

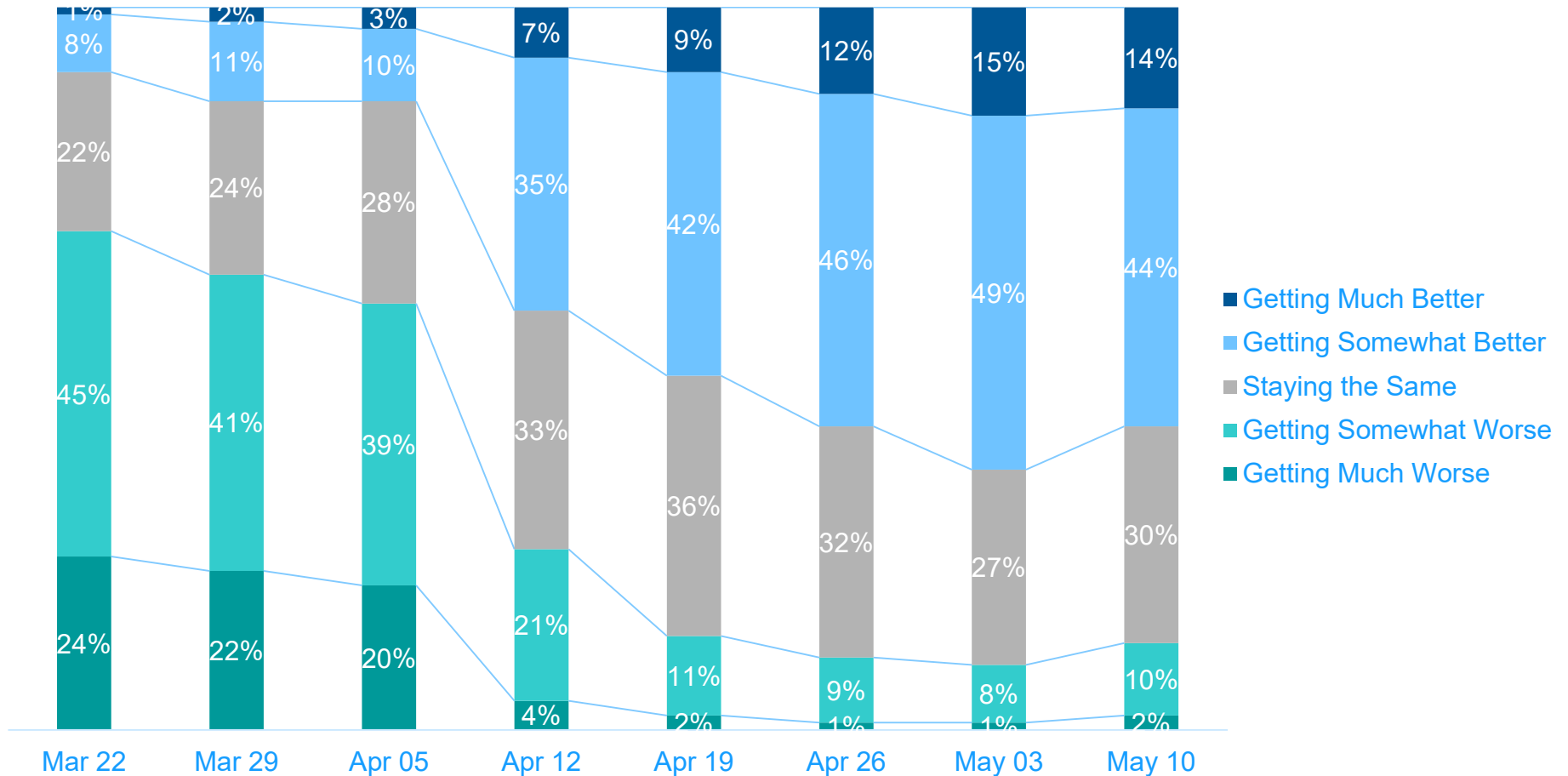


COVID-19 Customer Travel Sentiment

Tracking Survey, Part 8
May 10, 2020

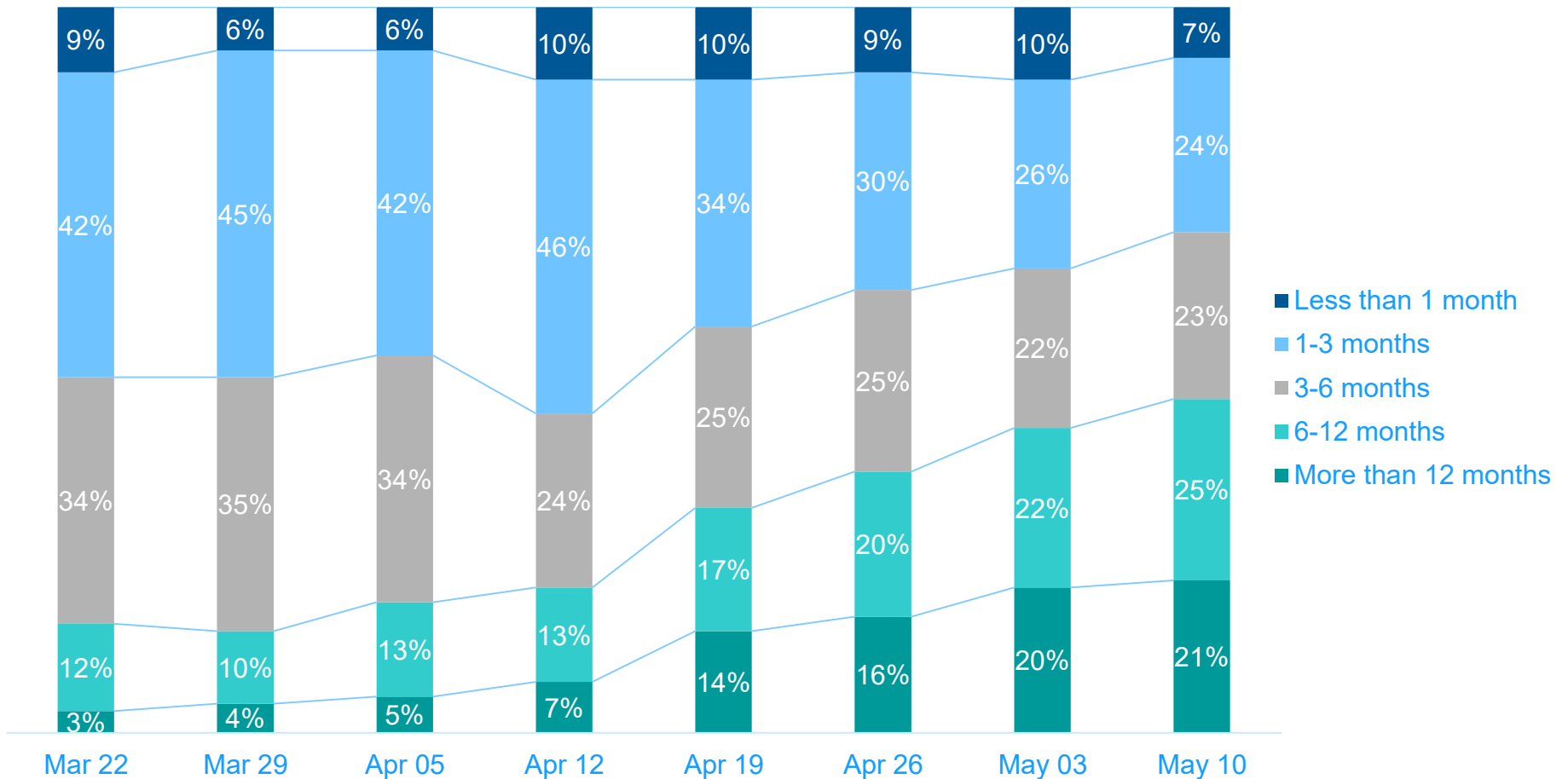
How are you feeling about the current COVID-19 situation?

Most responding customers feel things are getting better, but there was a slight decrease over last week; comparable to the week before last

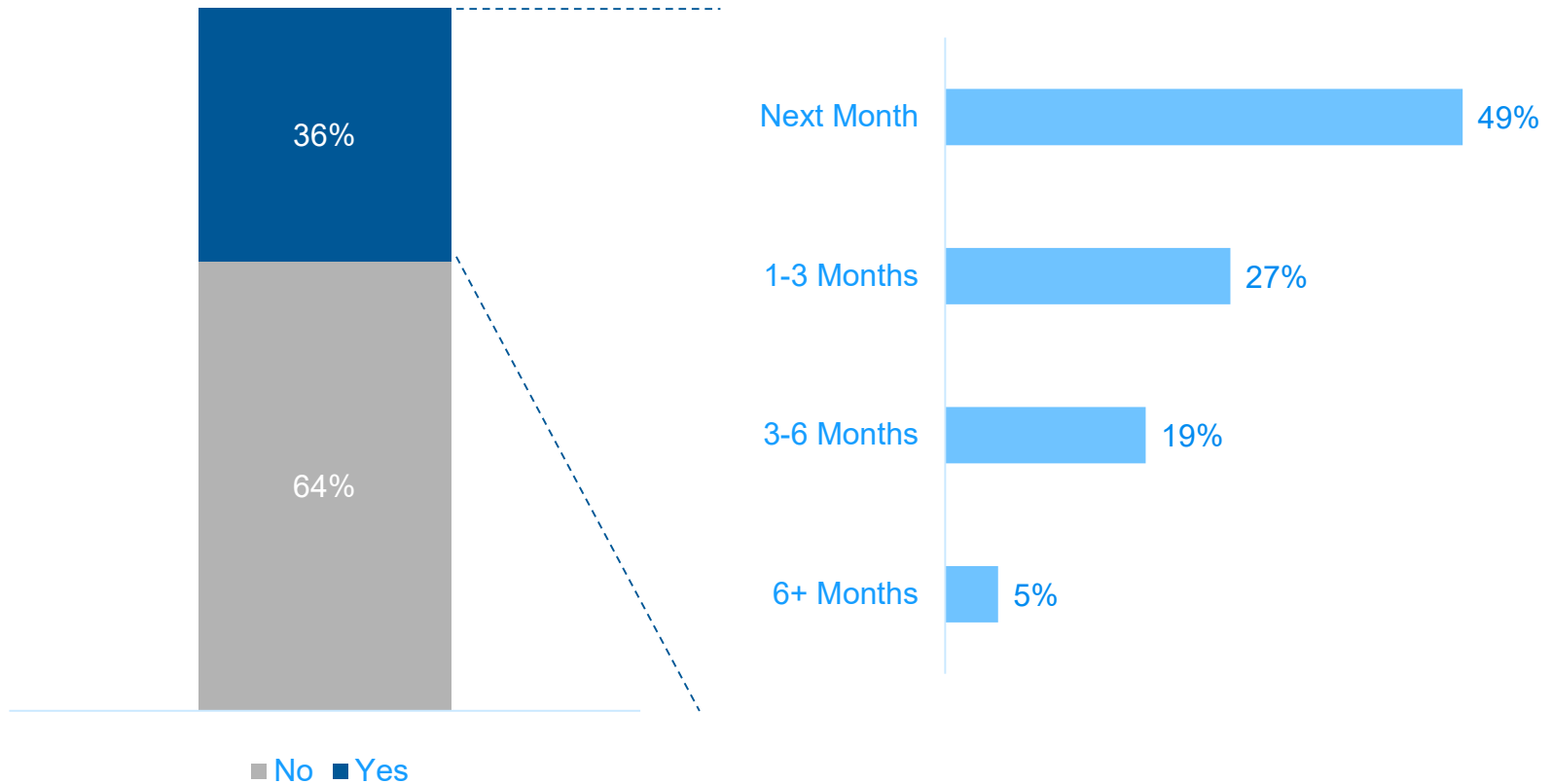


When do you believe that life can return to “normal”?

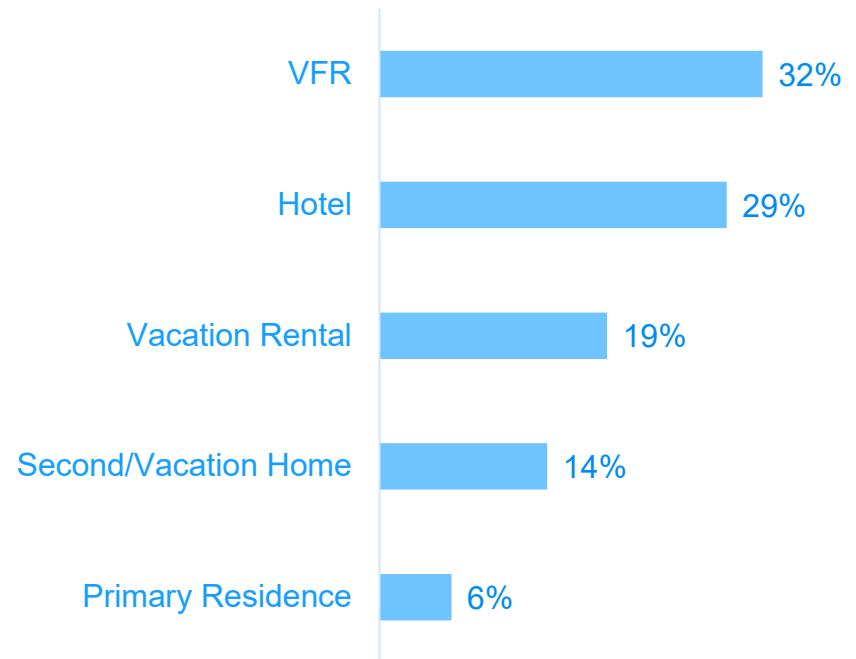
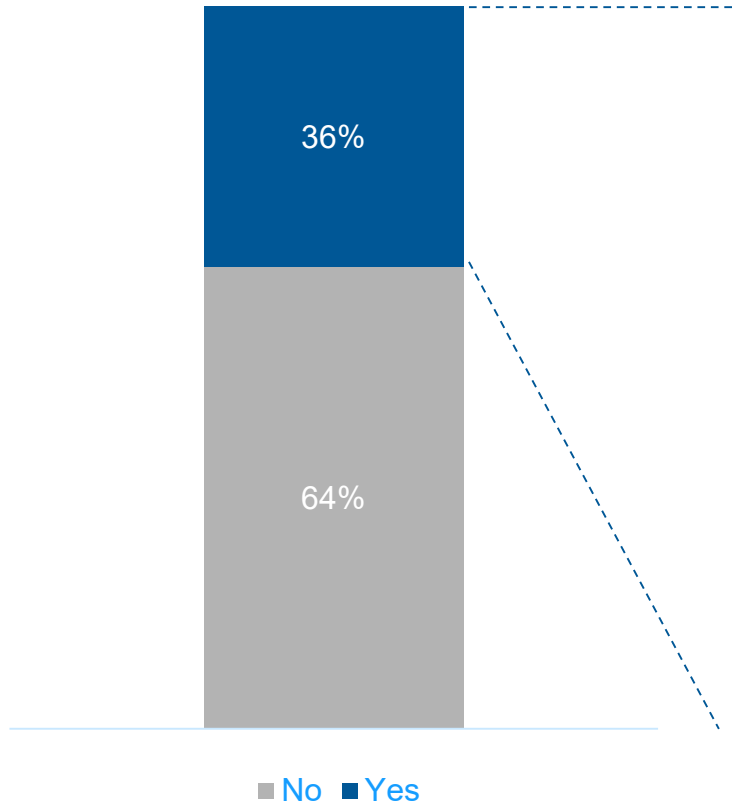
Despite positive sentiment regarding the COVID-19 situation overall, responding customers continue shift toward believing it will take longer to return to “normal”



Do you have travel booked currently? If so, when are you traveling?

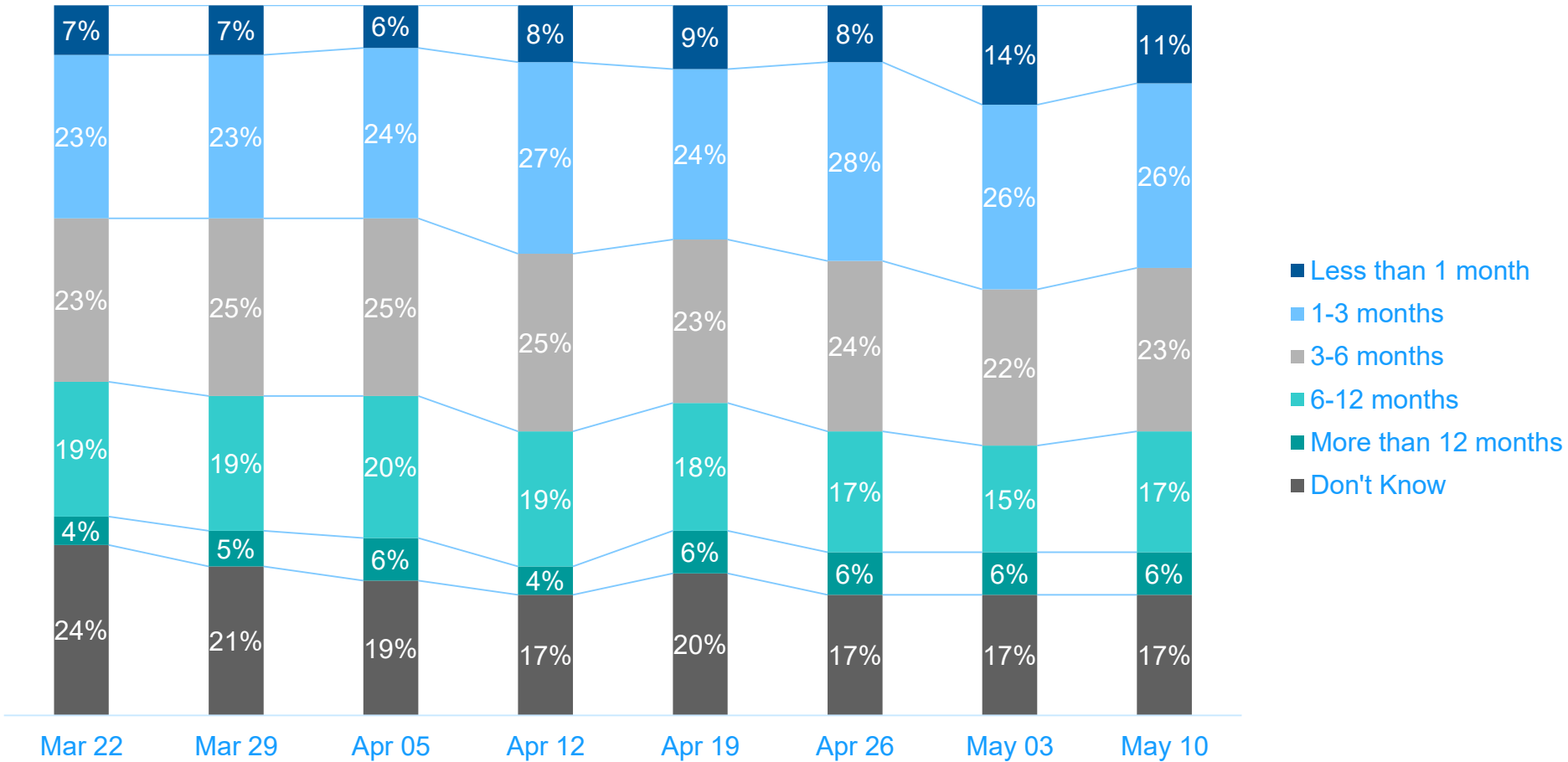


Do you have travel booked currently? If so, where are you staying?



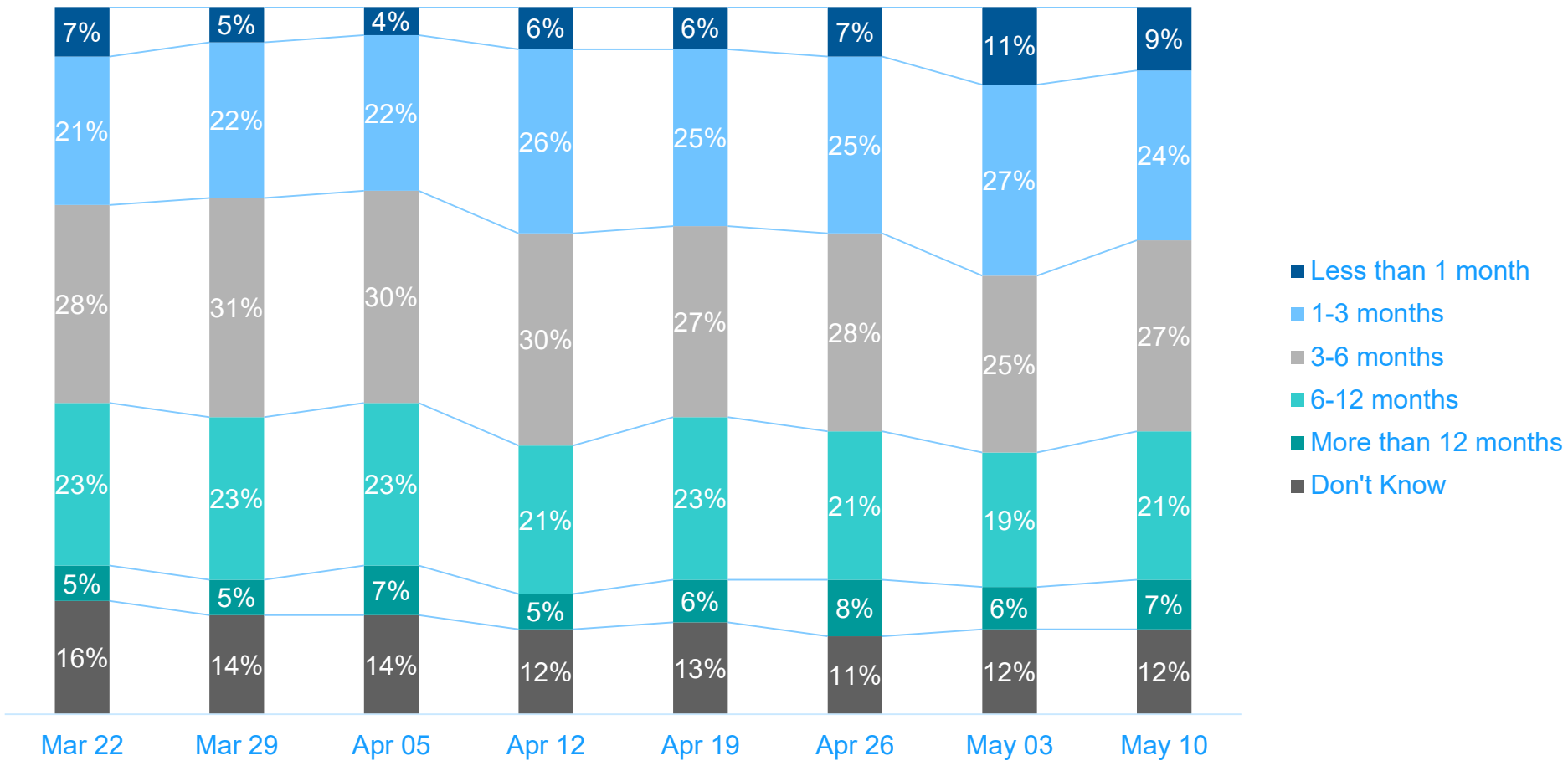
When do you think you'll purchase your next trip?

Just under 40% of responding customers now think their next trip purchase will be within 3 months, down slightly from last week; 60% think within 6 months



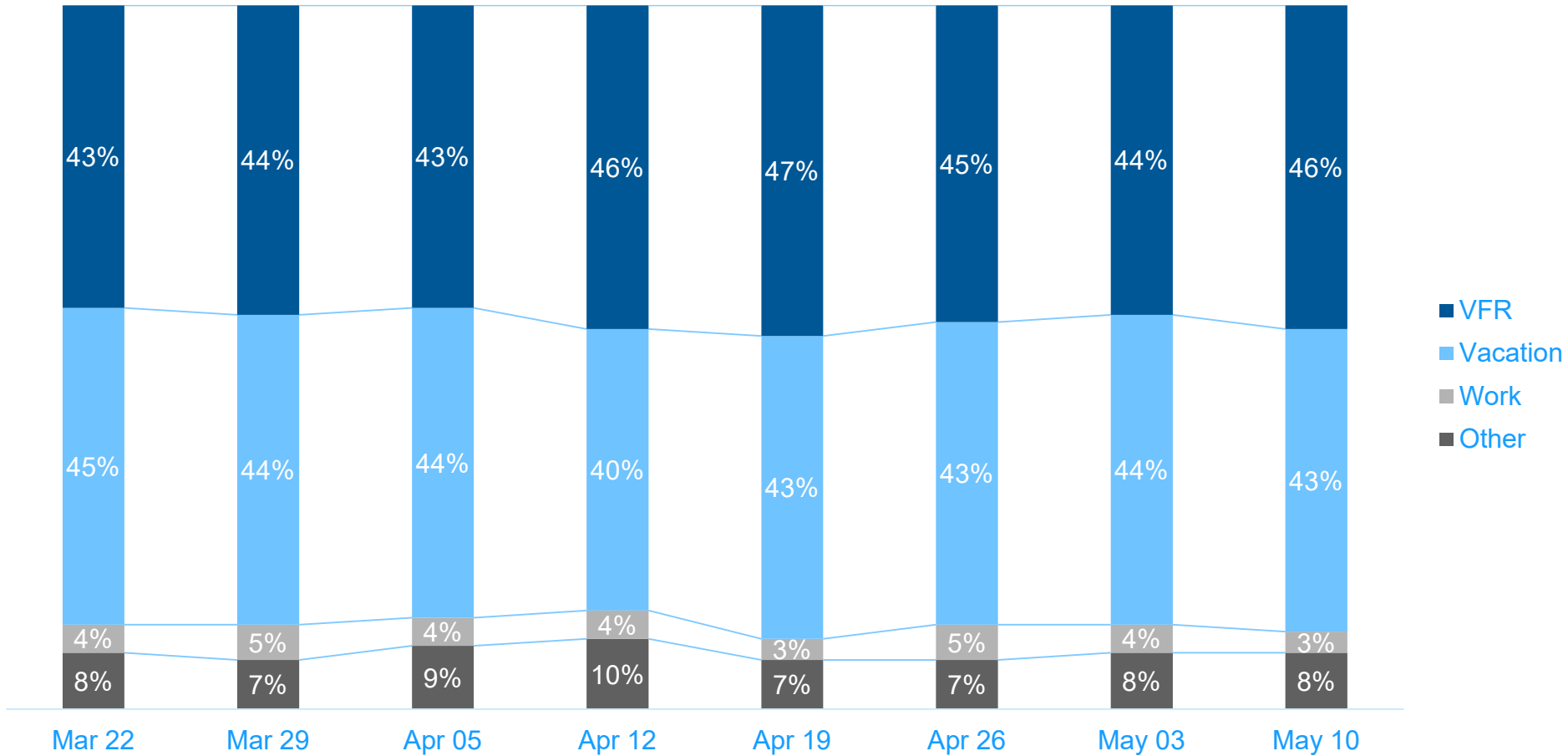
When do you think you would be actually traveling?

Similar to travel purchase timing, responding customers exhibited modest decreases away from closer-in time periods for when they think they will travel next



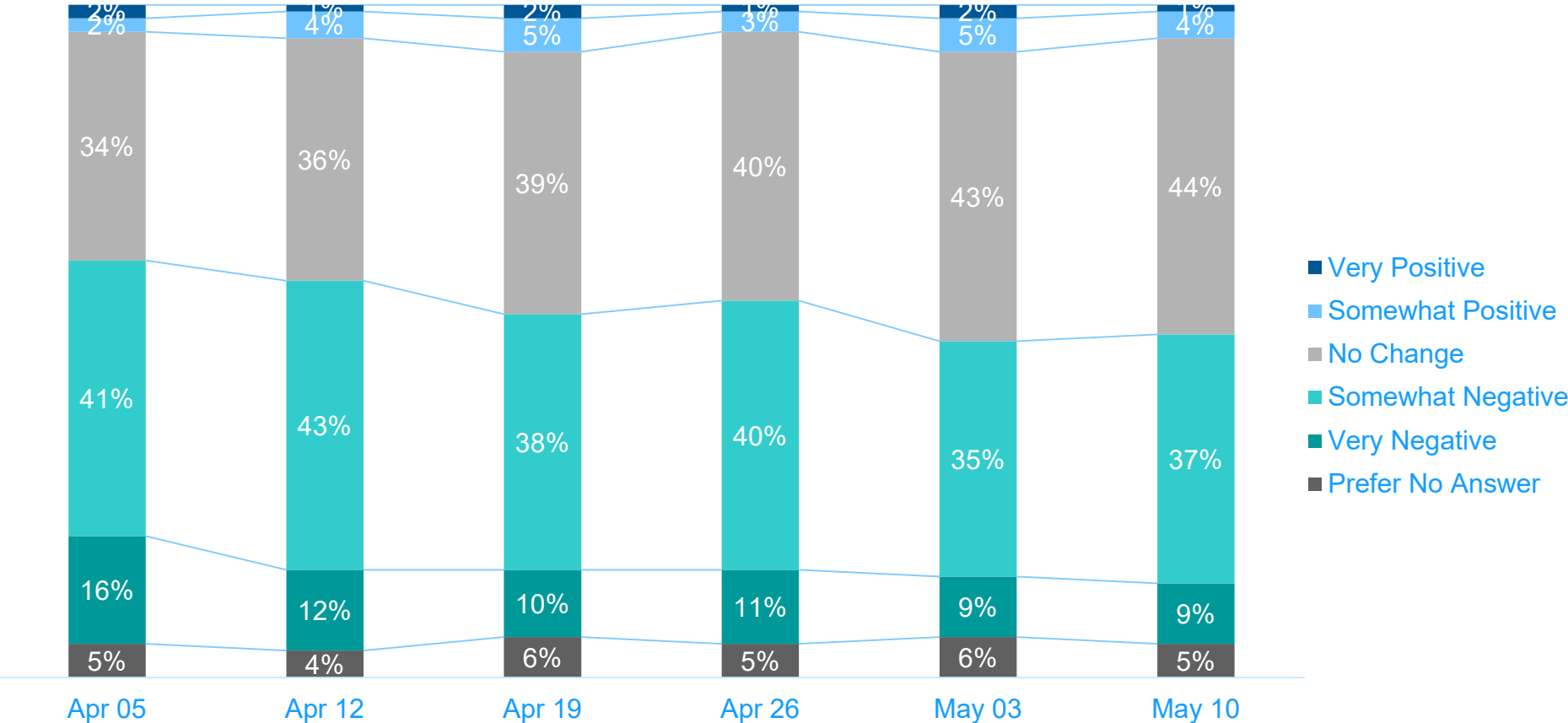
What type of travel would this be for?

Responding customers, not surprisingly, continue to say their next travel will be either to go on vacation or to visit family/friends



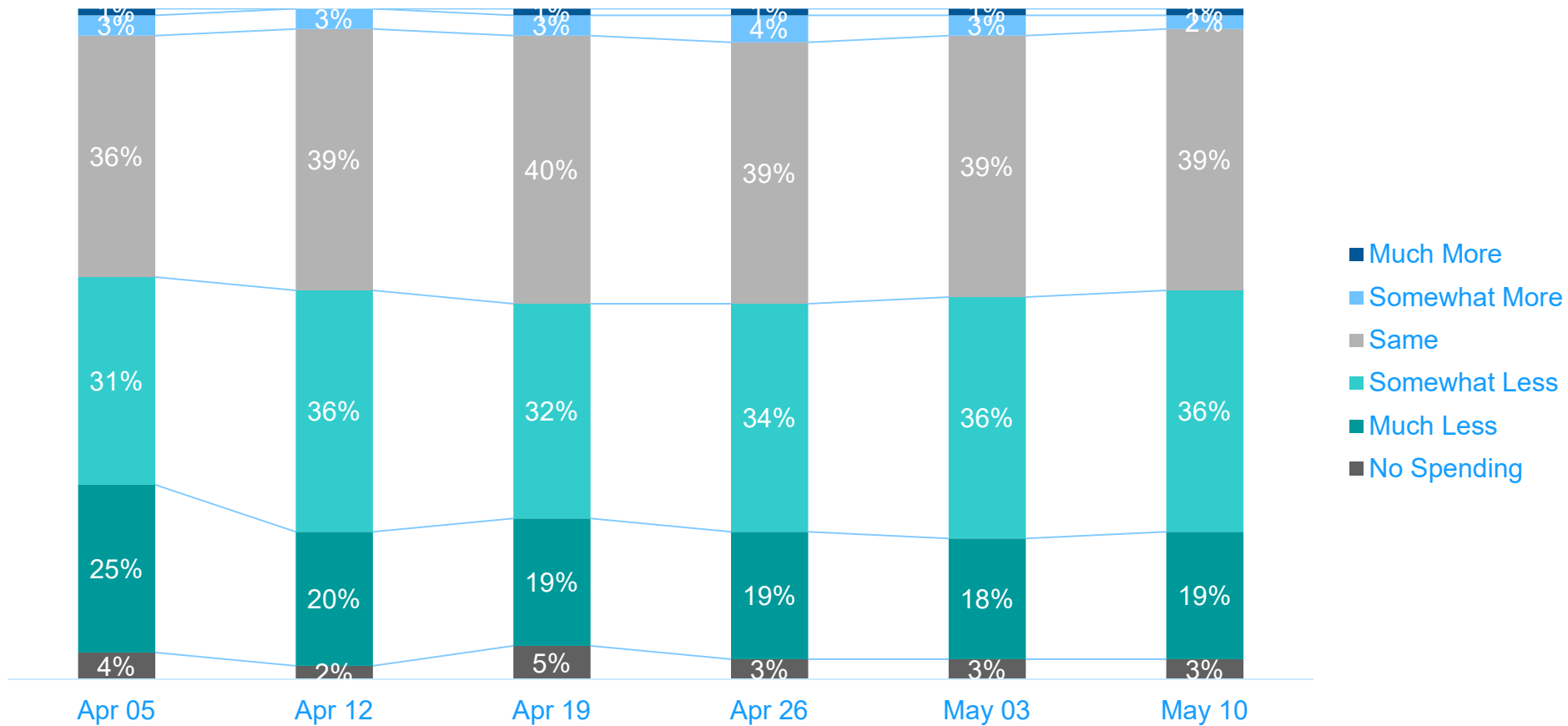
COVID-19 Shutdown Impact on Personal Finances

Just under half of responding customers say personal finances have been negatively impacted, up slightly from prior week; nearly half say “no change”/”positive”



COVID-19 Shutdown/Financial Impact on Travel Spending

More than 40% of responding customers continue to say they plan to spend same/more on travel; about one-third say “somewhat less” and less than one-fifth say “much less”



Customer Perspective on Public Health vs. Economic Needs

Three-quarters of responding customers continue to believe that the country should be balancing public health with economic needs, versus only focusing on public health

