Travel Industry Update
June 11, 2020

US and Canada will extended boarder closing until July

- Canada and the United States are set to extend a ban on non-essential travel to late July as both countries seek to control the spread of COVID-19.
- The ban, currently due to expire on June 21, does not affect trade.
- Canadian and U.S. sources said although the governments had not yet taken a final decision, a further extension was highly likely.

Delta establishing global cleanliness division

- With sanitation suddenly a much higher priority for airline customers, Delta is launching an entire division dedicated to cleanliness.
- The division is a new department within Delta’s customer experience organization that is "dedicated to innovating and evolving our already-high cleanliness standards."
- Bill Lentsch, Delta chief customer experience officer, said “This team will bring the same focus and rigor to cleanliness that we’re known for in transforming customer expectations for on-time, completion and baggage performance — so that customers can feel confident when choosing to fly with us.”

American Airlines is burning less cash but future demand still uncertain

- American Airlines Chief Executive Doug Parker said on Wednesday that he expects a daily cash burn of about $40 million in June, down from a previous forecast of $50 million per day, thanks to cost-savings measures to address the coronavirus pandemic.
- Parker said demand was returning at low levels but the company does not know how much it will be flying in the fall or in the summer of 2021 due to continued uncertainty.

United passengers to self-certify health before boarding

- The airline is the first major US carrier to require all passengers to complete a health questionnaire to screen for the coronavirus as part of checking in.
- The questionnaire asks passengers to certify they have not experienced coronavirus symptoms in the last 14 days nor tested positive for the virus in the past 21 days.
- It also requests passengers agree to wear a face mask during the flight, which is an airline policy, but not a federal requirement.
- United said customers who "are not able to confirm these requirements" -- including the new health standards -- will be "able to reschedule their flight."
- There are no current US government or industry-wide requirements for this broad type of health screening.
• The airlines have asked the Transportation Security Administration to conduct temperature screening of passengers, but so far the agency has not decided to do so.

**Alaska Airlines likely to lay off 3,000**

• Alaska Airlines projects a slow recovery from the rapid decline in air travel due to the coronavirus pandemic, and it's preparing to shed as many as 3,000 jobs next year from its 23,000-strong work force.
• “Things will likely not go back to pre-COVID levels in the next 12 months,” said Alaska Air Group president Ben Minicucci. “We see a smaller company in 2021. We see a smaller industry, in fact. We think we’ll be smaller by about 3,000 people.”
• But revenue is still down 80% compared to a year ago. While Minicucci is hopeful domestic leisure travel will pick up substantially later this year, the prospect is worse for the return of more lucrative business and international travelers.
• “We don’t see that coming back either in the fourth quarter or into next year,” Minicucci said.

**Alitalia adding international flights from Milan**

• Alitalia said on Thursday it would resume international flights from Milan in July.
• The Italian carrier said that next month it would operate 60% more flights compared to June, adding it would fly on 52 routes to 37 airports, including 19 in Italy and 18 abroad.
• Seats offered in July will grow by 60% compared to the previous month, the carrier said.

**British Airways to sell works of art to raise cash**

• British Airways will sell at least 10 works of art from its extensive collection, to try to raise millions of pounds to boost its cash reserves as it struggles through the coronavirus pandemic.
• The BA collection includes works by Damien Hirst, Peter Doig and Bridget Riley, and selling off some of the works, which usually hang in executive lounges at airports, was an idea from a BA staff member.
• At least one work has been valued at more than 1 million pounds, the source added.

**Lufthansa to cut at least 22,000 jobs**

• Lufthansa said half the job cuts would be in Germany. It hopes to agree the measures with unions by 22 June.
• It added that it hoped to minimize redundancies through short-time working and crisis agreements.
• “The aim is to pave the way for the preservation of as many jobs as possible in the Lufthansa Group,” the company said.
• The airline employs more than 135,000 people worldwide. About half of them are in Germany.
• Lufthansa labor director Michael Niggemann said: "Without a significant reduction in personnel costs during the crisis, we will miss the opportunity of a better restart from the crisis and risk that the Lufthansa Group will emerge from the crisis significantly weakened."
Korean Air to extend unpaid leave for flight attendants

- Korean Air said all flight attendants who have worked for the flag carrier for at least two years can take the unpaid leave for a minimum period of six months and up to one year, beginning on July 1.
- Last week, Korean Air said its foreign pilots will take extended unpaid leave amid the new coronavirus outbreak.

Amtrak app adds gate and departure info for more stations

- Now for select Amtrak stations, you can track real-time gate and departure information directly through the Amtrak app.
- The app feature allows travelers to avoid clustering around departure boards and other information signage, like they currently do, before making the mad dash to the right track. This process is annoying during the best of times, and potentially harmful during these times of heightened infection risk.
- Many stations now have this information available on the app; New York Penn will add the capability in July.

Cruise lines

- Disney has cancelled all cruise departures from Europe through October 2, and all departures from Canada through Sept 14.
- British luxury cruise line Cunard has canceled all sailings due to depart up to and including Nov. 1 for its ships, Queen Mary 2 and Queen Victoria. For its third ship, Queen Elizabeth, departures up to and including Nov. 23, will be canceled.

Disneyland to re-open July 17

- Disneyland Park and Disney California Adventure will open July 17, pending local and state government approvals.
- The Downtown Disney shopping district is slated to reopen July 9, with Disney’s Grand Californian Hotel & Spa and Disney’s Paradise Pier Hotel planning to open July 23. The Disneyland Hotel will open later, a company representative said.