

June 6, 2020

## TOP STORIES

### **A Black Travel Agent's Message for Her Industry**



"It's challenging when the industry isn't as inclusive or diverse as it should be ... The travel industry is another industry to be made to feel invisible and voiceless."

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**Skift Forum Europe: 9 Travel Brands You'll Learn From**



JUNE 30, 2020

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We look forward to bringing Skift Forum Europe to a virtual arena later this month. You'll hear from Hilton, Tripadvisor, GetYourGuide, Accor, Oyo Vacation Homes, Expedia, and more as we explore what Europe needs now to find its path forward, rebuild its operations, and create resilience for the future.

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**Can Flight Subscriptions Help Airlines Recover From an Unprecedented Drop in Demand?**



Before Covid-19, many airlines were skeptical about subscription services. They feared selling cheap seats and not having enough inventory available for big-spenders. But times may be changing.

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**Marriott and Accor CEOs Disagree on How Quickly Europe's Hotels Will Recover**



As long as Europe can create a strong network of travel bubbles or reopen as much of the Schengen Area without coronavirus travel restrictions, its hotel recovery timeline may surprise hotel executives like Marriott's Arne Sorenson.

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**Contactless Tech Promises to Be Travel's Next Big Thing:  
What's Real and What's Hype?**



Low-touch is the new high-touch in travel. Companies may rapidly adopt some kinds of contactless systems in response to the pandemic. But which ones?

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**[Laid-Off Corp Travel Agents Become Consultants: Will Clients Follow?](#)**



If downsizing is a natural correction to the peaks prior to coronavirus, so-called micro agencies are the logical next phase in the travel management cycle.

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**[Booking.com Extends Chairwoman Gillian Tans' Contract to 2021 in Surprise Move](#)**



Kayak, OpenTable, and Agoda have laid off employees. The flagship brand, Booking.com, initially took Dutch government relief money that forestalled downsizing, but has opted not to extend it. Amid other restructuring moves under way, that means layoffs are likely on the agenda as Chairwoman Gillian Tans re-ups.

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**EDITOR'S PICKS**

## **Where Are Travel Prices Headed? Get Ready for Twists and Turns**

Domestic airfares around the world fell dramatically in May — on average. But, as with hotels, there are currently pockets of strength — and will be for months. Still, contrarian trends don't make for a nice, tidy trend line when it comes to prices.

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## **The Anguish of Travel's Lost Summer**

This will be a summer like no other — and not in a good way for the travel industry. But it's vital that industry leaders prevent themselves from snapping back into business as usual.

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## **Don't Miss This Seminal Moment for Racial Justice, Travel Industry**

The U.S. travel industry is largely self-absorbed at the moment with millions of people out of work, and businesses struggling to survive. But it will ignore the pivotal moment that is unfolding across U.S. cities at its own peril.

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