

Travel in the time of COVID-19

The COVID-19 outbreak has taken the entire world by storm, and has dealt a big blow to the travel and tourism industry across the world. Here's how a few trade associations and travel companies are responding to the chaos that has followed after the spread of the virus. This will also help agents advise their clients accordingly.



Jyoti Mayal
President, TAAI

“ The travel industry understands the severity of the virus and has been taking measures to ensure the safety of its customers. For instance, leading visa service provider VFS Global is discounting their optional services such as doorstep visa and even the courier return services, so customers don't have to step out and go to visa application centres. They can now do this in the comfort and safety of their own homes. ”

“ Summer is the peak travel period in India. But due to the current situation we can anticipate a drop of 20-25 per cent in future bookings for Southeast Asia and Italy. They are wary of making fresh bookings to the affected locations and airfares to these places have dropped by 20-30 per cent. We have received 35 per cent of cancellation queries from clients visiting international destinations. ”



Sabina Chopra
Co-founder and COO, Corporate Travel & Head Industry Relations, Yatra.com

“ Refund on cancellation of flights and hotel bookings is definitely being provided to the travellers by the respective airlines and hotels. As an organisation striving towards making travel safer for customers, we are providing medical hospitalisation and cancellation benefits to travellers whose travel bookings were undertaken prior to the issuance of Government of India's advisory. ”



Dev Karvat
Founder & CEO – India & Emerging Markets
TrawellTag Cover-More

“ With the safety of our travellers as the primary goal, the Globus family believes in giving them more time and flexibility with the travel decisions. We are monitoring the situation to determine if additional modifications and updates are needed regarding advisements and policies. We are offering an interim policy for our travellers and agents to adjust travel plans and help alleviate immediate concerns. ”



Varesh Chopra
Regional Director – South Asia & Middle East
Globus family of brands



Steve Odell
SVP & MD – Asia Pacific
Regent Seven Seas Cruises & Oceania Cruises

“ Expect greater confidence with Regent Reassurance. For all voyages beginning between April 3, 2020 and November 1, 2020, clients can cancel up to 30 days prior to sailing and receive a 100% credit, which can be used for a new booking within one year on any 2020 or 2021 Regent voyage. This applies to all existing bookings plus new bookings made by April 30, 2020. ”

“ We see that the slowdown in business is as high as 45-50 per cent. Travellers, at least for leisure, are not travelling. The business traveller is also wary and trying to postpone his trip. With the exception of China, HK and Iran where flights are not operating, other airlines are offering a waiver on change in travel date but not on cancellations. We have postponed our convention to and we may look at a different destination. ”



Pradip Lulla
Acting President & VP, TAFI
Inputs by Hazel Jain

Publication: TravTalk

Date: 19th March, 2020