

THE LATEST NEWS AND UPDATES FROM OUR BTA INDUSTRY PARTNERS



Returning To The Workplace Far From A Return To Business As Usual

Collinson, a global leader in the provision of medical, security and travel risk management services, hosted a *Returning to the Workplace: far from a Return to Business as Usual* webinar, addressing key considerations and providing insights into how businesses will need to plan for and offer additional support and guidance to employees as they begin the return to the workplace.

With several countries experiencing a falling-off of COVID-19 infections, and most recently lockdown rules in England beginning to relax, one thing is clear: businesses will need to rapidly prepare to ensure a smooth transition. Far from a return to business as usual, the return will be considerably more complex than the 'work from home' instruction for a number of reasons.



Collinson's Global Medical Director, Dr. Simon Worrell, and Head of Assistance, Scott Sunderman, provide insight on considerations of workplace structure, policies and processes, to employee attitudes and wellbeing.

[Click Here To Watch The Webinar Now](#)

www.collinsongroup.com

Training Resources to Help You Navigate Forward

amadeus

COVID-19 means we are not able to conduct face-to-face trainings for travel agencies, so we are conducting virtual classrooms instead and expanding our extensive catalogue of e-learning resources in multiple languages.

These are just a few of the training resources available to you via Amadeus Service Hub that may be of use. Hopefully, these will help you and your agents save precious time and allow you to provide even more efficient support to your customers – especially now during these disruptive times.

Changes requested by the traveller:

Amadeus Ticket Changer: [click here](#)
Manual ticket reissue: [click here](#)

Changes requested by the airline:

EMD related topics: [click here](#)

[Access The COVID-19 Resource Centre Now](#)



Committed To
Your Safety



We remain passionate about connecting the world safely.

United CleanPlusSM is our commitment to putting health and safety at the forefront of your journey, with the goal of delivering an industry-leading standard of cleanliness. We're teaming up with Clorox to redefine our cleaning and disinfection procedures, and over the coming months, we'll roll out Clorox products across our U.S. airports, starting in select locations, to help support a healthy and safe environment throughout your travel experience.

We're dedicated to bringing the United CleanPlus commitment to you in three distinct ways:

- Delivering industry-leading cleanliness
- Prioritising your well-being
- Innovating for a healthier tomorrow

See what we're doing to make every step of the travel journey safer for you.

[Sign Up To Receive The Latest News From United Airlines UK](#)

An Update from Our CEO Marriott's Commitment To Cleanliness



Since our founding 92 years ago, Marriott International has always placed an emphasis on health and safety for our guests and associates. Our founder, J.W. Marriott, used to personally inspect kitchens and guest rooms for cleanliness during his hotel visits. A high standard of cleanliness is in our DNA.



The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. To tell our story on how Marriott is elevating cleanliness standards and changing hospitality norms, across our portfolio of hotels, we tapped a hospitality veteran, the son of our founder and someone who, like his father, has been known to conduct cleanliness inspections while touring hotels – our Executive Chairman and Chairman of the Board, Bill Marriott.

[FIND OUT MORE](#)



News, Research, And Information To Help Your Business Through These Challenging Times

The travel industry has been particularly hard hit as a result of the outbreak of the COVID-19 coronavirus. At Travelport, we want to ensure we're doing all we can to help the industry through this unprecedented situation.

The Travelport Covid 19 Industry Response Microsite is a source of information, with ongoing updates and data to help your business through this difficult period. This hub is an information resource with ongoing updates and data to help travel industry partners manage the current challenge. The site includes:

Airline Policy Tracker: An ongoing update of each new policy by airline to save you having to find information from a number of different sources.

Agency Features: A guide on how to best utilize some of your existing capabilities during this time. Industry Analysis and research: We have added new reports, including IATA's analysis of the impact of previous disease outbreaks like SARS on aviation. Similar materials will be added on a regular basis in the days and weeks ahead.

Customer Service Updates: In order to support the most immediate customer and traveler needs, including servicing passengers traveling with the next 48 hours, the majority of our customer support has moved online. The microsite will provide links to MyTravelport, which will be continuously updated as the situation evolves.

Interactive Restrictions Map: This map from Safeture includes information about area lockdowns, quarantine measures, flight restrictions and links to more information. The information is updated every day and additional features and functions will be added. Use the interactive map to zoom in to the country or state you are interested in.

[CLICK HERE TO ACCESS THE MICROSITE](#)

Travilearn Launches New Course: Digital Transformation, Automation and CX for Travel Management

A lot of change is coming to our industry and business travel employees will want to be informed, engaged and ready. The business travel eco-system is now rapidly innovating and adopting the latest technologies, to meet the new business travel demands of corporations and their travellers - as well as new government legislation.

Travilearn's new course will upskill business travel professionals in the latest digital and disruptive technology, that will reshape the industry over the next few years.

Overnight airports, airlines and hotel groups have accelerated the implementation of contactless, touchless, voice-recognition, biometric scanning and travel "bubbles". Digital Transformation has just been prioritised during the ongoing pandemic crisis.



Travilearn



The industry will move even faster to reimagine, reshape and reinvent the end-to-end passenger experience. Business travel professionals will need to keep building their knowledge and expertise, to remain relevant and to continually transform the business trip.

What our students say:

"Really informative. It emphasises the importance of automation and technology going forward, which is going to be crucial in the 'new normal' for travel management."

David Bishop, Travel Counsellors

"I really enjoyed this course. It was very relevant to both my role and the industry moving forward. It certainly gave me something else to do whilst on furlough and even more fantastic that it's so relevant to my work!"

Emma Sharp, Senior Business Travel Consultant, CTM

"For people already working in the field, it's very informative and will give them a good perspective of what is expected of today's TMC. It's also very good value and is time definitely very well spent."

Gautam Arora, Corporate Travel Consultant, Egencia

Travilearn will offer this course to all BTA members at a special rate of £49 for all furloughed staff using code: **BTA49**

[FIND OUT MORE](#)



Fly With Confidence With Malaysia Airlines

Our Commitment To Our Customers and Employees During The COVID-19 Outbreak

To ensure that you and your customers can fly with the utmost confidence when travelling in the future, Malaysia Airlines is upholding high standards in health and safety measures to deliver a clean, safe and healthy flying experience for all customers and employees. These key measures also extend to multiple touchpoints in Kuala Lumpur International Airport (KLIA).

[FIND OUT MORE](#)

Keeping A Safe, Clean and Healthy Flying Experience

Find out the measures and procedures that Malaysia Airlines uses to keep all its aircraft safe and clean to deliver a comfortable and healthy experience for its customers and employees.

[WATCH NOW](#)



Delta Expands Onboard Spacing And Introduces Mandatory Face Covering



Delta is increasing efforts to make more space for safer travel by blocking the sale of select aisle and window seats and reducing overall customer numbers in every cabin across the fleet. Middle seats have been blocked for sale on all flights since mid-April. These changes are the most recent in a number of health and safety measures to promote a safe flying experience for customers and employees:

Changes include:

- Blocking select window and aisle seats in all cabins on aircraft configured with 1x2, 2x2, and 2x3 seating. Middle seats will continue to be blocked from sale on all flights.
- Reduced capacity in Delta One® and capping seat capacity at 50 percent in First Class.
- Capping seat capacity at 60 percent in Main Cabin, Delta Comfort+®, and Delta Premium Select.
- Pausing automatic, advance complimentary upgrades for Medallion Members to allow gate agents to determine how to best seat customers.

When booking future seat selection via the Fly Delta app or delta.com, blocked seats will be shown as unavailable or not assignable.

Learn more about Delta's commitment to cleanliness - now and always.



A Message From ANA Work Together To Rebuild Our Great Industry

The health, safety, and security of all our passengers, employees, and the communities we serve remains our number one priority. We will continue to support the industry throughout these difficult times, as we look towards the future, working together to rebuild our industry. We look forward to welcoming your customers and our passengers back onboard, as and when the time is right.

Please stay safe!

[Click here to view a video message from Julie Murphy, Country Sales Manager, UK and Ireland](#)

**KEEP HEALTHY
KEEP SAFE
KEEP YOUR DISTANCE**

