

Travelport Study: Majority of travelers in India ready to consider domestic AND international travel but only if these 10 measures are in place

- Ten separate safety measures, including fully flexible or refundable tickets, deemed critical by travelers
- Travelers in India found to be most safety-conscious
- Communication of all measures, collectively, is key to regaining confidence
- Travelers are more likely today to book through a travel agent than before that COVID-19 crisis

New Delhi, India, 25th August 2020: The majority of travelers in India are now ready to consider booking domestic and international trips, but only if airlines, airports, hotels and car rental companies collectively implement ten different safety measures throughout their journey, which includes fully flexible or refundable flight tickets. Furthermore, demand for almost every safety measure is highest in India, of the five countries surveyed. This is according to the results of new independent research released today by [Travelport](#), a leading technology company serving the global travel industry.

The results of the study¹ are based on a survey of 5,000 travelers across India, the United Kingdom, Australia and New Zealand, as well as in-depth interviews with 29 leading travel suppliers. The study found that at all parts of the travel journey, it was deemed critical to have social distancing rules, mandatory use of face masks, and ready access to sanitizing gel or wipes, face masks and gloves. The study also revealed, however, that additional measures still need to be implemented by airlines, airports, hotels and car rental companies to fully restore consumer confidence.

The table below captures the ten separate safety measures participants of the study said they need to know have been adopted by airports, airlines, hotels and car rental companies for those travelers to consider domestic and international travel. The percentage figures represent the number of travelers that said they will not travel unless the respective safety measure is in place.

		Airports		Airlines		Hotels		Car Rentals	
		Global	India	Global	India	Global	India	Global	India
1	Enhanced cleaning and/or disinfection			71%	72%	73%	74%	72%	73%
2	Access to sanitizing gel/wipes, face masks and gloves	69%	76%	61%	65%	70%	77%	66%	75%
3	Social distancing	68%	80%	66%	76%	66%	78%	64%	77%
4	Temperature checks	66%	74%	66%	75%				
5	Mandatory wearing of face masks	64%	80%	64%	79%	64%	77%	61%	74%
6	Fully flexible or refundable tickets			64%	61%				
7	Improved air filtration			62%	62%				
8	Contactless services	58%	65%			58%	68%	55%	63%
9	Plexi-glass at check-in	56%	62%						
10	Managed boarding by row	56%	63%						

N.B. Similar measures (e.g. enhanced cleaning and disinfection) have been grouped together for the purpose of this table. Detailed information on the specific safety measures participants deemed critical at airports, airlines, hotels and car rentals can be found in Travelport's *Guide to Travel Recovery* report. A summary is included in the notes to editors³.

Martin Herbert, Senior Commercial Director – Operators at Travelport said, “The travel industry has introduced numerous initiatives to support a safe and responsible recovery of travel over the last few months. This research demonstrates just how important such measures are to

ensure travelers feel safe. The industry now needs to ensure it is not only putting these measures in place consistently across the entire travel journey, but also communicating them effectively to travelers across the various channels and merchandizing technologies available to them.”

Derek Sadubin, Managing Director at CAPA – Centre for Aviation, added: “Safety and flexibility are understandably front of mind for travelers right now. The travel industry recognizes and respects this and, what’s encouraging, is that many suppliers, such as airlines, have already implemented the measures travelers say they need to book a domestic or international trip - but we still have a long way to go. Collaboration and communication are now key to restoring traveler confidence and securing a strong and responsible industry recovery.”

Sandeep Dwivedi, Chief Operating Officer at InterGlobe Technology Quotient, said: “Travelers’ safety and consistent communication of respective safety measures, including frequent modifications, is of utmost importance to restore confidence in travel. Travelport’s latest study is a commendable step in this direction, one that will help travel agents understand ongoing procedures and identify opportunities to offer better experience to end traveler.”

The safety measures currently being undertaken by more than 80 of the world’s largest airlines can be found in the recently launched Travelport Airline Health & Safety Tracker. The tool, which is free of charge and available to both Travelport customers and the wider industry, is delivered to both online and offline travel agencies through the Travelport COVID-19 Smartpoint Plugin, Travelport’s API-based merchandising solution, Branded Fares Data File, and through the company’s [COVID-19 Resource Hub](#) for the general public.

The full results of both the quantitative and qualitative components of the research are captured in the Travelport’s Guide to Travel Recovery report. These also reveal that travelers in India are much more likely to book through a travel agent than before the COVID-19 crisis, with half (50%, compared to 33% globally) of all travelers anticipating an increase in their use of travel agent services. Globally, this trend was particularly evident among millennials² (44%). Overall, the three-quarters of travelers in India (73%, compared to 65% globally) who claimed this, said it’s because they feel travel agents are best placed to provide them with the latest travel safety information.

- End -

Notes for Editors:

1. To conduct the research, Travelport first interviewed 29 leading airlines, airports, hotels and car rental companies to identify the measures they either have in place or are considering implementing. The company then tested demand for the most commonly cited initiatives through an online survey independently managed by Toluna Research. The study took place in July 2020. In total, there were 5,000 respondents who had traveled at least once in 2019; 1,000 per country. The five countries included in the study were: United States, United Kingdom, India, Australia and New Zealand.
2. For the purposes of the study, Gen Y travelers were categorized as being aged between 18 and 38; Gen X travelers between 39 and 54 and baby boomers 55 and above.
3. Please find below further analysis on the specific safety measures travelers stated they need to know are in place at airports, airlines, hotels and car rental companies, if they are to travel:

Air

Overall, more than half of travelers said that to consider booking a flight, they need to know in advance that a wide array of specific measures have been implemented by both the airport and airline. At the airport, these include temperature checks on arrival (66%), plexi-glass at check-in desks (58%), and managed boarding by row (56%).

	Total	US	GB	IN	AU	NZ
Airports						
Hand sanitizers at baggage collection	69%	66%	68%	76%	70%	64%
Social distancing throughout	68%	68%	67%	80%	69%	59%
Temperature checks at the entrance	66%	63%	64%	74%	69%	60%
Mandatory wearing of face masks	64%	70%	62%	80%	53%	52%
Contactless check-in	58%	55%	57%	65%	56%	55%
Plexi-glass at check-in desks	56%	59%	59%	62%	54%	48%
Managed boarding by row	56%	57%	57%	63%	55%	48%

When it comes to airlines, measures in high demand include enhanced cleaning (71%) and disinfection (70%), further temperature checks before boarding (66%), socially distanced seating (66%), and fully flexible or refundable tickets (64%).

	Total	US	GB	IN	AU	NZ
Airlines						
Enhanced cleaning during and between flights	71%	72%	72%	72%	71%	70%
Aircraft disinfection before departure	70%	71%	67%	76%	72%	64%
Temperature checks before boarding	66%	65%	62%	75%	70%	60%
Socially distanced seating	66%	69%	65%	76%	66%	53%
Mandatory wearing of face masks	64%	70%	65%	79%	54%	50%
Improved air filtration	62%	65%	62%	62%	64%	58%
Readily available disinfectant wipes	61%	62%	59%	65%	64%	57%

Hotels

For travelers to have the confidence to book a hotel room, the study showed the majority want six specific safety measures in place including enhanced cleaning (73%) and guest services accessible via their mobile phone (51%).

	Total	US	GB	IN	AU	NZ
Enhanced cleaning throughout	73%	74%	72%	74%	72%	71%
Access to sanitizing gel, face masks and gloves	70%	69%	69%	77%	69%	64%
Social distancing throughout	66%	66%	64%	78%	66%	57%
Mandatory wearing of face masks by staff	64%	72%	61%	77%	54%	51%
Contactless check-in	58%	56%	58%	68%	55%	53%
Guest services accessible via mobile	51%	52%	46%	61%	50%	47%

Car

To book a car rental, according to the study, the majority of travelers want five key safety measures in place both at rental destinations and in vehicles including contactless car collection and drop-off (55%).

	Total	US	GB	IN	AU	NZ
Enhanced cleaning between rental bookings	72%	74%	70%	73%	73%	73%
Access to sanitizing gel, face masks and gloves	66%	65%	65%	75%	65%	60%
Social distancing at rental locations	64%	65%	65%	77%	63%	52%
Mandatory wearing of face masks by staff	61%	69%	60%	74%	52%	48%
Contactless car collection and drop-off	55%	56%	54%	63%	50%	50%

4. In addition to the full Guide to Travel Recovery report, additional assets for use include:

- a) [Infographic summarizing the 10 key measures](#)
- b) ['Together, we're reconnecting the world' video](#)

About Travelport

Travelport is the technology company which makes the experience of buying and managing travel continually better, for everyone. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world's leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel platform.

Travelport has a leading position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over \$2.5 billion in 2018, Travelport is headquartered in Langley, U.K., and is represented in approximately 180 countries and territories.

To learn more about Travelport, visit www.travelport.com
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About ITQ

InterGlobe Technology Quotient (ITQ), a strategic business unit of InterGlobe Enterprises, is a part of large Indian conglomerate established in 1989 and headquartered in Gurugram. InterGlobe employs more than 27,000 professionals globally through its various businesses leading in Aviation, Hospitality and Travel related services.

ITQ is an official distributor of Travelport in 6 markets across Asia Pacific region including India, Sri Lanka. Headquartered in Gurgaon, the company provides cutting edge travel technology solutions with unmatched inventory options to its customers helping them increase their productivity and business efficiency. With an extended network nearly 400 cities having 19 dedicated offices and 14 REPs, InterGlobe Technology Quotient reaches out to over 36,000 agency terminals, with two nationalised service centres and 16 training centres having state-of-the-art infrastructure and facilities matching international standards.

For more information on ITQ and its business and financial solutions, visit www.itq.in
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