



September 2020

Consumers and the Economic Outlook: Inc Impact of COVID-19 - UK

“The UK is in the midst of its deepest recession on record. However, the recovery has already started, with monthly GDP growth in May and June. However, the winding down of state support for businesses presents renewed threats that could derail the recovery and is expected to lead to significant ...

August 2020

Travel Trends: Inc Impact of COVID-19 - UK

“The level of service provided by travel companies during the pandemic will influence consumers’ future choices. Travel companies that are able to learn and adapt their level of customer service quickly to the ever changing situation caused by COVID-19 are well positioned to gain a competitive advantage.

More brands should ...

Holiday Planning and Booking Process: Inc Impact of COVID-19 - UK

“COVID-19 presents travel agents with an opportunity to demonstrate their expertise and help consumers to plan and book their holiday in a more complex travel landscape. However, as many high street travel agents remain closed and consumers remain cautious about visiting indoor spaces, the quality of service offered through online ...

July 2020

Public Transport: Inc Impact of COVID-19 - UK

“Public transport is one of the sectors most affected by COVID-19 and will be one of the last to fully recover. Demand will return once people feel safe, but there is likely to be a permanent decline in commuting as flexible working patterns become part of the new normal. Luring ...