Travel Industry Update
July 21, 2020

U.S. air travel falls for first week since April as coronavirus cases spike

- TSA data show the first decline in people passing through checkpoints since April.
- In the week ended July 19, 4.65 million people passed through checkpoints at U.S. airports, according to the Transportation Security Administration, down more than 4% from a week earlier and the first weekly percentage drop since April.
- The peak summer season is always crucial to airline revenue but it is even more important this year with a grim outlook for corporate travel this fall because of the pandemic.

American Airlines Revamps Check-in, Baggage Drop-off As Contactless Experience

- Starting Monday, passengers will be able to drop off their bags without having to make physical contact with screens or airline employees.
- Customers checking bags for domestic or international flights can check in online through the airline’s app ahead of time and indicate how many bags they plan on checking. When they get to the airport, passengers scan their boarding pass at the check-in kiosk, which will then automatically print bag tags. The customer can attach the tags, drop off their bags, and proceed to security without having to touch a screen.
• The technology will be available at more than 230 airports across the country.
• The airline also announced a new inflight Wi-Fi portal where passengers can access their AAdvantage and credit card information, purchase Wi-Fi for their flight or view inflight entertainment.

**Nearly 17,000 Southwest employees sign up for buyouts, voluntary leave as furlough threat looms**

• Nearly 17,000 Southwest employees, or about 28% of the workforce, signed up for leaves of absence or early retirement.
• Nearly 4,400 put their hands up for buyouts, while close to 12,500 expressed interest in extended time off.

**United Airlines Optimizes Airflow and Filtration During Boarding, Deplaning**

• As part of ongoing efforts to further help reduce the spread of COVID-19, United Airlines announced the implementation of a new protocol that maximizes airflow volume through HEPA (high-efficiency particulate air) filtration systems throughout the boarding and deplaning processes.
• United staff and pilots are working to prepare all mainline aircraft to implement the new procedure starting on July 27.
• Onboard air-conditioning and pressurization systems replace the entire volume of cabin air every two to three minutes and, in combination with HEPA filters, remove 99.97 percent of airborne particles, (including bacteria and viruses) during the entire time they’re in operation, both on the ground and in the air.
• That means the air inside a United mainline aircraft’s cabin while boarding or deplaning is considerably cleaner than what you’re likely breathing during visits to the grocery store, restaurants and even some hospitals.
• “The quality of the air, combined with a strict mask policy and regularly disinfected surfaces, are the building blocks towards preventing the spread of COVID-19 on an airplane,” United Airlines CEO, Scott Kirby, said in a statement.
• Onboard United’s commercial aircraft, fresh air is directed downward from the ceiling vents and exits the cabin through vents in the floor and sidewalls. It then passes through HEPA filters and is mixed half-and-half with fresh air from the outside before being recirculated, providing a constant flow of clean air into the cabin.

**Marriott will require guests to wear masks in lobbies, other public spaces: 'Protect one another'**

• Marriott will require guests to wear masks in lobbies and other public spaces starting July 27.
• The Bethesda, Maryland-based hotel chain — which has more than 7,300 hotels worldwide — has been requiring employees to wear masks for several months. But in a video message released Monday, CEO Arne Sorenson said the mandate is being extended to guests.
• “Health experts have made it clear that wearing face coverings in public spaces is one of the easiest steps that we can all take to protect one another and reduce the spread of COVID-19,” Sorenson said in the video, after removing his own cloth mask.
• Marriott is the largest hotel chain to issue a mask requirement. Hyatt Hotels already require guests to wear masks in public areas in U.S. and Canadian hotels, though that will expand to indoors, too, beginning next week.
• Hilton said Monday it plans to require guests to wear masks, but it hasn’t released a start date.

**Hyatt will require guests to wear masks**

• As of July 27, 2020, and for the foreseeable future, Hyatt will require guests at all US and Canadian properties to wear face coverings in all indoor public spaces.
• Hyatt defines public areas as including hotel lobbies, meeting and event spaces, restaurants and bars, and fitness centers. Hyatt notes that some guests may be exempt from this mandate, including guests with medical conditions, guests consuming food or beverages in restaurants, and children under the age of two.

**Another cruise line shuts down as COVID’s impact on industry grows**

• U.K.-based Cruise & Maritime Voyages shut down Monday after days of scrambling to find emergency funding.
• Catering to British travelers, Cruise & Maritime Voyages was the U.K.’s second-biggest cruise operator after Carnival Corporation’s P&O Cruises. It marketed trips on six ships — Columbus, Vasco da Gama, Astoria, Astor, Marco Polo and Magellan.