

Destination Demand And Choice For Global Travelers

Tectonic Destination Shift In Times Of COVID-19

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Travel in January 2020



Travel
stopped
suddenly



Waiting
for a
return to
'normal'

Will I need to quarantine?

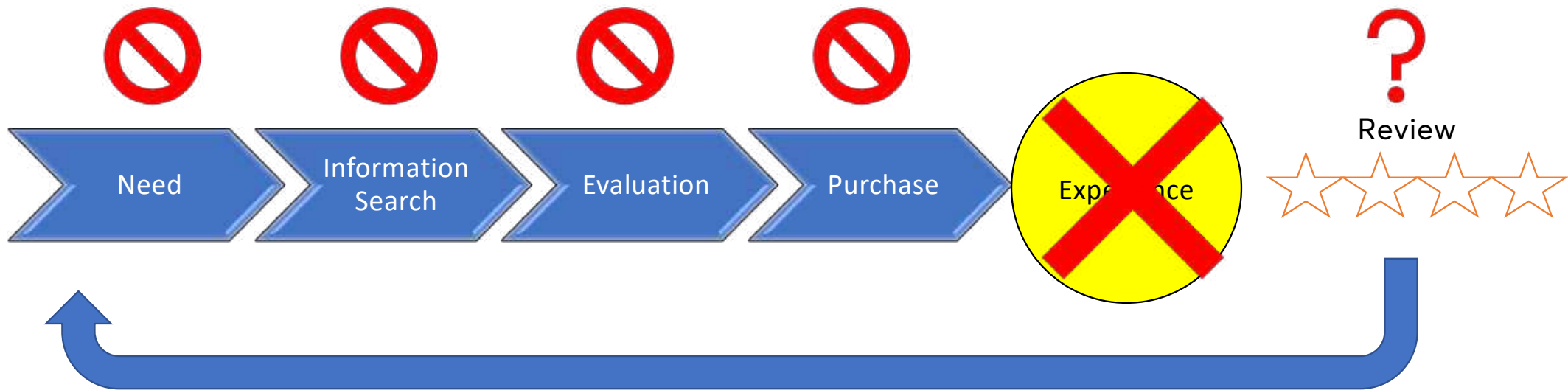
Uncertainty remains

Is it safe to travel there?

Am I insured?

Will I get a flight home?

Consumer decision-making during COVID



What does this mean for travel?

- This crisis has changed travel forever
- Consumers need to regain confidence
- Operators need to balance safety & experience
- Policies need to provide certainty



Thank you!

For follow up questions, please connect on:

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