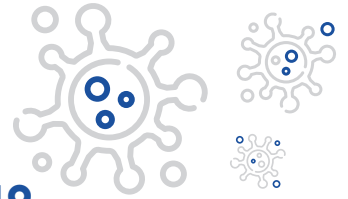


CANADIAN

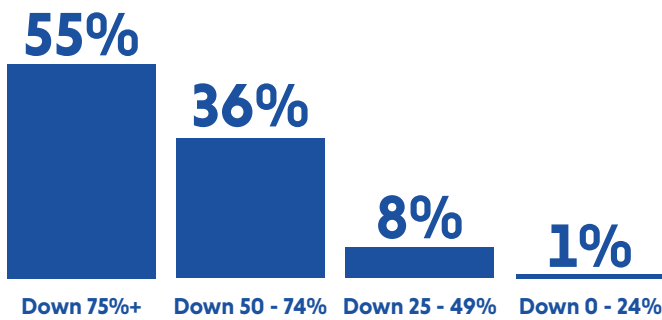
TRAVEL AGENT

SURVEY ON COVID-19



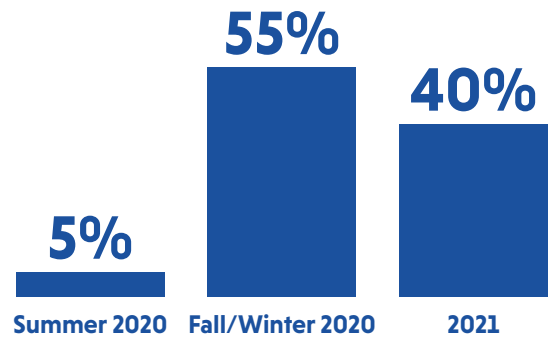
WHAT

impact is expected on 2020 sales?



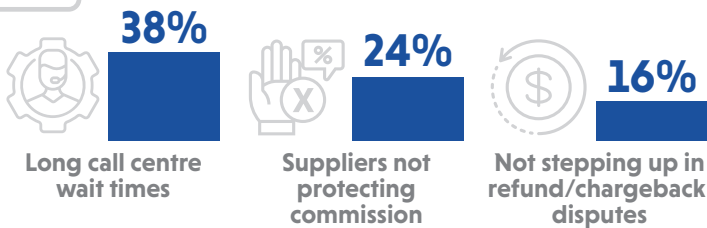
WHEN

will bookings pick up?



BIGGEST FRUSTRATIONS

with suppliers?



WHERE

will be first to recover?

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



FRUSTRATIONS

with clients?



WHO

will travel first?

1. Millennials
2. Generation X
3. Baby Boomers
4. Couples
5. Groups
6. Faith-based



HOW

will future travel change?

- Smaller group sizes
- More travel insurance purchases
- River cruising rather than ocean cruising
- More bookings to lesser-travelled destinations
- Shorter booking windows
- More stringent health protocols in destination
- Airlines will have to change seating