

working together



A Word from the Chairman

These are very difficult and challenging times and I do wish all of you and your loved ones very good health and happiness. Focus on travel is difficult however the show must go on.

The Spring Conference of 19 March had to be cancelled due to the Corona virus ramifications. This is a real shame as we had a great event lined up. The good news is that we have transferred the speakers and the topics to the Autumn Conference on 24 September. I am really looking forward to a bumper turn out that day and of course hope all the virus issues will have hopefully gone away or at least improved.

Strangely the title of the conference was Lets Get Emotional. I would say that this is certainly a time when we all feel emotional. This is not only from a health perspective but also the effect this has had on the entire travel business. It is really a time of uncertainty and concern.

My take on matters is to try and stay cool, calm and collected if that is possible and most importantly we all need to stick and work together. At TTI we are using this crisis as a conduit to review all our practises and activities. TTI's commitment is to you our members to keep you fully updated and informed with the current technological innovations and issues so that you can stay one step of your

competition. We are not for profit and its all about you our members.

The next event on the TTI chart is the Summer Forum which is scheduled for 18 June in the morning. We did hope the venue would be at the usual Holiday Inn. However with matters still not improving enough we have decided to change the summer forum to an online event via Zoom unless of course there is a dramatic change for the better. We were set to make Cyber Security the main topic but now have changed the title to The Strategy of Survival and Beyond.

We are also aware that Travel Technology companies do not have a trade association other than TTI. We therefore held an online forum via Zoom where Travel Technology Companies could share experiences, ideas and issues in these difficult times. This was held on 21 April and was very well received. There were 10 of us on the call and the input from everybody was excellent with lots of ideas and three action points.

1. To write a letter to the Government, the Travel and Tourism Minister, to ensure that it is realised that travel tech companies are the backbone of our industry and need to be included should a special arrangements be made to assist Travel companies during this downturn due to Covid.

2. Open up a dialogue with other trade associations.
3. Research into grants or funding initiatives that might be available to travel tech suppliers.

The meeting was so positive that we have all agreed to have another online meeting in a months. I will advise the date when finalised.

Just to remind you that we do also have a consultancy arm and if members want advice they should contact our advice centre and ask for help. The details are on our website.

I would like to thank you for your continued support of TTI especially in these difficult times and hope these initiatives will help you progress forward successfully.

Please feel free to contact me if you have any questions

Very Warm Wishes,
Tim Wright, Chairman TTI



Tim Wright, Chairman

Strategies for Survival and Beyond

**Summer Forum - Thursday 18 June - 10:00 to 13:00
webinar via Zoom**

Covid-19 and its associated lockdown has had a devastating effect on the entire travel industry, with our customers unable to or simply not willing to travel. The industry is fighting for survival. We are all hoping to reach better times when we can commence along the road to recovery.

Agenda and Speakers

10:00 - Welcome & TTI Update, Tim Wright, Chairman

10:10 - Business Strategies for Survival and Beyond

Richard Hayward, Founding Partner and John Forgan, Director Business Strategy, Ward Williams Chartered Accountants

10:40 - Managing Talent Acquisition

John Terry, Global Managing Director, TMS Talent Group

11:10 - Coffee Break - Time to check your email and get yourself a coffee.

For TTI's Summer Forum, we have assembled a team of experts across a variety of different disciplines. The aim is to provide you with some guidance and inspiration that can contribute to business survival and help you look beyond the current period to how you might start ramping up your business as better times begin to beckon.

11:30 - Online Marketing in Tough Times

Paul Stephen, CEO, Sagittarius Agency

12:00 - Moving to Secure Remote Working

Peter Barnsley, Director, Cyber Security, 6point6

12:30 - How cloud technology is helping a leading TMC, now and beyond

Oli White, Head of Commercial, Sesui Cloud Communications

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TTI Shareholders:



Getting Through a Crisis



In these difficult times virtually all businesses large and small will be struggling. The travel industry will be no different however as this is a global crisis the travel industry is likely to have a much longer recovery timescale.



*by John Forgan,
Company Secretary, TTI*

There seem to be two key questions:

- How do I get through these very difficult lockdown weeks?
- What will my business be like post-lockdown?

Before going on there are some points to keep in mind:

- Everyone is up against this incredible situation, it's world-wide – even Donald Trump's USA!
- We will come out of the pandemic and if the Office of Budget Responsibility is to be believed the economy will bounce back.
- However, the travel industry faces a particular struggle. Talking to travel industry colleagues there is a growing feeling that things will improve next year when UK domestic travel picks up before moving to Europe and eventually longer haul will restart. So we are looking at some time.

This five-point plan is focused on what you can do during lockdown to get your business through the pandemic and hopefully in a place where it can move forward. Much of it is common sense however it sometimes helps to hear it from someone else. Summary of main points:

1. **Control cashflow.**
2. **Keep talking.**
3. **Take all the help you can get.**
4. **Spend time thinking about what your business will look like post-crisis.**
5. **Look after yourself.**

1. Control Cashflow

To state the obvious, it is more important than ever to understand and manage the cash flow of your business. We are quite a few weeks into lockdown so many businesses will have already taken these steps but may still be juggling and making difficult decisions. Much is common sense, but we hope that you will find it of help.

Cash is King

The starting point is what is your current cash position at the bank? And where you have funding facilities, such as an overdraft, what is the remaining headroom in those facilities? Then there is your "Burn Rate" which is a

measure of how fast a business spends its available cash. This is a concept usually associated with start-ups who have yet to generate revenue but is particularly relevant in the current crisis. In simple terms if a company burns cash too fast, they run the risk of running out of money and going out of business. Typically burn rate is measured in months but during a crisis it could be weeks or even days.

The action is then what can a company do to slow down its burn rate and access additional sources of funding? Can you buy yourself time to get through this period?

When looking at your current facilities remember to consider the impact of the crisis on your ability to continue to utilise your existing facilities. What are the terms? For example, many business use Invoice Discounting (ID) facilities to fund their businesses. While there will be an absolute limit on the funding available it will also be typically restricted to a set percentage of the debtor book.

Debtors

Collecting the cash from your debtors through effective credit control is even more important now. However, the environment has changed. In many cases your customers will struggle to pay you on time and the normal debt recovery processes may not be available to you as you can't collect what does not exist. It is important to talk to your customers and understand what their position is and, if necessary, discuss what revised credit terms and payment schedule is possible so that you can plan your own cash flow. If your debtor book is insured check the terms of the policy. Make sure that you take all necessary steps to be able to make a claim under the terms.

With credit insurance, do not assume that you will automatically be covered if you are completing work. The banks/insurance companies are continually revising (downwards) the level of exposure they are willing to take with each company. Keep on top of this. Remember that the policy is likely to kick in only once you have invoiced and the product/service has been delivered.

The final point to make is to be sure that new invoicing is still happening as quickly as possible – if anyone in the travel industry is still

invoicing! Key to getting the money in, is getting the invoices out, with the correct purchase order details where appropriate. Your customers may not be able to pay these invoices within terms but unless you get them out you can't start the conversation.

Work in Progress and Orders

If you have work in progress of any kind or confirmed orders, go back to your customer. Understand whether they still need the work and when they will need it. If they request a delay to delivery can they pay for the work you have already done? Do they already owe you money for previous work, if so do you release the work on a pay as you go basis (i.e. get your cash before delivery and do not increase your exposure to that customer)?

Of course, there are legal obligations that your customers will need to honour but consider it first from a cash flow perspective. Enforcing a contract will likely take many months and will your customer be able to settle in any event? What does the above mean to the relationship with your own suppliers? Are they able to work with you to mirror the changes in your own customer requirements?

Overheads

What overheads can be delayed, reduced or avoided? If your business activity has reduced some variable costs such as travel will reduce automatically, and some costs can be cancelled/suspended as they are simply not needed.

Are you able to reduce your fixed costs or convert those fixed costs into a variable cost, for example agreeing a service on a turnover basis (for example rent) or an "as needed" basis (subscriptions)?

Many agreements have notice periods attached or protections built in for default but one would hope that there can be a sensible conversation in most cases. In this situation it is important to remember that the supplier on the other side of the conversation is likely to be in a very similar

(Continued on page 3)

position. They are dealing with the same stresses and pressures. It is about communicating so that resources can be matched to need as far as possible.

Looking at premises, many landlords and tenants are having conversations and reaching voluntary arrangements about rental payments. The government recognises businesses are struggling with their cash flow due to Coronavirus and remain worried about eviction. It has been announced by the government that commercial tenants who are unable to pay their rent because of Coronavirus will be protected from eviction. No business will be forced out of their premises if they miss a payment in the three months to 30 June. Of course, many businesses can't currently access their premises.

Preparation of Cashflow Forecasts

You need to be able to pull together all the actions you have taken to see what the overall impact is on your business. You do not necessarily have to prepare sophisticated forecasts, but all businesses should prepare a rolling 13-week cash flow and keep it updated on a regular (possibly daily) basis. This will help you identify the crunch points in that cash flow. Cash flow forecasts are based on making assumptions about the future but in such a fast-changing environment this is difficult for anyone. Stress test your assumptions by considering the impact of different scenarios. Consider what your response would be to them.

2. Keep Talking

It may seem obvious, but it is very important to communicate with as many people as possible. They will understand as they are most likely to be in a similar situation. They will have far more confidence in you and your business if they feel that you are managing the situation.

The main groups of people you should be talking to are:

- Customers
- Suppliers
- Landlords
- Bank manager
- Other providers of capital
- HMRC
- Your accountant
- Last but not least business peer group - TTI.

Going forward you will need to get a view on what the post Covid-19 travel industry will look like and talking to peer group businesses will be very important as will maintaining your network of customers and suppliers.

3. Take All The Help You Can Get Loan (Capital) Repayment Holidays

Talk with your bank and other lenders you have

agreements with to see if you can agree a loan repayment holiday to assist with cash flow. This can include the commitments you have with leasing companies. Care needs to be taken in the negotiations but with historically low rates of interest this should not put a significant additional financial burden on the business over the longer term.

HMRC Time to Pay Arrangements (TTP)

Q1 VAT payments are deferred, there will be no VAT payments for the 3 months to the end of June. Businesses will have until April 2021 to pay this back. No interest or penalties will arise on the VAT deferred. VAT refunds and claims will be paid by the government as normal.

The deferral is automatic however companies with direct debits to pay VAT to HMRC will need to cancel these. VAT returns still need to be prepared and submitted on time.

In addition, businesses with outstanding tax liabilities (including PAYE, NIC, VAT, Corporation Tax) may be eligible for further support which will be reviewed on a case by case basis.

A dedicated helpline has been set up by HMRC at 0800 024 1222 (and webchat). It is a simple process and broadly HMRC will agree deferral of taxes over a 6 to 12 month period.

Support for Businesses that Pay Rates

The government is introducing a business rates holiday for retail, hospitality and leisure businesses for 2020 to 2021 tax year. This help is likely to be of minimal assistance in the travel industry directly but will help members in the hotel industry. This support will be administered through local authorities who will adopt a local scheme. The business does not need to take any specific action, the local authorities will contact the qualifying businesses directly.

Grants and Funding

In addition, grants and funding will be provided to retail, hospitality and leisure businesses operating from smaller premises, with a rateable value between £15,000 and £51,000. Small business grant funding of £10,000 for all businesses in receipt of small business rate relief or rural rate relief is also available. There is also a Coronavirus Future Fund. This scheme will issue convertible loans between £125,000 to £5 million to innovative companies which are facing financing difficulties due to the coronavirus outbreak. The scheme is due to start in May. Full criteria are yet to be published but match funding will be required.

Help with Staff Costs

For many businesses this is the biggest cost and in practice the most challenging to manage.

The government has introduced the Job Retention Scheme (JRS), the full details of which can be found at <https://www.gov.uk/guidance/claim-for-wages-through-the-coronavirus-job-retention-scheme>.

The overall objective of the scheme is to keep people at home while enabling employers to retain staff who would otherwise be made redundant and will be required when they begin to rebuild their businesses in the future. This will enable work to begin again with a critical core who have the necessary knowledge. Unlike many of the other government initiatives this scheme provides for an absolute cash saving, rather than simply a cash deferral, in that the grant covers the full cost of each employment up to £2,500 gross per month per employee plus the associated Employer National Insurance and Pension Contribution.

However, furloughed members of staff must not work for the employer during the period of furlough (a minimum period of 3 weeks). You will need to assess your business needs over that period; match your staff cost to your immediate revenue as far as is possible (for some this is easier than for others). If you cannot furlough your staff because you have some committed work that they need to work on, consider offering reduced hours as an alternative (subject to HR advice)?

Communicate with your staff. They will understand and want to help where they can. Where there is one employee who is also a sole director for example under an IR 35 arrangement, then that director can be furloughed. Where furloughed directors need to carry out particular duties to fulfil the statutory obligations they owe to their company, they may do so provided they do no more than would reasonably be judged necessary for that purpose, i.e. they should not do work of a kind that they would carry out in normal circumstances to generate commercial revenue or provide services to or on behalf of their company.

Currently the scheme will fund staff costs until 30 June but the Chancellor has indicated that the scheme could be extended.

Coronavirus Business Interruption Loan Scheme ("CBILS")

The Coronavirus Business Interruption Loan Scheme (CBILS) provides financial support to smaller businesses (SMEs) across the UK that are losing revenue, and seeing their cashflow disrupted, as a result of the COVID-19 outbreak. Full details of the scheme can be found at: <https://www.gov.uk/guidance/apply-for-the-coronavirus-business-interruption-loan-scheme>.

Anecdotal evidence is that many businesses are finding the process challenging, in particular around the issue of personal guarantees. The British Business Bank has confirmed that the Big Four banks have agreed that they will **NOT** take personal guarantees as security for lending below £250,000 but the interpretation of this statement is inconsistent at best. More needs to be done to get the banks lending to the businesses that need it.

However there is one fundamental fact that applies to CBILs and all actions taken to defer payments; they will still need to be paid. The decision you need to make is whether the access to finance will enable your business to trade out of any short-to-medium term difficulty or do you need to consider other options in addition to this. Are there other actions you can take to restructure the business? Of course this is a very wide question but if you have not yet asked it now is as good a time as any.

The HMRC schemes referred to above are basically as at the time of writing. This is a dynamic situation and you can keep up with all government coronavirus business support initiatives at:

<https://www.gov.uk/coronavirus/business-support>.

4. Take advantage of imposed down-time

As business owners we are not likely to have so much to do, so with the restrictions you can catch up with some of the admin but also create new marketing content, develop social media connections and work on your post-lockdown strategy. All of this will be able to add value to your business going forward. Much of this you can do on your own but often working with others will help with creativity.

Collaborations

Try working with other businesses. Collaborations can be very powerful, often adding up to more than the sum of the parts. Obviously, care will have to be taken with regard to client confidentiality and intellectual property, hence a Memorandum of Understanding (MoU) should be signed. There are plenty of template examples of MoUs available on the internet. It would also be a good idea to set out funding and profit distribution arrangements. These can be incorporated in the MoU. Of course, in the event of things taking off a proper agreement should be crafted and this will mean solicitors. However a simple agreement should not cost much. And in my experience if getting an agreement sorted proves hard work because the parties cannot agree on anything then there is not much hope for the collaboration!

Business Schools

You could approach Business Schools to ask if any students would like to help with media or strategy projects. Young minds have not developed preconceptions and also are not constrained by the fear of failure, hence they are often very creative and come up with innovative ideas. If you want help from more experienced students, request contact with post graduate students or MBAs. Students are especially useful if you are looking at help with research legwork and or admin support if you have no staff. Usually, with regard to projects there is no fee requirement, only expenses (if any) and the students will come with a supporting academic faculty member. Placements have not been mentioned on account of the curtailing of placement activities as a result of the current restrictions.

Professional Support

With many professional creatives experiencing difficult times in the crisis it may be possible to get some creative input from a professional strategist, marketer media designer for minimal payment. Many of these businesses are likely to be struggling and will be looking to develop their own customer base.

Doing It Yourself

It is possible to work on these things yourself. Many do and there are plenty of strategy tools freely available on-line from the well known Business School favourites such as PESTLE, SWAT, Porter's 5 forces, Kaplan and Norton's Balanced Scorecard to some lesser know tools all available on the internet. But caution is needed here and a good combination would be your own work combined with some support from a practitioner.

5. Look After Yourself

Last but not least look after yourself. The restrictions have been with us for some weeks now. However, it does look likely that a full lifting of the restrictions will take some time and whatever happens home working will be with us for some time. Some key pointers on home working:

- Run your usual routine. You could stay in PJs but getting showered and dressed for work will help your state of mind.
- Chose a dedicated workplace away from where you sit watching TV or where you eat and where you will not be disturbed. Make sure your seat is comfortable and you have good posture whilst working.
- Take regular breaks. Screen breaks are very important, as is to move about regularly. Research has shown that frequent short breaks are more beneficial than infrequent longer ones.
- Use technology to stay connected. Make sure you talk to people and do not go through a whole day just with messages (email, text). Research has shown that it is

important to actually have conversations.

- Plan your day – as busy people know the busier you are the more you get done. Keep a list of tasks to help plan your day.
- Don't be distracted by social media – turn off social media notifications.
- Keep on top of your IT. Report any issues and sort them as soon as possible.
- Play music – research into The Mozart Effect shows that music in the background can help you focus, often dulling other sounds thereby reducing distractions. Students at Harvard listening to classical music achieved higher grades than those that did not. But careful, you don't want to get carried away with your favourite hard rock number!

I hope the above helps you in these difficult times. Please get in touch if you want any additional pointers or you want to share your experiences.

John is TTI's Company Secretary and Financial Controller. He is a Chartered Accountant and Director of Business Strategy at Ward Williams Chartered Accountants. He is also a Visiting Professor at the Russian Presidential Academy of National Economy and Public Administration – Moscow and an Associate Academic at two London Universities.

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STOP PRESS

The Government has announced its Bounce Back Loan scheme will help small and medium-sized businesses to borrow between £2,000 and £50,000. The government will guarantee 100% of the loan and there won't be any fees or interest to pay for the first 12 months. Loan terms will be up to 6 years. No repayments will be due during the first 12 months. The government will work with lenders to agree a low rate of interest for the remaining period of the loan. The scheme will be delivered through a network of accredited lenders.

Eligibility

You can apply for a loan if your business:

- is based in the UK
- has been negatively affected by coronavirus
- was not an 'undertaking in difficulty' on 31 December 2019

A regular column by online marketing guru, Frank Orman, Managing Director, LeadGeneratorsDigital

Tips for Helping Your Business Weather Covid-19

Many of our clients have been asking for advice on how their businesses can weather the storm that is Covid-19. Dealing with such an unprecedented and demanding crisis is certainly tough and will inevitably consume a fair amount of energy. However, there are things your business can be doing to get through the present and get ready for the future.

Thanks to many valuable conversations and much reflection, we've been able to put our socially-distanced heads together and compile these top tips for how to cope with these rather testing circumstances.

Look Past the Lockdown, Think of the Future

It may be hard to stop and think about what the future holds for your trade. With the lockdown being extended, it can easily start to feel like the current situation will go on forever. But the reality is that life and business will return to normal, and you will want to be ready for that day. So, what can you do to be prepared for that moment?

Take Advantage of the Extra Time

If business has slowed, remember that this pace won't last forever—and try to see this as an opportunity for growth. Now really is the perfect chance to finally get started on all that stuff that you've wanted to do, but never really had the time for.

Whether it's developing new tools, exploiting new sales opportunities, or upgrading your marketing channels, you'll want your business to be in the best position it can be once the restrictions are lifted.

Here some ideas of what you might want to focus on:

Get learning with online training. It's the ideal moment to get your staff (and yourself) branching out to expand their skills. There are plenty of online training opportunities out there from learning new systems and platforms, to management and marketing skills, to destination training. Developing your talent pool now will make for a stronger team once business returns to normal.

Revisit your product portfolio. When shopping and travelling patterns do bounce back, you want to be able to relaunch with an even more exciting and profitable portfolio. By diversifying what you have on offer, you'll make building up hype—and converting leads—even easier upon relaunch.

Build or upgrade your website. More now than ever before, your digital marketing efforts are going to prove key to visibility and profitability. It goes without saying that an online presence is absolutely crucial while your physical storefront can't operate as normal.

By giving your attention over to these areas now, your chances of future success will be improved dramatically.

Pause PPC and Paid Social

All that being said, you've probably noticed that your paid advertising campaigns are garnering less traffic and conversions than usual. This is something most industries are unfortunately struggling with at the moment (unless they are having an unexpected surge in sales due to the unique situation, like gun sales in the US!).

If this is the case for your company, it's probably best to put your PPC and Paid Social on pause for the time being and put those resources elsewhere.

Continue Working on SEO

While pay-per-click campaigns may not be a great use of resources right now, there is a strong case for continuing your SEO efforts. This is because while PPC usually offers a one-off short burst of traffic, **SEO is a slow burn.**

It takes time to climb the rankings and get your website showcased in the search engine results pages. The organic traffic your business needs to thrive won't come out of the blue. It's an ongoing competition, and if you don't invest in getting to the top of Google during this period you'll miss out on profit down the line.

Again, it's important to keep an eye toward the future during these unprecedented—but temporary—times.

out which of your operations can be converted to remote work. We started switching to a more remote business model around seven years ago. We certainly made some mistakes along the way, but having gone through that transition period we now have an extremely efficient remote team producing even higher quality work than before.



by Frank Orman
Managing Director
LeadGeneratorsDigital

Why? Well, the costs of remote working aren't necessarily any lower, but there are certainly a lot of other benefits to working from home. No commute, more me-time, more family-time, and the ability to simply sit out in the garden during your breaks or after the work day ends really all go a long way to improving mood.

Stepping back and spending more time with yourself will also help you gain a fresh perspective and discover ways to create a more efficient business model going forward. That's certainly been our experience so far.

And it makes sense. After all, a workforce with less burdens on their time is a happier workforce, and will likely produce better quality work as a result.

So, to summarise:

- Start thinking about the future now and use the extra hours to develop your site, product portfolio, and talent pool.
- Pause paid advertising, but make sure to keep up your SEO efforts so you can continue climbing those rankings.
- Test out which aspects of your operations can be made remote in the future, and enjoy some well-earned me-time.

If you feel that we could be of any help to you during Covid-19, please do just reach out and we can talk about how best you can take advantage of this downtime. Whether it's building stronger and more profitable online marketing systems, websites, SEO campaigns, content marketing programmes or more, we'll make sure to get you ready for after the storm.

TTI is associated with a number of trade organisations. Here is a round-up of their news



Support for members during the ongoing covid-19 crisis

In early March, Advantage was quick to create a dedicated covid-19 outbreak hub on its members' intranet, which is monitored and added to on a daily basis, with updates and resources from industry partners, suppliers and its global network sources. The consortia has been hosting an Advantage Daily Update via video daily since mid-March with a continued focus to distil the most relevant updates for its members on issues such as leniency from regulatory bodies and updates from the government as major operators severely reduce services. Advantage has committed to publishing a video each day at 6pm.

You can watch all the videos by clicking on the link below

<https://www.youtube.com/user/TheAdvantageTravel>

The importance of Cyber Security

Advantage has launched a hub to support members with general guidance in the form of tools, tips and tricks to improve their cyber security hygiene particularly when working remotely. It is a collection of information from a wide range of internal/external resources and professional experts pooled together to help better protect agents and their businesses.

The Advantage Conference

As with the rest of the industry, Advantage is adapting to an ever-evolving situation and its priority remains focused on providing daily support, advice and expertise to help its members navigate these unprecedented times. With that in mind the 2020 conference has been

postponed until 2021. Highly valued by its members and partners, Advantage is pleased to confirm new dates of 21 – 24 May – taking place at the Savoy Palace in Madeira.

Global network

Over the past three weeks, the WIN Global Travel Network, has hosted weekly regional calls with its global partners. These calls continue to provide an invaluable source of information for both WIN centrally, but also its members as the central team learn more and more about the impact of Covid-19 on the local markets. In the next few weeks, the global network expects to see some relaxation of restrictions in certain countries, with the belief that domestic travel may commence, whilst social distancing is maintained.

In the last two weeks, WIN has received reports from China & South Korea that shops, restaurants and businesses are re-opening, whilst these signs are positive there is still a long way to go.



The past few weeks have demonstrated more than ever the importance of being part of a membership association. Since February we have been reporting to

members on COVID-19 and the impacts that it was having at that time on Chinese outbound travel. Since then the UK has entered lockdown and almost all of our entire membership is currently in closed operations or on skeleton

staffing. However we continue to be proud of the excellent work that they are doing to support the NHS and their friends, colleagues near and far. BETA members are donating accommodation to key workers, making and donating PPE for NHS and frontline staff and providing holidays and respite for key workers once this situation has passed.

Our access to industry experts has been invaluable and we have been able to support members by bringing them together in huge numbers online via our "ask the expert" sessions. Topics covered so far include, legal and

employment, cancellations and the package travel regulations, business and finance and most recently wellbeing.

We continue to update our member organisations with all of the latest information and guidance as it is published. For more information on our latest events to support businesses in the UK youth, student and educational travel sector please visit our website: www.betauk.com



As the UK enters the fifth week of lockdown, everyone is having to adjust to a new reality of working and

engaging virtually with colleagues, partners, friends and family. These weeks have been full of challenges for the business travel sector, and companies up and down its supply chain, and these are far from over.

There are positive signs, as we adjust to 'business as unusual', that mindsets across the sector are starting to shift from competition to collaboration.

In early April, the BTA was greatly concerned at the refusal of many airlines to offer cash refunds.

Travel management companies (TMCs) were caught in an impossible situation as they were unable to claim the refunds from airlines that they needed to pass on to their corporate customers. Funds those customers need to continue operating and, when the time comes, to resume business travel.

But collaboration has made a difference. The BTA and others have continued to engage constructively and openly with airlines, and an increasing number of major carriers are now making cash refunds an option. Last week's BSP payments saw refunds flowing back to TMCs who then quickly passed them on to their customers.

In addition to helping the business travel sector overcome challenges like this one, the BTA has been running a series of virtual events and FAQs designed to support TMCs in managing the

current situation. Topics have ranged from mental health, cyber security and legal matters and will continue to cover the industry's burning concerns as the current situation evolves.

Recently, we've also teamed up with Travilearn to offer a special discounted rate on our BTA Diploma for those currently employed or on furlough from the sector.

The business travel industry is a vital enabler for the UK economy. When this crisis eases, it is TMCs who will get British business travelling again, helping them to rebuild business links with markets across the globe. To get to that point, collaboration across our industry is crucial as, working together is the only way to weather this storm.

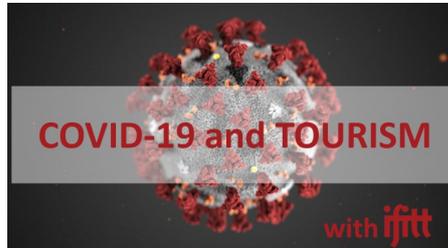
News from our Associations (continued)



International Federation
for IT and Travel & Tourism

COVID-19 and Tourism

The tourism industry has received an unprecedented blow from the Coronavirus pandemic. Many of us are already contributing to solving the



problems through research, teaching, and other means. IFITT is opening a webpage to share materials related to COVID-19 and tourism <https://www.ifitt.org/covid-19-and-tourism/>. We invite the community to contribute to this page and to distribute relevant

information for all tourism stakeholders. If you have been doing research or materials that you think could be helpful for tourism stakeholders regarding the matter, please let us know. We are happy to share information regarding the Coronavirus and tourism and thus help the field to move forward:

- Dr. Juho Pesonen, University of Eastern Finland, juho.pesonen@uef.fi
- Prof. Dr. Claudia Brözel, HNE Eberswalde, claudia.broezel@hnee.de
- Prof. Dr. Dimitrios Buhalis, Bournemouth University, dbuhalis@bournemouth.ac.ukward

ENTER 2021 @ Nankai

Cannot wait to meet good friends at ENTER@2021? Never been to ENTER but interested in attending? Even if you haven't heard about ENTER, there is some great news for you: the ENTER conference is currently

being planned, as usual, to be held in January 2021 and will bring many surprises to its participants. For the first time in its 28-year history:

- ENTER is moving to China and will be hosted by Nankai University!
- ENTER will have research tracks both in English and Chinese!

Follow ENTER2021 updates <https://www.ifitt.org/experience-enter-enter2021nankai/> or subscribe to our newsletter to get the most important news among the first <https://www.ifitt.org/>

ENTER²¹ @ Nankai



IFITT - EIFMeT 2020

IFITT is delighted to open the registration for the European IFITT Master Class on eTourism 2020. Explore cutting-edge topics related to e-Tourism, learn the most recent trend in digital marketing and learn how to make your strategy sustainable through a mix of

lectures, lab-and seminar-based workshops with high profiled scholars. IFTMeT program can be found here: <https://www.ifitt.org/eifmet-ifitt-master-class-etourism/>

- Registration is open until June 15th, 2020 by email eifmet@ifitt.org
- Registration fees for industry professionals (without IFITT Membership): 250 euro

#IFITT #ENTER2021 #conference #EIFMeT #masterclass



Tracommy
Int. Travel Advisers Community.

Building up new alliances in crisis times

It is our belief that the world of Travel will have changed, once we are past this crisis. Some say, that people might return to the world of Travel with different values than before, looking at travel as something that is no longer routine. This might sit well alongside a different way travel destinations are chosen by travellers.

Heads up! This should finally be the right time to move from over-tourism to sustainable tourism - to emphasise the great opportunity that travel provides: to learn about other countries and cultures instead of searching the best Instagram

photo or where to get the cheapest AirBnB accommodation.

In these days we are hearing a lot of comments, not to give up because business is on hold, but to stay active, to use the time to be creative, to re-think business concepts and to prepare for the post-Corona era.

Wellness = sustainable tourism. We share this view and have teamed-up with "Wellness – Magazine" from Buenos Aires, who besides being an online media company, also specialises in the development and management of tourism destinations in Latin America. Backed up by a team of international consultants and with extensive experience in development and tour-operation projects, they have a great network of links in the public and private sectors.

Understanding the need for capacity at a local level is essential for the development and management of destinations. This network is cooperating with international Agencies, Universities and NGOs.

Tracommy supports this initiative, including educational online programmes in tourism. As a first step, we shall contribute to the network using our general tourism knowledge, from marketing to operations and general management. The next step will be to develop online courses including one-to-one online consultancy to the existing platform <https://education-wellness.com/>. Any TTI Member who is interested, is welcome to join us. just email service@tracommy.com.

TTI @ Travel Forward/WTM, 2-4 November



TTI will once again have a stand at Travel Forward - World Travel Market and we will be holding our Winter Forum there on Wednesday 4 November.

Project Management Committee Discussions

Our last project meeting took place via Zoom on 13 March

Membership

We made a good start to the year and although we are sad to see a couple of members leave, this year, on a positive note, we have 2 new members in the pipeline and 7 new active members:

- Dial a Flight
- Holiday Extras
- IceLolly
- Iglu
- JML
- Stay Global
- Sunspot

TTIcodes

A few companies have registered their interest in our TTIplaces product and will keep you informed of progress.

Conference and Events

Travel Technology Europe went very well. Our stand was very busy and we had a lot of interest in membership.

Everyone enjoyed the TTIHub but due to the Coronavirus, this could be the last one in this format for a while.

Unsurprisingly, due to the uncertainty surrounding the Coronavirus, the decision was made to postpone the Spring Conference, due to

take place Thursday 19th March 2020, until the Autumn, when hopefully we are through the peak of the virus. More information to follow.

At this point in time, the Winter Forum is planned to take place on the last day of WTM, 4th November 2020. However, we will confirm this near the time.

Next Meeting

Combined Board and Project meeting will be via conference call at 10am on Wednesday 10 June 2020.

Keep in touch

We will be doing all we can to keep in touch with our members during the difficult days ahead. As BT say, "It's Good To Talk" so if you have any suggestions in terms of the best way to support and communicate with you or if you have topics that you would like to us to raise and discuss at future events, potentially on-line, please email me at admin@tti.org



by Phippa Barrett

TTI Events 2020

Project Management Meetings

Wednesday 10 June 10:00 via Zoom
Thursday 17 September 10:00 via Zoom
Thursday 10 December 10:00 via Zoom

Conferences & Forums

Thursday 18 June - Summer Forum (webinar)
Thursday 24 September - Autumn Conference
Wednesday 4 November - Winter Forum

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Follow [@TTI_org](https://twitter.com/TTI_org)