

@Which Survey: Best and Worst UK Airports

IN THIS GUIDE The best and worst large UK airports and the Best and worst small UK airports Airport are revealed based on thousands of customers' experiences. The airport experience can conjure up a mix of excitement and anticipation about your upcoming trip. So which airports can you expect to send you off in style, and which could leave you stuck in a lengthy queue? To find out, we asked passengers about their airport experiences and 'with more than 10,000 responses' you can use their views to fly from the best UK airports and avoid the worst.

Large UK Airport Review

The majority of UK airport passengers use the large airports in our ratings table below. Although they are well used, passenger experiences are on average better when flying from small UK airports. Make sure you compare all the airports in our guide, both small and large, to help you choose the best for you. Birmingham airport and Heathrow Terminal 5 are the top large airports - both manage their passport control queues well and received a 61% customer score.

Which? members who passed through Luton airport on their travels were typically not so impressed with their experience. The UK's fifth busiest airport achieved a pretty dismal customer score of just 29%. It scores just one out of a possible five stars for seating provision, toilets and security queues. London Stansted also fared poorly, receiving a customer score of just 38%.

Best and Worst Small UK airports

Here we also reveal which small UK airports are rated best by customers. More than 100 million passengers use London Heathrow and London Gatwick every year, but what can you expect when flying from one of the UK's smaller airports? Will you be guaranteed shorter queuing times? Will you be able to pick up your last-minute holiday essentials from the terminal? Our survey of more than 10,000 passenger airport experiences reveals all.

Small UK airport reviews The UK's small airports handle a fraction of the millions of travellers passing through the terminals of the UK's large airports. On average, those passengers flying from a small UK airport rated their experience more highly compared with the large airports, but with Birmingham and London Heathrow Terminal 5 outscoring eight of the small UK airports, it's not a given that flying from a small airport will provide a better passenger experience. That's why the results of our survey will prove useful, regardless of what size of airport you fly from.

Doncaster Sheffield and London Southend airport are top of the table, both receiving four stars for security queues, baggage reclaim, seating and toilet provision.

Methodology

How we rate UK airports In April/May 2017: we asked Which? members to complete an online survey about their experiences of flying from and to a UK airport. Our results are based on 10,532 member experiences. Large airports have 10 million or more terminal passengers every year. Small airports have fewer than 10 million passengers. You can have your say on what we research and help us achieve change by joining Which? Connect. [SHARE THIS PAGE](#)

Read more: <http://www.which.co.uk/reviews/airlines-and-airports/article/uk-airports/best-and-worst-large-uk-airports> - Which?

Table 1 Large Airports

Large airports - Ten million or more passengers per year							
Airport	Queues for bag drop	Queues at passport control	Queues at security	Baggage reclaim	Seating	Toilets	Customer score
Birmingham (544)	★★★★☆	★★★★★	★★★★☆	★★★★★	★★★★★	★★★★★	61%
Heathrow Terminal 5 (944)	★★★★☆	★★★★★	★★★★☆	★★★★★	★★★★★	★★★★★	61%
Heathrow Terminal 2 (389)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	57%
Edinburgh (292)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	56%
Manchester Terminal 2 (358)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	53%
Gatwick South Terminal (841)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	52%
Heathrow Terminal 3 (642)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	52%
Heathrow Terminal 4 (242)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	52%
Gatwick North Terminal (903)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	51%
Manchester Terminal 1 (402)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	50%
Manchester Terminal 3 (219)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	43%
London Stansted (558)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	38%
London Luton (435)	★★★★☆	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	29%

Using the table: Star ratings range from one to five. The more stars the better. A dash indicates we didn't receive enough respondents to provide a rating. Sample sizes in brackets.

Queues at bag drop: Having checked in online.

Seating: Numbers of seats, comfort and location.

Baggage reclaim: Waiting time on your return journey.

Customer score: Based on a combination of overall satisfaction and how likely people are to recommend the airport to a friend.

Table 2: Small Airports

Small/medium airports - Fewer than ten million passengers per year								
Airport	Queues for bag drop	Queues at passport control	Queues at security	Baggage reclaim	Seating	Toilets	Range of shops and food outlets	Customer score
Doncaster Sheffield (63)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	87%
London Southend (67)	-	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	84%
Norwich (35)	-	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	75%
Southampton (137)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	75%
Exeter (79)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	71%
Bournemouth (71)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	69%
Cardiff (66)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	69%
London City (121)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	68%
Newcastle (191)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	68%
Liverpool (144)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	67%
Belfast City (64)	-	-	★★★★★	-	★★★★★	★★★★★	★★★★★	60%
Bristol (442)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	60%
Glasgow International (216)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	59%
East Midlands (244)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	58%
Inverness (39)	-	-	★★★★★	-	★★★★★	★★★★★	★★★★★	56%
Belfast International (89)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	53%
Leed Bradford (218)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	52%
Aberdeen (69)	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	44%

Using the table: Star ratings range from one to five. The more stars the better. A dash indicates we didn't receive enough respondents to provide a rating. Sample sizes in brackets.

Queues at bag drop: Having checked in online.

Food outlets: Quality, price and range of food available.

Queues at passport control: Queues on your return journey.

Seating: Numbers of seats, comfort and location.

Baggage reclaim: Waiting time on your return journey.

Customer score: Based on a combination of overall satisfaction and how likely people are to recommend the airport to a friend.