

CORPORATE TRAVEL UPDATES

JANUARY 2021



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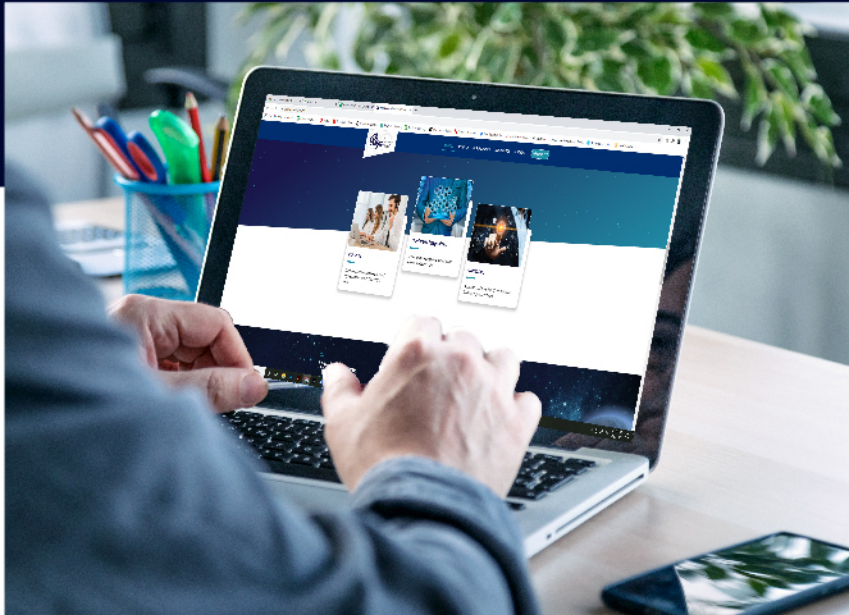
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RBT Cliq – Riya Online Booking Tool



Your online window to travel savings

Whether your business travel program involves one department with a basic travel policy, twenty offices worldwide or anything in between - our flagship tool 'RBT Cliq - Riya Online Booking Tool' offers reduced administration costs while providing optimum control and cost containment.

Enjoy faster, better planning & purchasing with these features:

- Minimise leakage of spend by automating travel policy compliance.
- Fast turnaround and effective cost of servicing
- Travellers gain more control over their preferences, travel options and the ability to personalise travel plans
- Automates process of Trip Requisition and approval. These better buying practices through our automated 'pre-trip approval' feature has shown to deliver up to 10% savings. Effective price comparisons through a single display of fares sourced from multiple channels (e.g. web fares, private fares, GDS).
- An all-encompassing view of travel spends for travel managers with various MIS reporting.
- Supports data accuracy and security.



Coronavirus Travel Advice

Considering travel during the pandemic? Take precautions to protect yourself from COVID-19

Stay safe when you travel

The Centers for Disease Control and Prevention (CDC) recommends following these steps to protect yourself and others when you travel:

- Maintain a distance of 6 feet (2 meters) between you and others as much as possible.
- Avoid contact with anyone who is sick
- Limit contact with frequently touched surfaces, such as handrails, elevator buttons and kiosks. If you must touch these surfaces, use hand sanitizer or wash your hands afterward.
- Wear a cloth face mask.
- Avoid touching your eyes, nose and mouth.
- Cover coughs and sneezes.
- Clean your hands often. It's especially important after going to the bathroom, before eating, and after coughing, sneezing or blowing your nose.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub your hands together until they feel dry.

Air travel

Because of how air circulates and is filtered on airplanes, most viruses don't spread easily on flights. However, crowded flights make social distancing difficult. Plus, air travel involves spending time in security lines and airport terminals, which can bring you in close contact with other people.

The CDC and the Federal Aviation Administration (FAA) have issued guidance to help airlines prevent the spread of the coronavirus. As a result, most major airlines in the U.S. require that crews and passengers wear cloth face coverings. To see what specific airports and airlines are doing to protect passengers, check their websites.

The Transportation Security Administration (TSA) has increased cleaning and disinfecting equipment and surfaces at screening checkpoints. If you haven't flown since the pandemic began, you'll notice some changes:

- TSA officers wearing masks and gloves, and practicing social distancing.
- TSA officers changing gloves after each pat-down.
- Plastic shields at document checking podium, bag search and drop off locations.

Also be aware that the TSA has made a number of changes to the screening process:

- Travelers may wear masks during screening. However, TSA employees may ask travellers to adjust masks for identification purposes.
- Instead of handing boarding passes to TSA officers, travellers should place passes (paper or electronic) directly on the scanner and then hold them up for inspection.
- Each traveller may have one container of hand sanitizer up to 12 ounces (about 350 milliliters) in a carry-on bag. These containers will need to be taken out for screening.
- Food items should be transported in a plastic bag and placed in a bin for screening. Separating food from carry-on bags lessens the likelihood that screeners will need to open bags for inspection.
- Personal items such as keys, wallets and phones should be placed in carry-on bags instead of bins. This reduces the handling of these items during screening.

Be sure to wash your hands with soap and water for at least 20 seconds directly before and after going through screening.

Tired Indians take to 'Revenge Travel'

What is Revenge Travel and why do we do it?

We can't really call it post-COVID travel yet, so we will stick to travel during COVID times for now. In this regard, Indians are doing a great job, and we are hopeful that it is done with the seriousness of the times. Lately, a new trend has surfaced among Indian travellers that is being called Revenge Travel. It sure does sound like a violent thing to do, but we assure you it is not. Instead, Revenge Travel is the type of travel you do after getting fed-up with the lockdown. While it could very well have some adverse consequences; if done correctly, it can be a blessing to the travel and hospitality sector.

Many Indians are making the most of the unlock days and taking a trip to some place nice in an attempt to revenge travel. The best way to do so is to travel by your own vehicle, or hire a car. This way, you can ensure that you are away from others, and relatively safer.

Many are taking to hill stations Himachal, Shimla, few are moving towards Goa for longer period and others may be flocking towards Rajasthan. One can also find travellers in the outskirts of Maharashtra. It is a great time to enjoy the advent of winters, but we must also maintain all the Standard Operating Procedures in order to save ourselves from the virus. Remember, that if things go out-of-hand once more, we will be back under a lockdown.

As of now, the trends seem positive with a spike in flight bookings, which means the hospitality and aviation industry could come back to their former selves.

'Revenge travel' is the only way Indian hotels can make money.



Hospitality Professionals Balance Robots & Human Touch for Post-COVID-19 Era

"We're at the cutting edge of technology that, as kids, we laughed about and that is now becoming our reality," Robots in the Hospitality Industry: Adopting new technologies while maintaining the human touch. The experts are all actively developing and implementing automated services for restaurants and hotels.

Key takeaways from "Robots in the Hospitality Industry"



1. New service models emerge.

Robots will be working as touchless hotel room cleaners, desk clerks, and waiters. Collaboration in the modular approach, is increasing the potential to expand robots' cognitive abilities and will allow to provide increasingly "effective, service-minded automation."

2. Innovative interactions increase robots' versatility.

Out of the customer's view, machines can clean linens, floors, and air, and move dirty dishes and towels from floor to floor without requiring special infrastructure. Front-facing robots can interact with guests in a variety of ways: as desk clerks, waiters, porters, and more. Guests can interact with robots via a phone app.

3. Touchless dishwashers simplify things for restaurant managers.

Dishcraft supplies restaurants and institutions in the San Francisco Bay area with dishes, cups, and flatware. "No human hand touches a dish before a chef plates it," founder Linda Pouliot vows, a valuable claim in the COVID-19 era.

Dirty wares are returned to drop stations and washed by robots in a centralised dish hub; clean ones are delivered daily. Acknowledging this model as a major adjustment to traditional restaurant routine, Dishcraft's service is reliable and convenient, forestalling many inconveniences.

Eventually, Dishcraft operations will integrate into existing restaurants, and even take on other types of kitchen work. For employers, Pouliot quipped, "It's one less thing on your plate," freeing operators from worries about hiring, breakage, and inconsistent cleanliness.

4. The hotel of the future will redefine luxury.

Society and technology will adapt together. The definitions of luxury are changing; "high-touch" was once the epitome of service, but now contactless delivery—and its implied safety—is desired. Larger guestroom waste receptacles will accommodate take-out containers and tipping won't be necessary. "Tedious kitchen tasks will be phased out."

Delhi Airport, airlines, travel agents form 'task force' to lobby for increase of international flights

Almost all private airlines are part of the task force. The travel associations include Federation of Associations in Indian Tourism and Hospitality (FAITH), Travel Agents Association of India (TAAI), Indian Association of Tour Operators (IATO).

The Delhi Airport, India's airlines and travel agency associations have formed a "task force" to lobby for the restoration of tourist visas and expansion of bubble flights with more countries.

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The representatives have been meeting with government officials with these recommendations as well as allowing 6th freedom rights with foreign countries. The sixth freedom permits a foreign carrier to fly passengers from one country to another while stopping in its own country.

Lobbying bodies such as the Indian Association of Tour Operators have been urging the government to restore issuance of eVisas and normalisation of international operations. Currently international flights are banned but for Vande Bharat flights and bubble flight arrangements with 23 countries entailing limited flight operations. The Ministry of Civil Aviation on December 16 met airlines to discuss the restart of international flights. The meeting was inconclusive.

Total inbound tourist in the calendar Year 2019 was 10.9 million while total outbound tourist was 26.9 million. In FY 19-20, a total of 1,87,627 international flights landed in India of which Delhi, India's busiest airport handled 50,638 flights. It handled 1.8 million international passengers in FY19-20.





At Riya Business Travel, expect professionalism and transparency. Over the years, we have built strong ties with airlines, airports, hotels, and ground transportation companies worldwide. When you choose us as your travel partner, reap the advantages of our global network across the travel industry. Choose from a plethora of products and services to meet all your travel needs at any domestic or international destinations.



Mission

Generate the 'perfect trip experience' for the traveler and exceed the company's travel program goals through service excellence and value based solutions.



Vision

Be a sustainable global partner of choice by continually evolving with the changing dynamics of customer centricity.



Air



Accommodation



MICE



Land Travel



Insurance



Visa



Forex



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