



# Group Flights

Conducted by YouGov on behalf of Civil Aviation Authority

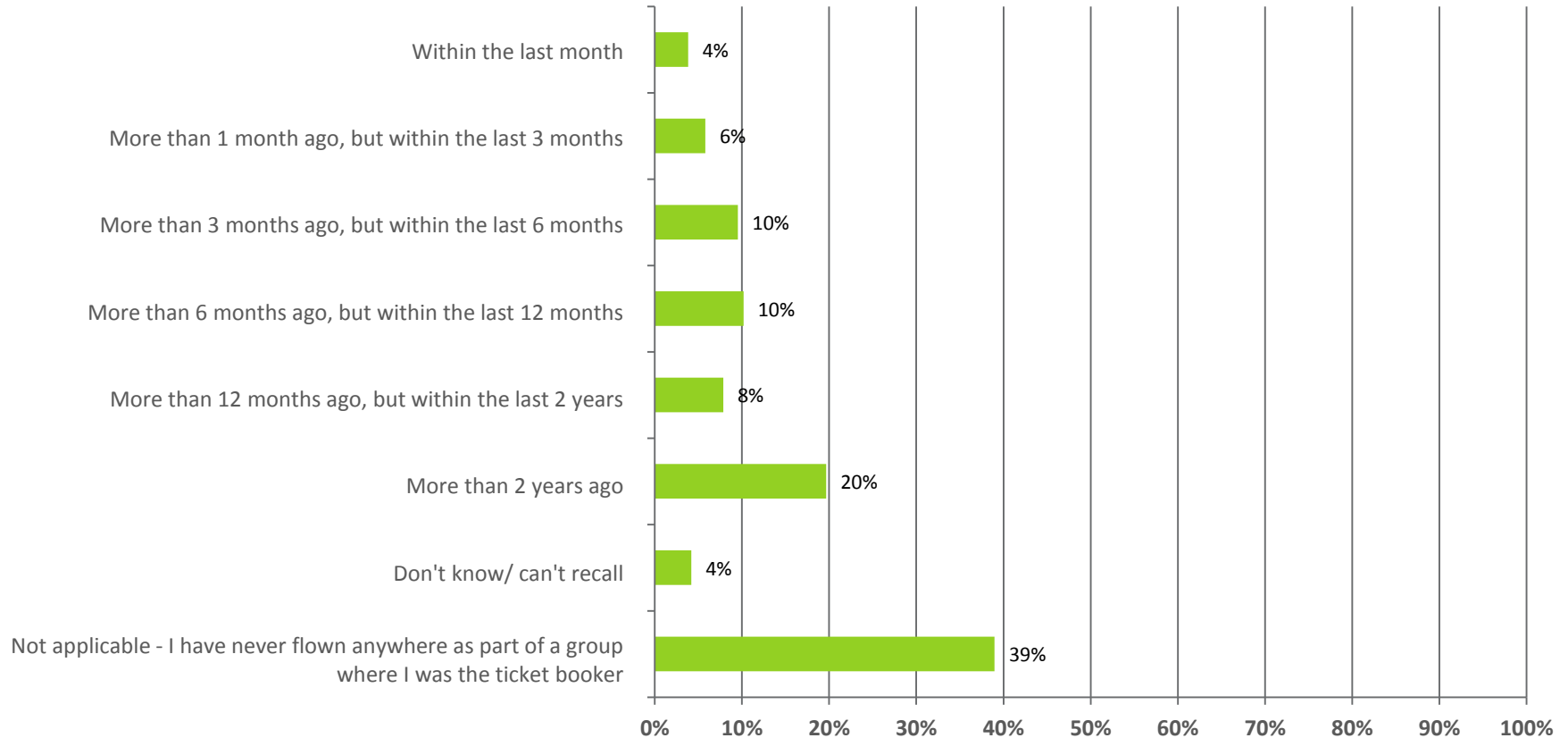
Fieldwork Dates: 28th December 2017 - 9th January 2018



# Group Flights

ACF\_Q1. For the following question, by "fly as part of a group", we mean flying anywhere (i.e. inside or out of the UK) with more than one person (e.g. with a partner, friends, family, colleagues, etc.) AND having booked the tickets together as one transaction. This can be flying for business or leisure, and includes flights booked within package holidays or on their own.

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



Base: All GB adults (14716)

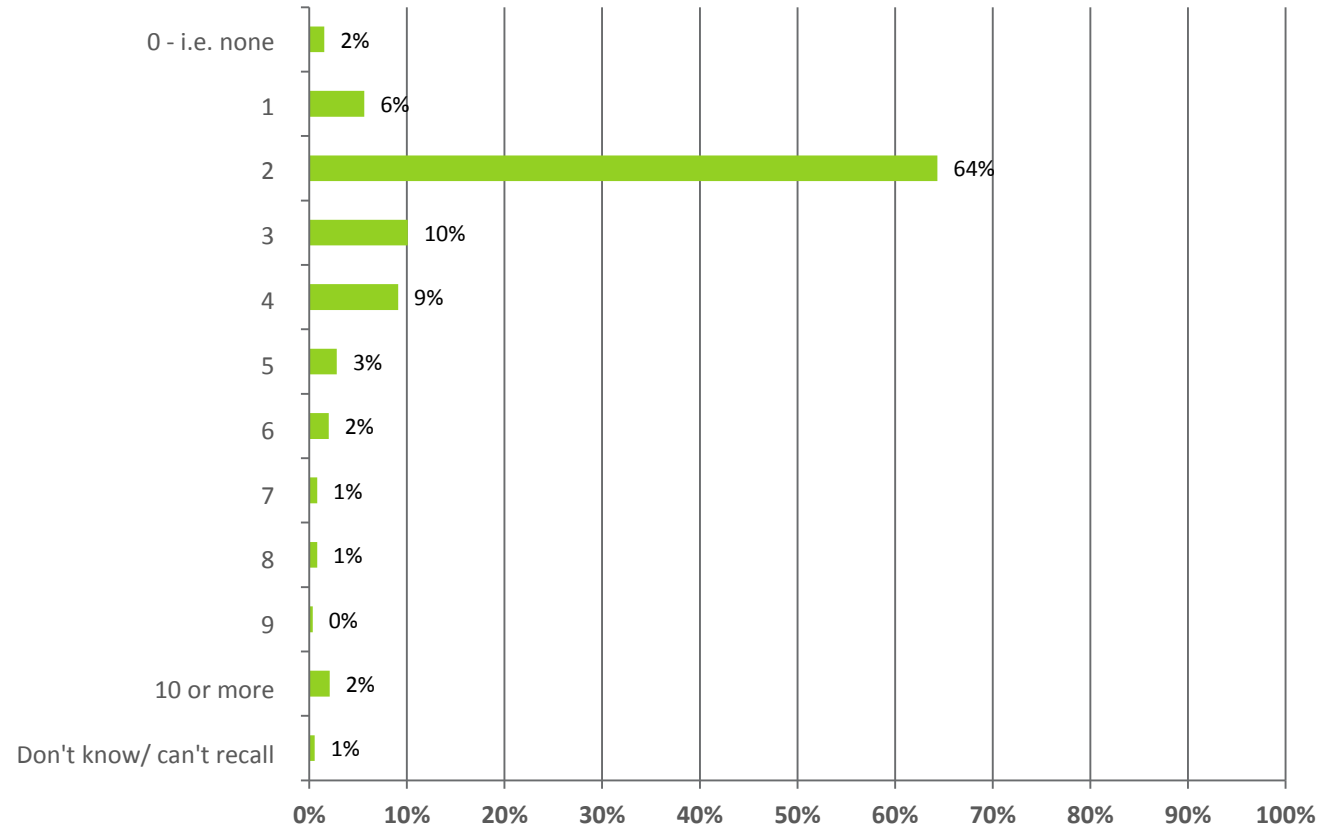


# Group Flights

ACF\_Q2\_4. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

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

- Adult(s) aged 17 years or older



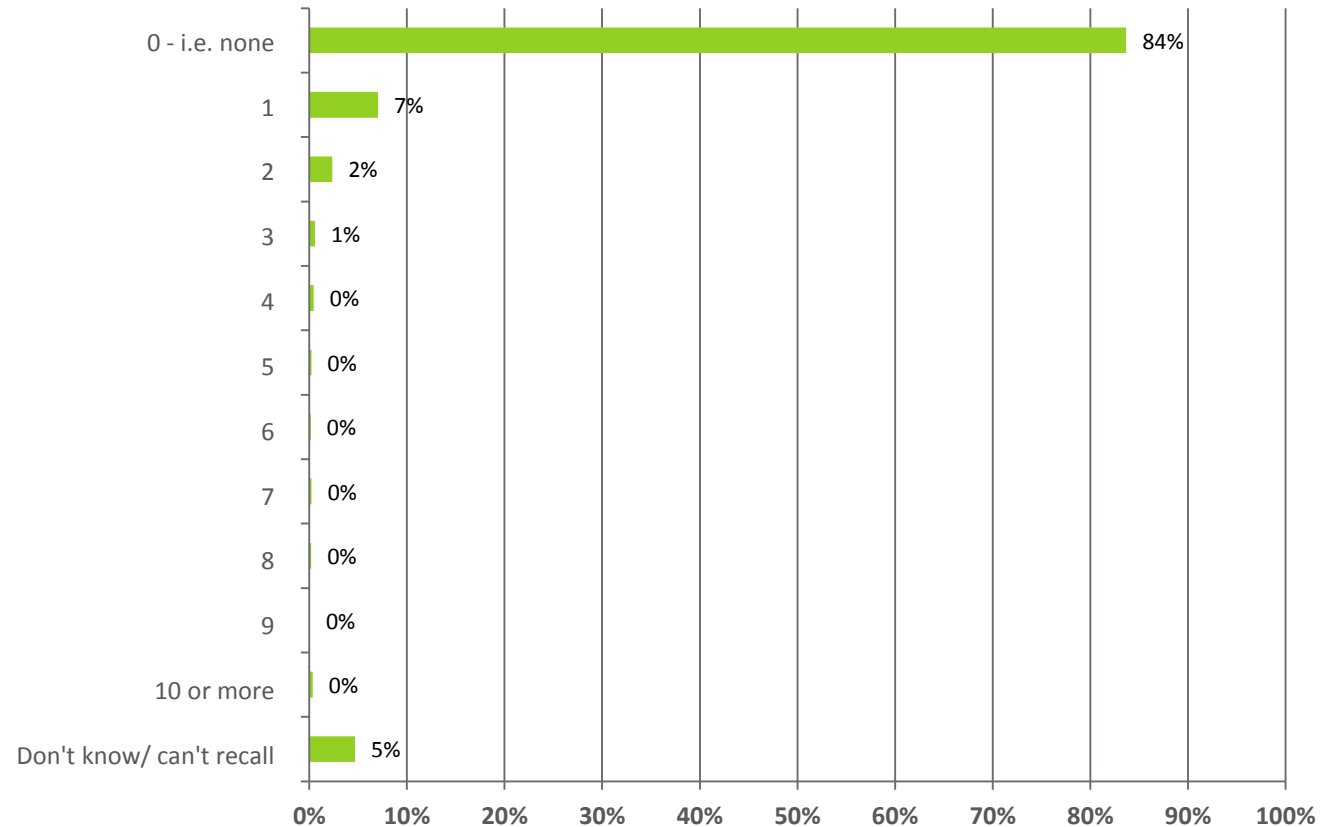
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q2\_3. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

Including yourself, how many, if any, of each of the following types of people were in the group that you booked for? (Please select one option in each column)  
- Child(ren) aged 13 to 16 years old



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

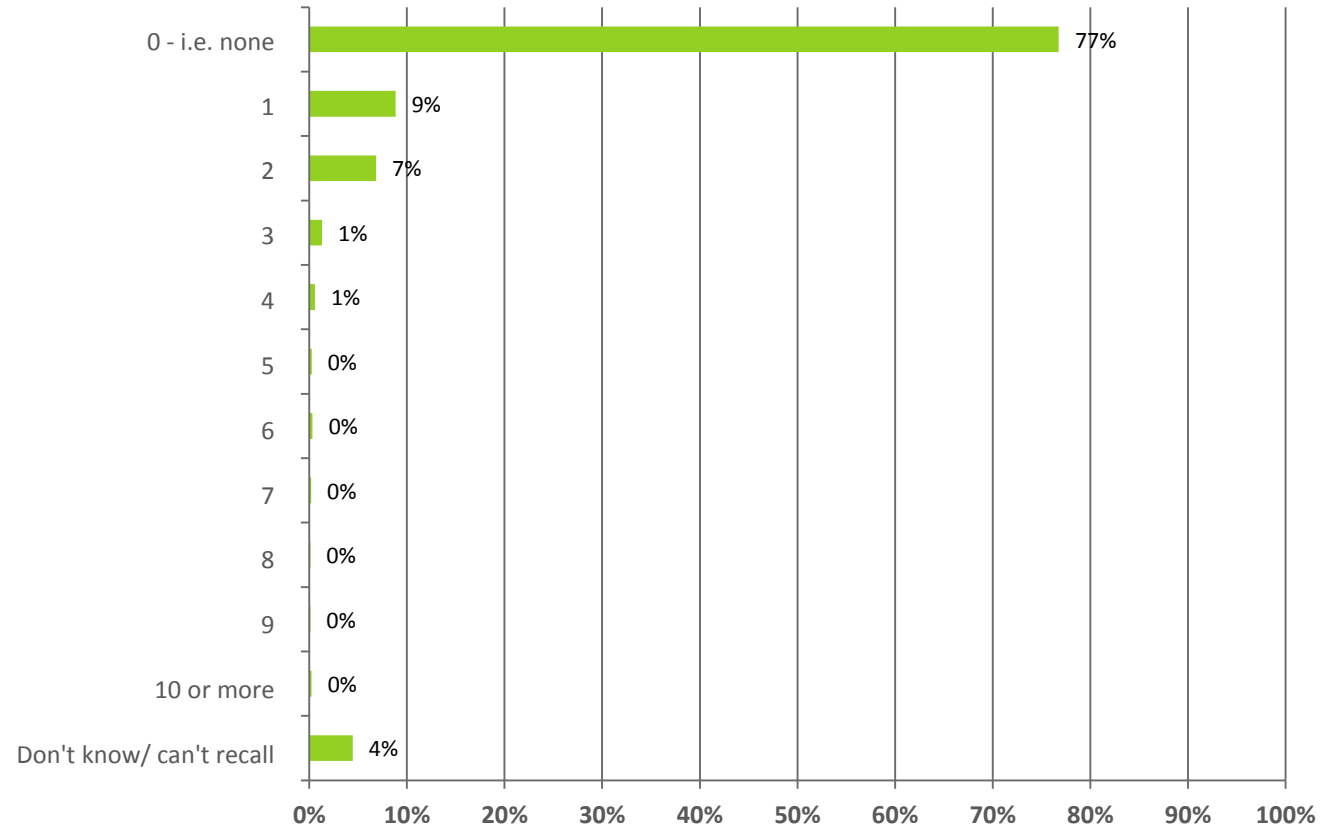


# Group Flights

ACF\_Q2\_2. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

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

- Child(ren) aged 2 to 12 years old



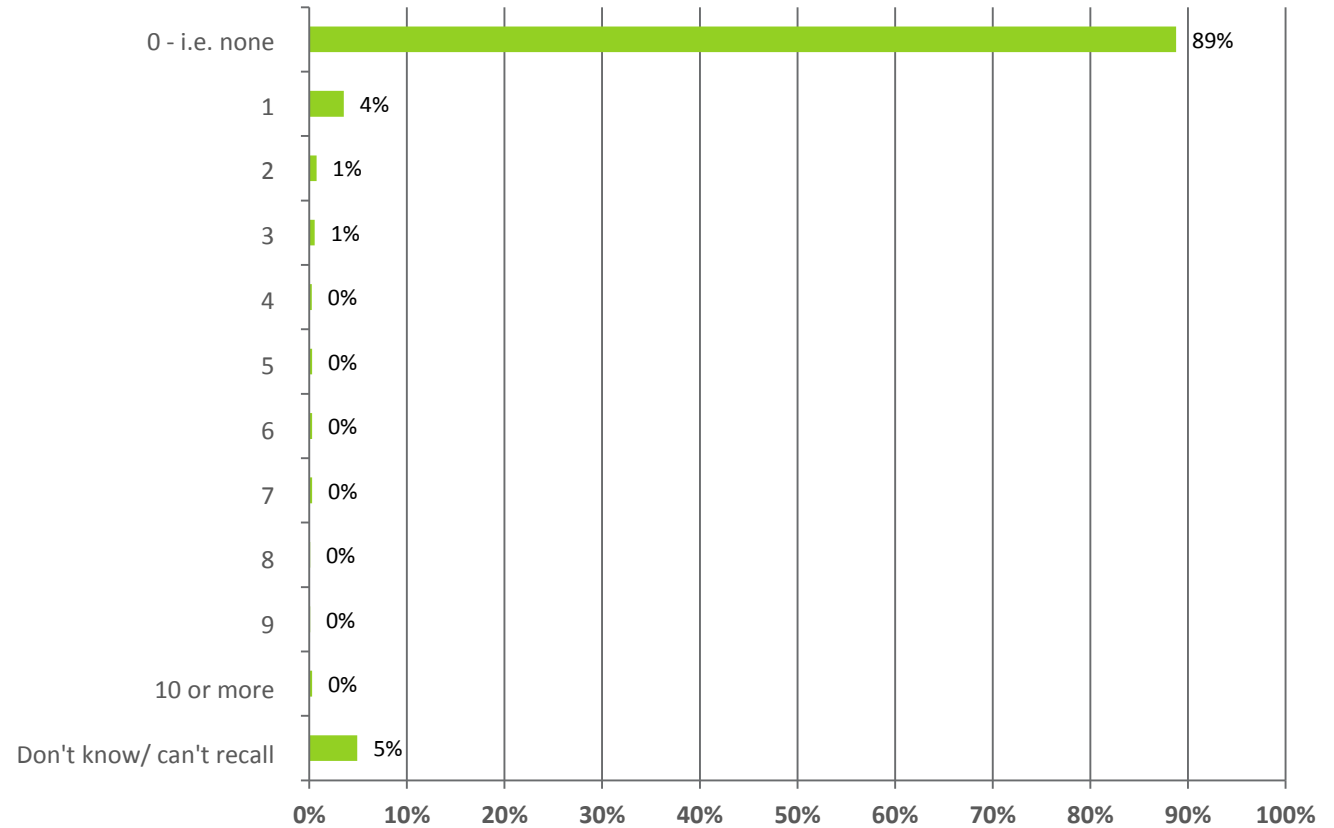
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q2\_1. For the following questions, if you have flown as part of a group where you booked the tickets on more than one occasion in the last year, please think about the MOST recent time.

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



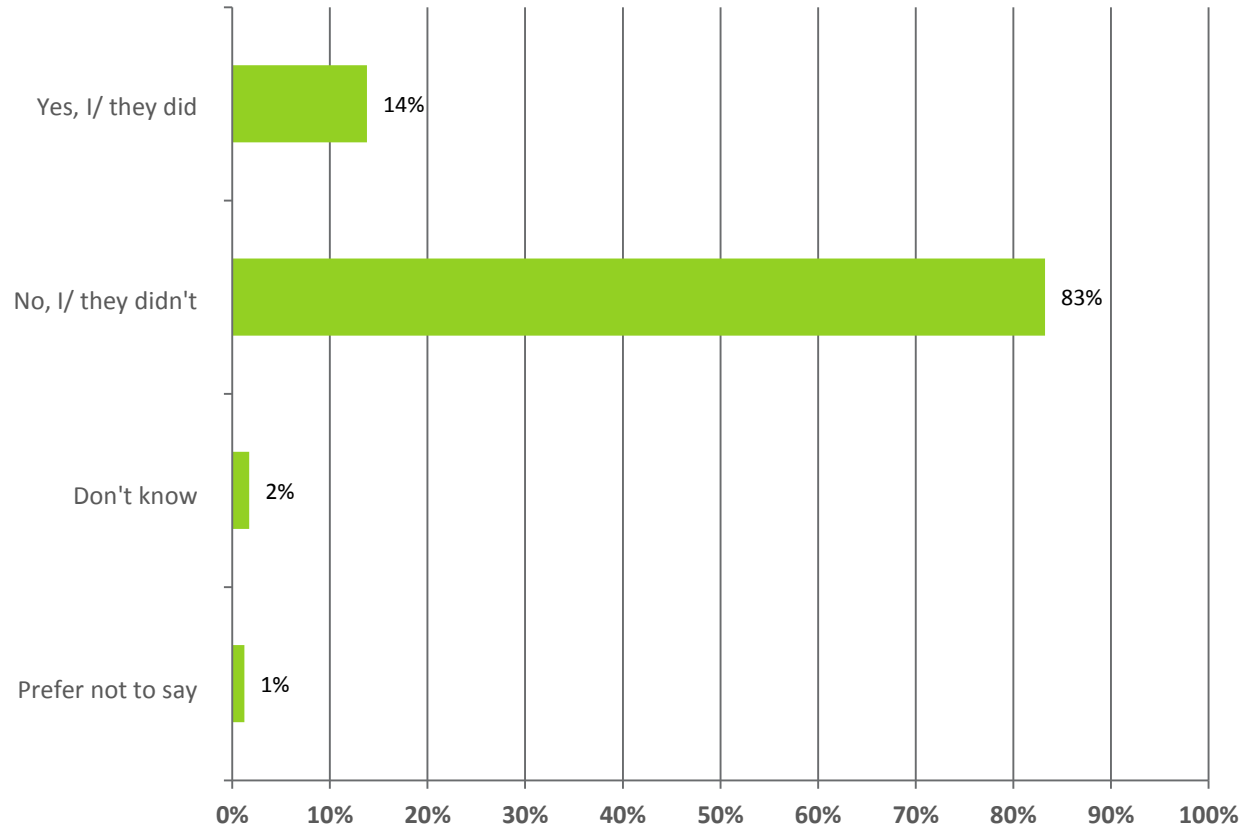
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q2b. For the following question, by "disability, health or medical condition", we mean physical conditions affecting movement, balance, vision or hearing, or non-physical disabilities or health conditions (e.g. affecting thinking, remembering, learning, communications, mental health or social relationships). It could also include temporary conditions that could be impacted by air travel, such as pregnancy or injury.

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



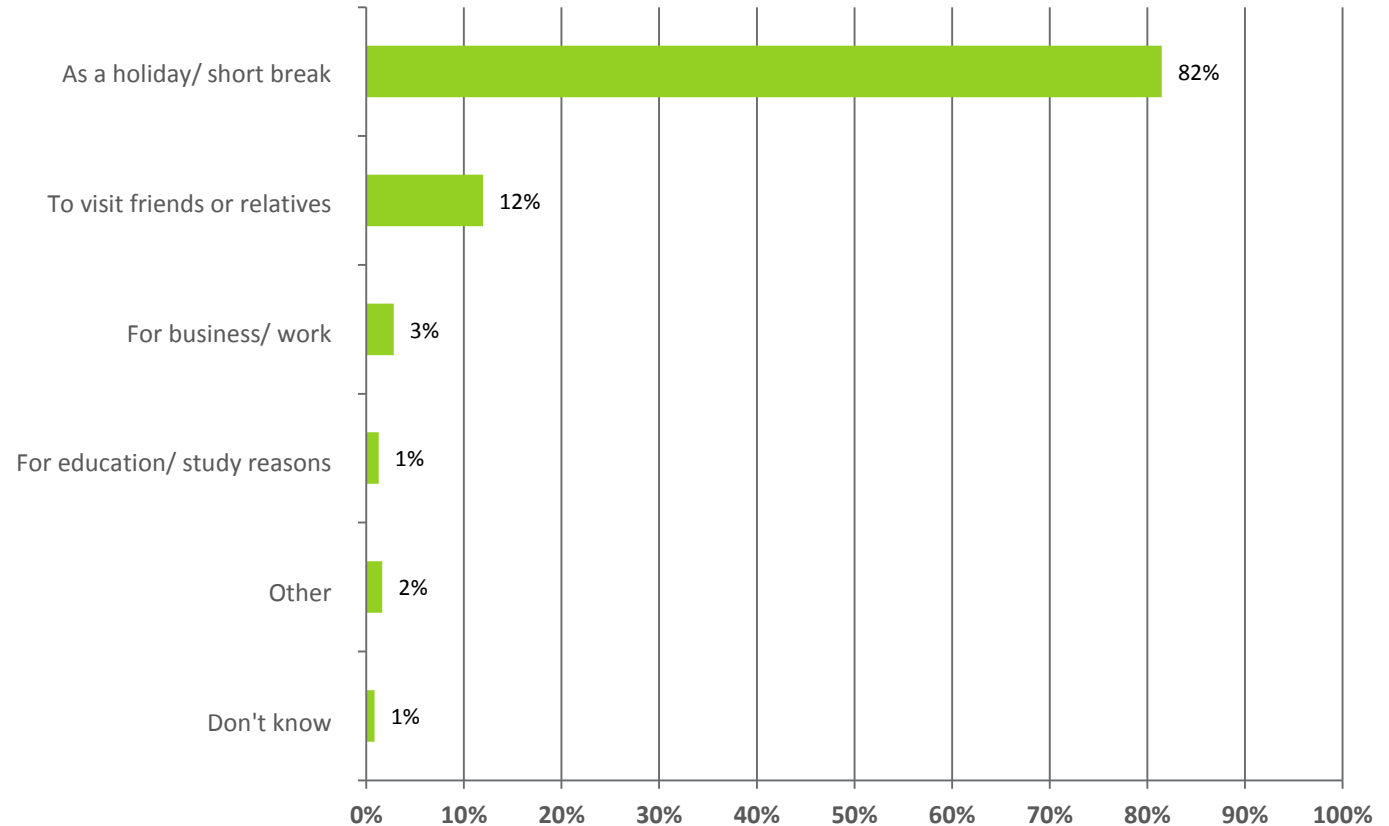
Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q3. Still thinking about the MOST recent time you flew as part of a group where you booked the tickets...

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

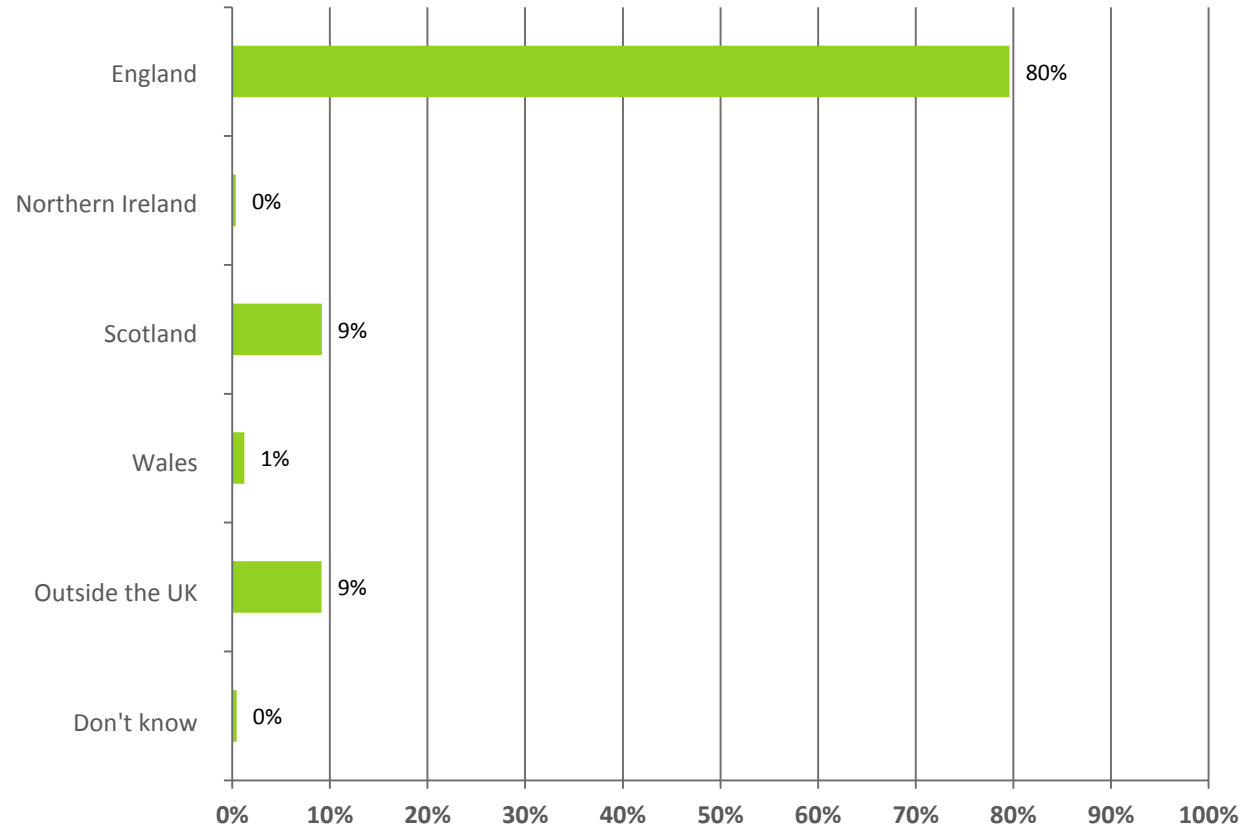


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q4a. Still thinking about the MOST recent time you flew as part of a group where you were the ticket booker. If you booked tickets for a return trip please think about the first flight you took (i.e. the outbound flight).  
From which ONE of the following places did your flight depart from?

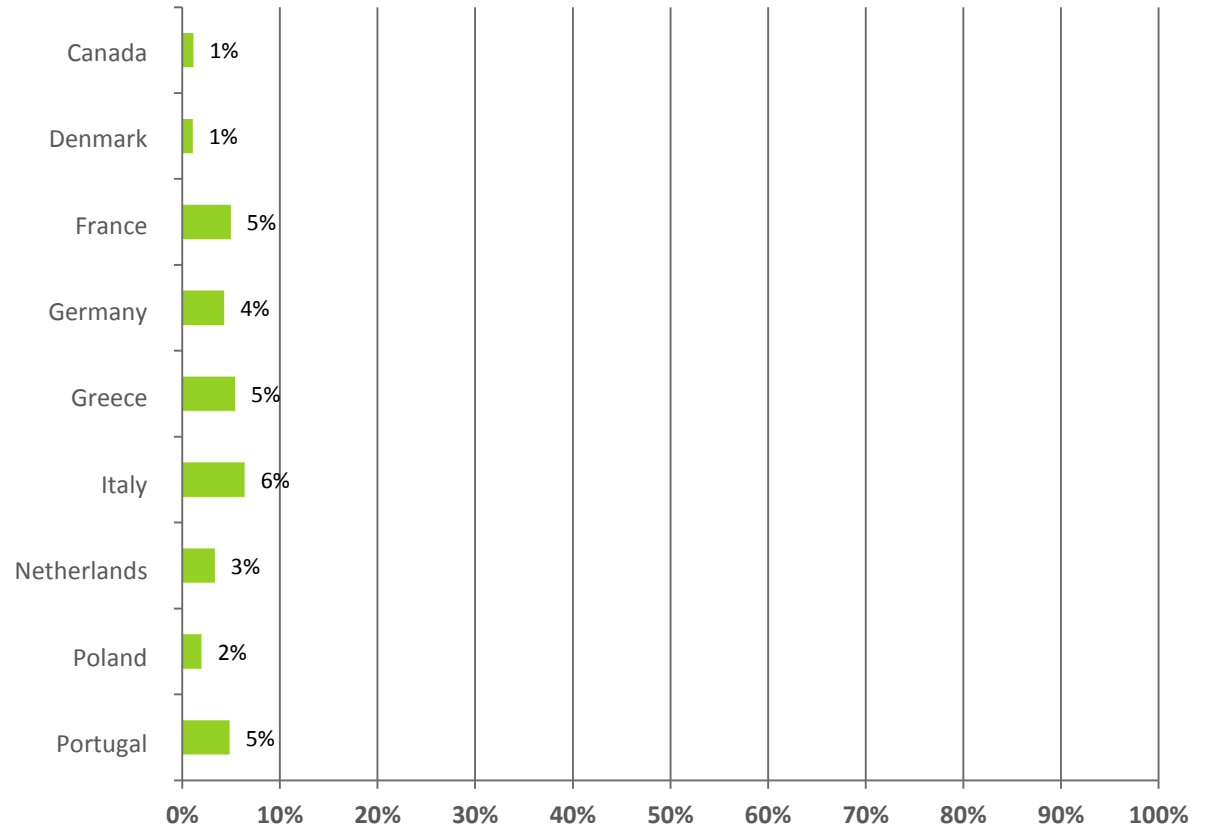


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q4b. Which ONE, if any, of the following countries/ places did you fly to (i.e. the final destination of the outbound flight)? (If your answer doesn't appear in the list, please type it in the "Other" box)

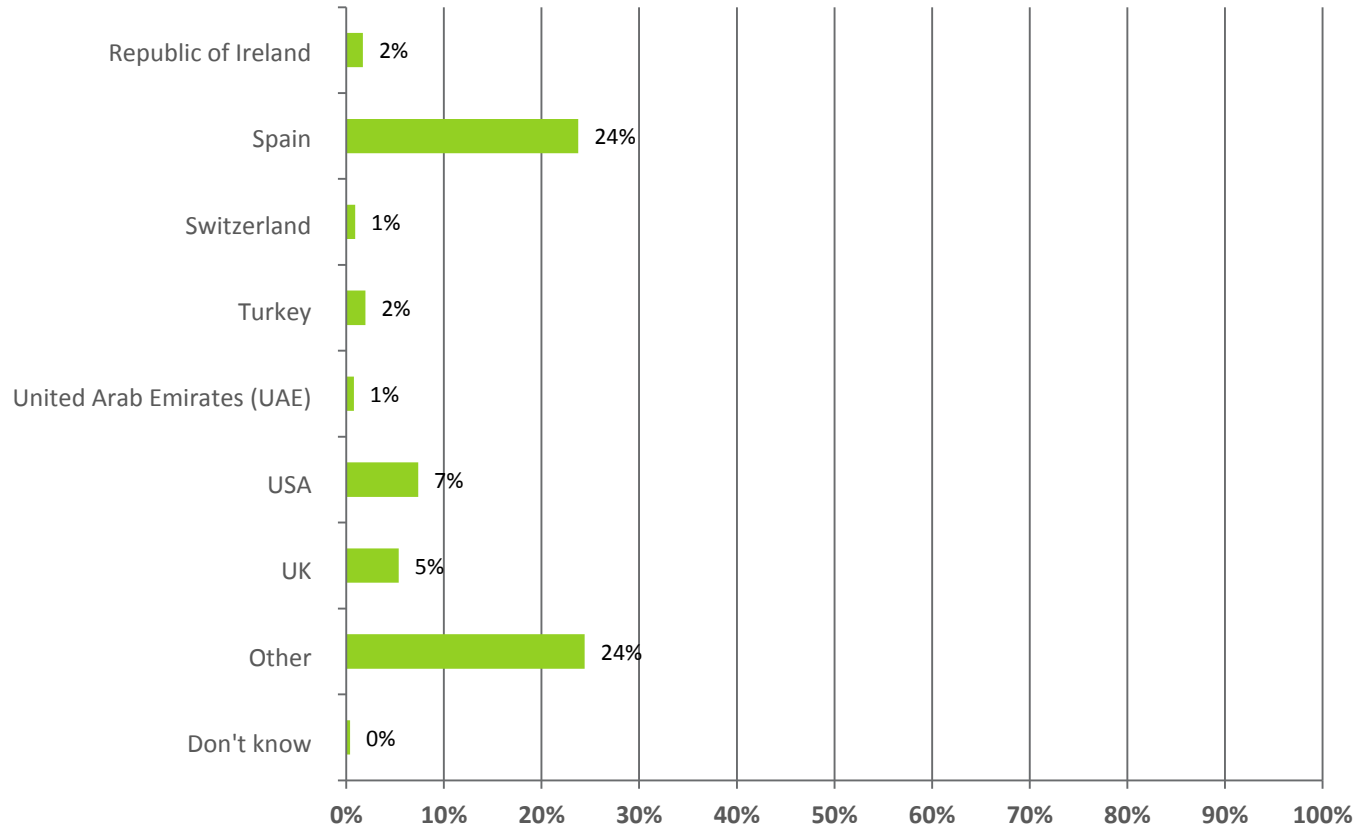


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q4b. Which ONE, if any, of the following countries/ places did you fly to (i.e. the final destination of the outbound flight)? (If your answer doesn't appear in the list, please type it in the "Other" box) (continued 2)

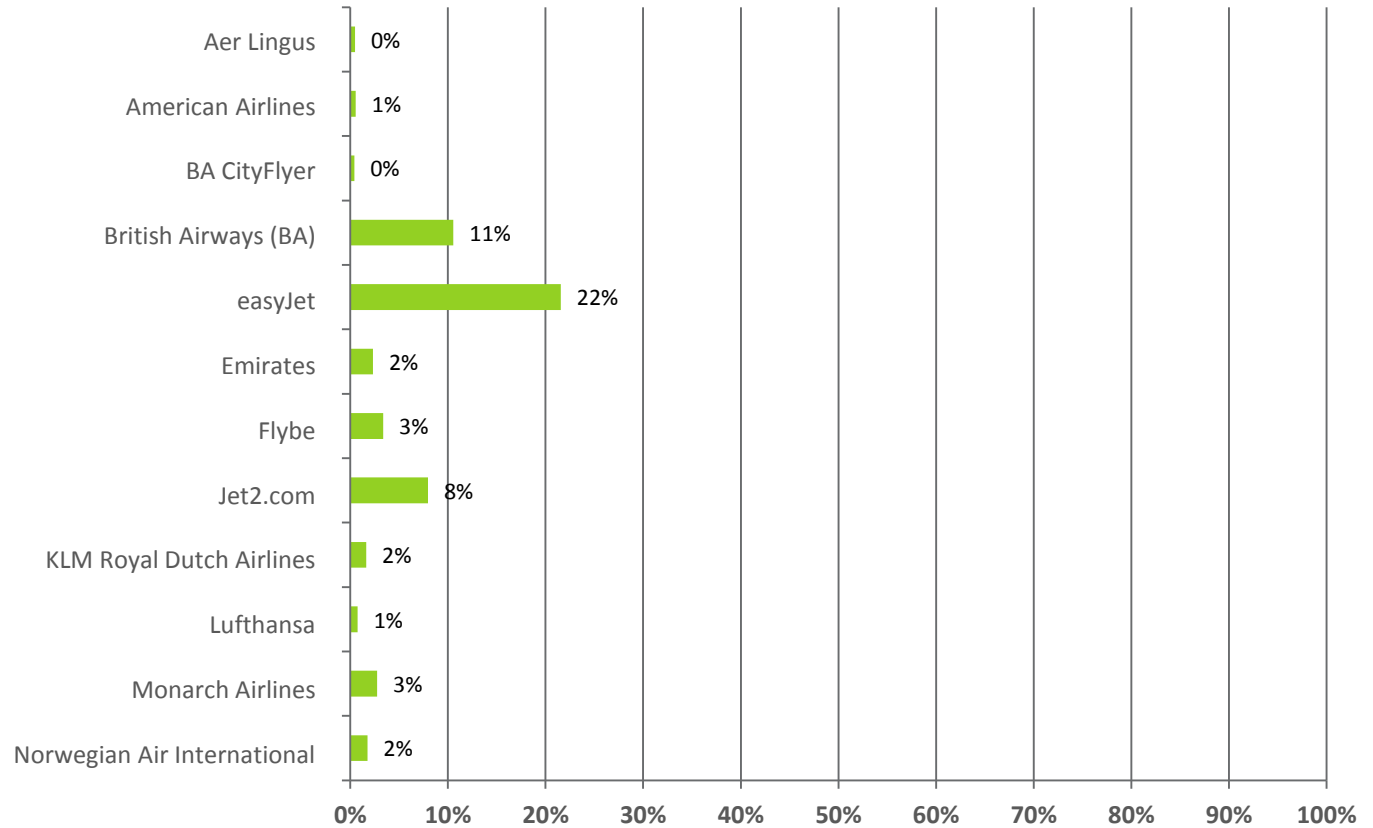


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q4c. For the following question, if you flew with more than one airline on the outbound journey, please think about the airline you flew with FIRST. Which ONE, if any, of the following airlines did you fly with? (If your answer doesn't appear in the list, please type it in the "Other" box)

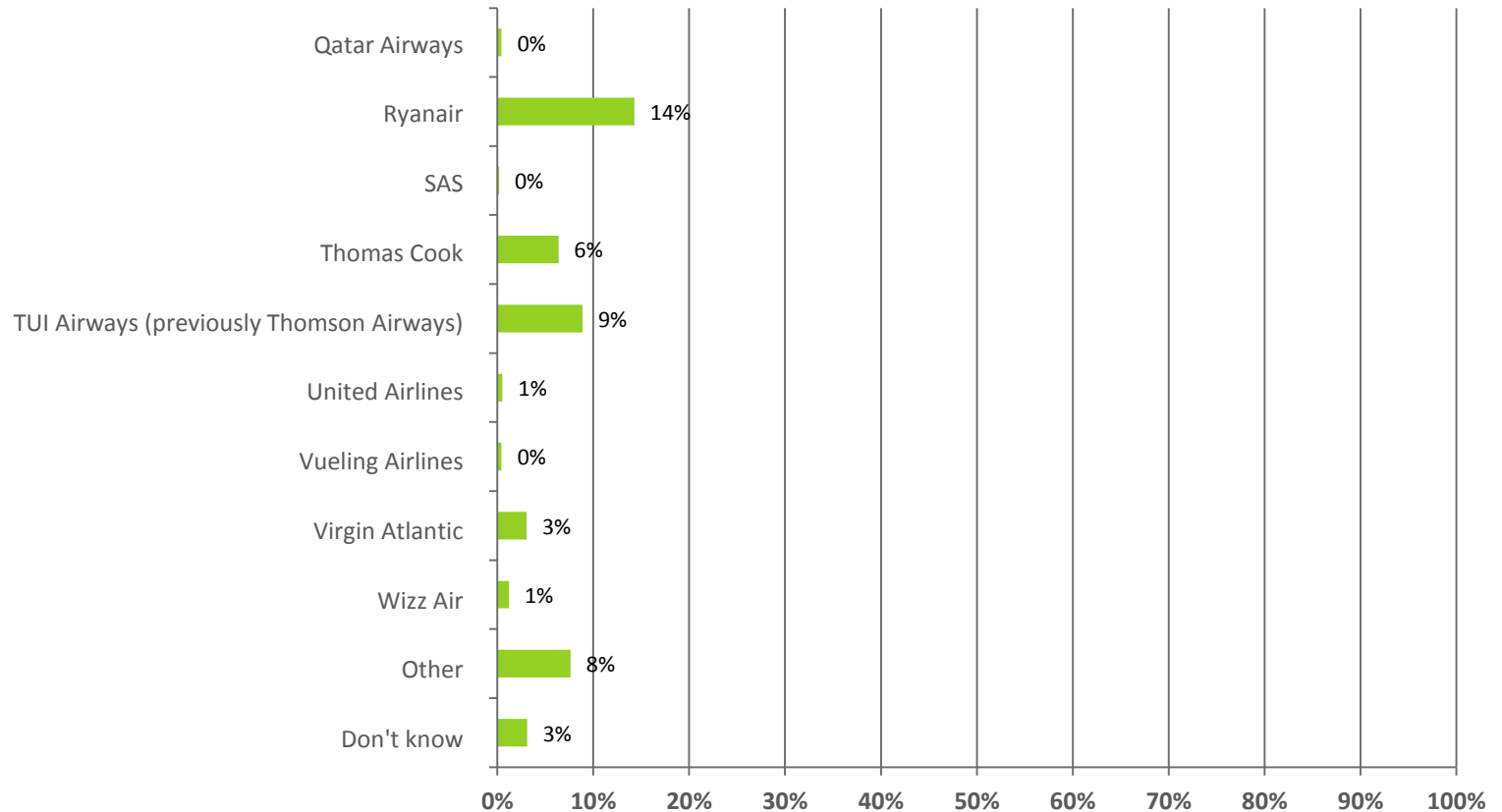


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q4c. For the following question, if you flew with more than one airline on the outbound journey, please think about the airline you flew with FIRST. Which ONE, if any, of the following airlines did you fly with? (If your answer doesn't appear in the list, please type it in the "Other" box) (continued 2)

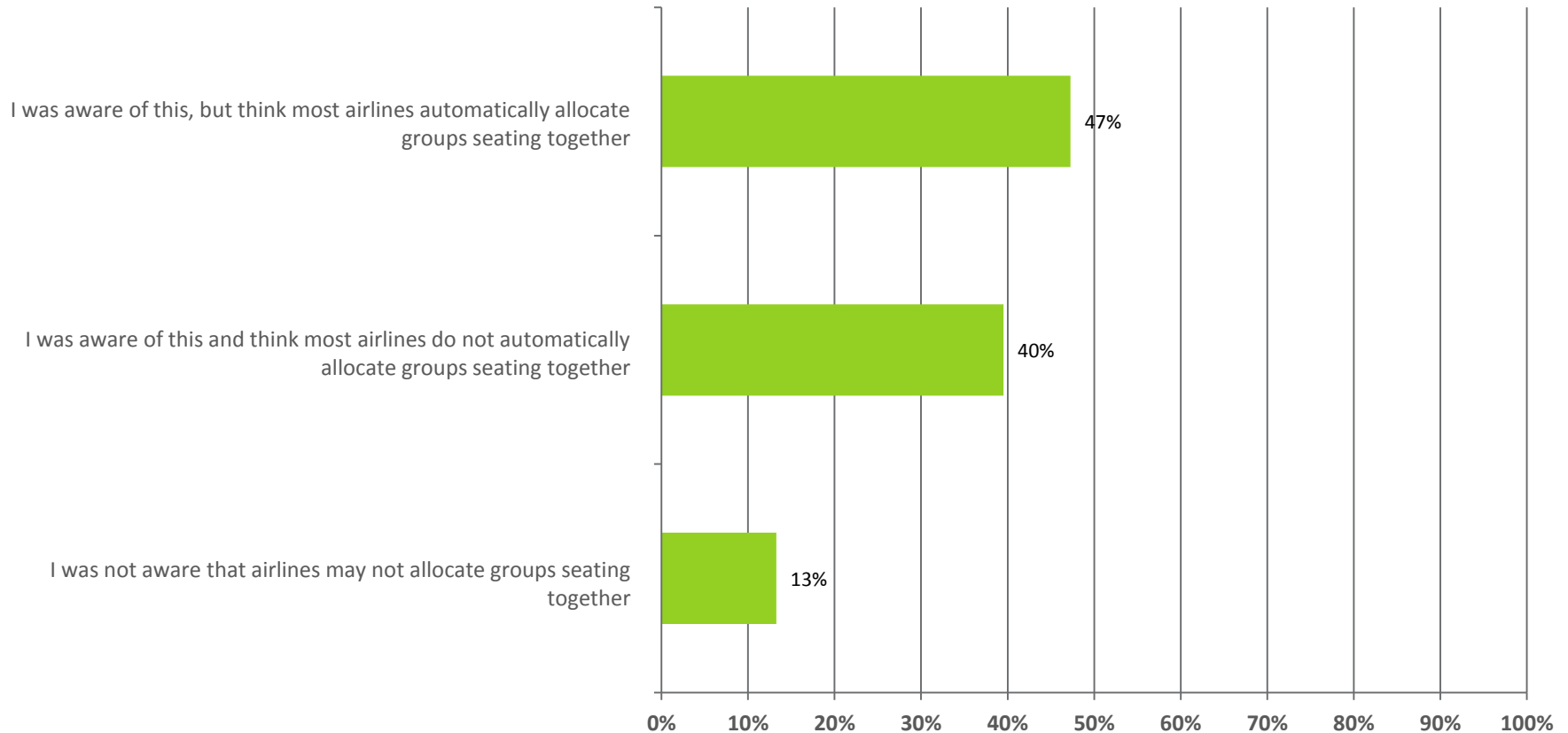


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

*ACF\_Q5. When people book flight tickets for groups of people all within one transaction the airline may not automatically allocate the seats together, so people in the group may have to sit separately on the flight.  
Before taking this survey, which ONE of the following statements best applies to you?*

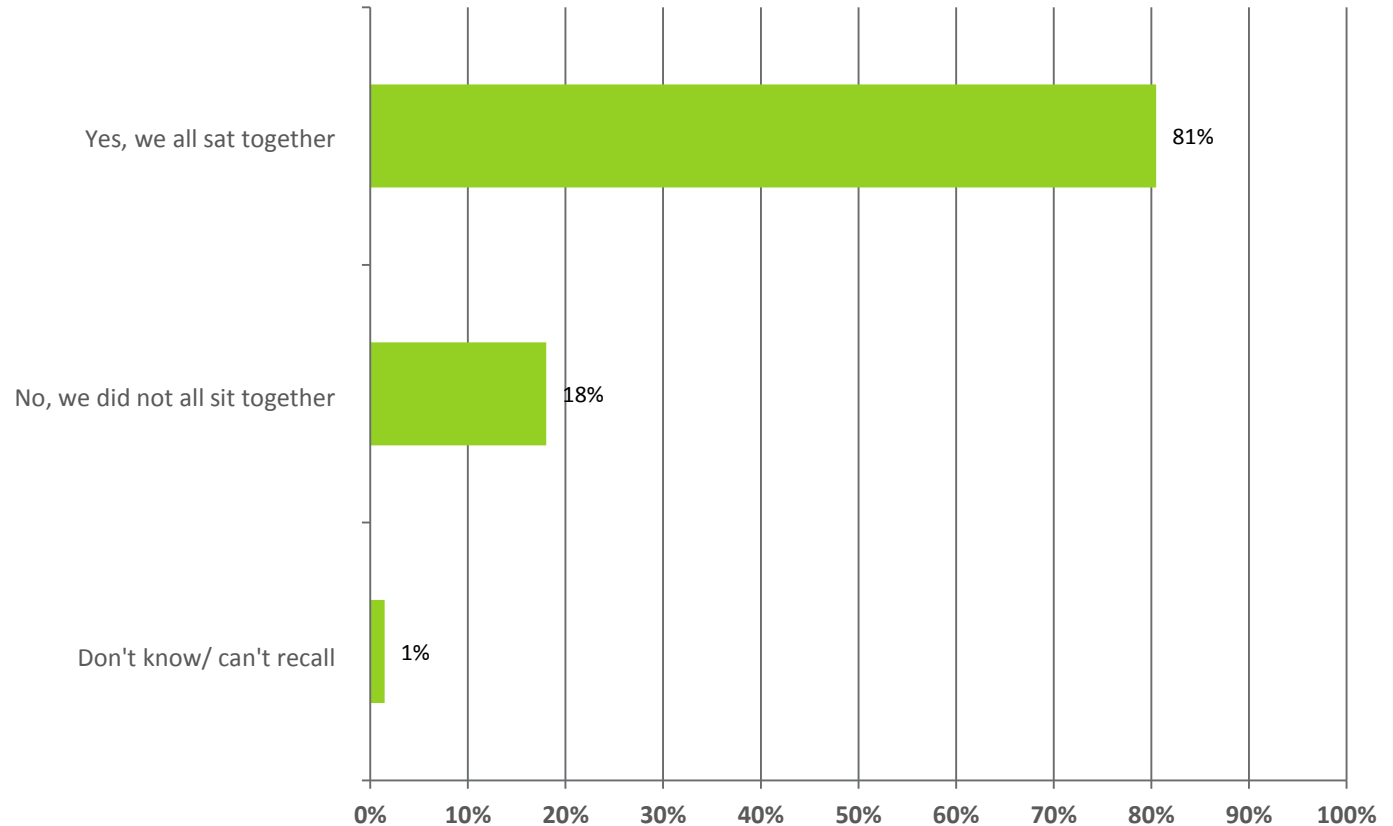


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q6. For the following questions, please continue to think about the MOST recent time you flew as part of a group where you booked the tickets. If you booked tickets for a return trip please think about the FIRST flight you took (i.e. the outbound flight).  
Did the whole group you were with sit together on the flight?

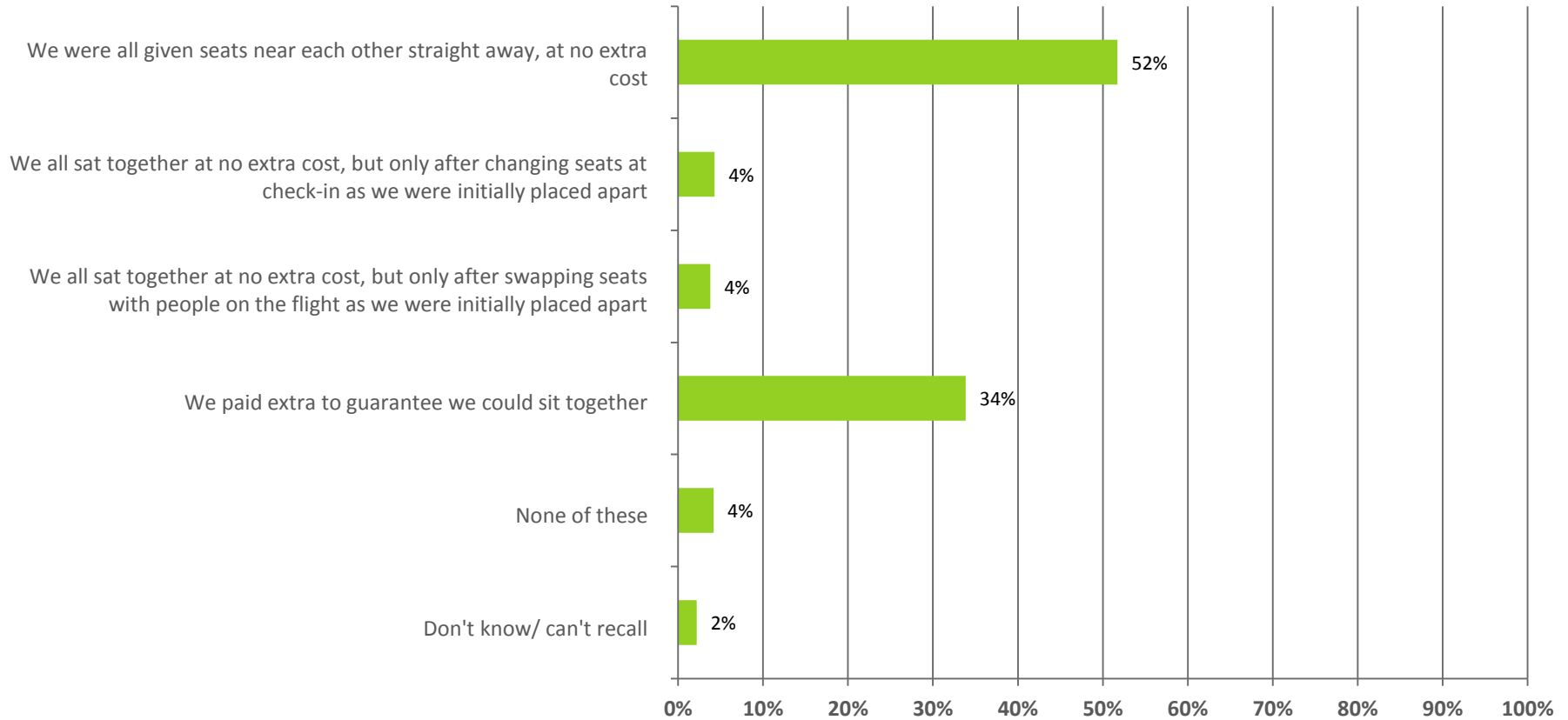


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q7. You said you sat together as a group on the flight...  
Which ONE of the following BEST describes how you were able to sit together?

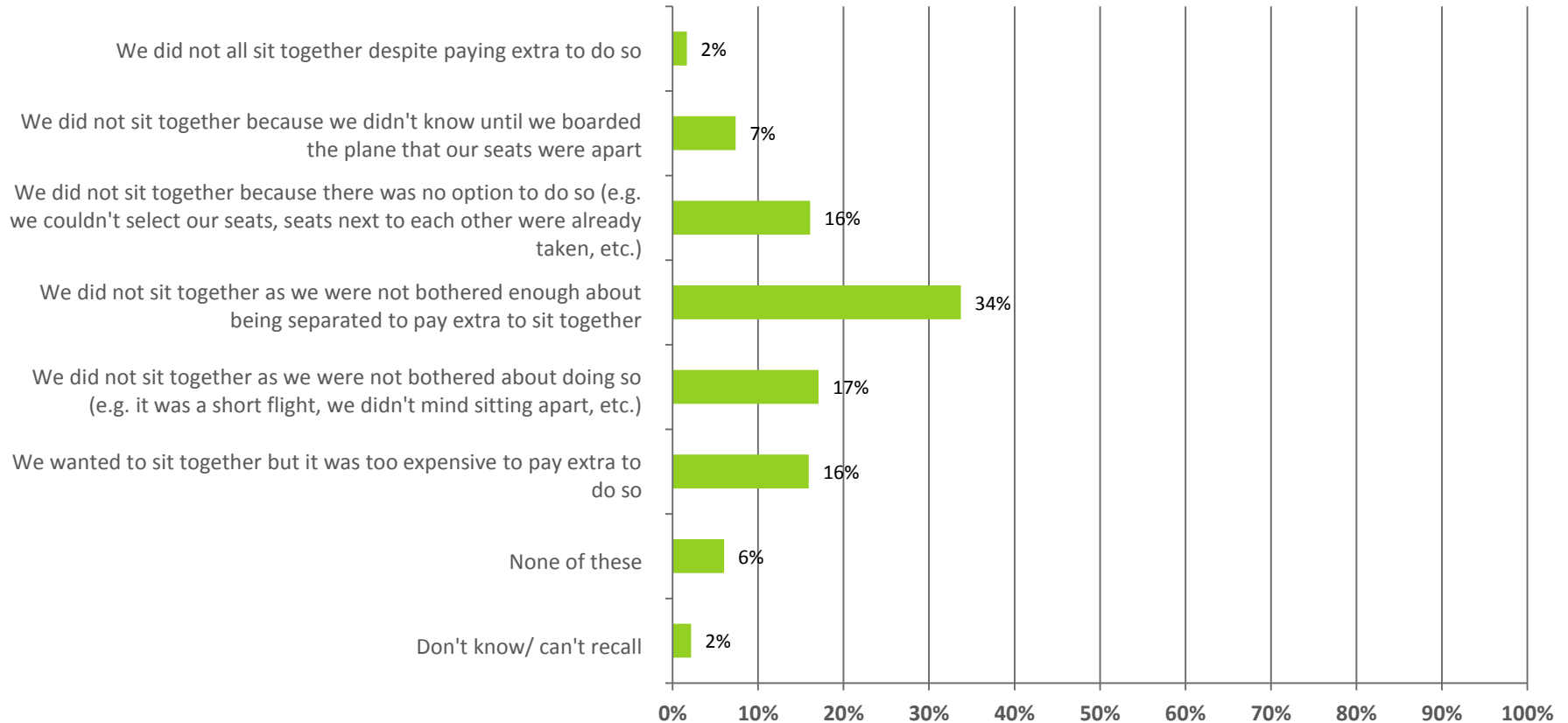


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and sat together on the flight (3469)



# Group Flights

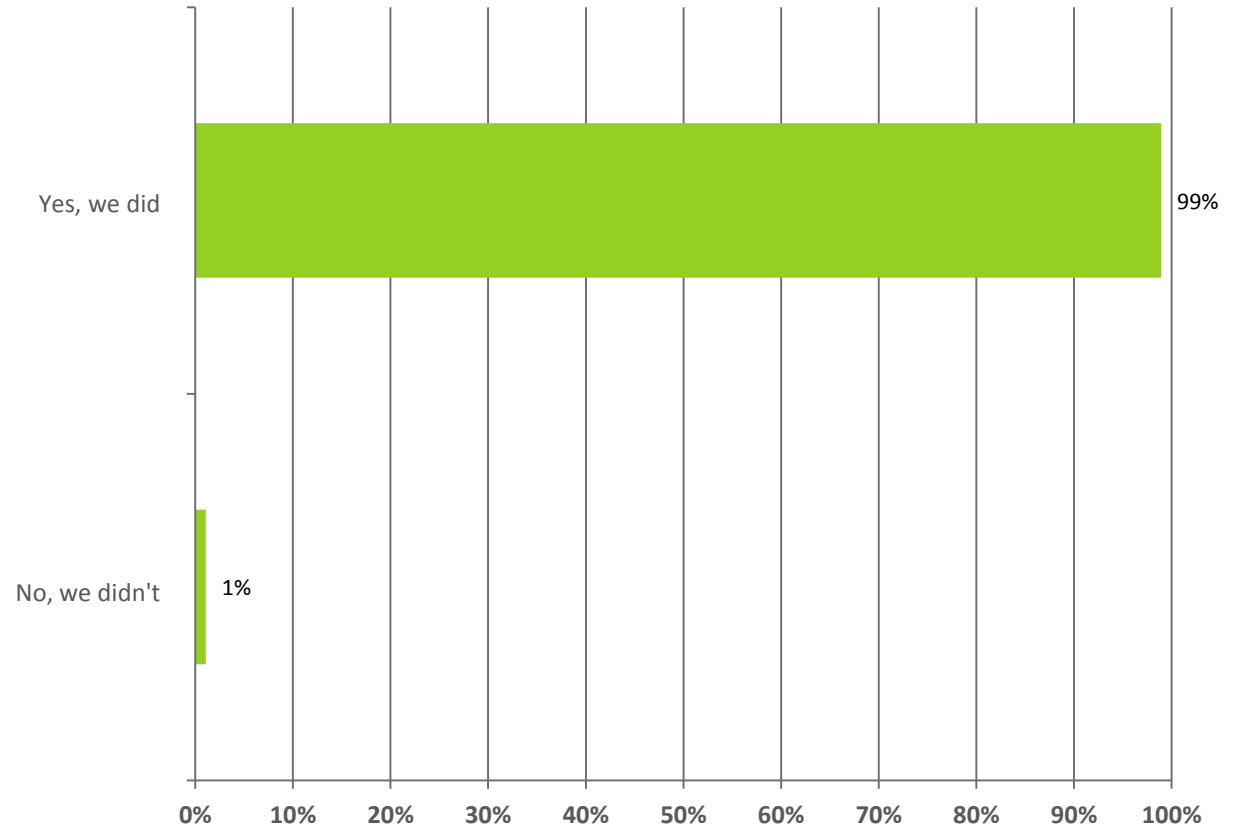
ACF\_Q8. You said you did not sit together as a group on the flight...  
Which ONE of the following BEST describes why you didn't sit together?



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

# Group Flights

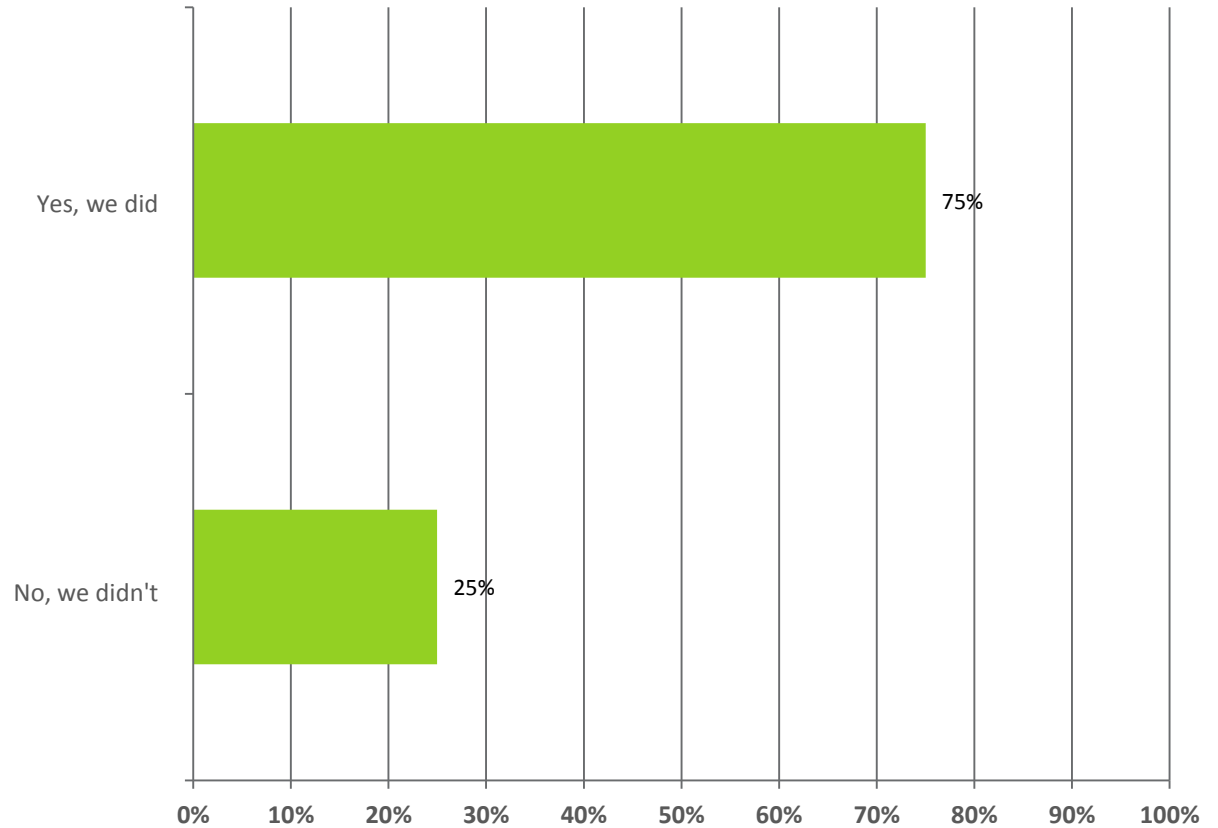
Q15a. You said you paid extra to guarantee seats next to each other on the most recent time you flew as part of a group where you booked the tickets...  
Did you get to sit together in the end?



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

# Group Flights

Q15b\_rc. You did not pay extra to guarantee seats next to each other on the most recent time you flew as part of a group where you booked the tickets... Did you get to sit together in the end? (recoded)

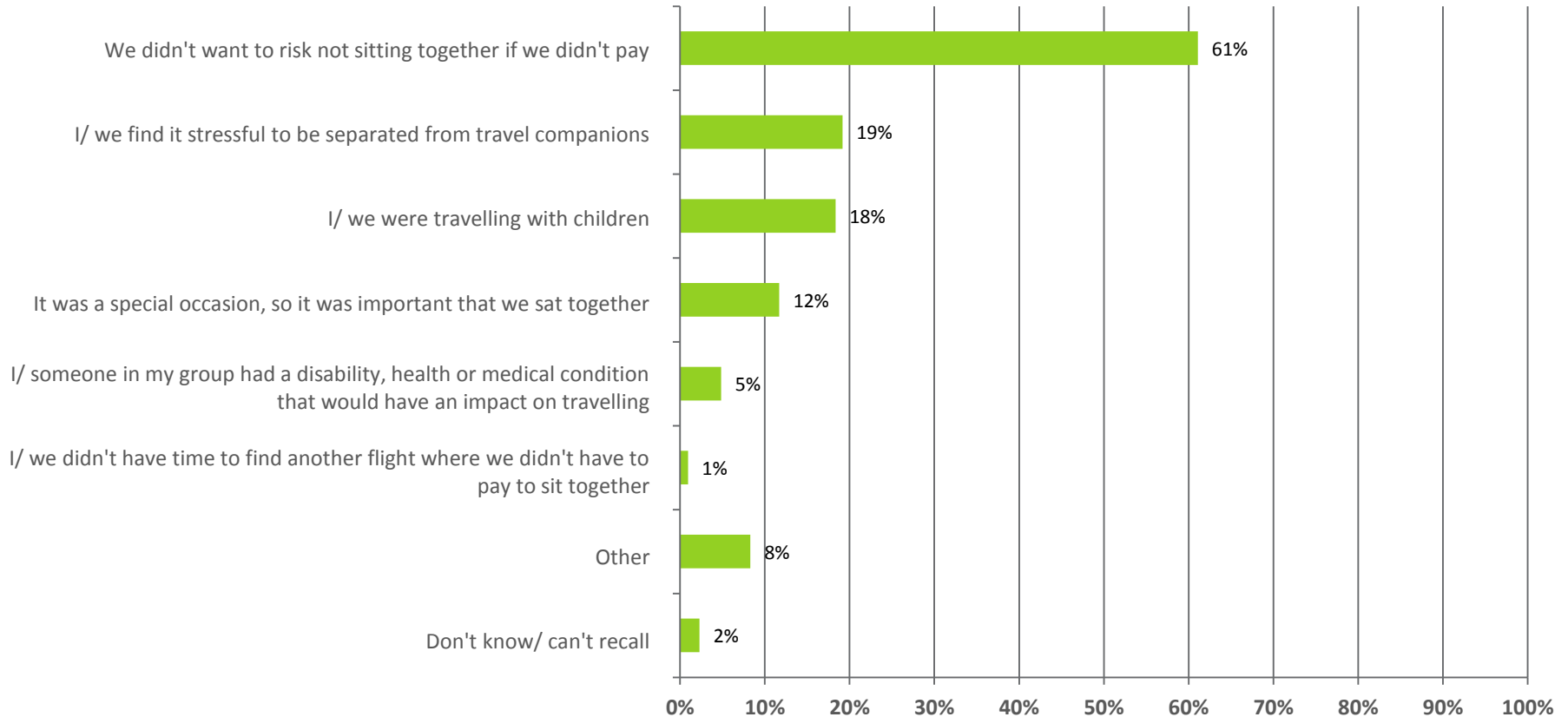


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, and did not pay extra to guarantee seats together (3014)

# Group Flights

ACF\_Q11. You said you had paid extra to guarantee your group would sit together...

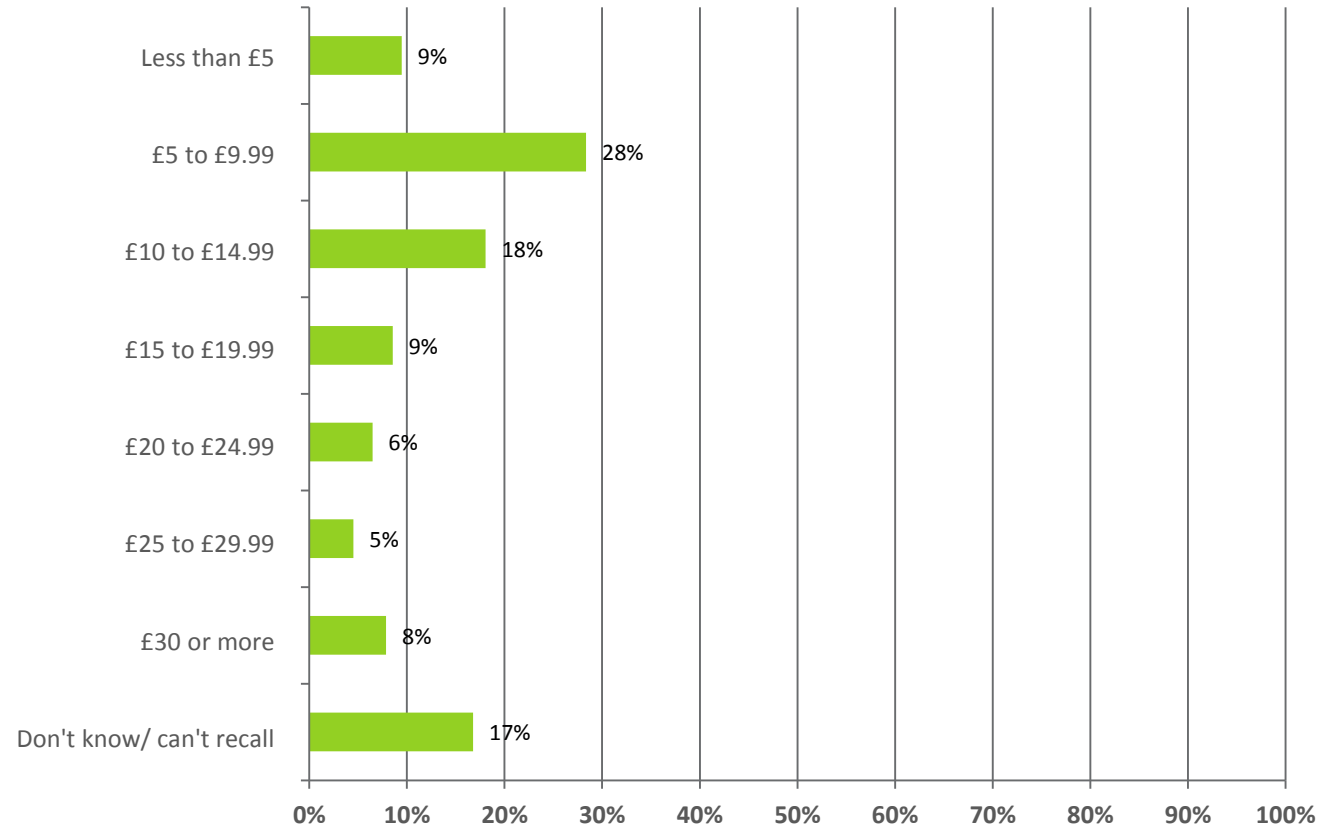
Which, if any, of the following are reasons why you paid for this? (Please select all that apply. If your answer doesn't appear in the list, please type it in the "Other" box)



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

# Group Flights

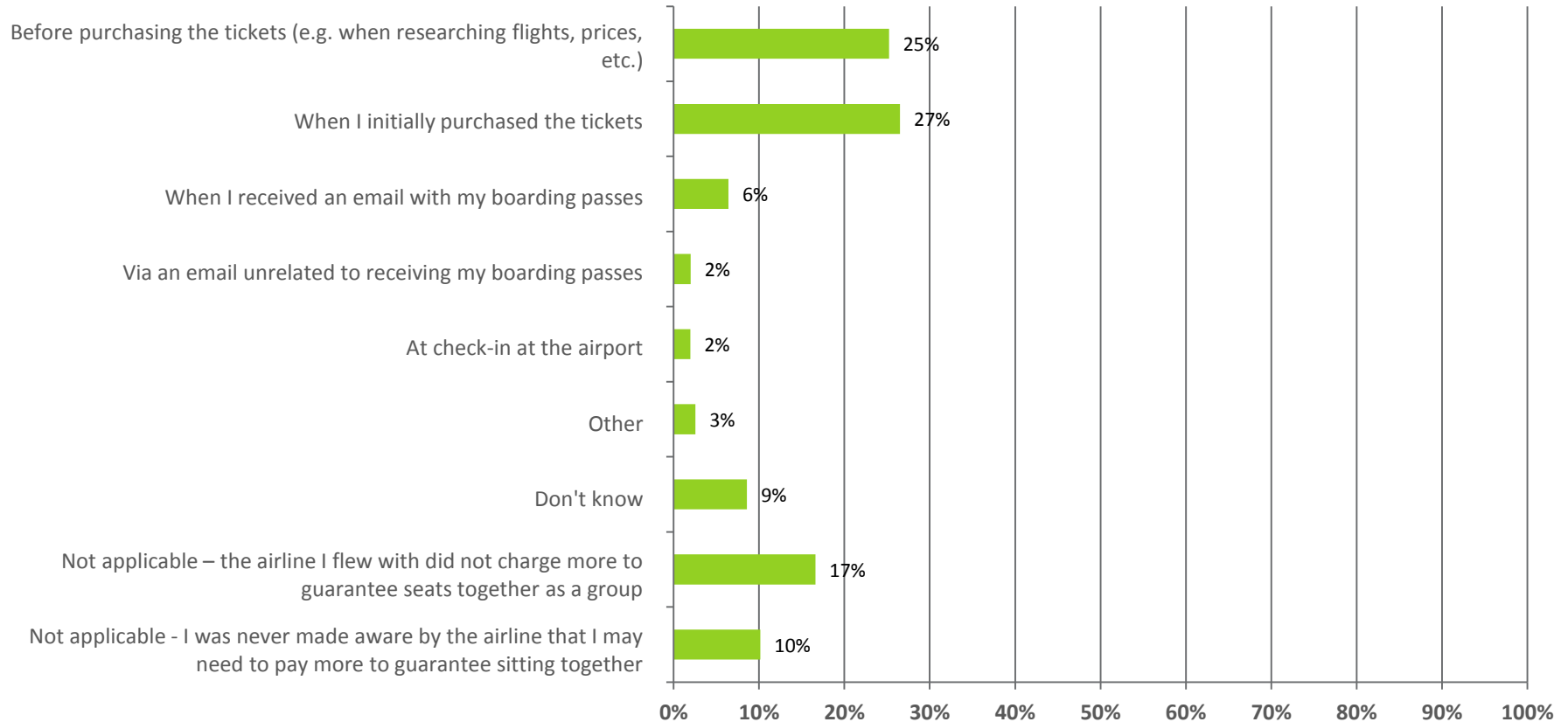
ACF\_Q10. As a reminder, if you booked tickets for a return trip please think about the FIRST flight you took (i.e. the outbound flight).  
Approximately how much money did you pay, per seat, to sit together? (If you are unsure, please give your best estimate)



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

# Group Flights

ACF\_Q9. At which stage were you **FIRST** made aware by the airline that you would need to pay to ensure your group could sit together? (Please select the option that best applies. If your answer doesn't appear in the list, please type it in the "Other" box)



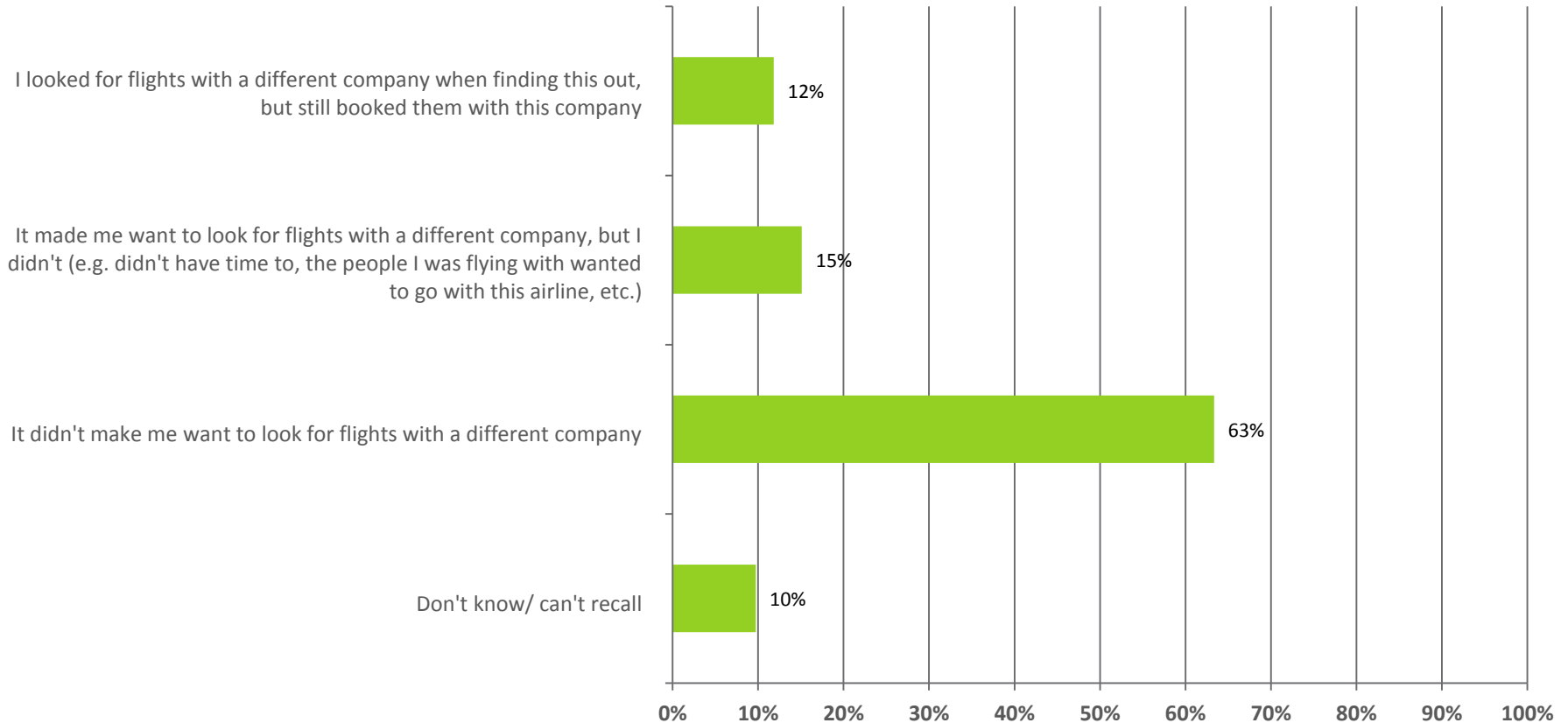
Base: All GB adults online who have flown as part of a group where they were the ticket holder in the last year (4296)



# Group Flights

ACF\_Q12. You previously said you were *FIRST* made aware before purchasing or when you initially purchased the tickets that you would need to pay more to guarantee sitting together...

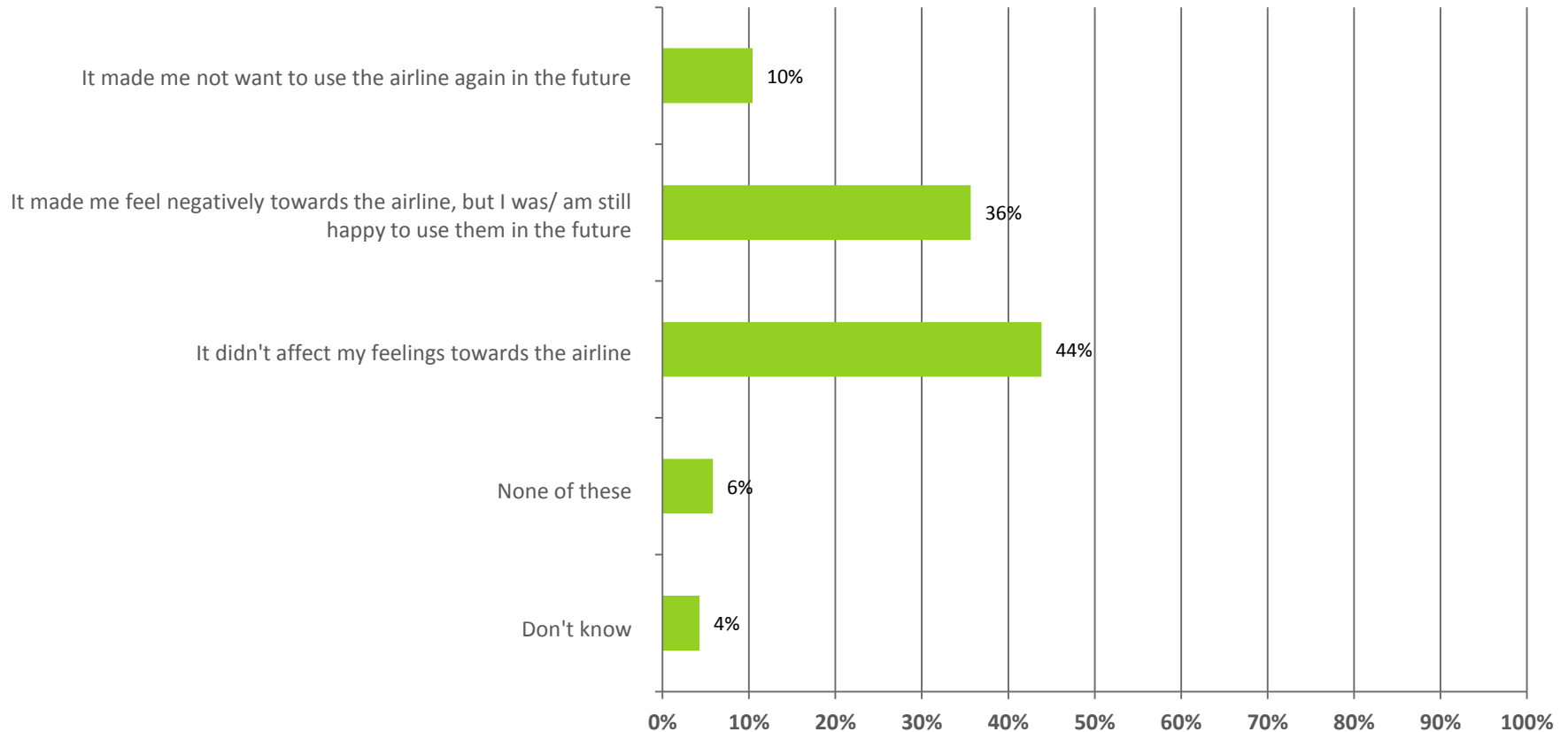
Which *ONE* of the following statements best applies to you?



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

# Group Flights

ACF\_Q12b. Thinking about when you were made aware you would need to pay more to guarantee sitting together as a group... Which ONE of the following statements BEST describes how it made you feel about the airline?

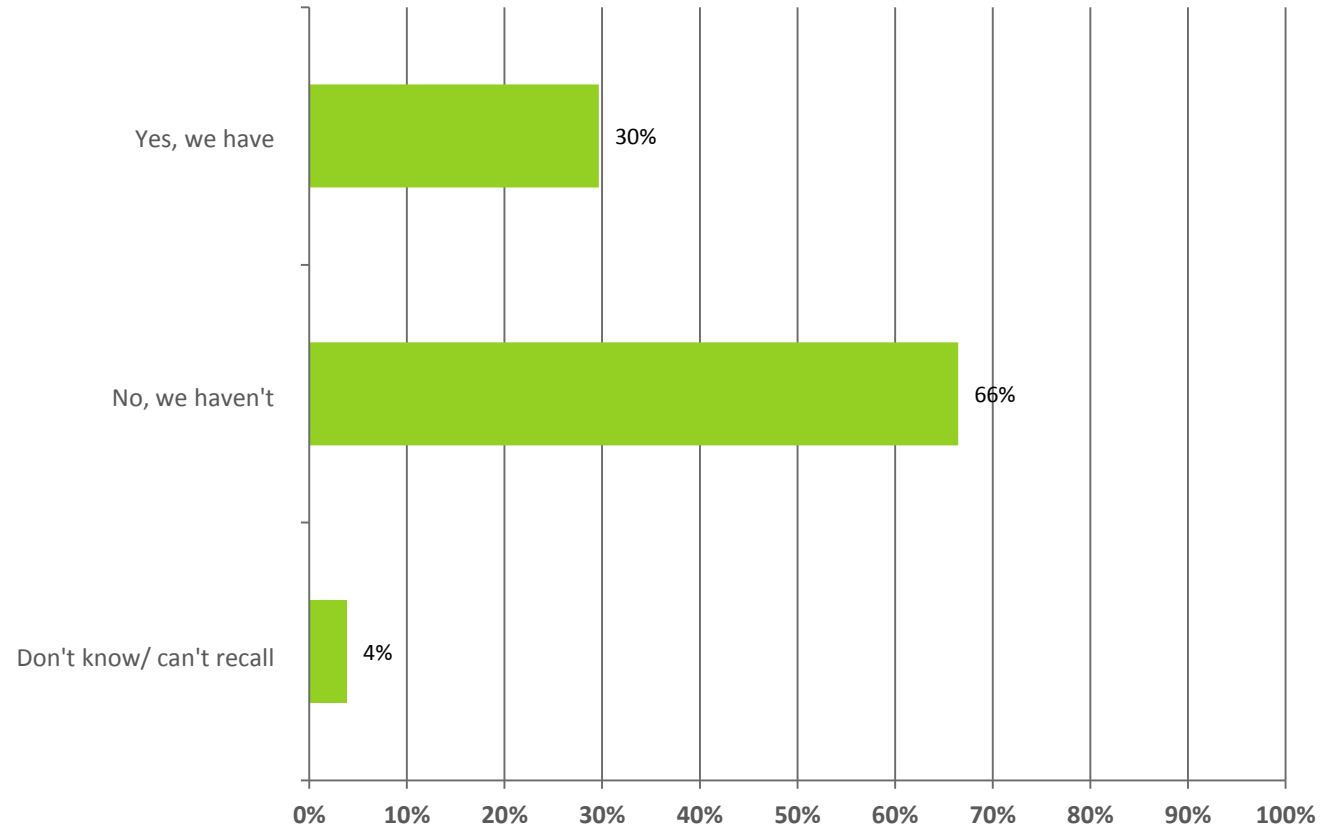


Base: All GB adults who have flown as part of a group where they were the ticket holder in the last year, who were told they would need to pay more to guarantee seats together (3148)



# Group Flights

ACF\_Q14. For the following question, please think about ANY time you flew as part of a group where you booked the tickets in the last 12 months...  
Have your group had to sit separately on ANY of these flights?



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



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