



Travel Industry Update

November 18, 2020

Thanksgiving Week Will Push Airport Crowds to Pandemic Highs

- Airports and airlines are expecting their biggest crowds since the beginning of the COVID-19 crisis next week for Thanksgiving, even as a surge in coronavirus cases hit the country and government warnings square off against the usually busy travel holiday.
- During the peak Thanksgiving week, American Airlines is adding about 500 flights a day, Southwest is bringing on an additional 300 flights and United Airlines is putting about 1,400 more flights on its schedule.
- DFW International Airport, where traffic is still down by 45% compared to last year, is expecting 1.3 million passengers to go through the airport during the busy week. The much smaller Dallas Love Field is expecting 13,000 to 15,000 passengers a day, although airport spokesman Chris Perry said Dallas-based Southwest Airlines has been routing more traffic through Love Field.
- But it will be a substantially subdued travel holiday. Airline schedules are down about 40% to 45% from a year ago, even with flights added for the last week of November.

Delta Maintains Winning Streak Amid Covid Challenges

- For the 10th year in a row, travel buyers rated Delta Air Lines as the top carrier in BTN's Airline Survey, atop a tide of improved buyer satisfaction with airlines even as they faced a near total evaporation of corporate travel demand amid the Covid-19 pandemic.
- Delta earned a total score of 4.59 on a five-point scale and once again earned the highest score among its competitors in all criteria measured in the survey. BTN this year added three criteria specific to airlines' Covid-19 response, but the rest of the categories were consistent with last year's survey. Delta also improved its score year over year in all survey criteria.
- Delta was not alone in its improvement, however. More than 60 percent of buyers in the survey indicated that their customer service had improved since last year. A third said customer service had stayed the same, leaving only a small percentage indicating it had gotten worse.
- American Airlines and Southwest Airlines each improved across all comparable categories year over year, while United Airlines, which ranked second last year, fell a bit year over year. For American, that was enough to surpass United to rank second this year, and Southwest remained in fourth, though the spread between all three airlines was just 0.06 points.



- Hygiene and sanitization procedures have taken center stage amid the pandemic, and they also are playing a critical role in airline communication strategies they hope will lay the groundwork for a corporate travel rebound.
- Both client communication and effective communication related to Covid were among Delta's highest-scoring areas. Several buyers in open-ended questions praised the carrier's response.

TRANSIENT PRICING

Customizing discounts & other negotiated prices



MEETINGS TRAVEL PRICING

Customizing discounts & other negotiated prices for preferred travel buyers



SERVICES & AMENITIES

Customizing traveler-focused offerings like soft-dollar benefits & VIP treatment in flight & at the airport



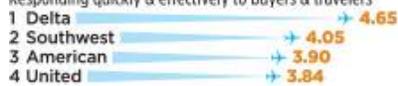
DISTRIBUTION CHANNELS

Providing comprehensive published & private content through preferred booking channels



COMPLAINT RESOLUTION

Responding quickly & effectively to buyers & travelers



COMMUNICATION WITH BUYERS

Informing buyers of changes in airline management, products, programs, data, reporting, sales & service



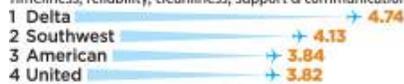
ACCOUNT MANAGERS & SALES REPS

Participating in productive & frequent meetings & holding the power to negotiate agreements, offer options & make price & service decisions



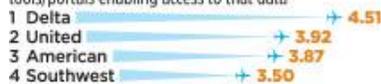
CUSTOMER SERVICE FOR TRAVELERS

Timeliness, reliability, cleanliness, support & communication



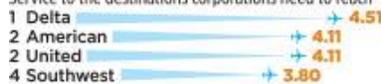
QUALITY OF DATA & REPORTING TOOLS

Data and program insights provided by airline as well as tools/portals enabling access to that data



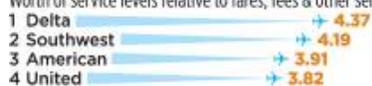
NETWORKS, PARTNERSHIPS & FREQUENCIES

Service to the destinations corporations need to reach



VALUE

Worth of service levels relative to fares, fees & other services



British Airways, American Airlines to begin voluntary COVID-19 testing plan

- British Airways said Tuesday that it will start testing passengers flying from the U.S. to London's Heathrow Airport for COVID-19 in an effort to persuade the British government it should scrap rules requiring most international travelers to quarantine for 14 days.
- The airline says the pilot program will offer voluntary testing starting Nov. 25 in partnership with American Airlines for passengers flying to Heathrow from New York, Los Angeles and Dallas.
- Passengers will be tested 72 hours before departure, on arrival at Heathrow and again three days after arrival. British Airways says its goal is to show that a single test 72 hours before takeoff is enough to ensure travelers aren't carrying COVID-19, allowing authorities to end the quarantine requirement.
- The pre-departure test will be conducted at home by travelers, who will self-collect a nasal sample under the supervision of medical professionals by videoconference, BA said. The second test, which happens on arrival at Heathrow, will be a nasal swab conducted by health workers at the airport. The third test is a saliva sample taken alone by passengers three days after arrival in the U.K.
- BA said more airlines may join the testing program in the coming weeks.

United Airlines Launches Rapid COVID Testing For Passengers Flying From Newark To London

- United Airlines launched its free COVID testing pilot program.
- The airline will offer rapid tests to every passenger over the age of two and all crew members on select flights from Newark Liberty International Airport to London's Heathrow Airport.
- Passengers will have to take the test three hours before departure.
- The program aims to guarantee everyone aboard the transatlantic flight tests negative before takeoff.
- It runs through December 11.

EasyJet slumps to first annual loss amid pandemic

- EasyJet has reported its first annual loss in the airline's 25-year history as the coronavirus crisis continues to affect the travel industry deeply.
- The airline posted a loss of £1.27bn for the year to 30 September as revenues more than halved.
- EasyJet added that it expected to fly at just 20% of normal capacity into next year.
- On the news of the vaccine last Monday, bookings were up close to 50%.

Lufthansa to cut free snacks for economy passengers

- German airline Lufthansa slashing costs as it struggles to cope with the impact of the COVID-19 pandemic, said on Tuesday it will stop offering free snacks to economy class passengers from next spring.
- The airline and its subsidiaries, Eurowings, Swiss, Austrian and Brussels Airlines, are cutting their schedules, fleet and staff, with air travel not expected to recover to pre-pandemic levels before 2025.

- “Our current snack offer in economy class does not always meet the expectations of our guests,” Christina Foerster, executive board member, said in a statement.
- Instead, Lufthansa and its subsidiaries will introduce a new range of food and drinks for sale on short and medium-haul flights, with Austrian airlines starting the new offer, followed by Swiss and Lufthansa.
- Lufthansa and Swiss will also give passengers a complimentary bottle of water.
- Passengers on budget airlines such as Ryanair and Lufthansa's Eurowings, have long had to pay for their own snacks and drinks.

Alitalia will resume flights to Brazil and Argentina from mid-December

- Alitalia will resume from mid-December non-stop flights from Rome to Buenos Aires and Sao Paulo, air services which had been respectively suspended in March and April due to the Covid-19 pandemic.
- Scheduled services with Brazil and Argentina will be operated on a weekly basis and will mark not only the resumption, after about nine months, of a regular direct air connection between Italy and the two South American countries, but they will also guarantee greater opportunities for carrying goods between Europe and South America, thanks to the load capacity of 20 tons (in 80 cubic meters of space) of the bellies of the Alitalia Boeing 777-200ER aircraft which will fly on the two routes.

France to keep supporting Air France-KLM if needed: government

- The French government will continue to support airline company Air France-KLM if necessary, government spokesman Gabriel Attal said on Wednesday.
- Attal, holding a news conference after a cabinet meeting, was asked about a report that Air France-KLM was discussing plans to raise another 6 billion euros (\$7.1 billion) from its two government shareholders and other investors.
- The company received 10.4 billion euros in state-backed bailouts from France and the Netherlands earlier this year to help it cope with the impact of the coronavirus pandemic.
- “The state has always strongly supported Air France since the beginning of the crisis”, Attal said, adding the company had ongoing talks with France’s finance ministry.

Denver International Airport screener is ninth TSA employee to die as a result of COVID-19

- A Transportation Security Administration employee in Denver died after contracting COVID-19, the agency said Tuesday.
- Eduard Faktorovich, a TSA officer at Denver International Airport, died on Monday. A total of 2,885 TSA employees have tested positive for the coronavirus, which causes COVID-19, and nine have died.
- Faktorovich joined TSA in April 2018 and worked exclusively at the checkpoint in Denver. His last date on duty was Nov. 2.

Disneyland, California Adventure expected to stay closed until at least March 2021

- Disney expects Disneyland and California Adventure to remain closed until March 2021, an executive said in a recent call with analysts, CBS Los Angeles reports.
- Christine McCarthy, Disney's senior executive vice president and chief financial officer, said in a recent call with analysts that the company doesn't expect the parks to reopen until "at least the end of the first fiscal quarter."
- "We currently anticipate Disneyland resort will remain closed at least through the end of the fiscal first quarter," she said.
- McCarthy said that means the theme parks will remain closed until March 2021.

Thousands volunteer for CDC-ordered 'test' cruises

- Tens of thousands of cruise enthusiasts have offered to volunteer for "test voyages" that the cruise lines have been ordered to run before they'll be allowed to resume operations out of United States ports.
- And while cruise lines are so far keeping mum about what the actual test cruises will entail, requirements by the U.S. Centers for Disease Control suggest they're not intended to be fun days at sea.
- Volunteers likely won't be lounging all day on the Lido decks if chosen. A 40-page framework outlining what cruise lines must do to get back in operation requires the simulations to include run-throughs of check-ins, evacuation procedures, on-board activities, including at dining and entertainment venues, evacuation procedures, transfer of symptomatic passengers and crew members from cabin rooms to isolation rooms, quarantining of all remaining passengers and non-essential crew members, plus lab tests of all passengers before getting on and after getting off the ships.