

# UK AIRPORTS RATED

|                                        | Late cancellations<br>WRP | Customer service | Check-in queues | Bag-drop queues | Security queues | Passport queues | Wait for baggage | Seating | Prices in shops and<br>food outlets | Range and quality<br>of shops and food<br>outlets | Toilets | Customer score |
|----------------------------------------|---------------------------|------------------|-----------------|-----------------|-----------------|-----------------|------------------|---------|-------------------------------------|---------------------------------------------------|---------|----------------|
| <b>Exeter</b> (65)                     | ● 3.14                    | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>80%</b>     |
| <b>Liverpool</b> (John Lennon) (138)   | ● 0.78                    | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>78%</b>     |
| <b>London City</b> (135)               | ● 2.67                    | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>76%</b>     |
| <b>Bournemouth</b> (83)                | ● 0.03                    | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>73%</b>     |
| <b>Newcastle</b> (222)                 | ● 1.07                    | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>72%</b>     |
| <b>Norwich</b> (94)                    | ● -                       | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>72%</b>     |
| <b>Inverness</b> (47)                  | -                         | ★★★★★            | ★★★★★           | -               | ★★★★★           | -               | -                | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>70%</b>     |
| <b>Cardiff</b> (77)                    | 1.2                       | ★★★              | ★★★★★           | ★★★             | ★★★★★           | ★★★             | ★★★              | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>68%</b>     |
| <b>Southampton</b> (62)                | 3.8                       | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>68%</b>     |
| <b>Belfast City</b> (George Best) (66) | 2.87                      | ★★★              | ★★★             | ★★★             | ★★★★★           | -               | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>67%</b>     |
| <b>East Midlands</b> (198)             | 0.17                      | ★★★★★            | ★★★★★           | ★★★★★           | ★★★★★           | ★★              | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>66%</b>     |
| <b>Glasgow International</b> (191)     | 1.87                      | ★★★              | ★★★★★           | ★★★★★           | ★★★★★           | ★★              | ★★★★★            | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>63%</b>     |
| <b>London Heathrow T5</b> (773)        | 1.84                      | ★★★              | ★★★             | ★★★             | ★★              | ★★★★★           | ★★               | ★★      | ★★                                  | ★★★★★                                             | ★★★★★   | <b>59%</b>     |
| <b>Edinburgh</b> (325)                 | 1.29                      | ★★               | ★★★             | ★★★             | ★★★             | ★★              | ★★               | ★★      | ★★                                  | ★★★★★                                             | ★★★★★   | <b>58%</b>     |
| <b>Leeds Bradford</b> (215)            | 1.3                       | ★★★              | ★★★★★           | ★★★★★           | ★★★★★           | ★★              | ★★★              | ★       | ★                                   | ★★★★★                                             | ★★★★★   | <b>58%</b>     |
| <b>Aberdeen</b> (82)                   | 3.71                      | ★★★              | ★★★             | ★★★             | ★★★★★           | ★★★★★           | ★                | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>57%</b>     |
| <b>Birmingham</b> (459)                | 0.77                      | ★★               | ★★★             | ★★★             | ★★              | ★★              | ★★★★★            | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>57%</b>     |
| <b>Bristol</b> (415)                   | 0.56                      | ★★               | ★★★             | ★★★★★           | ★★★★★           | ★★              | ★★★★★            | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>57%</b>     |
| <b>London Gatwick North</b> (653)      | 1.39                      | ★★               | ★★★             | ★★★             | ★★★             | ★★★★★           | ★★               | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>57%</b>     |
| <b>London Heathrow T2</b> (403)        | 1.84                      | ★★               | ★★★             | ★★★             | ★★★             | ★★★★★           | ★★★              | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>57%</b>     |
| <b>Belfast International</b> (97)      | 0.53                      | ★★               | ★★★             | ★★★             | ★★★             | ★★★★★           | ★★               | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>55%</b>     |
| <b>London Gatwick South</b> (628)      | 1.39                      | ★★               | ★★★             | ★★★             | ★★★             | ★★★★★           | ★★★              | ★★★★★   | ★★★★★                               | ★★★★★                                             | ★★★★★   | <b>55%</b>     |
| <b>London Heathrow T4</b> (220)        | 1.84                      | ★★               | ★★★             | ★★              | ★★              | ★★              | ★★               | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>55%</b>     |
| <b>London Heathrow T3</b> (524)        | 1.84                      | ★★               | ★★★★★           | ★★★★★           | ★★★★★           | ★★★★★           | ★★               | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>54%</b>     |
| <b>London Stansted</b> (473)           | 0.5                       | ★★               | ★★★             | ★★★★★           | ★★              | ★★              | ★★★★★            | ★       | ★                                   | ★★★★★                                             | ★★★★★   | <b>53%</b>     |
| <b>Manchester Terminal 2</b> (457)     | 1.02                      | ★★               | ★★★             | ★★★★★           | ★★★★★           | ★★              | ★★★★★            | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>53%</b>     |
| <b>London Luton</b> (255)              | 0.55                      | ★★               | ★★              | ★★              | ★★              | ★★              | ★★★★★            | ★       | ★                                   | ★★★★★                                             | ★★★★★   | <b>51%</b>     |
| <b>Manchester T1</b> (272)             | 1.02                      | ★★               | ★★              | ★★              | ★               | ★★              | ★★               | ★★      | ★                                   | ★★★★★                                             | ★★★★★   | <b>47%</b>     |
| <b>Manchester T3</b> (191)             | 1.02                      | ★★               | ★★              | ★★              | ★               | ★★              | ★★               | ★       | ★                                   | ★★★★★                                             | ★★★★★   | <b>43%</b>     |

## USING THE TABLE

In April 2025, we surveyed 5,789 Which? members and members of the public about 7,975 airport visits in the past 12 months. Star ratings out of five. A dash (-) indicates not enough responses to provide a rating, or no data available. **Customer score** Combines overall satisfaction and how likely you are to recommend the airport. Which? Recommended Providers (WRP) shown with a red dot. **Late cancellations** Percentage of flights cancelled within 24 hours of departure from May 2024 to April 2025, according to Civil Aviation Authority data. **Baggage reclaim** Length of wait on return journey. **Seating** Number available, comfort, location throughout the airport (excluding in lounges, bars or restaurants). **Staff** Customer experience received from airport staff.