Travel Industry Update
May 8, 2020

Frontier Airlines

**Frontier Airlines ends “More Room” offer**

- Frontier Airlines is dropping plans to charge passengers extra to sit next to an empty middle seat after congressional Democrats accused the airline of trying to profit from fear over the new coronavirus.
- The airline will eliminate the extra fee, which Frontier called “More Room,” and block the seats from being sold.
- “We recognize the concerns raised that we are profiting from safety and this was never our intent,” Frontier CEO Barry Biffle said late Wednesday in a letter to three lawmakers. “We simply wanted to provide our customers with an option for more space.”

**Frontier will be the first US airline to institute temperature checks for passengers**

- Frontier Airlines will become the first U.S. carrier to check passenger temperatures before allowing people to get on board. The program will start on June 1.
- Before boarding, passengers and crew members will have their temperatures checked at the gate. If someone registers a temperature of 100.4 or higher, they will be kept at the gate for about ten minutes, then screened again.
- If the second temperature check is still 100.4 or higher, the passenger or crew member will not be allowed on that flight.
- Anyone denied boarding will be re-booked.
- Frontier has ordered five hundred infrared thermometers so its gate agents are ready to screen passengers starting June 1.

Singapore Airlines

- **Only 10 out of their 200 airplanes currently fly passengers**
- The remaining planes either fly cargo or sit empty

**London Heathrow to begin temperature checks**

- Passengers flying into Heathrow airport will have their temperature checked – without even knowing it.
- The airport is deploying camera detection systems capable of monitoring the temperatures of passengers moving through the airport.
- The screening technology will initially be used in the immigration hall of Terminal 2, which is one of only two currently open – the other is British Airways’ home, Terminal 5.
• If successful, the equipment will then be rolled out to departures, connections and colleague search areas. The trials will begin in the next two weeks in Terminal 2.
• The airport is also assessing other technologies including UV sanitation and contactless security screening equipment to reduce person-to-person contact.

Amtrak

• Beginning May 11, Amtrak will require passengers to wear face coverings in stations and onboard trains
• The covering over a customer’s nose and mouth can be removed when customers are eating in designated areas, in their private rooms in sleeping car accommodations, or when seated alone or with a travel companion in their own pair of seats.
• Small children who cannot maintain a facial covering are exempt.
• As of June 1, Amtrak will resume some Acela Express trains on the Northeast Corridor
• Three Acela round trips between Washington and New York will be added, as well as an increase of Northeast Regional service from eight to 10 frequencies daily.

Disney Springs in Orlando, FL, to begin phased re-opening on May 20

• A limited number of shopping and dining experiences owned by third-party companies will open during the first phase.
• Capacity, parking, and operating hours will also be limited.
• As part of the re-opening, new safety measures will be put in place.
• More details about the re-opening procedures will be shared closer to May 20, according to Disney.
• “Upon reopening, theme parks, Disney Resort hotels, restaurants, attractions, experiences and other offerings may be modified and will be limited in capacity and subject to limited availability or closure, based on direction from health experts and government officials to promote physical distancing,” Disney said in an update on its website.

Caribbean

Information from WEF on the impact COVID-19 is having on the tourism-dependent Caribbean

• Most Caribbean countries will be exposed to the sudden drop in tourism.
• Tourist-based economies throughout the Caribbean region have limited social safety nets.
• Government will need private-sector help to fill the gap.
• “This pandemic shock is unlike any shock that these sovereigns have seen in their history,” said Julia Smith, an analyst at S&P Global Ratings.
• To put the magnitude of the problem into perspective, these countries are accustomed to welcoming three to six cruise ships a day. That is 12,000-20,000 new tourists hitting their shores every day. They have no cruise ships now and haven’t had any since February. Right now, 95% of the 80,000 hotel rooms in the Cancun Hotel Zone are vacant. Without the Cancun-to-Cozumel tourist sector income, countries as large as Mexico are suffering.
• Tourism money is very important for one reason: It pumps cash (dollars) into the economy. Without tourists to pay (with cash) for para-sailing, scuba diving, deep-sea
fishing, taxis, groceries, etc. tourism-dependent countries risk running out of US dollars, which they need for the importation of food, fuel and for servicing debt obligations. No tourism, no cash.

- Tourism-dependent economies are collapsing.