



International B2B status report

- in connection with the Covid-19 pandemic situation

March 2020



France

The current situation leisure

Full lock down, work from home. For the bigger TO's, all personnel are temporarily on **lay off**, some are **fired**
Only managers and /or product managers left to keep the wheel going. Smaller structures are more flexible.

What are your biggest challenges rights now?

- Getting travellers home, but soon there... laying off staff
- No bookings (just one said they still have bookings for next winter)
- Cash flow
- Not being able to plan ahead as no vision on when and how things will get started again



Are you still getting a lot of cancellations?



Agencies, clients and TOs are following the recommendation of SETO (Syndicat des Entreprises du Voyage) ,



For now recommended postponing travels until the 15th of May. Travels for the summer have thus not been postponed yet.



Not so many cancellations, most clients accept postponing.



Are customers still keen to travel to Norway in the future?

Some think that the French might choose to stay in France

Most say it will depend of the duration of the crisis and the need to see the family, instead of going unemployed abroad

Will also depend on the inhabitants income due to unemployment

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?

- **The transporters have NOT been flexible! Specially the airlines!**
- In the beginning very chaotic and not enough info, some were very strict with cancellation conditions!
- After some time things got better and most suppliers are now flexible.
- Not easy to reschedule groups for next year, everybody should play the game
- How to replace groups this summer if the capacity is not there. Still hope for a return of activity before June
- Ideally the big companies should move in the same pace, but the problem is: Not same development in the different countries and not the same regulations ..

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?

- All TOs have encouraged the travellers to postpone not cancel, clients very cooperative. FIT easier than groups as more flexible. Not so many cancellations yet

Market insight relevant for the Norwegian tourism industry

Toughts about the reopening and pricing:

Some countries will open before others.

Rules for cancellations vs. postponing are different in the different countries.

Guarantee prices for the new dates, fear that the suppliers will not give the same prices, not fair /possible for TOs to lose their margin, work with loss.



Tusen takk!
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