55 9%xb	93 7%	69 7%	79 8%	17 6%	131 8%	9 7%	7 9%	138 7%	10 9%	82 7%	66 7%	60 7%	88 8%
4th most important	146 7%	50 9%	95 7%	74 8%	71 7%	19 7%	127 7%	9 7%	3 3%	136 7%	9 8%	75 7%	71 8%	65 8%	81 7%
5th most important	188 9%g	51 9%	137 10%	89 9%	99 9%	25 9%	163 9%	5 4%	10 13%g	175 9%	12 11%	101 9%	87 10%	76 9%	112 10%
Not mentioned	1294 65%a	359 61%	935 66%xa	622 64%	672 65%	181 67%	1113 64%	91 71%	48 63%	1228 65%	65 58%	736 66%	558 63%	527 63%	767 66%
Mean	3.26	3.18	3.29	3.24	3.27	3.26	3.25	2.83	3.34	3.26	3.19	3.25	3.26	3.17	3.33
Standard deviation	1.41	1.36	1.43	1.42	1.40	1.49	1.40	1.41	1.47	1.40	1.48	1.39	1.43	1.41	1.41
Standard error	0.05	0.09	0.07	0.08	0.07	0.16	0.06	0.23	0.28	0.05	0.22	0.07	0.08	0.08	0.07

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 324

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**  
**- Options for in person airline support**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	711 35%aci	206 31%	343 38%a	228 32%	329 38%c	289 32%	258 37%i	624 35%	87 37%	470 35%	241 37%
1st most important	109 5%	31 5%	45 5%	41 6%	47 5%	48 5%	38 5%	95 5%	14 6%	73 5%	36 5%
2nd most important	121 6%	32 5%	60 7%	37 5%	60 7%	47 5%	42 6%	110 6%	11 5%	85 6%	36 6%
3rd most important	148 7%	42 6%	78 9%	50 7%	70 8%	61 7%	56 8%	133 8%	15 6%	106 8%	42 7%
4th most important	146 7%g	45 7%	67 7%	44 6%	71 8%	55 6%	53 8%	130 7%	16 7%	86 6%	60 9% 9% xg
5th most important	188 9%e	57 9%	93 10%	56 8%	82 9%	78 9%	70 10%	156 9%	32 14% xe	121 9%	67 10%
Not mentioned	1294 65%	456 69% xb	568 62%	493 68% xd	543 62%	615 68% xj	432 63%	1147 65%	147 63%	882 65%	412 63%
Mean	3.26	3.32	3.30	3.16	3.24	3.24	3.30	3.23	3.46	3.20	3.36
Standard deviation	1.41	1.41	1.38	1.43	1.38	1.43	1.40	1.39	1.49	1.41	1.41
Standard error	0.05	0.10	0.07	0.09	0.08	0.08	0.09	0.06	0.16	0.07	0.09

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 325

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Options for online airline support****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	513	322	185	63	105	79	107	61	98	47	21	56	35	55	33	29	47	74	68	32	17	292	220
	26%bghsu	29%xb	21%	30%g	31%xegh	24%	32%xegh	19%	21%	28%	26%	25%	21%	31%ls	22%	31%ss	25%	28%ss	24%	19%	29%	23%	30%xu
1st most important	55	33	22	9	16	9	4	5	13	3	2	6	4	6	3	1	8	8	8	3	3	35	21
	3%f	3%	2%	4%	5%xf	3%	1%	1%	3%	2%	3%	3%	2%	3%	2%	1%	4%	3%	3%	2%	6%	3%	3%
2nd most important	99	68	27	14	21	15	22	10	18	5	5	13	8	10	5	7	9	14	14	7	3	52	47
	5%bgu	6%xb	3%	7%	6%g	5%	6%g	3%	4%	3%	7%	6%	5%	6%	3%	7%	5%	5%	5%	4%	5%	4%	6%xu
3rd most important	88	49	38	13	14	15	16	14	15	11	4	11	6	11	7	4	4	11	12	5	1	47	41
	4%u	4%	4%	6%	4%	5%	5%	4%	3%	6%	6%	5%	4%	6%p	5%	4%	2%	4%	4%	3%	2%	4%	6%
4th most important	129	76	53	17	27	12	30	15	27	15	4	11	9	16	9	4	17	25	11	4	5	67	62
	6%esu	7%	6%	8%	8%e	4%	9%xeg	5%	6%	9%rs	5%	5%	6%	9%rs	6%	4%	9%rs	9%xrs	4%	2%	9%ss	5%	8%xu
5th most important	141	96	45	9	27	28	35	18	25	13	5	15	8	12	9	13	10	16	23	14	3	92	49
	7%b	9%xb	5%	4%	8%	9%	10%xcgh	6%	5%	8%	6%	7%	5%	7%	6%	14%xxklnpq	5%	6%	8%	8%	6%	7%	7%
Not mentioned	1492	781	704	148	234	248	229	260	374	120	59	165	129	120	114	65	142	187	209	141	42	975	517
	74%adv	71%	79%xa	70%	69%	76%df	68%	81%xcdf	79%xdf	72%	74%	75%	79%em	69%	78%	69%	75%	72%	76%	81%xmoq	71%	77%xv	70%
Mean	3.39	3.41	3.38	3.03	3.27	3.46	3.66xd	3.53	3.34	3.65	3.22	3.28	3.31	3.31	3.44	3.81	3.24	3.38	3.37	3.57	3.15	3.44	3.33
Standard deviation	1.35	1.38	1.32	1.29	1.43	1.43	1.23	1.29	1.38	1.20	1.37	1.37	1.34	1.31	1.34	1.33	1.43	1.30	1.44	1.45	1.50	1.40	1.29
Standard error	0.06	0.08	0.10	0.24	0.13	0.15	0.12	0.15	0.14	0.17	0.35	0.18	0.23	0.18	0.26	0.26	0.22	0.14	0.18	0.25	0.31	0.08	0.09

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 326

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Options for online airline support**

**Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	513	138	375	247	265	93	420	49	21	474	38	279	234	242	271
	26%fin	23%	26%	26%	26%	34%xf	24%	38%x	28%	25%	34%	25%	26%	29%xn	23%
1st most important	55	14	42	31	25	9	46	6	2	47	8	26	30	23	32
	3%i	2%	3%	3%	2%	3%	3%	5%	2%	3%	7%xi	2%	3%	3%	3%
2nd most important	99	28	71	48	51	19	80	11	5	93	6	54	45	51	48
	5%n	5%	5%	5%	5%	7%	5%	8%	6%	5%	6%	5%	5%	6%	4%
3rd most important	88	23	65	39	49	21	67	12	5	79	9	42	46	38	50
	4%fi	4%	5%	4%	5%	8%xf	4%	9%x	6%	4%	8%	4%	5%	4%	4%
4th most important	129	36	93	64	65	22	107	11	5	123	6	80	49	61	67
	6%	6%	7%	7%	6%	8%	6%	9%	6%	6%	5%	7%	5%	7%	6%
5th most important	141	38	103	66	76	21	120	8	5	132	8	77	65	68	73
	7%	6%	7%	7%	7%	8%	7%	6%	7%	7%	7%	7%	7%	8%	6%
Not mentioned	1492	451	1041	717	775	176	1316	80	55	1418	74	840	652	599	893
	74%egm	77%	74%	74%	74%	66%	76%xe	62%	72%	75%x	66%	75%	74%	71%	77%xm
Mean	3.39	3.41	3.39	3.35	3.44	3.30	3.42	3.09	3.32	3.42	3.01	3.46	3.32	3.41	3.38
Standard deviation	1.35	1.34	1.36	1.38	1.33	1.30	1.36	1.30	1.30	1.34	1.45	1.32	1.39	1.35	1.36
Standard error	0.06	0.11	0.07	0.09	0.08	0.14	0.07	0.20	0.28	0.06	0.24	0.08	0.09	0.09	0.08

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 327

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Options for online airline support**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	513 26%	167 25%	231 25%	203 28%	216 25%	241 27%	173 25%	454 26%	59 25%	355 26%	158 24%
1st most important	55 3%	13 2%	26 3%	18 3%	22 3%	20 2%	21 3%	51 3%	4 2%	35 3%	21 3%
2nd most important	99 5%	40 6%	40 4%	43 6%	41 5%	53 6%	30 4%	86 5%	13 6%	76 6%	23 4%
3rd most important	88 4%	28 4%	39 4%	44 6%xd	31 4%	48 5%	28 4%	79 4%	9 4%	60 4%	28 4%
4th most important	129 6%	36 5%	66 7%	45 6%	58 7%	52 6%	46 7%	113 6%	16 7%	90 7%	39 6%
5th most important	141 7%	49 7%	59 7%	53 7%	64 7%	67 7%	48 7%	126 7%	16 7%	95 7%	47 7%
Not mentioned	1492 74%	495 75%	680 75%	518 72%	656 75%	663 73%	518 75%	1317 74%	175 75%	996 74%	496 76%
Mean	3.39	3.40	3.40	3.35	3.46	3.39	3.41	3.39	3.43	3.38	3.43
Standard deviation	1.35	1.34	1.34	1.31	1.36	1.32	1.37	1.36	1.30	1.34	1.39
Standard error	0.06	0.10	0.09	0.09	0.09	0.09	0.10	0.06	0.18	0.07	0.11

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 328

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Availability of disability support staff****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	227	142	82	32	61	39	30	26	39	24	13	19	20	31	14	9	17	39	30	5	5	125	102
	11%bghsu	13%xb	9%	15%gh	18%xefgh	12%	9%	8%	8%	14% <sub>s</sub>	16% <sub>s</sub>	9% <sub>s</sub>	12% <sub>s</sub>	18% <sub>xkps</sub>	9% <sub>s</sub>	10% <sub>s</sub>	9% <sub>s</sub>	15% <sub>ks</sub>	11% <sub>s</sub>	3%	9% <sub>s</sub>	10%	14% <sub>xu</sub>
1st most important	48	32	16	10	12	7	8	3	7	1	1	3	7	8	3	3	3	9	8	1	1	24	24
	2%gu	3%	2%	5%g	3%g	2%	2%	1%	2%	1%	1%	1%	4% <sub>is</sub>	4% <sub>is</sub>	2%	4%	1%	3%	3%	1%	2%	2%	3%
2nd most important	37	23	14	4	10	9	5	3	5	4	1	6	2	5	2	-	4	8	2	1	2	21	16
	2%	2%	2%	2%	3%g	3%	2%	1%	1%	2%	2%	3%	1%	3%	1%	-	2%	3% <sub>r</sub>	1%	1%	3% <sub>r</sub>	2%	2%
3rd most important	50	32	18	6	16	5	5	6	12	4	2	4	5	8	-	2	4	8	8	2	2	28	21
	2%	3%	2%	3%	5% <sub>xefg</sub>	2%	1%	2%	2%	2%	3%	2%	3%	4% <sub>n</sub>	-	3%	2%	3% <sub>n</sub>	3%	1%	3% <sub>n</sub>	2%	3%
4th most important	38	21	15	2	7	9	6	6	7	7	4	4	1	4	3	2	1	4	9	-	-	27	12
	2%	2%	2%	1%	2%	3%	2%	2%	2%	4% <sub>ps</sub>	5% <sub>ps</sub>	2%	1%	2%	2%	2%	*	2%	3% <sub>s</sub>	-	-	2%	2%
5th most important	54	33	20	9	17	9	5	8	7	9	5	2	5	6	5	2	6	10	4	1	-	25	29
	3%u	3%	2%	4%	5% <sub>xfh</sub>	3%	1%	3%	2%	5% <sub>krs</sub>	6% <sub>ks</sub>	1%	3%	3%	4%	2%	3%	4% <sub>ks</sub>	1%	1%	-	2%	4% <sub>xu</sub>
Not mentioned	1778	961	807	179	278	288	306	295	433	143	67	201	143	144	132	85	172	222	246	168	53	1143	635
	89% <sub>admv</sub>	87%	91% <sub>xa</sub>	85%	82%	88% <sub>d</sub>	91% <sub>d</sub>	92% <sub>xcd</sub>	92% <sub>xcd</sub>	86%	84%	91% <sub>mq</sub>	88%	82%	91%	90%	91% <sub>m</sub>	85%	89%	97% <sub>xijklm</sub>	91%	90% <sub>xv</sub>	86%
Mean	3.07	3.01	3.12	2.85	3.12	3.06	2.83	3.52	3.03	3.74	3.76	2.79	2.80	2.84	3.40	2.79	3.19	2.98	2.98	2.81	2.10	3.07	3.06
Standard deviation	1.46	1.47	1.45	1.62	1.47	1.46	1.48	1.37	1.37	1.26	1.33	1.23	1.65	1.46	1.70	1.64	1.52	1.51	1.41	1.45	0.87	1.40	1.54
Standard error	0.10	0.13	0.16	0.42	0.18	0.22	0.28	0.24	0.24	0.28	0.42	0.27	0.37	0.26	0.51	0.52	0.38	0.25	0.25	0.65	0.31	0.12	0.16

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 329

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Availability of disability support staff****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	227 11%bdfk	87 15%xb	140 10%	129 13%xd	98 9%	60 22%xf	168 10%	28 21%x	13 17%	210 11%	17 15%	98 9%	129 15%yk	89 11%	139 12%
1st most important	48 2%bfbk	22 4%xb	26 2%	26 3%	21 2%	13 5%xf	35 2%	9 7%x	3 4%	45 2%	3 2%	14 1%	34 4%yk	15 2%	33 3%
2nd most important	37 2%fn	12 2%	25 2%	22 2%	15 1%	12 4%xf	25 1%	4 3%	3 4%	34 2%	3 3%	19 2%	18 2%	23 3%xn	14 1%
3rd most important	50 2%bf	21 4%b	28 2%	27 3%	23 2%	12 4%f	38 2%	6 5%	1 1%	46 2%	4 3%	23 2%	27 3%	15 2%	35 3%
4th most important	38 2%	15 3%	23 2%	21 2%	18 2%	7 3%	32 2%	3 3%	4 5%k	36 2%	2 2%	20 2%	18 2%	14 2%	24 2%
5th most important	54 3%fk	16 3%	38 3%	33 3%	21 2%	16 6%xf	38 2%	5 4%	2 2%	49 3%	5 4%	23 2%	31 4%	21 3%	33 3%
Not mentioned	1778 89%acegl	503 85%	1275 90%xa	836 87%	942 91%xc	209 78%	1569 90%xe	101 79%	64 83%	1682 89%	95 85%	1020 91%xl	758 85%	753 89%	1025 88%
Mean	3.07	2.91	3.16	3.10	3.02	3.05	3.07	2.72	2.90	3.04	3.24	3.21	2.96	3.05	3.08
Standard deviation	1.46	1.45	1.47	1.48	1.45	1.52	1.45	1.52	1.48	1.46	1.49	1.37	1.52	1.44	1.48
Standard error	0.10	0.15	0.13	0.13	0.15	0.21	0.11	0.30	0.45	0.10	0.39	0.14	0.14	0.15	0.13

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 330

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Availability of disability support staff**

**Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	227 11%bdj	96 14%xb	78 9%	101 14%xd	65 7%	121 13%xj	56 8%	206 12%	21 9%	156 12%	71 11%
1st most important	48 2%bd	19 3%	15 2%	22 3%bd	11 1%	26 3%	11 2%	44 2%	4 2%	32 2%	16 2%
2nd most important	37 2%	17 3%	13 1%	20 3%bd	11 1%	21 2%	9 1%	32 2%	5 2%	27 2%	10 1%
3rd most important	50 2%bdj	28 4%xb	12 1%	22 3%bd	13 1%	30 3%xj	9 1%	47 3%	3 1%	33 2%	17 3%
4th most important	38 2%	15 2%	17 2%	16 2%	13 2%	19 2%	12 2%	38 2%	1 *	25 2%	13 2%
5th most important	54 3%bd	16 2%	21 2%	21 3%	16 2%	25 3%	14 2%	46 3%	9 4%	39 3%	15 2%
Not mentioned	1778 89%aci	566 86%	832 91%xa	620 86%	808 93%xc	783 87%	635 92%xi	1565 88%	213 91%	1196 88%	582 89%
Mean	3.07	2.92	3.21	2.95	3.19	2.96	3.15	3.04	3.28	3.08	3.03
Standard deviation	1.46	1.36	1.49	1.44	1.44	1.42	1.48	1.44	1.66	1.47	1.45
Standard error	0.10	0.14	0.17	0.15	0.17	0.13	0.19	0.10	0.35	0.12	0.17

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 331

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Other****Base: All respondents**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Top five mention	10 1%b	9 1%xb	1 *	-	-	2 1%	1 *	3 1%	5 1%	1 1%	-	3 1%	1 1%	2 1%	1 1%	-	1 *	-	1 *	1 1%	-	5 *	5 1%
1st most important	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2nd most important	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3rd most important	2 *	2 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-	-	-	1 *	-	1 *	-	-	-	2 *
4th most important	5 *	4 *	1 *	-	-	1 *	1 *	1 *	2 *	1 1%	-	2 1%	-	-	1 1%	-	-	-	-	1 1%	-	3 *	2 *
5th most important	4 *	4 *	-	-	-	-	-	1 *	3 1% x	-	-	2 1%	1 1%	2 1%	-	-	-	-	-	-	-	2 *	2 *
Not mentioned	1995 99%a	1094 99%	888 100%xa	211 100%	339 100%	325 99%	334 100%	319 99%	467 99%	167 99%	80 100%	217 99%	163 99%	174 99%	145 99%	94 100%	188 100%	261 100%	276 100%	172 99%	58 100%	1262 100%	733 99%
Mean	4.22	4.25	4.00	-	-	3.50	4.00	4.01	4.66	4.00	-	4.50	5.00	5.00	4.00	-	3.00	-	3.00	4.00	-	4.45	3.97
Standard deviation	0.75	0.78	-	-	-	-	-	1.02	0.53	-	-	0.60	-	-	-	-	-	-	-	-	-	0.55	0.91
Standard error	0.25	0.28	-	-	-	-	-	0.59	0.31	-	-	0.42	-	-	-	-	-	-	-	-	-	0.25	0.46

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 332

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?****- Other****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Top five mention	10 1%b	6 1%	4 *	5 *	6 1%	-	10 1%	-	1 1%	10 1%	-	9 1%	2 *	7 1%	3 *
1st most important	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2nd most important	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3rd most important	2 *	2 *	-	-	2 *	-	2 *	-	-	2 *	-	2 *	-	2 *	-
4th most important	5 *	3 *	2 *	3 *	2 *	-	5 *	-	1 1%	5 *	-	5 *	-	3 *	2 *
5th most important	4 *	2 *	2 *	2 *	2 *	-	4 *	-	-	4 *	-	2 *	2 *	2 *	2 *
Not mentioned	1995 99%	583 99%	1411 100%x	960 100%	1034 99%	269 100%	1726 99%	129 100%	76 99%	1881 99%	112 100%	1110 99%	885 100%	835 99%	1160 100%
Mean	4.22	3.99	4.54	4.36	4.12	-	4.22	-	4.00	4.22	-	4.08	5.00	4.11	4.46
Standard deviation	0.75	0.83	0.57	0.54	0.92	-	0.75	-	-	0.75	-	0.73	-	0.83	0.59
Standard error	0.25	0.37	0.28	0.27	0.41	-	0.25	-	-	0.25	-	0.26	-	0.34	0.34

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 333

**Q26. What are the most important pieces of information you want to receive when notified about a same-day cancellation?**

**- Other**

**Base: All respondents**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Top five mention	10 1%	4 1%	4 *	2 *	6 1%	5 1%	4 1%	10 1%	1 *	8 1%	3 *
1st most important	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
2nd most important	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
3rd most important	2 *	- -	2 *	- -	2 *	- -	2 *	1 *	1 *	1 *	1 *
4th most important	5 *	2 *	1 *	1 *	3 *	3 *	1 *	5 *	- -	3 *	2 *
5th most important	4 *	2 *	2 *	1 *	2 *	2 *	2 *	4 *	- -	4 *	- -
Not mentioned	1995 99%	657 99%	906 100%	719 100%	867 99%	898 99%	687 99%	1761 99%	233 100%	1344 99%	650 100%
Mean	4.22	4.60	3.97	4.43	3.98	4.47	3.97	4.33	3.00	4.42	3.72
Standard deviation	0.75	0.56	1.01	-	0.82	0.55	1.01	0.68	-	0.75	0.56
Standard error	0.25	0.32	0.50	-	0.37	0.28	0.50	0.24	-	0.31	0.32

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 334

**Q27. If it is necessary to rebook your flight, what is your preferred method of doing so?****Base: All respondents**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Airline website / in-app rebooking support	999 50%hmo	550 50%	445 50%	115 55%h	196 58%xgh	197 60%xgh	183 55%h	153 48%h	155 33%	91 54%mo	43 54%	113 52%	77 47%	73 42%	66 45%	37 39%	98 52%	132 51%	146 53%mo	87 50%	36 61%mmo	617 49%	381 52%
In person	828 41%dev	448 41%	372 42%	75 36%	107 32%	110 34%	131 39%h	145 45%de	261 55%xcdefg	64 38%	27 34%	91 42%	78 48%q	76 43%	69 47%q	51 54%xijkpq rst	77 41%	94 36%	111 40%	69 40%	20 34%	562 44%xv	266 36%
Airline telephone rebooking service	168 8%u	99 9%	67 8%	21 10%	36 11%efg	20 6%	21 6%	20 6%	49 10%eg	9 5%	10 12%	13 6%	7 4%	26 15%xi klmnop rt	11 7%	6 6%	14 7%	33 13%xi klr	19 7%	16 9%	3 5%	80 6%	87 12%xu
Other	11 1%	6 1%	5 1%	- -	- -	- -	- -	3 1%h	7 2%xdef	3 2%h	- -	2 1%	2 1%	- -	- -	- -	- -	2 1%	1 *	1 *	- -	7 1%	3 *

Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 335

**Q27. If it is necessary to rebook your flight, what is your preferred method of doing so?****Base: All respondents**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Airline website / in- app rebooking support	999 50%ajln	270 46%	729 51%xa	460 48%	539 52%	145 54%	854 49%	67 52%	47 61%x	969 51%xj	28 25%	606 54%xl	392 44%	451 54%xn	548 47%
In person	828 41%beikm	277 47%xb	551 39%	413 43%	415 40%	86 32%	743 43%xe	45 35%	24 32%	762 40%	66 59%xi	430 38%	398 45%xx	317 38%	511 44%xm
Airline telephone rebooking service	168 8%afik	37 6%	131 9%xa	87 9%	81 8%	38 14%xf	129 7%	16 13%	5 7%	150 8%	18 16%xi	78 7%	89 10%xx	66 8%	101 9%
Other	11 1%	6 1%	5 *	5 1%	6 1%	- -	11 1%	- -	- -	11 1%	- -	4 *	6 1%	7 1%	3 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 336

**Q27. If it is necessary to rebook your flight, what is your preferred method of doing so?****Base: All respondents**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Airline website / in-app rebooking support	999 50%bhj	348 53%b	426 47%	374 52%	415 48%	465 51%j	312 45%	876 49%	122 52%	710 53%xh	288 44%
In person	828 41%acgi	236 36%	414 45%xa	266 37%	390 45%xc	339 37%	323 47%xi	726 41%	102 44%	520 38%	308 47%cxg
Airline telephone rebooking service	168 8%f	72 11%xb	67 7%	77 11%xd	62 7%	95 10%x	52 8%	159 9%xf	9 4%	113 8%	54 8%
Other	11 1%	6 1%	4 *	3 *	6 1%	6 1%	4 1%	10 1%	1 *	8 1%	2 *

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 337

**Q28. If in person support is not available, what is your preferred method of rebooking your flight?****Base: All preferring to rebook in person**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	830	449	373	35	119	123	125	174	254	64	22	93	76	75	63	55	79	102	105	68	28	576	254
Weighted Base	828	448	372	75*	107	110	131	145	261	64*	27**	91*	78*	76*	69*	51*	77*	94*	111*	69*	20**	562	266
Airline website / in-app rebooking support	580 70%hi	301 67%	273 73%	62 83%h	85 79% xgh	80 73%h	97 74%h	100 69%	156 60%	35 54%	14 51%	65 72% i	57 73% i	52 69%	51 73% i	38 76% i	58 74% i	66 70% i	76 69%	52 75% i	15 75%	397 71%	183 69%
Airline telephone rebooking service	240 29% d	141 32%	96 26%	13 17%	22 21%	30 27%	34 26%	42 29%	99 38% xcdef	29 45% xxklmnop	13 49%	26 28%	20 26%	24 31%	18 25%	12 23%	20 26%	25 27%	33 30%	15 22%	5 25%	160 28%	80 30%
Other	9 1%	5 1%	3 1%	- -	- -	- -	- -	3 2%	5 2%	1 1%	- -	- -	1 1%	- -	1 1%	1 1%	- -	2 2%	2 1%	2 3%	- -	6 1%	3 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolute/col percents

Table 338

**Q28. If in person support is not available, what is your preferred method of rebooking your flight?**

**Base: All preferring to rebook in person**

	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers		
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	830	275	555	402	428	80	750	42	24	766	64	434	396	320	510
Weighted Base	828	277	551	413	415	86*	743	45*	24**	762	66*	430	398	317	511
Airline website / in-app rebooking support	580 70% <sup>j</sup>	184 66%	396 72%	292 71%	287 69%	65 76%	515 69%	35 78%	15 63%	551 72% <sup>xj</sup>	28 43%	320 74% <sup>xl</sup>	259 65%	232 73%	348 68%
Airline telephone rebooking service	240 29% <sup>ik</sup>	88 32%	152 28%	116 28%	124 30%	21 24%	219 30%	10 22%	9 37%	205 27%	35 53% <sup>xi</sup>	105 24%	135 34% <sup>xk</sup>	84 26%	156 31%
Other	9 1% <sup>bi</sup>	6 2% <sup>b</sup>	3 *	5 1%	4 1%	- -	9 1%	- -	- -	6 1%	2 3%	5 1%	4 1%	2 1%	7 1%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 339

**Q28. If in person support is not available, what is your preferred method of rebooking your flight?****Base: All preferring to rebook in person**

	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline		
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	830	236	416	266	393	339	325	732	98	516	314
Weighted Base	828	236	414	266	390	339	323	726	102*	520	308
Airline website / in-app rebooking support	580 70%	158 67%	296 71%	184 69%	275 71%	229 67%	228 71%	508 70%	72 70%	370 71%	210 68%
Airline telephone rebooking service	240 29%	77 33%	110 27%	82 31%	107 27%	110 33%	87 27%	214 29%	26 26%	149 29%	91 30%
Other	9 1%eg	- -	8 2%xa	- -	7 2%c	- -	7 2%xi	5 1%	4 4%xe	1 *	7 2%yg

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 340

**Q29. 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**

	Gender			Age						Region											Disruption type		
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
NET: Completely/ Quite aware	1047	630	408	127	218	184	173	126	218	87	46	108	74	109	74	54	97	157	140	73	28	553	494
	52%bghsu	57%xb	46%	60%gh	64%xefgh	56%gh	52%g	39%	46%	52%	57%	49%	45%	62%xxklrst	51%	58%ss	51%	60%xxklrs	51%	42%	48%	44%	67%xu
NET: Vaguely/ Completely unaware	958	473	481	84	121	143	162	195	253	80	34	112	89	67	72	40	92	104	137	100	30	715	243
	48%admqv	43%	54%xa	40%	36%	44%d	48%d	61%xcdef	54%xcde	48%	43%	51%mq	55%mq	38%	49%	42%	49%	40%	49%mq	58%xmqq	52%mm	56%xv	33%
Quite aware - I have a good understanding of my rights	845	484	354	82	157	142	149	113	202	74	36	85	58	79	62	39	83	119	118	67	26	476	369
	42%gu	44%	40%	39%	46%g	43%g	44%g	35%	43%g	44%	45%	39%	35%	45%	42%	41%	44%	45%	43%	39%	44%	38%	50%xu
Vaguely aware - I have limited knowledge of my rights	838	426	410	63	110	121	144	175	224	75	24	96	78	59	62	34	86	91	122	84	26	622	216
	42%acdemqv	39%	46%xa	30%	32%	37%	43%cd	55%xcdefh	47%xcde	45%mq	31%	43%	48%jmq	33%	42%	37%	46%mq	35%	44%mq	48%jmq	45%	49%xv	29%
Completely aware - I am fully informed about my rights as a traveller	202	146	54	44	61	42	25	13	16	13	10	23	16	30	12	15	15	39	21	6	2	77	125
	10%bghsu	13%xb	6%	21%xfgh	18%xfgh	13%xfgh	7%h	4%	3%	8%	13%ss	10%ss	10%ss	17%xinprst	8%	16%xiprst	8%	15%xiprst	8%	3%	4%	6%	17%xu
Completely unaware - I have no knowledge of my rights	120	48	71	21	12	22	17	19	30	5	10	17	11	8	10	5	6	13	15	16	4	93	27
	6%adv	4%	8%xa	10%d	3%	7%	5%	6%	6%	3%	12%ip	8%p	7%	5%	7%	6%	3%	5%	5%	9%ip	7%	7%xv	4%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 341

**Q29. 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**

	Disability			Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
	Total (x)	Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
NET: Completely/ Quite aware	1047 52%afj	253 43%	794 56%xa	521 54%	526 51%	181 67%xf	866 50%	84 65%x	49 63%	1008 53%xj	38 34%	603 54%	444 50%	457 54%	590 51%
NET: Vaguely/ Completely unaware	958 48%begi	336 57%xb	622 44%	443 46%	515 49%	88 33%	870 50%xe	45 35%	28 37%	883 47%	74 66%xi	516 46%	442 50%	385 46%	573 49%
Quite aware - I have a good understanding of my rights	845 42%ajm	215 36%	630 45%xa	416 43%	429 41%	109 41%	736 42%	51 39%	36 47%	812 43%xj	34 30%	487 44%	358 40%	379 45%xn	466 40%
Vaguely aware - I have limited knowledge of my rights	838 42%begi	285 48%xb	553 39%	381 39%	457 44%	79 29%	759 44%xe	38 29%	25 33%	777 41%	59 53%xi	462 41%	376 42%	349 42%	488 42%
Completely aware - I am fully informed about my rights as a traveller	202 10%afj	38 7%	164 12%xa	105 11%	97 9%	72 27%xf	130 7%	33 26%x	13 16%	197 10%xj	4 4%	116 10%	86 10%	78 9%	124 11%
Completely unaware - I have no knowledge of my rights	120 6%bikm	51 9%xb	69 5%	63 7%	57 6%	9 3%	111 6%	7 5%	3 4%	106 6%	15 13%xi	53 5%	67 8%xx	36 4%	85 7%xm

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 342

**Q29. 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**

	Satisfaction with Initial Comms			Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
	Total (x)	NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
NET: Completely/ Quite aware	1047 52%bdfhj	431 65%xb	394 43%	481 67%xd	365 42%	580 64%xj	276 40%	967 55%xf	80 34%	733 54%xh	314 48%
NET: Vaguely/ Completely unaware	958 48%acegi	230 35%	517 57%xa	240 33%	508 58%xc	324 36%	415 60%xi	804 45%	154 66%xe	619 46%	339 52%kg
Quite aware - I have a good understanding of my rights	845 42%bdfj	321 49%xb	337 37%	370 51%xd	300 34%	455 50%xj	226 33%	776 44%xf	69 29%	588 44%	257 39%
Vaguely aware - I have limited knowledge of my rights	838 42%acei	213 32%	438 48%xa	228 32%	427 49%xc	301 33%	345 50%xi	723 41%	114 49%xe	545 40%	293 45%
Completely aware - I am fully informed about my rights as a traveller	202 10%bdfj	110 17%xb	56 6%	111 15%xd	65 7%	124 14%xj	50 7%	190 11%xf	12 5%	145 11%	57 9%
Completely unaware - I have no knowledge of my rights	120 6%acei	17 3%	79 9%xa	12 2%	81 9%xc	23 3%	70 10%xi	81 5%	39 17%xe	74 5%	46 7%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 343

**Q30. 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**

	Gender			Age						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellat ion (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
Airline customer service	1316 66%del	742 67%	570 64%	125 59%	194 57%	187 57%	218 65%de	232 72%xcdef	360 76%xcdef	111 66%	55 68%	145 66%	92 56%	104 59%	89 61%	66 70%l	125 66%	177 68%l	190 69%l	130 75%xlmnt	33 56%	854 67%xv	462 63%
The Civil Aviation Authority (CAA)	830 41%bcu	502 45%xb	321 36%	46 22%	130 38%c	145 44%c	156 47%xcd	134 42%c	219 46%xcd	54 32%	37 46%	107 49%xins	72 44%i	68 39%	52 36%	43 46%i	76 40%	115 44%i	112 41%	64 37%	31 53%ximns	485 38%	346 47%xu
An alternative dispute resolution scheme (e.g. AviationADR, CEDR)	525 26%bcdu	335 30%xb	182 21%	30 14%	70 21%	91 28%cd	106 32%xcd	82 26%cd	146 31%xcd	41 25%	26 32%	47 21%	40 24%	40 23%	44 30%	26 27%	49 26%	91 35%xiklmr st	69 25%	42 24%	10 17%	293 23%	232 31%xu
The Money Saving Expert (Martin Lewis)	376 19%cv	197 18%	178 20%	23 11%	55 16%	65 20%cd	64 19%	58 18%	110 23%xcd	34 20%	12 15%	33 15%	26 16%	26 15%	26 18%	19 20%	40 21%	47 18%	59 21%	37 22%	16 27%km	255 20%xv	121 16%
Social media	189 9%ghsu	97 9%	88 10%	36 17%xfgh	49 15%xfgh	52 16%xfgh	24 7%h	14 4%	13 3%	22 13%st	7 9%	23 11%	11 6%	15 8%	10 7%	8 8%	15 8%	35 14%xls	30 11%st	9 5%	4 7%	94 7%	95 13%xu
Other	26 1%bd	20 2%xb	6 1%	-	-	4 1%cd	3 1%	5 1%cd	15 3%xdf	3 2%	-	3 1%	-	3 2%	-	2 2%	4 2%	1 1%	7 2%	2 1%	1 1%	16 1%	10 1%
None of the above	249 12%aghqv	111 10%	138 15%xa	39 19%gh	51 15%gh	40 12%	46 14%	29 9%	44 9%	18 11%	10 12%	27 12%q	31 19%xoqs	29 16%q	16 11%	8 8%	27 14%q	18 7%	41 15%q	18 10%	7 12%	177 14%xv	72 10%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 344

**Q30. 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**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
Airline customer service	1316 66%hl	393 67%	923 65%	620 64%	696 67%	162 60%	1153 66%	86 66%	40 52%	1250 66%	65 58%	765 68%xl	551 62%	564 67%	752 65%
The Civil Aviation Authority (CAA)	830 41%djl	242 41%	588 42%	426 44%xd	405 39%	98 36%	732 42%	45 35%	36 47%	795 42%xj	35 32%	491 44%xl	339 38%	338 40%	493 42%
An alternative dispute resolution scheme (e.g. AviationADR, CEDR)	525 26%	157 27%	368 26%	256 27%	269 26%	69 26%	457 26%	32 25%	21 27%	494 26%	31 28%	306 27%	220 25%	231 27%	294 25%
The Money Saving Expert (Martin Lewis)	376 19%	118 20%	258 18%	167 17%	209 20%	46 17%	330 19%	24 18%	17 22%	353 19%	23 21%	213 19%	163 18%	157 19%	219 19%
Social media	189 9%f	59 10%	129 9%	89 9%	100 10%	38 14%xf	151 9%	22 12%	9 17%xx	183 10%	6 5%	118 11%	71 8%	77 9%	112 10%
Other	26 1%l	10 2%	17 1%	13 1%	13 1%	2 1%	24 1%	- -	2 3%	26 1%	- -	21 2%xl	5 1%	13 2%	13 1%
None of the above	249 12%k	81 14%	168 12%	122 13%	128 12%	29 11%	221 13%	13 10%	7 10%	231 12%	17 15%	124 11%	125 14%	106 13%	143 12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## **CAA Travel Disruption Communications**

### **Online Fieldwork: 14th - 21st March 2025**

Absolutes/col percents

Table 345

**Q30. 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**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
Airline customer service	1316 66%dfj	470 71%xb	576 63%	516 72%xd	550 63%	639 71%xj	420 61%	1189 67%xf	127 54%	867 64%	449 69%
The Civil Aviation Authority (CAA)	830 41%f	295 45%	372 41%	321 45%x	362 41%	398 44%x	279 40%	763 43%xf	68 29%	567 42%	263 40%
An alternative dispute resolution scheme (e.g. AviationADR, CEDR)	525 26%f	177 27%	241 27%	214 30%xd	210 24%	260 29%x	172 25%	486 27%xf	39 17%	361 27%	164 25%
The Money Saving Expert (Martin Lewis)	376 19%	124 19%	194 21%x	134 19%	175 20%	168 19%	140 20%	337 19%	39 17%	241 18%	135 21%
Social media	189 9%	70 11%	80 9%	73 10%	85 10%	94 10%	60 9%	167 9%	21 9%	124 9%	64 10%
Other	26 1%	6 1%	14 2%	7 1%	16 2%	7 1%	16 2%xi	24 1%	3 1%	21 2%	6 1%
None of the above	249 12%acei	50 8%	130 14%xa	50 7%	129 15%xc	69 8%	113 16%xi	193 11%	57 24%xe	174 13%	75 12%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**



# CAA Travel Disruption Communications

## Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 346  
**Q31. 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						Region												Disruption type	
	Total (x)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	Scotland (i)	North East (j)	North West (k)	Yorks/ Humber (l)	West Midlands (m)	East Midlands (n)	Wales (o)	East of England (p)	London (q)	South East (r)	South West (s)	Northern Ireland (t)	Delay (u)	Cancellation (v)
Unweighted Base	2005	1123	870	97	372	363	326	388	459	160	58	226	162	176	131	101	187	287	272	166	79	1281	724
Weighted Base	2005	1103	889	211*	339	327	335	321	472	168	80*	220	164	175	146	94*	189	261	277	173	58*	1267	738
On the day of my flight, when being notified of a disruption that has occurred	1012	535	474	68	138	146	180	176	305	91	48	106	86	75	72	41	87	119	149	101	36	690	323
	50%acdev	48%	53%xa	32%	41%	45%c	54%cde	55%cde	65%xcdefg	54%	60%m	48%	53%	43%	49%	44%	46%	45%	54%m	58%xmopq	62%mopq	54%xy	44%
While booking the flight, prior to any disruption	873	484	385	108	168	147	140	140	171	68	35	88	69	74	60	42	80	116	128	83	29	526	348
	44%hu	44%	43%	51%h	49%xfh	45%h	42%	44%h	36%	41%	44%	40%	42%	42%	41%	45%	42%	45%	46%	48%	50%	41%	47%xu
On the day of my flight, prior to any disruption	557	305	248	65	98	104	91	85	115	47	13	45	48	39	46	20	63	96	79	46	13	323	234
	28%ku	28%	28%	31%	29%	32%h	27%	27%	24%	28%	17%	21%	29%	23%	32%jk	22%	33%jkm	37%xjkm	29%k	27%	23%	26%	32%xu
During check in, prior to any disruption	528	288	233	66	111	101	91	66	94	29	16	47	48	48	44	16	55	86	80	42	17	313	215
	26%ghiu	26%	26%	31%gh	33%xgh	31%xgh	27%gh	21%	20%	17%	19%	21%	29%io	27%io	30%io	18%	29%io	33%xi	29%io	24%	29%	25%	29%xu
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	148	93	52	21	31	15	21	27	33	9	5	20	11	21	12	11	14	15	18	8	5	89	59
	7%be	8%xb	6%	10%	9%e	4%	6%	8%e	7%	5%	6%	9%	7%	12%xiqrs	8%	11%	7%	6%	6%	5%	8%	7%	8%
I'm not sure	64	31	32	7	16	14	14	7	6	5	1	9	7	4	7	3	8	10	6	4	-	44	20
	3%h	3%	4%	3%	5%h	4%h	4%h	2%	1%	3%	2%	4%	4%	3%	5%	3%	4%	4%	2%	2%	-	3%	3%

Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d/e/f/g/h - x/i/j/k/l/m/n/o/p/q/r/s/t - x/u/v  
 Overlap formulae used. \* small base

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 347

**Q31. 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**

	Total (x)	Disability		Flight origin		Currently has children under 5		Travelled with children under 5		Technological comfortability		Income		Frequent Flyers	
		Yes (a)	No (b)	Within the UK (c)	Outside of the UK (d)	Yes (e)	No (f)	Yes (g)	No (h)	More confident (i)	Less confident (j)	Higher income (k)	Lower income (l)	Yes (m)	No (n)
Unweighted Base	2005	591	1414	962	1043	263	1742	125	77	1896	107	1127	878	843	1162
Weighted Base	2005	589	1416	965	1040	269	1736	129	77*	1891	112*	1119	886	842	1163
On the day of my flight, when being notified of a disruption that has occurred	1012 50%begln	344 58%xb	669 47%	468 48%	545 52%	77 29%	936 54%xe	45 35%	38 50%	957 51%	56 50%	623 56%xl	389 44%	473 56%xn	539 46%
While booking the flight, prior to any disruption	873 44%f	266 45%	607 43%	426 44%	447 43%	133 49%	741 43%	64 50%	30 40%	834 44%	40 35%	499 45%	374 42%	349 41%	525 45%
On the day of my flight, prior to any disruption	557 28%m	182 31%	375 26%	260 27%	297 29%	70 26%	487 28%	31 24%	20 27%	523 28%	34 30%	308 28%	249 28%	197 23%	360 31%xm
During check in, prior to any disruption	528 26%fm	163 28%	365 26%	257 27%	271 26%	87 32%xf	441 25%	35 27%	25 32%	494 26%	33 30%	296 26%	232 26%	185 22%	343 29%xm
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	148 7%af	28 5%	120 8%xa	73 8%	75 7%	35 13%xf	113 6%	12 9%	4 5%	145 8%	3 3%	77 7%	72 8%	66 8%	82 7%
I'm not sure	64 3%	20 3%	44 3%	24 2%	40 4%	7 3%	57 3%	3 2%	3 4%	59 3%	3 3%	28 3%	36 4%	24 3%	40 3%

**Proportions/Mean: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j - x/k/l - x/m/n**  
**Overlap formulae used. \* small base**

## CAA Travel Disruption Communications

### Online Fieldwork: 14th - 21st March 2025

Absolutes/col percents

Table 348

**Q31. 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**

	Total (x)	Satisfaction with Initial Comms		Satisfaction with Comms Throughout		NET: Satisfaction with Comms Initial/ Throughout		Able to access to finances in a disruption		Airline	
		NET Satisfied (a)	NET Dissatisfied (b)	NET Satisfied (c)	NET Dissatisfied (d)	NET Satisfied (i)	NET Dissatisfied (j)	Yes (e)	No (f)	European (g)	Others (h)
Unweighted Base	2005	665	909	721	872	906	690	1788	217	1346	659
Weighted Base	2005	661	910	721	873	904	691	1771	234	1352	653
On the day of my flight, when being notified of a disruption that has occurred	1012 50%acgi	291 44%	521 57%xa	314 44%	520 60%xc	408 45%	409 59%xi	909 51%x	103 44%	659 49%	353 54%yg
While booking the flight, prior to any disruption	873 44%	295 45%	412 45%	323 45%	379 43%	400 44%	309 45%	760 43%	113 48%	584 43%	289 44%
On the day of my flight, prior to any disruption	557 28%e	177 27%	266 29%	194 27%	254 29%	240 27%	200 29%	475 27%	82 35%xe	387 29%	170 26%
During check in, prior to any disruption	528 26%e	179 27%	232 25%	198 28%	224 26%	249 28%	183 26%	442 25%	86 37%xe	343 25%	184 28%
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	148 7%	50 8%	65 7%	59 8%	58 7%	71 8%	47 7%	137 8%	11 5%	103 8%	45 7%
I'm not sure	64 3%adei	13 2%	25 3%	16 2%	20 2%	19 2%	18 3%	51 3%	13 6%	48 4%	17 3%

**Proportions/Means: Columns Tested (5% risk level) - x/a/b - x/c/d - x/e/f - x/g/h - x/i/j**  
**Overlap formulae used.**