

Airport Lounge Access Plays Major Role in Choice of Flight Routes and Airlines, J.D. Power FindsAmerican Express Centurion Lounge Ranks Highest in Overall Customer Satisfaction

TROY, Mich.: 10 Dec. 2025 – There’s just something about an open bar and a warm buffet that makes all the common headaches of air travel a little easier to tolerate. According to the inaugural J.D. Power U.S. Airport Lounge Benchmark,SM released today, that welcome respite has become such an important component of the air travel experience that nearly half (47%) of airport lounge customers now plan their route selections based on access to their preferred airport lounge and 82% say their choice of airline is influenced by lounge access.

“Airport lounges have become so popular that many airports are now starting to mimic their designs and layouts in their public terminal areas,” said **Michael Taylor, managing director of travel, hospitality and retail at J.D. Power.** “Lounges are clearly resonating with travelers, as expanded access through credit card perks and other non-status-related offers has fueled demand, bringing with it the unfortunate side effect of increased crowding. This is driving the demand for additional lounge space within airport terminals.”

Following are some key findings of the 2025 study:

- **Lounge access influences travel plans:** Access to a preferred airport lounge has become a major driver of airport and airline selection, with 47% of lounge customers indicating they plan their routes based on lounge access and 82% indicating they choose a specific airline based on lounge access.
- **Credit card perks expand lounge access:** More than one-third (34%) of lounge customers use credit card perks to gain access to an airport lounge, while just 21% are granted access due to elite frequent flyer status and 18% have a standalone lounge membership.
- **Food and beverage are the big draw:** The most popular services and amenities utilized in airport lounges are food and beverage (74%), rest and relaxation (62%) and an escape from the airport crowds (37%). One noteworthy trend airports will want to watch closely is the fact that 38% of lounge customers say they visited the airport lounge due to the high cost of food and beverage in the terminal.

Satisfaction increases the longer the lounge stay: A majority (56%) of lounge customers spend between 31 and 60 minutes, on average, in an airport lounge. Among these guests, overall satisfaction averages 758 (on a 1,000-point scale). Overall satisfaction climbs 39 points to 797 when guests spend 121 minutes or more in a lounge.

Study Ranking

American Express Centurion Lounge ranks highest in customer satisfaction with a score of 782. **Capital One Lounge** and **Delta Sky Club** rank second, in a tie, each with a score of 773.

The U.S. Airport Lounge Benchmark measures customer satisfaction with airport lounges in the United States across eight core dimensions (in order of importance): value of experience; staff; food and beverage; cleanliness/upkeep; amenities; ease of accessing lounge; ambiance and Wi-Fi service. The 2025 study is based on responses gathered from 1,430 travelers who visited a U.S. airport lounge in the past year. The study was fielded from September through October 2025.

For more information about the U.S. Airport Lounge Satisfaction Study, visit <https://www.jdpower.com/business/airport-lounge-satisfaction-study>.

To view the online press release, please visit <http://www.jdpower.com/pr-id/2025173>.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services, and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 55 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto-shopping tool can be found at [JDPower.com](https://www.jdpower.com).

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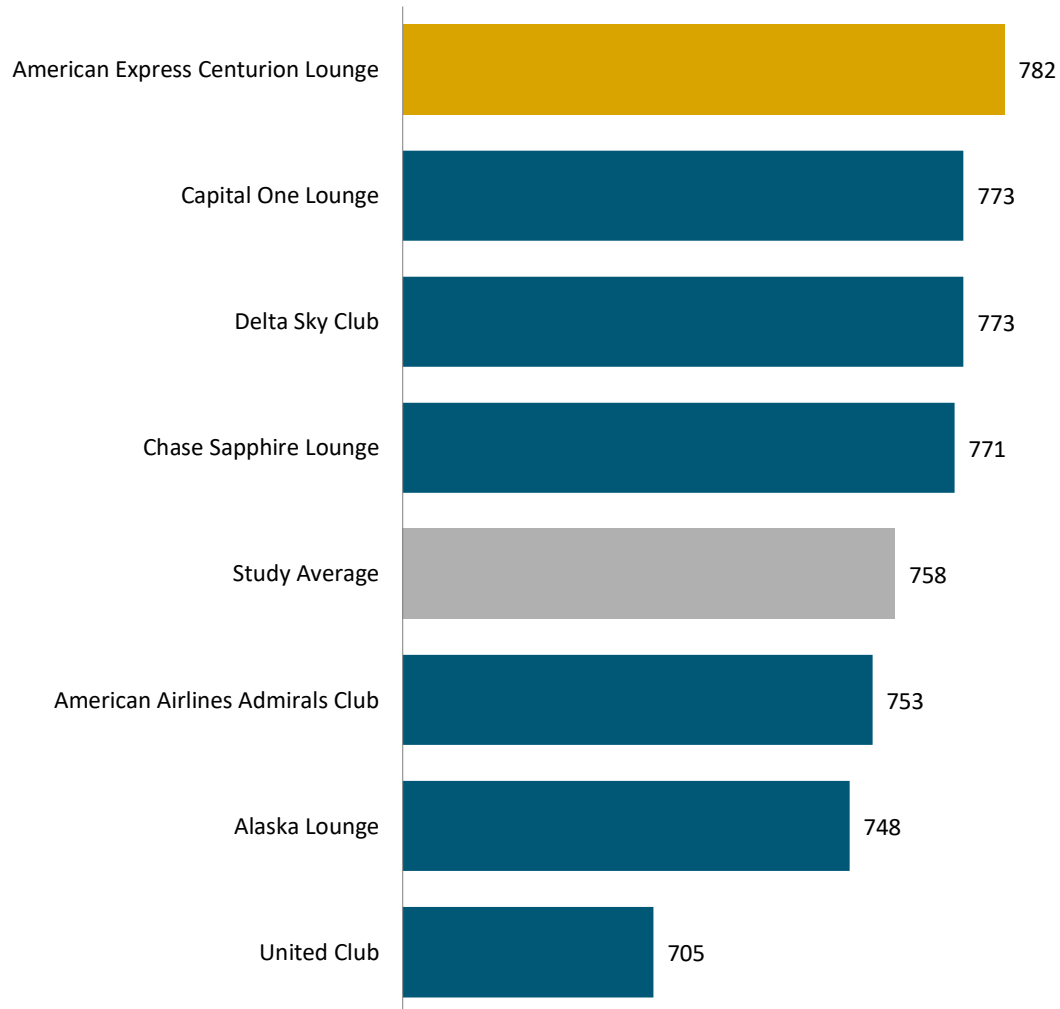
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NOTE: One chart follows.

J.D. Power 2025 U.S. Airport Lounge BenchmarkSM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)



Source: J.D. Power 2025 U.S. Airport Lounge BenchmarkSM

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