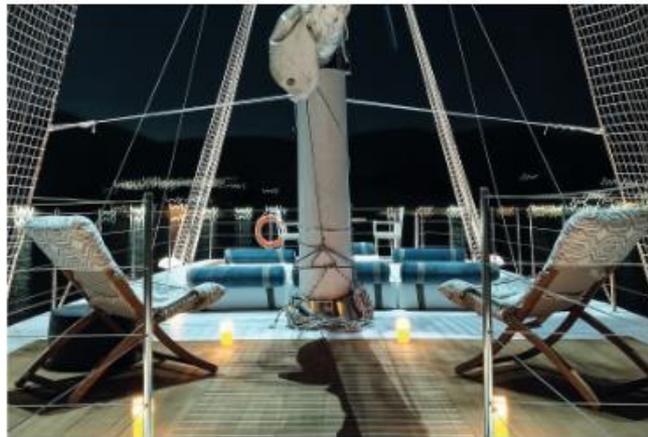


Future Travel

*the* fixer®



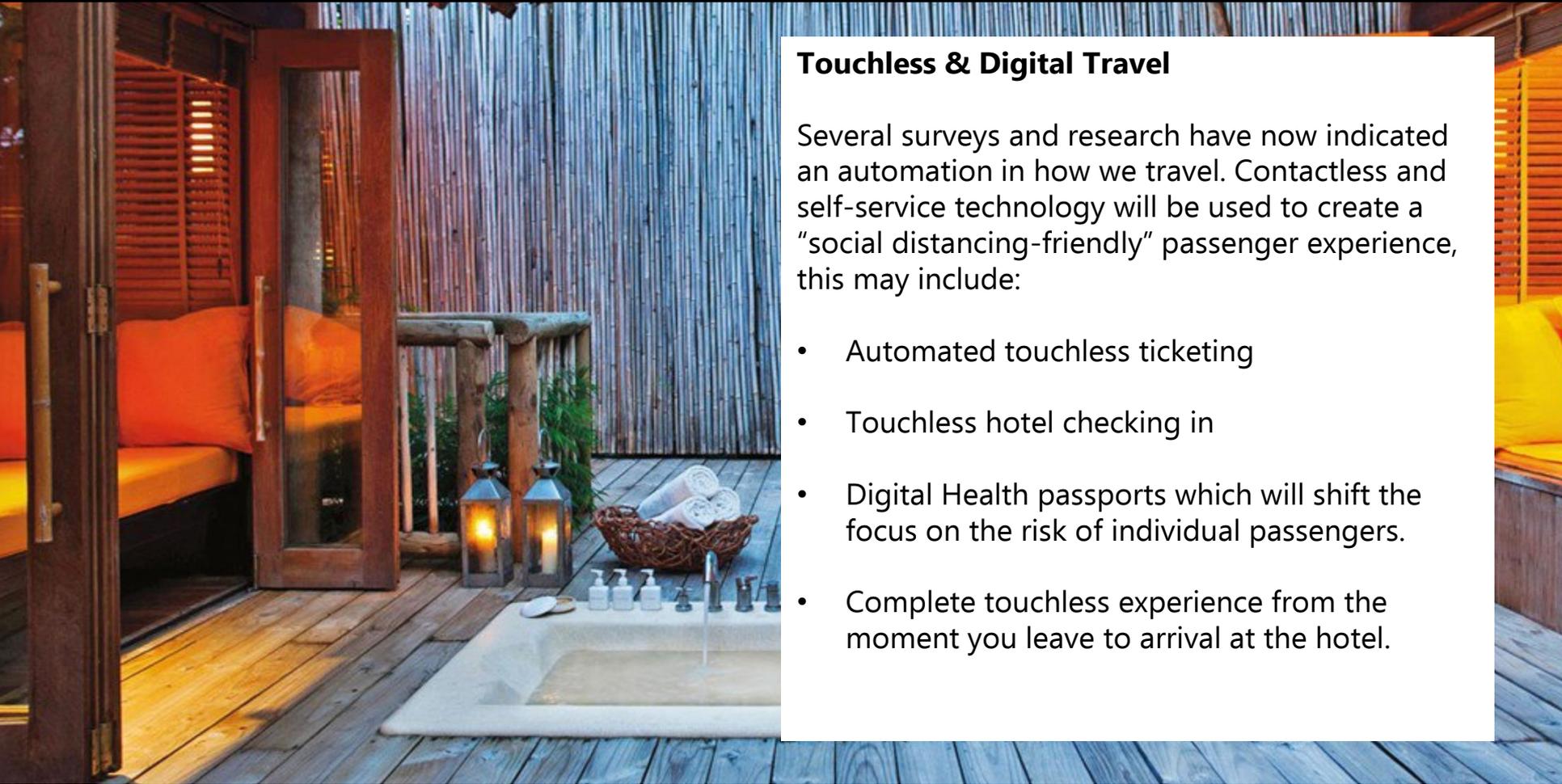
## Future travel: what to expect



Travel as we have known, may never be the same again. While the world is dealing with short term effects of the virus, long term consequences are yet to unfold.

One thing is certain: you can expect change.

## What do we think luxury travel will be like?



### **Touchless & Digital Travel**

Several surveys and research have now indicated an automation in how we travel. Contactless and self-service technology will be used to create a “social distancing-friendly” passenger experience, this may include:

- Automated touchless ticketing
- Touchless hotel checking in
- Digital Health passports which will shift the focus on the risk of individual passengers.
- Complete touchless experience from the moment you leave to arrival at the hotel.

## Trends we are starting to see in luxury travel

Surveys now indicate that health and wellbeing are the most important factors when travelling. Specifically we have seen a demand for

- **Focus on hygiene:** People's attention to and demand for hygiene and cleanliness will increase, specifically a need for thermal cleaning.
- **Search for Sanctuary:** We will see a rise in wellness travel with people realizing, during this pandemic, how important and valuable good health is and this will affect the type of travel being taken.
- **Increase in Staycations:** especially in the short term, we expect long haul travel to bounce back stronger in 2021
- **Meaningful Travel:** travel will now need a purpose, a reason to learn, experience or discover.
- **Safety Measures** will become the new norm.

## The outlook is generally positive for future travel



54% would travel this year.  
27% would opt for domestic travel, 32% would go further away,  
13% to a neighboring country and 28% are not sure.  
78% would get to their destination by air.

What the survey tells us the general mood about travel is positive

Results of survey conducted by Overseas Leisure Group –April May 2020

## When you travel with us



Coronavirus has brought the world to a standstill. Most industries, from travel and retail to restaurant and entertainment, have been affected by the deadly virus in one way or another. Our commitment to providing superior service to our clients has remained the same, while our approach has become different.

- **Your safety is our priority.** Part of our new approach is to ensure all our suppliers have a COVID-19 policy in place. Every time you are booking through us, you can be rest assured we will only work with our vetted and trusted suppliers in good standing.
- **Flexible booking policies.** If you make a booking through us through 2020, you can change, cancel or re-book at no additional charge should you need to. No penalties. It's all about flexibility and safety comes first.
- **Knowledge.** We provide information only on locations that are safe and open and have a low risk. We use only official channels and resources in order to access the latest correct information about destinations.

# How to travel safely



## **Booking a ticket**

- Book your ticket online to reduce gatherings.

## **Start of the journey**

- Check-in in advance and electronically
- Arrive early at the hub when advised by your carrier, and always respect social distancing (1.5 – 2 m).
- In the station/port/airport, you may have to wear a facemask

## **During the journey**

- You may be required or advised to wear a face mask
- you may be separated from other passengers, especially if you are travelling alone
- you may be asked to board through a rear door
- you may not be able to buy goods, including food and beverages, on board to avoid contact as much as possible

## **Arriving at the hotel:**

- Respect physical distancing: a distance of 1.5 to 2 meters should be applied in the communal areas.
- Check the hotel has enhanced cleaning in place

## **End of the journey**

- When collecting your luggage, distancing should be ensured
- Should you come into contact with a passenger who has the virus, contact tracing and isolation may be required.

## Get in touch

If you have any questions please get in touch

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who we are in a snapshot

