

THE LATEST NEWS AND UPDATES FROM OUR BTA INDUSTRY PARTNERS

Meetings Enquiries Gain Further Momentum, Particularly For 2020

reports **Michael Begley, managing director, venuedirectory.com**



Encouraging signs of the recovery of the meetings industry continue with a 47.5 per cent growth in enquiries in the week leading up to the Prime Minister's announcement of a restart date for meetings and events, according to venuedirectory.com.

Significantly, 76 per cent were for dates in 2020 whereas in previous weeks only a third were for this year. 81 per cent of enquiries were for meetings of less than 30 people, whereas on average across a year these events account for 73 per cent of meetings. With meetings for up to 30 people allowed at most venues from 1st August, this is positive news for the sector.

Michael Begley, managing director of venuedirectory.com says; "While we are seeing plenty of enquiries for venues in cities like Bath, Leeds and Birmingham, demand for London is a little more sluggish at the moment. As a major global meeting destination, however, it is likely that this will change as all spaces are available to book for larger meetings from the 1st October 2020."

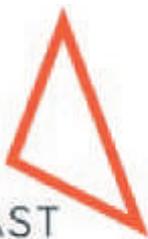


www.venuedirectory.com

Stay Informed

Keeping Customers In The Loop With Key Changes During This Period

AVANTI
WEST COAST



Welcome Back To Our First Class Lounges

We're delighted to start welcoming customers back to First Class Lounges as we re-open the doors at London Euston.

In order to stay on top of safety measures, there'll be restrictions in place and customers should be aware of new guidance which can be found [here](#). For those travelling First Class, our lounges will be available for pre-departure visits only and up to an hour before their train leaves.

More information can be found [here](#).

The Best Time To Travel

We're encouraging customers to book travel for quieter periods. Currently, our busiest times are between 9.30am-1pm, and 4pm-6pm. To help customers understand when services are becoming too busy, we'll highlight popular trains when you come to book on our website. You can also view busy trends [here](#).

Taste Buds Missing Their Usual Treats?

Our trains are usually jam-packed with delicious local delicacies produced by partners up and down the West Coast Main Line. However, as with most businesses, they've had to adapt to the current situation and made their products available online. If you're missing your usual tasty train treats, then see how to get hold of them here and help to carry on supporting local.

It's About Timetables

Please note that current timetables are changing regularly, so it's worth keeping your eyes on the latest updates. Our message remains that, where possible, customers should choose to travel during quieter periods to avoid high demand at key times. All the latest travel advice can be found [here](#).



Thank You To Our Health Care Heroes! Let Us Take Care Of You...



To all the healthcare heroes, let us start by saying thank you for the work you and your teams are doing to keep our communities safe.

A "Healthcare Heroes Rate" has been established to expedite the booking process for healthcare and relief professionals and support staff. This rate will be available through February 28, 2021 at participating hotels.

Marriott International invite you to book designated hotels across Europe, Middle East & Africa as part of our Healthcare Heroes program. This will provide health care and relief professionals, a place to stay in close proximity to hospitals and care homes as they aid in COVID 19 response efforts and this rate is also available for leisure stays.

How To Book The Healthcare Heroes Rate

To reserve individual rooms for up to 30 days, book through **Marriott.com**

- Under Special Rates, click Corporate/Promo/-SET# and enter code: HJH (see image to the right)
- The Healthcare Heroes Rate will populate in the search results for participating hotels.
- Upon check in, guests should be prepared to show medical/Hospital ID, or relief organization ID to confirm eligibility for the Healthcare Heroes rate.

Special Rates

A screenshot of the Marriott website's "Special Rates" dropdown menu. The menu is open, showing a list of options. The "Corporate / Promo / SET#" option is selected and highlighted in black with a white checkmark. Below the list is an "Enter Code" field with the code "HJH" entered in a red box.

None

None

Corporate / Promo / SET# ✓

AAA / CAA

Senior Discount

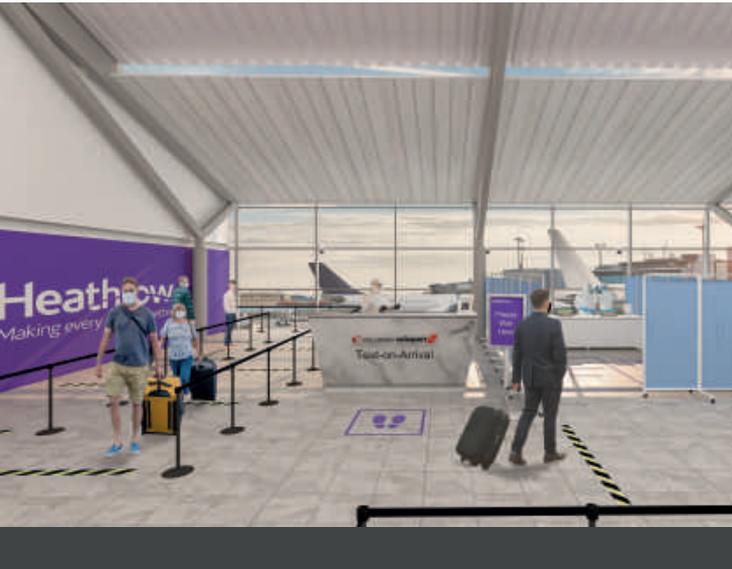
Government & Military

Enter Code

HJH



Heathrow Ready To Become First UK Airport To Offer Medical COVID-19 Testing



Collinson, a global leader in the provision of medical, security and travel risk management services, and Swissport are working with Heathrow Airport to offer a pilot of their COVID-19 testing procedure.

The pilot, the first of its kind in the UK, will mean passengers can be checked for COVID-19 upon landing at Heathrow and know just hours later if they have tested positive for the virus. The 'Test-on-Arrival' procedure could offer a solution to those travelling from countries not currently exempt from quarantine, if testing negative is added to the list of exemptions. Using the gold standard virus detection, RT-PCR testing, will help maintain public confidence around preventing the spread of the virus and in aviation and travel.

Subject to Government approval of a 43rd exemption to the quarantine, the 'Test-on-Arrival' procedure could initiate a welcome boost to travel sector recovery as well as the wider economy.

[Click Here to Read The Full Details](#)

www.collinsongroup.com

Malaysia Airlines Introduces Complimentary Onboard Hygiene Kits As it Encourages Passengers To Fly With Confidence



Malaysia Airlines is proud to provide its passengers with a complimentary onboard hygiene kit, which includes a face mask and hand sanitiser. This is a further example of the extensive measures that have been put in place by the airline to keep customers and staff safe throughout the Covid-19 pandemic.

It coincides with the launch of the "Fly Confidently" campaign, which provides a clear overview of what passengers can expect from a flight with Malaysia's national carrier. This includes a detailed step-by-step walkthrough of the customer experience, from checking-in safely online at home through to the enhanced safety measures they can look forward to onboard.

The unveiling of the campaign has been marked by the launch of a video entitled "Fly Confidently, Fly Malaysia", which can be viewed here.

