



**Pankaj Nagpal, MD, Travstarz Global Group**

2019 was one of the most difficult years, and I don't see strong revival in 2020. The situation in the country is adverse and unfortunately the government is busy fire-fighting non-core issues rather than focussing on urgent steps to revive the economy. The limited liquidity and credit squeeze, and the collapse of some major names not only in travel, but other industries too have added to the problem, overall affecting the sentiment negatively.



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

In 2019, the grounding of 737 Max and closure of Jet Airways did cause turbulence impacting fares. However, with the induction of new aircraft, filling up of the empty slots with discounts have helped combat high fares and lifted passenger traffic. In terms of luxury travel, couples visiting country houses, homestays, villas and heritage properties shall gain popularity across all age groups.



**Rajiv Duggal, Director - Travel Specialist LLP**

2019 has been tough, and there have been upsetting trends across the world. Travellers will continue discovering destinations; however, the sensitive part will be Budget. Travel trade has to gear up with short-haul getaways both domestically and internationally. Long-haul holidays and summer travel will be challenging; it will take up to mid-2020 to bounce back.



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

2019 was a challenging year for the industry. The collapse of international travel aggregators and century-old organisations have surely had an impact on the industry. With every change comes opportunities to fill the gaps and resurrect ourselves with an appetite for excellence. Innovating products as per travellers demands is and will remain our prime imperative.



**Dipak Deva, MD, TCI (Travel Corporation India)**

Our bookings from our overseas travellers are done well in advance and while we have not seen cancellations, we have been receiving concerns from our customers on their safety and security and this is given the advisories from their governments and in light of media reportage. We are in close touch with all our customers to reassure them and do all possible to ensure their safety.



**Jaal Shah, Group MD, Rezlive.com**

Indeed 2019 has been a difficult year for the industry, but I expect 2020 will bring more opportunities for outbound travel. With Indian LCCs expanding their international destinations, the short-haul travel will rise from India. With new routes and destinations on offer, Indian outbound travellers will have more choices for their travel.



**Vasudha Sondhi, MD, Outbound Marketing Pvt. Ltd.**

At times there are periods of great change, and this is what we are witnessing. We will definitely see more closures, consolidation and technology-powered solutions. Our lead generation for Q1 has been strong. Corporate MICE travel is going strong, but they could cut number of trips. Domestic leisure is seeking bigger discounts, but the HNWI segment is still buying luxury holidays, roughly 80/20.



**Sandeep Dwivedi, COO, InterGlobe Technology Quotient**

2020 is expected to bring an upsurge in outbound luxury travel and deeper diversification of products to the Indian aviation market. As the market evolves together with mass traveller mind-set, we are expecting technology advancements such as AI integration into APIs and utilising big data to offer personalised travel offers with a focus on CX.



**Sudhir Patil, Founder & Director, Veena World**

Since the last two years have been steady owing to the prevailing socio-economic-political conditions, we are optimistic and expect 2020 to be a year of growth. The airline inventory is on the rise on various old and new routes from India. We foresee growth in inbound tourism due to the ease in visa processing and due to better air connectivity to various destinations.



**Todd Arthur, VP, Sabre Travel Network Asia Pacific**

The rapidly evolving consumer expectations have created a harsh "make it or break it" environment where innovation is essential to a company's very existence. As the industry reinvents itself, where every sector develops catered strategies for each market, segment, and customer they serve, we can expect to see a heightened transformation of travel as we move into the new decade.