

UK AIRPORTS RATED

Airport	WASP/Wiich? Recommended Provider	Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data	Star ratings out of five	WASP/Wiich? Recommended Provider	Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data	Star ratings out of five	WASP/Wiich? Recommended Provider	Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data	Star ratings out of five	WASP/Wiich? Recommended Provider	Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data	Star ratings out of five	WASP/Wiich? Recommended Provider	Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data	Star ratings out of five	Customer score
Liverpool (John Lennon) (74)	●	0.9	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★	★★★★	★★★★	★★★★	81%
London City (96)	●	1	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★★	★★★★	★★★★	★★★★	80%
Norwich (31)	●	-	-	-	-	★★★★	-	-	-	-	-	-	-	-	-	78%
Exeter (40)	●	3.9	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	-	-	★★★★	★★★★	★★★★	77%
Southampton (56)	●	3.3	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★	★★★★	★★★★	★★★★	76%
Bournemouth (71)	-	0.1	★★★	★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★	★★★★	★★★★	★★★★	75%
Newcastle (158)	-	1.3	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★	★★★★	★★★★	★★★★	75%
Cardiff (19)	-	2.6	★★★★	-	★★★★	★★★★	★★★★	★★★★	★★★★	★★★★	★★★	★★	-	★★★★	★★★★	71%
Inverness (31)	-	-	-	-	★★★★	-	-	-	-	★★★★	-	-	-	-	★★★★	70%
East Midlands (151)	-	0.4	★★★	★★★★	★★★★	★★	★★★★	★★★	★★★★	★★★	★★	★★	★★★★	★★★★	★★★★	67%
Belfast City (George Best) (49)	-	3.7	★★★★	-	★★★★	-	-	★★	★★★★	-	★	-	★★★★	★★★★	★★★★	63%
Glasgow International (166)	-	2.4	★★★	★★★★	★★★★	★★	★★★★	★★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★★★	62%
Leeds Bradford (182)	-	2.2	★★★★	★★★★	★★★★	★★	★★★★	★★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★★★	60%
London Heathrow T5 (715)	-	1.9	★★★	★★★	★★★	★★	★★	★★	★★	★★	★★	★★★★	★★★★	★★★★	★★★★	60%
Edinburgh (263)	-	1.6	★★★	★★★	★★★	★★	★★	★★	★★	★★	★★	★★★	★★★	★★★	★★★	67%
Aberdeen (57)	-	4.9	★★	-	★★★★	-	★	★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★★★	66%
London Gatwick North (640)	-	1.4	★★★	★★★	★★★	★★★★	★★★	★★	★★★★	★★	★★★	★★	★★★★	★★★★	★★★★	66%
London Heathrow T3 (314)	-	1.9	★★★	★★★	★★★	★★★★	★★★	★★	★★★★	★★	★★★	★★★★	★★★★	★★★★	★★★★	66%
Birmingham (354)	-	1.3	★★★	★★★	★	★★	★★★	★★	★★★★	★★	★★★	★★	★★★★	★★★★	★★★★	66%
London Gatwick South (538)	-	1.8	★★★	★★★	★★★	★★★★	★★★★	★★	★★★★	★★	★★★	★★★★	★★★★	★★★★	★★★★	66%
London Heathrow T2 (471)	-	1.9	★★★★	★★★★	★★	★★★★	★★	★★	★★★★	★	★★★	★★★★	★★★★	★★★★	★★★★	64%
Bristol (168)	-	1.1	★★★	★★★	★★	★★	★★★★	★★	★★★★	★★	★	★★	★★★★	★★★★	★★★★	63%
London Heathrow T4 (226)	-	1.9	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★★★	★★★★	★★★★	61%
Manchester T2 (351)	-	1.1	★★★	★★★	★★★	★★★★	★★★★	★★	★★★★	★★	★★	★★★★	★★★★	★★★★	★★★★	61%
London Stansted (438)	-	0.8	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	★★	60%
London Luton (343)	-	0.8	★★	★★	★★	★★	★★	★	★★	★★	★★	★★	★★	★★	★★	47%
Belfast International (61)	-	1	★★	★★	★★	★★	★	★★	★★	★	★	-	★★	★★	★★	44%
Manchester T1 (256)	-	1.1	★★	★★	★	★★	★★	★★	★	★	★★	★★	★★★★	★★★★	★★★★	40%
Manchester T3 (100)	-	1.1	★★	★★	★	★★	★★	★	★	★	★	★★	★★	★★	★★	37%

USING THE TABLE In April 2004, we surveyed Which? members about 1,600 airport visits in the past 12 months. Star ratings out of five. A dash (-) indicates not enough responses to provide a rating. Customer score Based on a combination of overall satisfaction and how likely you are to recommend the airport. Equal scores are in alphabetical order. WRP/Which? Recommended Provider. Percentage of cancellations of flights within 24 hours of departure from May 2002 to April 2003, according to Civil Aviation Authority data. Baggage reclaim Length of wait on return journey. Seating Number available, comfort, location (throughout the airport including in lounges, bars or restaurants). Staff Overall customer experience received from airport staff.