



International B2B status report

- in connection with the Covid-19 pandemic situation

March 2020



Spain

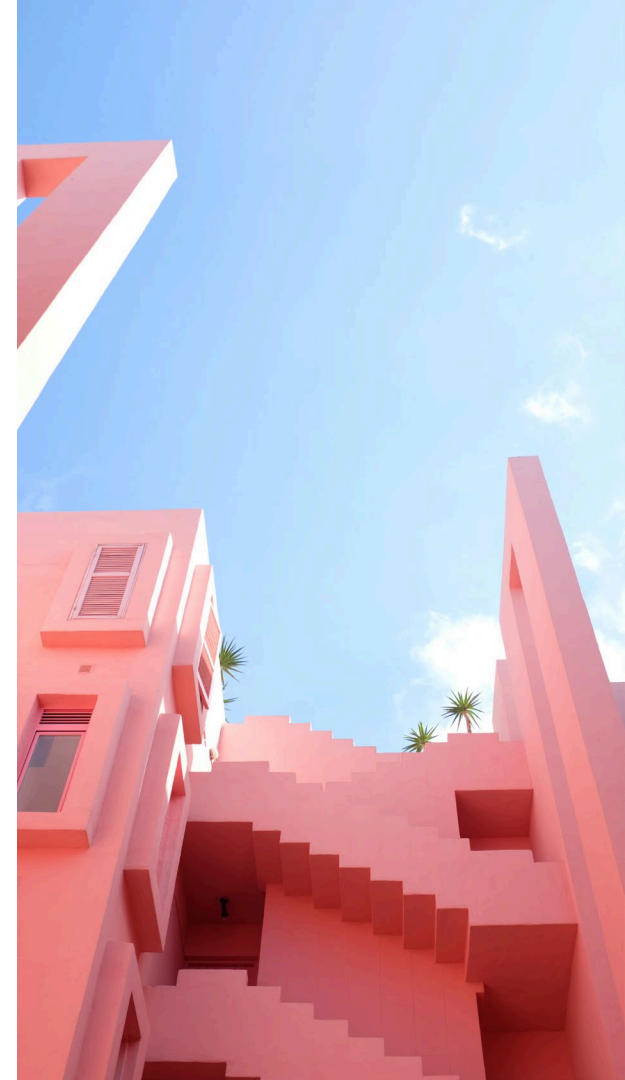
The current situation

The situation now is very complicated. The business from the beginning of the year has been very good, with a very positive trend, and February was also very good in terms of bed nights. In March, middle March we had this crisis that push our business from the sky to zero. Our government will create packages in order to save companies, so at the moment tour operators can apply for reductions of hours instead of dismissal of staff.

What are your biggest challenges rights now?

Spanish tour operators have been spending the last days in trying to bring their clients back to Spain. This has not always been easy due to the different rules of different countries all over the world. Nowadays the cancellations for Easter, May and June are in their desk as a priority.

The summer is faced with a big uncertainty. No plans can be made without knowing what will happen to country borders and to cancelled flight routes. Summer expectations are not positive at all. Not only for Norway but for outbound travel in general and, unfortunately, cancellations for the Spanish high season, July and August, have also started.



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?

For several tour operators has been very difficult due to the fact that many companies at the beginning were trying to think short terms and get money instead of thinking about future collaboration, so following the “cancellation policy” as in normal situations they where trying to charge the maximum as possible. Others norwegian providers were very helpful during the cancellation process . Unfortunately the air company Norwegian.com has been the worst example in helping tour operators.

The airlines (most, not all obviously) are acting considering only for their own economic interests, forgetting, even mistreating some operators, the intermediary channel with very little understandable actions. According to many tour operators one of the ones that has hurt them the most with their policy these weeks has been again Norwegian.com.

In other cases especially when Norway close down the borders, few suppliers did not what to do with the Spanish clients, and they “simply” invite them to leave the same day, so the tour operators did not have any option to re-allocate their client in others accommodation.

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?

Of course rebooking and giving customers voucher has been the first option. Unfortunatly many of them at the moment are facing refund policy 100 %. In this process the tour operators and travel agencies are stuggling very hard, waiting for the governemt give them option in order to avoid cash refund the clients.



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