

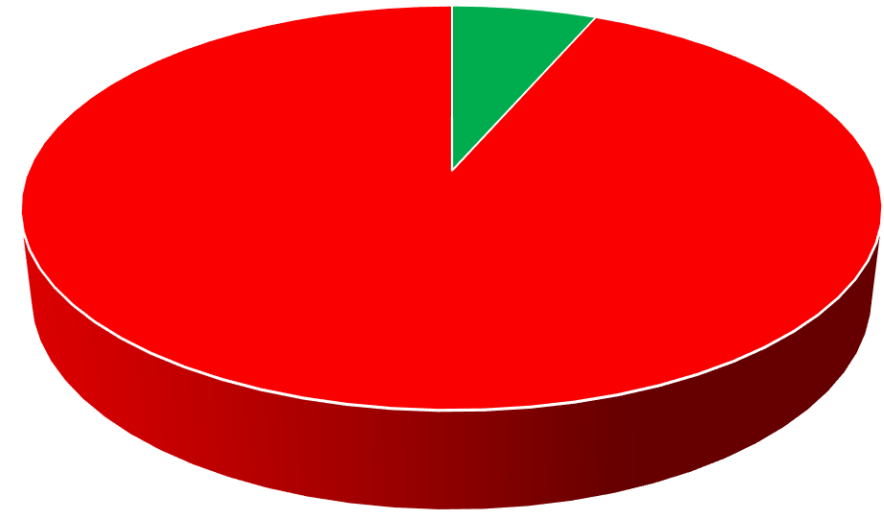
# GENERAL QUESTIONS AND EXPECTATIONS CLIENTS

How likely do you think it is that you will get to travel with groups abroad in 2020?

Very likely



Not very likely



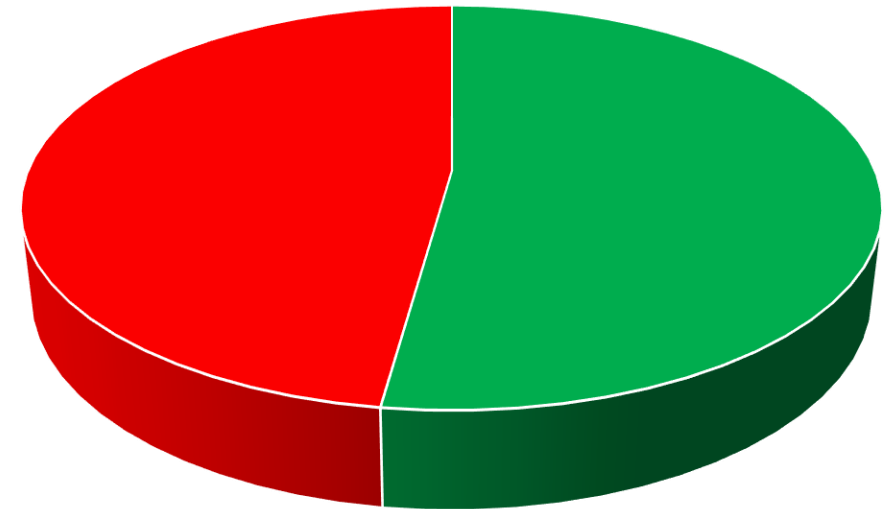
■ Very Likely ■ Not very likely

The Netherlands is attempting to implement a 1.5 meter economy where individuals are permitted to come within 1.5 meter of one another. Do you see this working for MICE groups?

Yes, we can adapt and make this work

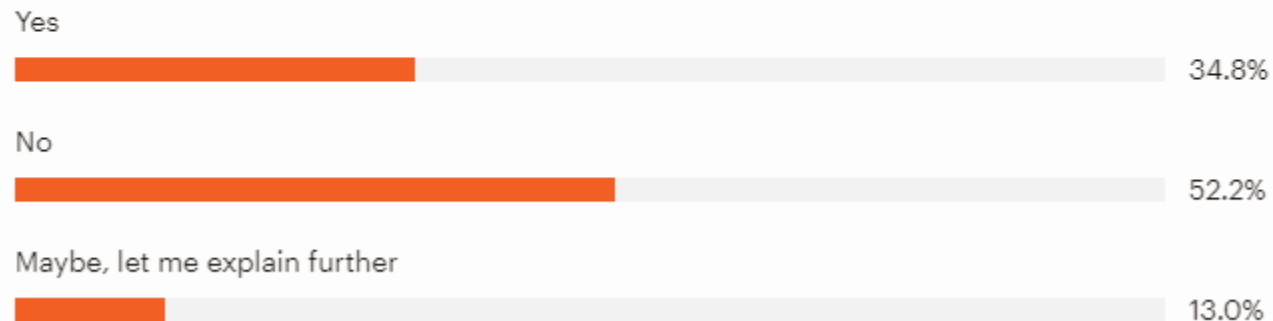


No, not a chance



■ Yes, we can adapt and make this work ■ No, not a chance

If choosing between destinations (assuming travel to these destinations is the same price), would a 1.5 meter economy scare you off from pursuing this destination for your MICE group?



Unknown contact said:

"Yes - we will need to take into serious consideration the health and safety of our clients and we would need to undertake the relevant risk assessments and current advice from the World Health Organisation and the UK's Foreign Office before even proposing international travel. Also I think people generally will be worried about travelling until a vaccine is found."

Unknown contact said:

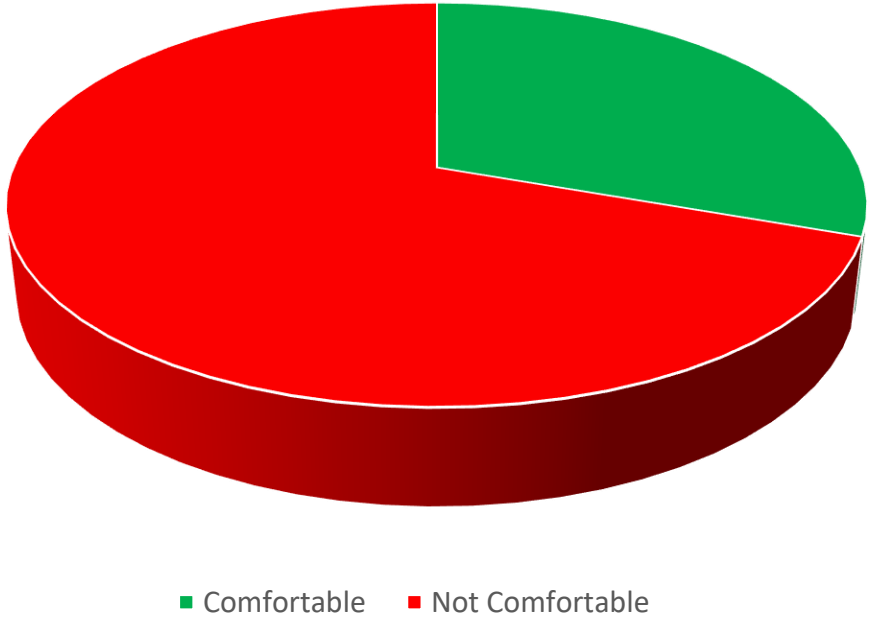
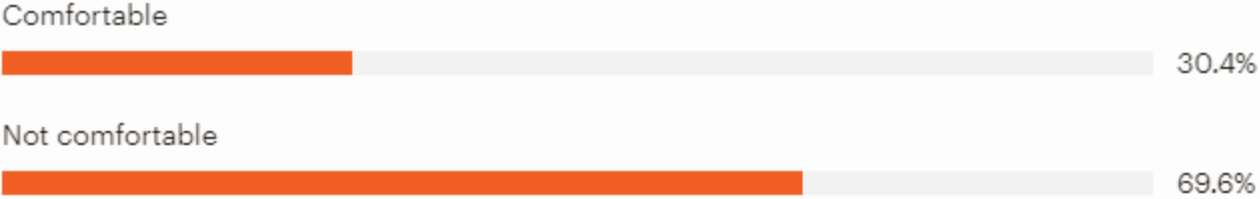
"The Problem is that with a 1.5 meter economy you may need larger rooms. These larger rooms will perhaps cost more than the room you normally would have booked for the group. And who will pay this more of money. Only the Person/Company who is planing that Event. How is it working with F & B. How will coffeebreaks, menues or buffet be served. "

Unknown contact said:

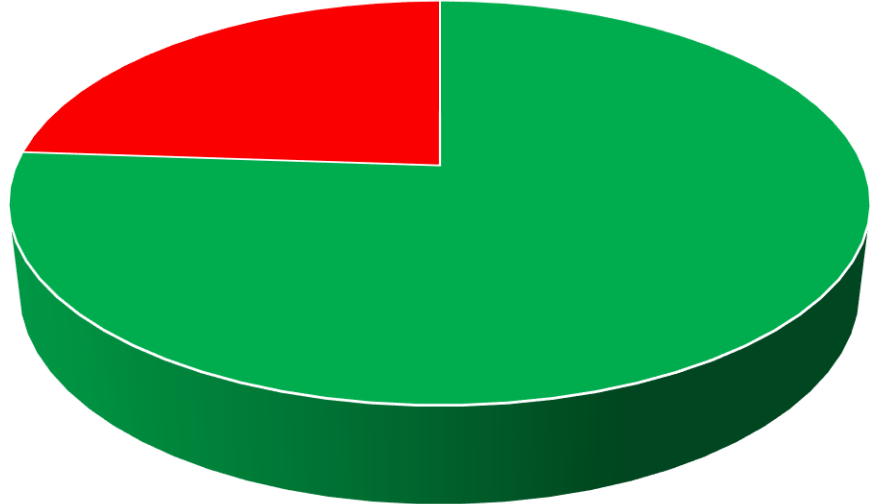
"International governments and the WHO are insisting on 2m gaps. Unless they reduce their recommendations ot less than 2m - then you do not have a chance on 1.5m"

# FINANCIAL EXPECTATIONS

Normally a group is required to immediately pay a deposit upon booking and then pay deposits up to 90 or 100% before the event. How comfortable are you paying deposits to hotels/DMC's/suppliers in the post corona era?

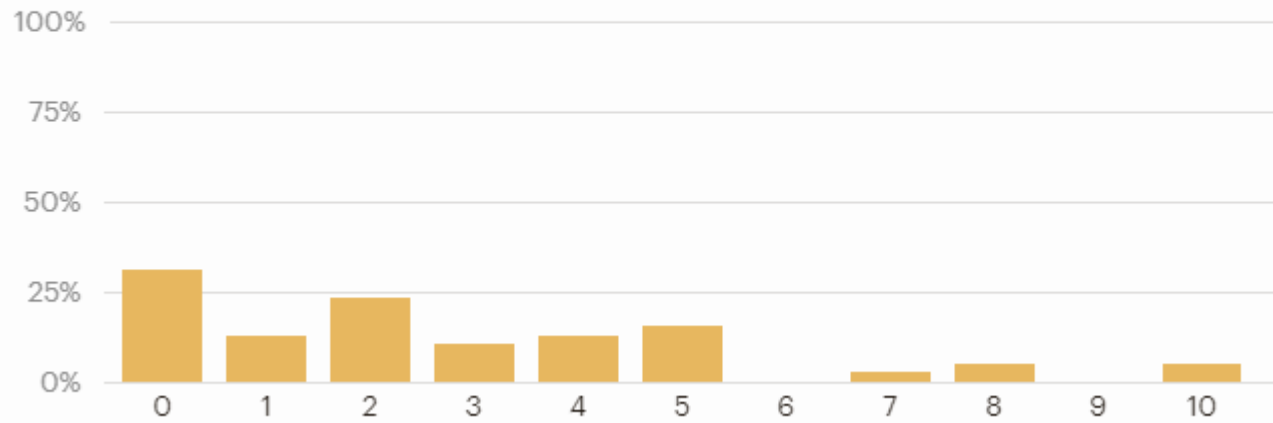


Is your assumption that you are expected by your clients / stakeholders to negotiate even harder with service providers in the post corona era?

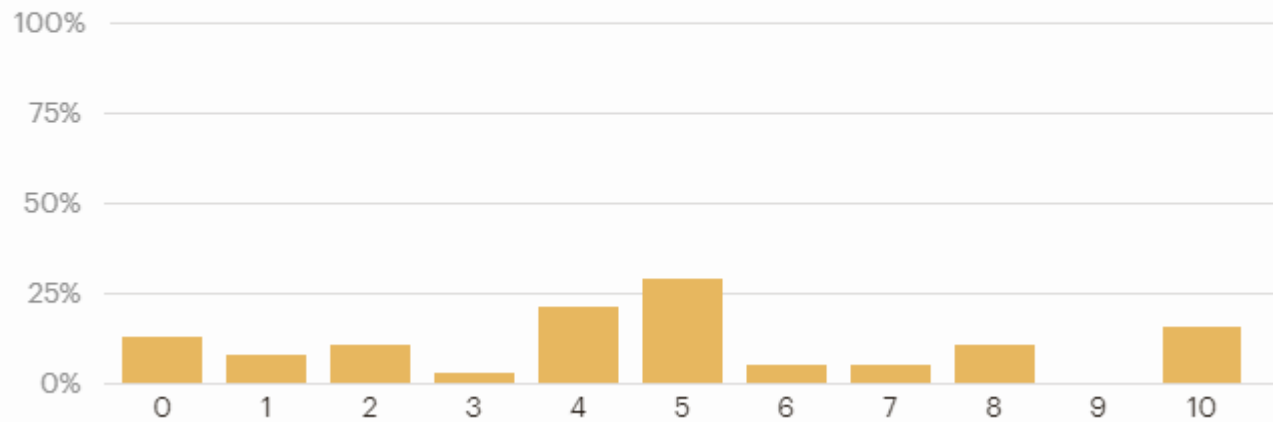


■ Yes ■ No

How likely do you think it is that airfare rates will be significantly lower in the post corona era?



How likely do you think it is that hotel rates will be significantly lower in the post corona era?



0 = not likely at all

10 = very likely

Unknown contact said:

"Capacity will be high so that hotels and airlines need to reduce rates"

Unknown contact said:

"There's some differences in between air and hotel, airlines can reduce the flights frequency (like current status) but hotel rooms is fixed. So the supply of air can be less, airfare can be kept and just lower a bit. Hotel rates will be significantly lower than before due to relatively higher competition between other properties."

Unknown contact said:

"Properties will be desperate for business and will offer attractive incentives for incentive groups "

Unknown contact said:

"Given the state of the world economy one can but hope that everyone will work together globally to get everything back to normal as soon as possible but if hotel rates are inflated significantly this will not help anyone"

Unknown contact said:

"Airlines will most likely adopt to one empty seat in the middle sue to safe distance being implemented on aircrafts, this will directly impact on the fares making it higher, and eventually travel a luxury for many whereas hotel occupancy will continue to be lower due to less demand."



Unknown contact said:

"I think that it will be harder to get flights and then the flow on affect will be that major cities will have many empty beds. I also don't think corporate travel will ever be the same - there will be more zoom conferences, again meaning hotels will not be full"

Unknown contact said:

"I just think they will get lower just right at the begining and get higher just after "

Unknown contact said:

"They had better be if they want to restore confidence and stimulate return business. "

Unknown contact said:

"The airlines can't fly without break-even of the flights because the losses are too big to be handle, the hotel can manage the services and offer different solution that can sell more rooms. The Hotel break-even is more easy than Airlines Break-even. "

Unknown contact said:

"In after corone period they would like to restore their financial position"

Unknown contact said:

"Many hotels are competing for less company events."

Unknown contact said:

"Supply & Demand: You will have a small amount of companies that will feel the need to meet Face to Face but i believe you will have a large number think they can meet over Zoom / FaceTime: They will then start to realise that you can only achieve so much looking at a screen and will then open up to different ways to meet: Maybe more 'outdoor' meetings etc: Re the question below, you will have some clients that do and some that don't? "

Unknown contact said:

"Hotels will need our business and will negotiate great rates "

Unknown contact said:

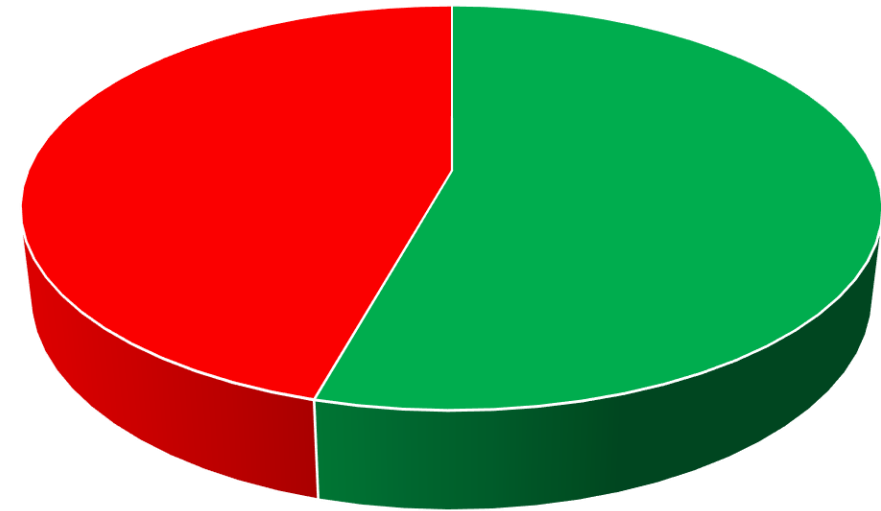
"Airlines will adapt the number of flights to the demand in the market. But hotels can't do this, unless they close down....."

It is likely that adaptations are required that cost money (protective clothing, less persons on planes /coaches and in restaurants / venues / museums, digital communication only etc). Do you think your clients are willing to pay for this?

Yes, they fully understand the situation



No, this will be very hard to get through to the clients



■ Yes, they fully understand

■ No, this will be hard

PRACTICAL STUFF

## Practically speaking, please check all the boxes that you think will apply to travelling safely with your groups in the post corona era?

1.5 meter distance between guests at all times

19.7%

Gloves, face masks and hand-sanitizers provided for all guests

21.7%

Extra cleaning door handles, elevator & light buttons / toilets by suppliers

24.3%

(Breakfast) buffets are a thing of the past

17.8%

No more site inspections, these will be done virtually only

3.9%

No concierge assistance, bag pulls and other contact moments

5.9%

Wait, what about?

6.6%

Unknown contact said:

"Clients may also expect venues to have some form of certification by a health authority or by a professional hygiene inspection specialist (e.g. SGS) to validate their processes and procedures. It may also be a requirement for all visitors and venue staff to have temperature checks immediately upon arrival in the property and before they have any contact with other people or move to other areas of the venue."

Unknown contact said:

"Key cards and fobs, credit card authorisations on arrival, meeting room furniture - chairs/tables etc..... the list is endless!"

Unknown contact said:

"Maybe people will forget completely about this pandemic and get back to normal which we do not know unless the current situation change. Many hotels will sanitize the rooms after each check-out, making it a standard norm with their housekeeping. It depends upon the age group og the guests, if they are elderly with chronic illness, for sure they will look into all these precautionary measures."

Unknown contact said:

"That's my point of view now,/today.. can change rapidly if there is a new "

Unknown contact said:

"I think that vaccination of many people all over the world will be the future of post corona, not the prevention of normal life. We do not have those problems with influenza, which is similar, but many People have a vaccination and the Virus is not that quick in infection. A distance between People and alle the points you mention above will not be cosy at all and hinder all communication, Business contact, Transport of feelings and the aim of incentives and Events itself. Please don't."

Unknown contact said:

"Government restrictions will understandably influence and lead the MICE recovery "

Unknown contact said:

"Bus Transfers ? "

Unknown contact said:

"Check in will need to be managed for the safety of staff and guests "

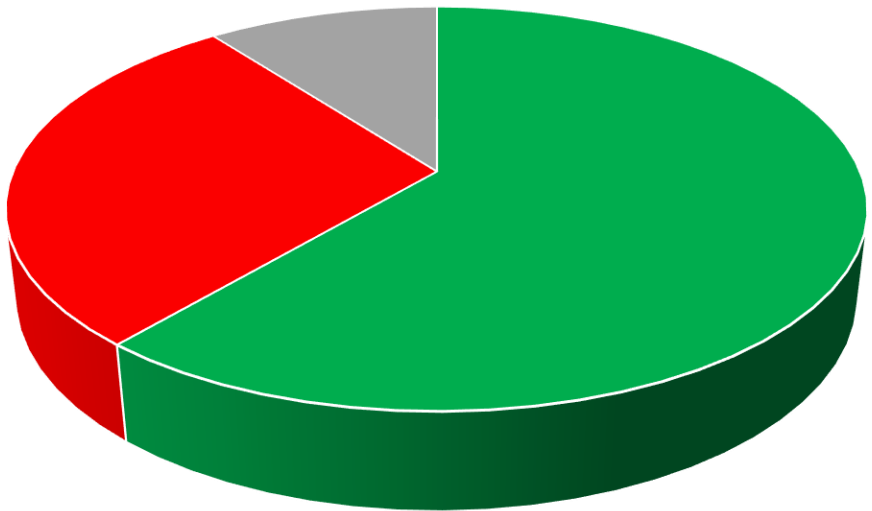
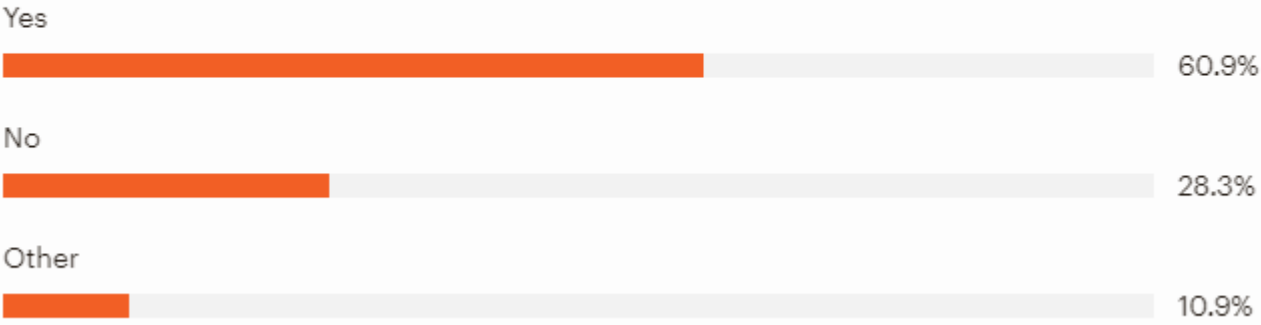
Unknown contact said:

"Above is very restricted. we still have to be social connected. Your 1,5 m policy is not feasible, as it will quickly turn out to be a joke. Imagine your self the que in front of a elevator..... "

Unknown contact said:

"1.5m will not work and be accepted by clients who morally have their delegates welfare to consider unless there is an international mandate to go to 1.5m "

# Will you accept time slots for breakfast at hotels for your guests to have breakfast individually?

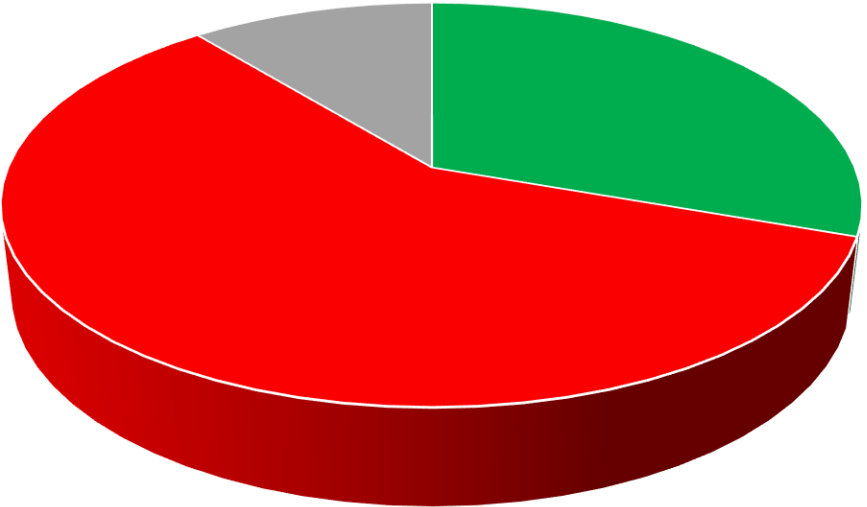
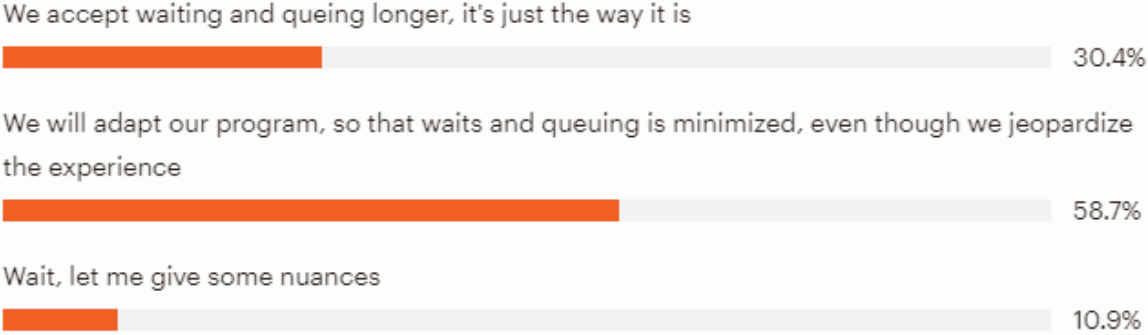


■ YES ■ NO ■ OTHER

- Unknown contact said:  
"The answer is actually 'yes' - but...venues may also need to consider serving room service breakfast instead of or alongside limited dining in the restaurant to avoid compromising social distancing or even causing a significant delay to the event programme. "
- Unknown contact said:  
"If they prefer, we would check this with our group in advance and confirm."
- Unknown contact said:  
"If that becomes a standard clients have to accept this"
- Unknown contact said:  
"Room Service or bags in front of the door or take away stand"
- Unknown contact said:  
"Private breakfast room for groups or room service offered "

Question 12 has 46 answers (Radio Buttons)

Will your groups likely accept queuing and waiting significantly longer than they have done in the past (f.e. at elevators, boarding planes/coaches, in museums, at gala venues etc)?



■ YES ■ NO ■ NUANCES

Unknown contact said:  
 "A Incentive is a pepole related project. So they will wait until it's possible to travel "normal" "

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Unknown contact said:  
 "Everyone has learnt a lesson from this pandemic which will eventually make them adopt to new restrictions and delays caused by it."

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Unknown contact said:  
 "see below"

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Unknown contact said:  
 "Good question... I would say between your answer one and two... have to have a deeper look and than have to weigh up the pros and conts..."

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Unknown contact said:  
 "New ways of building programs, like - walk and talk - alternative ground transport - big events can be divided into smaller groups connected with intercom"

Unknown contact said:

"We are planing with some suppliers to had out a "Healthy Kid" as soon everthing is available, maybe after summer with DERPART or Company branding. The bag, incl. a mask, desinfection gelly / spray, gloves. When available an quick test. We have to see if we give them free of charge to our regular leisure clients. For business travellers and MICE especially with company logo we have to charge - cheers Marc"

Unknown contact said:

"In response to your question about air fares and hotel rates being lower or higher, we recognise that both airlines and hotels will need to operate at a significantly reduced passenger/occupancy rate for at least the next 12-18 months - hence we fully anticipate that costs will need to increase. In response to your question about deposits - I answered 'no' to this as there wasn't an option for 'other'. However, the reality is that clients always want to minimise their financial outlay and in the current climate that stance is only likely to increase. However, I suspect the main issue or concern will not necessarily be that deposits need to be paid - as we fully agree that they should be paid - but that there needs to be greater clarity regarding the contractual terms & conditions relating to the percentage refund that might be afforded to the client if they are forced to postpone or cancel their event due to reasons associated with COVID-19 - or indeed any future pandemic. "