

South Australian based travel agent Max Najjar recently outlined his predictions for the industry by mid 2021.

He believes more clients will want the safety net of an agency post coronavirus and expects revenue per head to increase as mature travellers spend more achieving stalled holiday dreams. He made the following points in a recent media release.

1. We expect a higher monetary spend from mature, elderly or retired travellers as they focus on making up for lost time and satisfy their bulging travel bucket-list.
2. From late 2020 to early 2021 we expect a slow but more measured demand from leisure travellers, who will want to minimise their booking risks. Business travel will grow quickly with their focus on securing a dependable, reliable, one-stop travel service.
2. New travel insurance policies will be written in plain English with an expansion on what is and what is not covered. Expect clarification of virus cover, higher premium costs and disclaimers to be “signed-off”.
3. The travel experience will change. We predict Pre, During and Post protocol checks to be introduced. These [P.D.P CHECKS]© will be ever-changing as new travel rules and layers of security and health checks evolve, until a vaccine is adopted. Expect longer travel delays with new monetary fines to be levied against non-abiding travelers, agents, airlines and travel operators.
4. Reduced capacity allowances will be introduced for seats, cruise cabins, site entries and hotel rooms with initial higher prices reducing as time passes.
5. An “Express Scheme” might be introduced for travellers impatient with departing and arrival protocols, but at an optional cost though.
6. Future travel agencies will reduce the size of their physical offices, employing less in-house staff but contracting home based experts, adopting new technology to deliver clients a better travel experience.
7. We expect a positive return of our loyal clients and an increase of new clients as the virus nightmare fades away. Hopefully referred clients that we recently guided into satisfactory solutions thanks to our dedication and expertise will also book their future travel with us.