



Travel Industry Update

August 28, 2020

Keep your hands clean: Delta adding in-flight hand sanitizing stations during pandemic

- Delta Air Lines, hoping to be known as the airline with the most comprehensive coronavirus safety measures, is adding in-flight hand sanitizing stations.
- The Purell dispensers, up to five per flight depending on the size of the plane, will be located near the bathrooms, the airline announced Thursday.
- Delta said it is the first U.S. airline to add them to its planes.

Delta has banned nearly 250 passengers for refusing to wear masks

- Delta Airlines' mask policy is not a suggestion, it's mandatory. Passengers refusing to abide by the rule to keep masks on at all times (save eating or drinking) don't get to fly with Delta. It's just that simple.
- As of August 27, Delta said it has banned roughly 240 people from flying with the carrier.
- "Although rare, we continue to put passengers who refuse to follow the required face-covering rules on our no-fly list," says Delta CEO Ed Bastian.

American Airlines Drops Change Fees Until 2021, Suspends Service at Certain Airports

- American Airlines will now allow passengers to change their flights for free until the end of the year.
- All trips booked before Sept. 30 will be eligible for free changes on travel through Dec. 31, 2020, according to the airline's website. Passengers are allowed to change or cancel their upcoming trips one time, without penalty. The offer will also apply to basic economy tickets, which are typically not eligible for changes.
- Customers will also be allowed to change their origin and destination cities as part of the waiver. They will only need to pay the fare difference.
- Passengers who cancel an upcoming trip will receive a flight credit, valid for 12 months from the time of cancellation. American Airlines is not issuing refunds on canceled travel at this time.

Southwest needs 'business to double in order to break even,' CEO says

- Southwest Airlines CEO Gary Kelly said despite some modest improvements in late July and August "passenger demand remains inconsistent and difficult to forecast and still at very depressed levels."

- More than five months into the COVID-19 pandemic, Kelly said planes will still be less than half full on average in September and that there still isn't much demand from business travelers as the summer travel season transitions into fall.
- "The bottom line result is terrible," Kelly said. "We've got to find a way to eliminate these huge cash losses, and just get to the other side of this pandemic."
- U.S. industry passenger traffic is still down more than two-thirds from a year ago and competing airlines are warning of furloughs and layoffs to come in a month without more government aid. Only 540,000 passengers went through TSA checkpoints Wednesday, down more than 75% from a year ago.
- "...we'll need our business to double in order to break even," Kelly said.
- Still, Southwest is burning through \$17 million of cash a day and expects to burn through \$20 million a day during the third quarter. However, the carrier has about \$15 billion in cash and short-term investments.
- Southwest has said it won't need to issue furloughs through the end of 2020, but the future depends on the continued recovery of the industry, which has slowed considerably during the last six weeks. About 28% of Southwest employees are taking voluntary leave or early retirement, the company previously reported.

United Airlines announces biggest pilot job cut in its history

- United Airlines is preparing for the biggest pilot furloughs of its history after announcing on Thursday the need to cut 2,850 pilot jobs this year, or about 21% of the total, without further U.S. government aid.
- Airlines, reeling from the devastating impact of the novel coronavirus pandemic on air travel, have asked the U.S. government for another \$25 billion to cover employee payroll through March.
- United's planned cuts, released in a memo to employees and shared with the media, would run between Oct. 1 and Nov. 30. They are significantly higher than the 1,900 announced earlier this week by Delta Air Lines and 1,600 by American Airlines.

A Ryanair passenger who tested positive for COVID-19 was removed from the plane by officials donning full hazmat suits

- Video footage showed officials donning full hazmat suits escorting a passenger who tested positive for the coronavirus off a Ryanair flight bound for Italy.
- The plane was minutes from takeoff in the London Stansted Airport to Pisa, Italy, the Daily Mail reported.
- In the video shared on Twitter Wednesday, officials in hazmat suits appear to be talking with one of the passengers as a flight attendant makes her way through the aisle.
- Ryanair confirmed in a statement that the passenger and the person who was traveling with him were escorted off the plane after the passenger received a text that he tested positive for COVID-19.
- "There was little if any risk of Covid-19 transmission to other passengers or crew members as all of whom were also wearing face masks at all times," the Ryanair spokesperson said in a statement.
- "The aircraft departed for Pisa following a delay of 1 hour and 20 mins to allow for the empty seats and overhead cabin bins to be disinfected to comply with all UK health authority guidance," the spokesperson continued. "Ryanair apologises to all passengers for this short delay."

AFKLMP creates vaccine shipment taskforce

- Air France KLM Martinair Cargo (AFKLMP) has formed a taskforce to define the steps needed to help ship Covid-19 vaccines.
- Working in close consultation with the pharma industry and related forwarders, the airline has assessed specific requirements for shipping Covid-19 vaccines when they become available.
- It has adapted its operation in terms of equipment and dedicated monitoring and service, as well as the capacity it can offer.
- Enrica Calonghi, global head of pharmaceutical logistics at the carrier, said: “AFKLMP Cargo is ready to play a key role in the distribution of Covid-19 vaccines, thereby helping to ensure that as many people as possible around the globe will have access to vaccines in these challenging times.”

Marriott’s New “What To Expect” Coronavirus Page

- Understandably hotels have had to make a lot of changes due to coronavirus. As a guest it can be hard to know what to expect in terms of service, amenities, procedures, etc.
- The answers to these questions not only help guests manage expectations, but may also impact which hotel people choose to stay at.
- While it’s not yet available for all properties, Marriott seems to be compiling a detailed list of the services being offered at all hotels.
- Eventually you should be able to search by destination and determine amenities based on going to this URL: whattoexpect.marriott.com

New Hotel Study Highlights Health Protocols Making Guests Feel Safe

- A survey from the American Hotel & Lodging Association (AHLA) showed improvements to health and sanitation protocols at hotels in the United States have an impact on the comfort level of guests.
- The study conducted by Morning Consult found 87 percent of travelers surveyed said employees wearing facial coverings made them feel more comfortable staying at a property. Another 85 percent said other guests wearing masks helped them feel safe.
- The AHLA also revealed 86 percent of hotel visitors believe suspending daily housekeeping of rooms made them feel at ease. Utilizing technology to reduce direct contact (85 percent) was also among the top priorities for frequent travelers.
- Other popular measures to increase a guest’s comfort level include adding transparent barriers (82 percent), increased signage (80 percent), temporarily closing amenities (77 percent) and floor markings to promote social distancing (77 percent).