



# **International B2B status report**

**- in connection with the Covid-19 pandemic situation**

**March 2020**



**India**

# Sum-up of the current situation

## • *How are things going?*

- Due to this unprecedented situation, business is on a complete standstill
- The current government directive of shut-down will be in effect till 15<sup>th</sup> April. This may be reviewed in the coming or following week
- Lots of cancellations
- If situation is normal by May, it will pick up in the following months
- Focus on higher numbers in Autumn break and Winter vacations
- Middle class may see an impact but the rich will not be affected economically. Most travellers to Scandinavia are wealthy or rather recession proof.
- Lockdowns have been frustrating, so some of the travellers want to get out as soon as situation improves but they may be a bit cautious and watchful before they travel
- In terms of our group series, we have had to release all tours for April given the current situation
- Currently, everything is slow as customers are following the government policy
- It is more like a wait and watch situation

## • *What are your biggest challenges right now?*

- Refunds and cancellations / Airlines credits and coordination
- Getting refunds for cancelled bookings is the biggest challenge as clients want a refund but the airlines and the hotels are only agreeing to give a credit note
- Rescheduling future holidays
- Inspire and encourage travellers once the situation improves that it's safe to travel
- No new queries / bookings post mid-March 2020
- Uncertainty is the biggest challenge and we don't know when the travel eco system will be up and running.
- Our industry was first to hit and will be the last to revive. So, we need to stay positive & be aware that sooner or later we will bounce back

## Sum-up of the current situation

### ***Are you still getting a lot of cancellations? Are customers still keen to travel to Norway in the future?***

- Most cancellations happened by mid-March. Depending on the situation maybe by July / August / winters but the main season of April May June is lost
- Some still have bookings for June but we are not sure whether they will be able to travel.
- We are getting cancellation requests from about one third of them wanting refund, one third have decided to postpone and the other one third is undecided
- Most of them have expressed that Norway has been a dream destination and they will want to travel there as soon. Some of them can be inspired to travel in Autumn or Winters

### ***How has the cancellation process with the Norwegian suppliers been? Have you experienced any changes in cancellation terms and conditions as a result of the situation we find ourselves in?***

- Cancellations happened just in good time / Most travel was from April
- Most bookings were cancelled well in advance and hence, there was no problem with the Norwegian suppliers
- Scandinavian DMC partners have been helpful and supportive. If clients don't cancel at all and travel at a later date, it will be mutually beneficial
- Very few travellers have postponed their travel to September. However, operation of most tours will largely depend on the situation in September
- Post 15<sup>th</sup> April, our members will re-assess the situation and take a call on the May departures. Our teams are regularly in touch with Scandinavian suppliers / DMCs and hotel partners who are aware of the on-ground condition and depending on the situation we will jointly look at re-instating the tours
- Most feedbacks suggest that the suppliers have been supportive

## Sum-up of the current situation cont.

- *When speaking to your customers – have you been encouraging them to rebook for later? Have they wanted to rebook, or have they wanted to cancel completely?*
- Presently no discussion but some may be open to travel once it's safe to travel.
- Encouraging to postpone but due to the uncertainty, 50-60 % travellers prefer to cancel
- The travel companies are in constant touch with their existing bookings and trying to convince them to postpone their travel and not simply cancel. They have been successful in majority of the cases
- Currently, some companies are proposing to offer full refund or credit note to travel in the next 12 months (select a later date of travel)
- Yes, we are encouraging rebooking and trying everything possible for people to reconsider travel cancellation





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