

In-Flight Amenities Survey Shows Travelers Worldwide Call for Clean Bathrooms and Personal Space

British Airways Flies High as Top Airline Worldwide for Amenities

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According to a recent TripAdvisor(TM) survey of more than 2,300 travelers worldwide, 35 percent of respondents cited a clean and roomy bathroom as the most important comfort feature on board a flight, while 27 percent selected a clean blanket or pillow as their top priority. When asked what luxury they would be most likely to pay for, comfort was crucial as 54 percent of respondents picked larger seats and better legroom, and the second choice was a bed.

It seems travelers are also health conscious. Bottled water was the most valued complimentary food or beverage, and fruits and vegetables was the second favorite option. When it comes to entertainment on board, a video screen at every seat was the most important feature, according to 47 percent of travelers.

British Airways serves the best food, according to the worldwide panel, while Singapore Airlines was second for in-flight cuisine. American Airlines was chosen for serving the worst food. If travelers could select a restaurant chain to cater their next flight, the top choice (19 percent) was the Panera Bread Company. Travelers chose Starbucks (29 percent) as their favorite in-flight coffee brand.

When asked which airline offers the best amenities overall, British Airways finished number one worldwide, followed by Virgin Atlantic and Singapore Airlines. Ryanair, Southwest and easyJet were named worst for in-flight amenities.

"Travelers aren't asking for much. According to this survey, airlines should forget about the latest bells and whistles and get back to the basics, like clean bathrooms and comfortable seating," said Michele Perry, director of communications for TripAdvisor(TM).

Top Five Comfort Features:

1. Clean and roomy bathroom
2. Clean blanket/pillow
3. Noise-canceling headphones
4. Toiletry kits
5. Anti-germ products

Top Five Entertainment Features:

1. Video screen at every seat
2. On-demand movies
3. Internet access
4. Magazines
5. Real-time satellite TV

Top Five Complimentary Food/Beverage Choices:

1. Bottled water
2. Fruits and vegetables
3. Wine
4. Cheese and crackers
5. Soda

Top Five Luxuries Travelers Would Be Willing to Pay For:

1. Larger seats and better legroom
2. A bed
3. Gourmet cuisine
4. Massages
5. Gourmet coffee

Top Five Airlines for Best Amenities Overall:

1. British Airways
2. Virgin Atlantic
3. Singapore Airlines
4. Cathay Pacific
5. Emirates

Five Worst Airlines for Amenities Overall:

1. Ryanair
2. Southwest
3. easyJet
4. American
5. Delta

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