



16 April 2020

WEEKLY BULLETIN

The COVID-19 crisis is testing the international community: what are the prospects for effective international coordination? Without it, the business environment remains very challenging. Before the Easter weekend we had a chance to catch up with the Director for Europe at the World tourism Organization (UNWTO). For article and links to video, click [here](#).



Our working groups continue via video-conference. One serious issue in Italy is the millions of euros in prepayments that are held by ticketing intermediaries, in particular for Accademia, Colosseo and Uffizi. From a business perspective, the sums outstanding threaten commercial continuity. As these are national museums, the Ministry (MiBACT) will need to intervene.

Meanwhile, the ETOA team is focusing and contacting its membership throughout Europe and in origin markets worldwide. If you would like to schedule a call with us, please click [here](#).

The logo for ETOA Coronavirus Hub. The word "ETOA" is in a large, bold, dark blue font. The letter "O" is replaced by a stylized sun with yellow rays. Below "ETOA" is the text "Coronavirus Hub" in a smaller, blue font.

ETOA

Coronavirus Hub

Our programme of webinars focusing on market perspectives is being well attended: participants are sharing insight about current government support measures and the pivot to domestic markets. For more information and to see the recordings of past webinars see our new [COVID-19 hub](#).

Webinar polling data

We are monitoring delegate opinion using online polls: with data from Benelux, German-speaking Europe and Spain webinars, some results are clear: top priority is access to liquidity; the pivot to domestic markets is a very common planning assumption. There is a spectrum of opinion as to whether long-haul market needs will change post-crisis. For current charts, please see [here](#).

Upcoming webinars:

- Réunion impromptue d'ETOA – la crise COVID-19, 17th April 13:30-14:15 CEST. Find out more and register [here](#).
- COVID-19 Immediate Crisis Concerns – USA Market Drop-In, 21st April 16:00 – 17:00 BST. Find out more and register [here](#).

Coronavirus (COVID-19)

ETOA - Insight, Action and Resources



[More](#)

The [COVID-19 resources page](#) is reviewed and updated regularly with notifications on which sections updated at the top of the page. Recent updates include:

- [OECD overview map](#) of cross-border and internal travel restrictions and financial support mechanisms in operation for approx. 50 countries worldwide.
- [European Union updates](#) on temporary border controls between Schengen countries.
- Updates to UK job retention scheme launch date and new cut-off date for furlough [here](#).
- With the help of excellent work by our industry partner, ECTAA, we have summarised some European governments' schemes enabling temporary amendments to the application of the Package Travel Directive through compensation, credit notes or vouchers (credit notes). Please click [here](#) to view.

ETOA's current lobbying priorities are:

- Access to liquidity, especially for SMEs
- Resolution to cancellation and refund policies
- Better practical information to enable future planning

ETOA contributes at weekly Brussels briefings with industry stakeholders and the European Commission – recent outcomes include relaxation of State Aid rules, probable postponement of new authentication measures which would have been mandatory by the end of 2020, and continued pressure to rationalise refund and cancellation schemes.



City Fair: 20th July, London

NEW DATE ANNOUNCED

The opportunity for travel buyers and product developers to rethink their strategies, focus on new products ideas and stimulate the recovery

[Find out more](#)