

Business Traveller – UK – July 2019

Report Price: £2195 | \$2995 | €2600

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

This report looks at the following areas:

- Virtual spaces have great potential to grow in the meeting industry
- Time saving features are highly appealing to business travellers

Since the EU referendum in June 2016, the combination of the economic slowdown, low business confidence and the relatively weak value of the Pound has put pressure on the business travel market. UK companies are looking to cut costs and are more likely to consider locations closer to home amid Brexit uncertainties. As a result, overseas business trips will continue to be most impacted.

The range of low-cost accommodation available has improved; a category which has strong potential to gain share in the business travel market. Furthermore, there is untapped growth potential to convert business trips into 'bleisure' trips, as workers appear keen to experience the destinations they visit.



"The business travel market is under pressure amid Brexit uncertainties. Brands that help business travellers to save time, both in the planning process and during the trip, are highly likely to be favoured. Meanwhile, there are opportunities to encourage more business travellers to include leisure time in their trip."

– Marloes de Vries, Travel Analyst

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

Table of Contents

OVERVIEW

- What you need to know
- Products covered in this Report

EXECUTIVE SUMMARY

- **The market**
- **Domestic business travel forecast to stabilise in 2019**
Figure 1: Forecast volume of domestic business trips taken by British residents, 2014-24
- **Overseas business travel forecast to decline in 2019**
Figure 2: Forecast volume of overseas business trips taken by UK residents (number of trips), 2014-24
- **Highest increase in market share for Germany**
- **Weak economic growth puts business travel market under pressure**
- **Heathrow Airport is working on increasing its capacity**
- **Companies and brands**
- **New biometric services announced at Heathrow Airport**
- **Virgin Atlantic will introduce a social space on board its Upper Class cabin**
- **New low-cost train connection between London and Edinburgh announced**
- **Recharge at the airport before take-off**
- **The consumer**
- **Almost half of Britain's employed population take business trips**
Figure 3: Participation in business travel, domestic vs overseas, May 2019
- **London leading domestic destination for business travel**
- **Male travellers dominate the business travel market**
- **Business travellers do not want to waste any time**
- **Meetings dominate the business travel market**
Figure 4: Purpose of most recent business trip, domestic vs overseas, May 2019
- **Majority of business travellers book their trips themselves**
- **Majority of business travellers face restrictions when booking travel**
- **Flexibility and saving time will help TMCs to increase added value**
- **Budget accommodation likely to appeal to business travellers**

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit	store.mintel.com
EMEA	+44 (0) 20 7606 4533
Brazil	0800 095 9094
Americas	+1 (312) 943 5250
China	+86 (21) 6032 7300
APAC	+61 (0) 2 8284 8100

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 5: Interest in staying in 'capsule' hotels among business travellers, May 2019

- **Seat reservation and high speed in-flight wi-fi are key for business travellers**

Figure 6: Important facilities at airports and on airplanes, May 2019

- **Almost half of business travellers extend their trip to include leisure time**

Figure 7: Profile of business travellers who are interested in spending leisure time, May 2019

- **Opportunities to facilitate innovative business events online**

Figure 8: Potential for alternative ways of meeting, domestic vs overseas, May 2019

- **Waste reduction should be among travel companies' priorities**

Figure 9: Attitudes towards reducing waste and the environmental impact, May 2019

- **What we think**

ISSUES AND INSIGHTS

- **Virtual spaces have great potential to grow in the meeting industry**
- **The facts**
- **The implications**
- **Time saving features are highly appealing to business travellers**
- **The facts**
- **The implications**

THE MARKET – WHAT YOU NEED TO KNOW

- **Domestic business travel forecast to stabilise in 2019**
- **Overseas business travel forecast to decline in 2019**
- **Highest increase in market share for Germany**
- **Weak economic growth puts business travel market under pressure**
- **Heathrow Airport is working on increasing its capacity**

MARKET SIZE AND FORECAST – TOTAL

- **Business travel market set to continue to decline**

Figure 10: Forecast volume and value* of domestic** and overseas business trips taken by UK residents, 2014–24

Figure 11: Forecast volume* of domestic and overseas business trips taken by UK residents (number of trips), 2014–24

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

Figure 12: Forecast value* of domestic** and overseas business trips taken by UK residents, 2014-24

- **Forecast methodology**

MARKET SIZE AND FORECAST – DOMESTIC

- **Domestic business travel forecast to stabilise in 2019**

Figure 13: Forecast volume and value of domestic business trips taken by British residents, 2014-24

Figure 14: Forecast volume of domestic business trips taken by British residents, 2014-24

Figure 15: Forecast value of domestic business trips taken by British residents, 2014-24

- **Forecast methodology**

MARKET SIZE AND FORECAST – OVERSEAS

- **Overseas business travel forecast to decline in 2019**

Figure 16: Forecast volume and value* of overseas business trips taken by UK residents, 2014-24

Figure 17: Forecast volume of overseas business trips taken by UK residents (number of trips), 2014-24

Figure 18: Forecast value of overseas business trips taken by UK residents, 2014-24

- **Forecast methodology**

MARKET SEGMENTATION

- **Highest increase in market share for Germany**

Figure 19: Top 10 overseas destinations for UK business travellers, 2016-18

- **Scotland and Wales' business travel market under pressure**

Figure 20: Volume of domestic business trips taken by British residents, by region, 2016-18

- **Business travel happens throughout the year**

Figure 21: Volume and value for overseas and domestic business trips, by quarter, 2018

MARKET DRIVERS

- **Weak economic growth puts business travel market under pressure**

Figure 22: Year-on-Year GDP growth in the UK, 2007-18

- **Sterling's weak value increases costs for overseas business travel**

Figure 23: Pound versus euro and US Dollar, 20 May 2016-4 June 2019

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

- The UK faces weak business confidence albeit low unemployment rates
- Heathrow Airport is working on increasing its capacity

COMPANIES AND BRANDS – WHAT YOU NEED TO KNOW

- New biometric services announced at Heathrow Airport
- Virgin Atlantic will introduce a social space on board its Upper Class cabin
- New low-cost train connection between London and Edinburgh announced
- WeWork opens in 100th city
- Recharge at the airport before take-off

LAUNCH ACTIVITY AND INNOVATION

- Faster and smoother
- New biometric services announced at Heathrow Airport
- Start-up Viselio launches faster and simplified online visa application
- Competing for the best first class
- British Airways collaborated with British designers on its new first class cabin
- Virgin Atlantic will introduce a social space on board its Upper Class cabin
- Air travel faces competition from train travel
- Eurostar increases capacity on its London to Amsterdam route
- New low-cost train connection between London and Edinburgh announced
- Flexibility in working and meeting spaces
- WeWork opens in 100th city
- 3DEN offers opportunities to make the most of time between spaces
- Helping travellers to care for their mental and physical wellbeing
- Recharge at the airport before take-off
- Striving for the ultimate night's rest

THE CONSUMER – WHAT YOU NEED TO KNOW

- Almost half of Britain's employed population take business trips
- Male travellers dominate the business travel market
- Meetings dominate the business travel market
- Budget accommodation likely to appeal to business travellers

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

- **Seat reservation and high speed in-flight wi-fi are key for business travellers**
- **Almost half of business travellers extend their trip to include leisure time**
- **Opportunities to facilitate innovative business events online**

BUSINESS TRAVEL PARTICIPATION

- **Almost half of Britain's employed population take business trips**

Figure 24: Participation in business travel, domestic vs overseas, May 2019

- **London leading domestic destination for business travel**

Figure 25: Domestic business travel, by region, May 2019

- **One in ten overseas business travellers went long-haul on their most recent trip**

Figure 26: Overseas business travel, long-haul vs short-haul, May 2019

- **Vast majority of business trips include an overnight stay**

Figure 27: Duration of domestic and overseas business travel, May 2019

- **Training and development relatively popular purpose to travel for occasional business travellers**

Figure 28: Frequency of domestic and overseas business travel, May 2019

BUSINESS TRAVELLER PROFILE

- **Male travellers dominate the business travel market**

Figure 29: Business travellers by gender, domestic vs overseas, May 2019

Figure 30: Business travellers by age, domestic vs overseas, May 2019

- **Business travellers do not want to waste any time**

Figure 31: Attitudes towards travelling for business, May 2019

TYPE OF BUSINESS TRIP

- **Meetings dominate the business travel market**

Figure 32: Purpose of most recent business trip, domestic vs overseas, May 2019

BOOKING BEHAVIOURS AND ATTITUDES

- **Majority of business travellers book their trips themselves**

Figure 33: Influence on booking business trips, May 2019

- **Majority of business travellers face restrictions when booking travel**

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

Figure 34: Restrictions on business trips, May 2019

- **Flexibility and saving time will help TMCs to add value**

Figure 35: Use of travel management company, domestic vs overseas, May 2019

Figure 36: Attitudes towards booking business trips, May 2019

BUSINESS ACCOMMODATION

- **Rental properties have a significant share of the UK business travel market**

Figure 37: Use of rental properties for most recent business trip, domestic vs overseas, May 2019

- **Budget accommodation likely to appeal to business travellers**

Figure 38: Interest in staying in 'capsule' hotels among business travellers, May 2019

PRIORITIES WHEN FLYING ON BUSINESS

- **Seat reservation and high speed in-flight wi-fi are key for business travellers**

Figure 39: Important facilities at airports and on airplanes, May 2019

BLEISURE TRIPS

- **Almost half of business travellers extend their trip to include leisure time**

Figure 40: Leisure time on most recent business trip, domestic vs overseas, May 2019

- **High potential to convert overseas business trips into bleisure**

Figure 41: Potential for business trips including leisure time, domestic vs overseas, May 2019

- **25-34-year-olds hold highest share in bleisure segment**

Figure 42: Profile of business travellers who are interested in spending leisure time, May 2019

ALTERNATIVES TO BUSINESS TRAVEL

- **Opportunities to facilitate innovative business events online**

Figure 43: Potential for alternative ways of meeting, domestic vs overseas, May 2019

- **Waste reduction should be among travel companies' priorities**

Figure 44: Attitudes towards reducing waste and the environmental impact, May 2019

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

- **Younger, urban and wealthy business travellers feel most guilty about the impact on the environment**

Figure 45: Attitudes towards the environmental impact – CHAID analysis, May 2019

APPENDIX – DATA SOURCES, ABBREVIATIONS AND SUPPORTING INFORMATION

- **Abbreviations**
- **Consumer research methodology**
- **CHAID methodology**

Figure 46: Attitudes towards the environmental impact – CHAID analysis, May 2019

APPENDIX – MARKET SIZE AND FORECAST

- **Volume forecast for total business trips**
Figure 47: Forecast volume of domestic* and overseas business trips taken by UK residents, 2014–24
- **Value forecast for total business trips**
Figure 48: Forecast value* of domestic** and overseas business trips taken by UK residents, 2014–24
- **Volume forecast for domestic business trips**
Figure 49: Forecast volume of domestic* business trips taken by British residents, 2014–24
- **Value forecast for domestic business trips**
Figure 50: Forecast value of domestic* business trips taken by British residents, 2014–24
- **Volume forecast for overseas business trips**
Figure 51: Forecast volume of overseas business trips taken by UK residents, 2014–24
- **Value forecast for overseas business trips**
Figure 52: Forecast value* of overseas business trips taken by UK residents, 2014–24
- **Forecast methodology**

What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

Did you know?

This report is part of a series of reports, produced to provide you with a more holistic view of this market.

All Mintel 2020 reports contain specific COVID-19 related research and forecasts. The world's leading brands rely on Mintel reports for the most complete, objective and actionable market intelligence.

Buy this report now

Visit store.mintel.com

EMEA +44 (0) 20 7606 4533

Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100



About Mintel

Mintel is the **expert in what consumers want and why**. As the world's leading market intelligence agency, our analysis of consumers, markets, product innovation and competitive landscapes provides a unique perspective on global and local economies. Since 1972, our predictive analytics and expert recommendations have enabled our clients to make better business decisions faster

Our purpose is to help businesses and people grow. To find out how we do that, visit **[mintel.com](https://www.mintel.com)**.