

CANADIAN

# TRAVEL AGEN



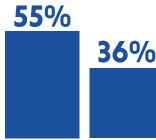


**SURVEY ON COVID-19** 



WHAT

impact is expected on 2020 sales?



8%

Down 50 - 74% Down 25 - 49%



## **BIGGEST FRUSTRATIONS**

with suppliers?



Long call centre wait times



24%





Not stepping up in refund/chargeback disputes

**16**%



# **FRUSTRATIONS**

with clients?



**Hesitation about** future travel



**Pursuing refunds** or chargebacks



**Non-clients** wanting assistance



**HOW** 

will future travel change?



**Smaller** group sizes



More travel insurance purchases



More stringent health



River cruising rather than ocean cruising

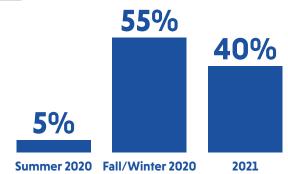


More bookings to lesser-travelled destinations



## WHEN

will bookings pick up?





#### **WHERE**

will be first to recover?

- 1. Canada
- 3. Travel to U.S.
- 5. Cruising
- 7. Africa and beyond
- 2. Mexico & Caribbean
- 4. Europe
- 6. Long-haul Asia



#### WHO

will travel first?



1. Millennials



2. Generation X



3. Baby Boomers



4. Couples



5. Groups



6. Faith-based



**Shorter booking** windows



protocols in destination



Airlines will have to change seating