



December 2021

Cruises - US

“The cruise industry has a message for the early-pandemic naysayers: we’re back and here to stay. Cruise passengers are excited about cruise lines resuming operations, making a quick recovery a real possibility. To continue to build affinity, cruise lines need to not only continue to provide safety but also bring ...

November 2021

Airlines - US

“Commercial air travel’s recovery has begun, boosted by the rollout of COVID-19 vaccines. The rebound phase will carry into the spring and summer of next year, after which airlines will need to transition into a ‘post-pandemic’ strategy. This next normal will hinge not only on improving the passenger experience but ...