



International B2B status report

- in connection with the Covid-19 pandemic situation

March 2020



RUSSIA

The current situation in Russia

Russian travel market is down completely. There's no travel business at the moment. Russian borders are closed.

No forecasts as the situation is very fast-changing and unpredictable.

For the time being Russian tour operators do not have any new bookings on future trips.

Tourists are afraid to plan any trips because nobody knows when borders will be opened.

Most part of Russian clients keeps patience who have bought trips.

Russian tour operators postpone a final decision regarding summer tours till mid-May.

Russian tour operators got cancellations for the nearest future, some of them for summer period as well. Tour operators offer their clients to rebook the trip to the end of this year, or to the 2021.

The current situation in Russia

Quotes from some of the Russian tour operators:

- ✓ *“All cancellations with Norwegian partners were made according to the standard procedures. No one takes fines, Russian tourists don't have to worry about fines for cancelled trips”*
- ✓ *“All Norwegian suppliers cancel our bookings without penalties sanctions*
- ✓ *“We have to cancel groups too close to departure. Only after boarder closed, we had no problems with cancellations. May groups we cancelled in time”. (West Travel)*
- ✓ *“Quite OK. Good contact with most of suppliers”*
- ✓ *“In the Northern part, it was very difficult with cancellations to activities. Suppliers did not confirm the cancellation without fee and are not ready to return the money, only as subject to the provision of service in the future. With hotels were better and most of hotels confirmed late cancelations ddl for coming months /summer/ current year.”*
- ✓ *“We haven't cancelled anything yet. Our partners show all possible flexibility in respect to cancellation policy”.*

Russian tour operators confirm the interest to NORWAY:

- ✓ *“We still feel interest to trips to NORWAY from our clients”*
- ✓ *“We feel interest in Norway from tourists and agencies, however, they want to know what the situation will be for the future, and we can't give any guarantees”*

Russian tour operators hope to keep the company and continue their work after the crises. The main challenge is to survive a year without profit.

Additional market insight relevant for the Norwegian tourism industry



Russia stops international air traffic from March 27, 2020. The ban does not apply on repatriation, freight, postal, sanitary and humanitarian transportation.



Russian health resorts and public catering to suspend operation. The restrictions for any bookings in federal, regional and local resorts are announced for the period from March 28 to June 1, 2020. The operation of public catering companies (except on-line and distance selling) should be suspended from March 28 to April 5. The prime minister also recommended to the Russian citizens to restrict any travel trips.



In the week of March 28 – April 5, all non-essential work will be suspended, and workers will receive paid leave. Emergency services, medical services, pharmacies, stores, and banks will remain open.



Russian Tour Operators Cancel All Tours Till April 30.



In the first quarter 2020, the ruble lost 20,9 % to the dollar and 19,7 % to the Euro.



Tusen takk!
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