



Passenger insights in the times of a pandemic

Issue 1 - Highlights





53%

are very concerned about
personally contracting the virus

versus 39% in February 2020

Q: How concerned are you personally about contracting the coronavirus/COVID-19 – very concerned, somewhat concerned, not very concerned or not at all concerned? The % represents an answer: very concerned.





74%

My company prohibited all domestic travel

80%

My company prohibited all international travel

Q: Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?
The % represent sums of answers: agree strongly and agree somewhat.



84%

are afraid to travel until the virus is contained

versus 74% in February 2020

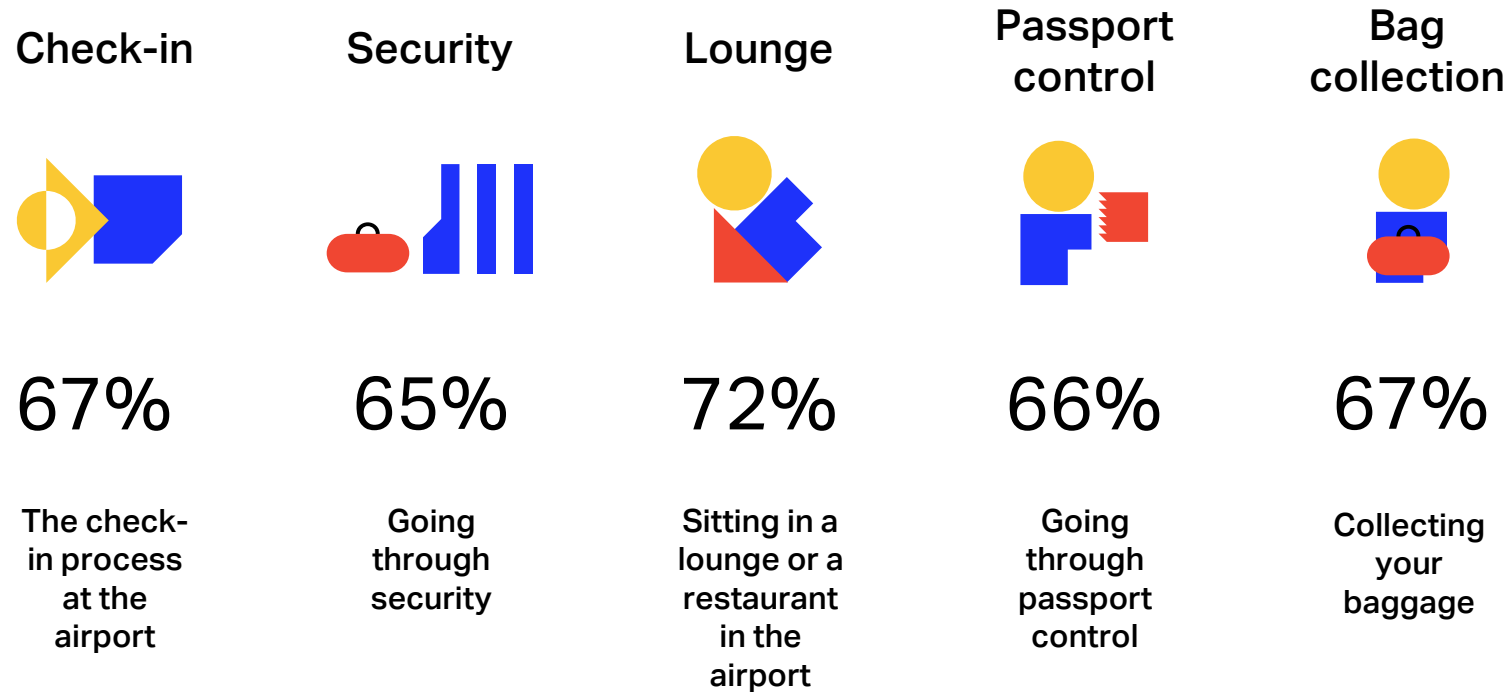
Q: Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?

The % represents sum of answers: agree strongly and agree somewhat.



Passenger concerns

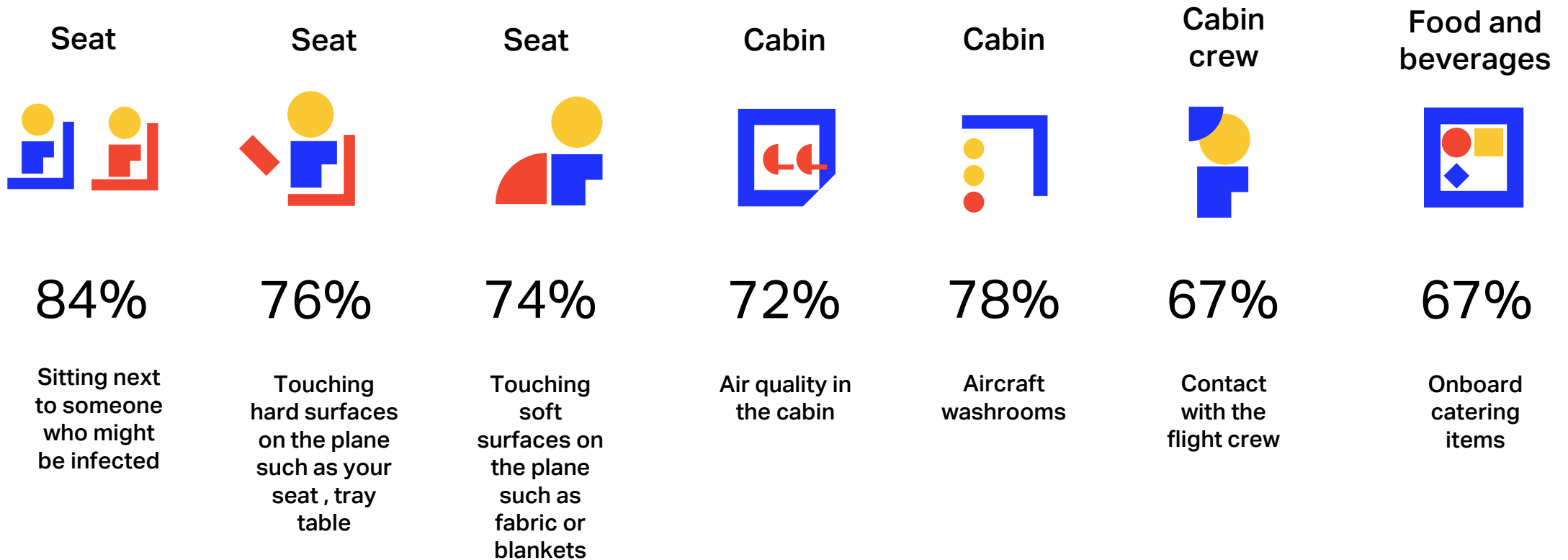
Airport experience



Q: Once the pandemic has subsided and it has been declared safe to travel, if you were to take an airplane trip how concerned would you be about possibly contracting the coronavirus/COVID-19 as a result of each of the following? Extremely concerned, somewhat concerned, not too concerned or not at all concerned?
The % represent sums of answers: extremely concerned and somewhat concerned.

Passenger concerns

On-board experience



Q: Once the pandemic has subsided and it has been declared safe to travel, if you were to take an airplane trip how concerned would you be about possibly contracting the coronavirus/COVID-19 as a result of each of the following? Extremely concerned, somewhat concerned, not too concerned or not at all concerned?
The % represent sums of answers: extremely concerned and somewhat concerned.

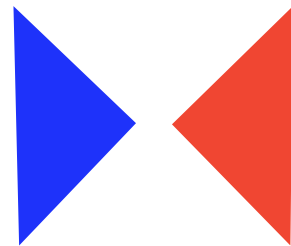


I will travel again

61% I will travel by air for a postponed business trip as soon as possible

61% I will travel by air but try to stay closer to home

57% I will travel by air for a vacation as soon as possible



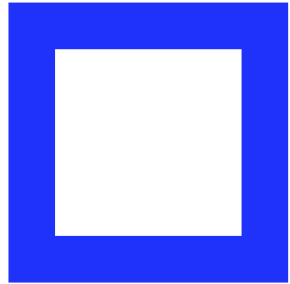
69% I will postpone my air travel until my personal financial situation stabilizes

66% I will reduce my travel in general

65% I will postpone my air travel until the economy stabilizes

I will travel soon

Only 3 answers with the highest % are displayed



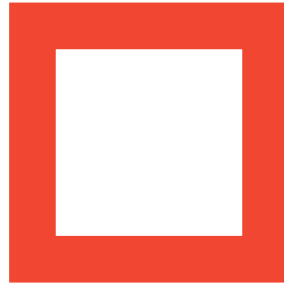
14%

I will not wait
at all



47%

I will wait
a month or two



28%

I will wait
6 months or so



I can adjust to this new reality

62%

Undergo a temperature check at departure and arrival



61%

Wear a mask



51%

Take a COVID-19 test at the check-in



51%

Take a COVID-19 test on arrival for international flights



50%

Carry documentation to prove your coronavirus/COVID-19 immunity



50%

Arrive at airport 3h before your flight to allow time for COVID-19 testing



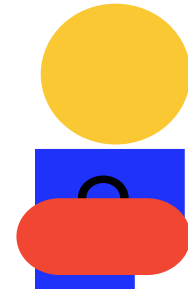
43%

Take a blood test to prove your COVID-19 immunity prior to travel



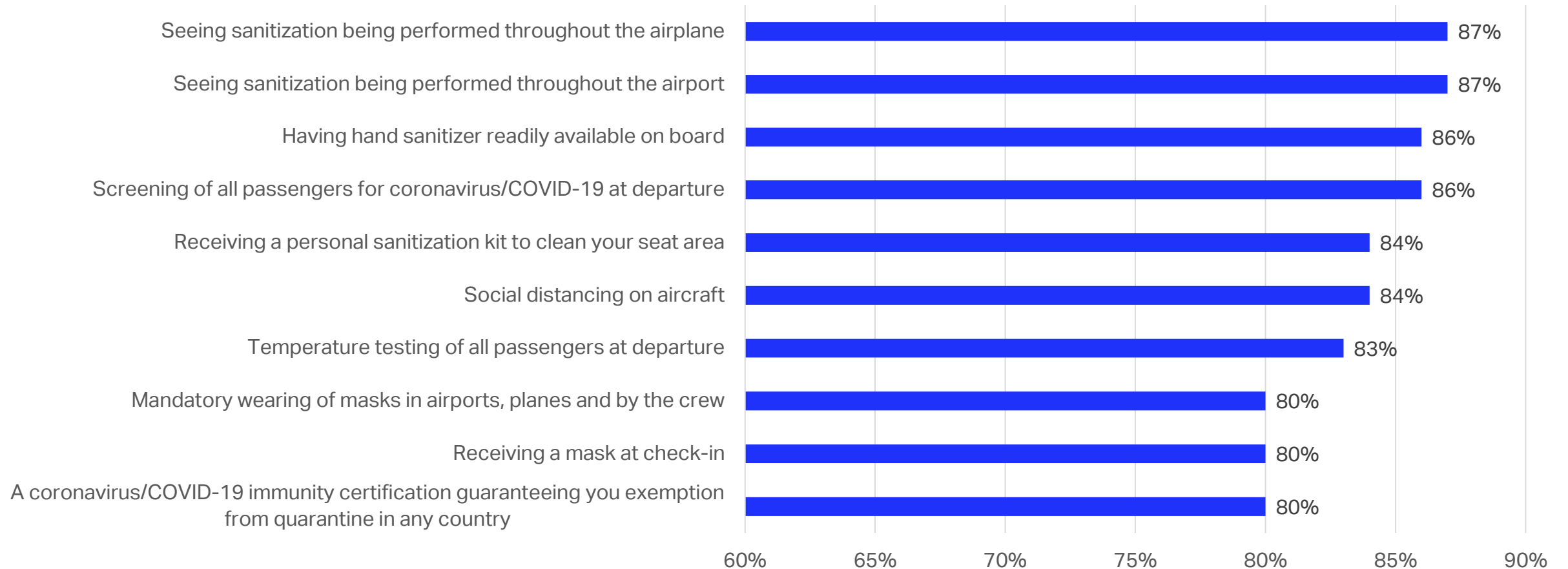
31%

14 day isolation on arrival



I would...

It would make me feel safer



Q: Once the pandemic has subsided and it has been declared safe to travel, how much safer would each of the following make you feel about airplane travel – a lot safer, somewhat safer, not much safer, not at all safer?

The % represent sums of answers: a lot safer and somewhat safer.



Methodology

The survey was conducted between 6 and 9 April 2020.

4,700

recent air travelers

(traveled in the last 9 months)



A **50/50**

quota was respected
with reference to the
most often type of
travel: business or
leisure.

An invitation to participate in an on-line survey was sent to the panel members in the following countries:

Australia

Canada

Chile

France

Germany

India

Japan

Singapore

United Arab Emirates

United Kingdom

United States



We will fly again