

Travel Business Analyst

MARKET INTELLIGENCE FOR MANAGEMENT

Europe ■ April 2001

Spain 2000

Ins, outs, inns

● Visitor arrivals:

The average monthly visitor count for Spain in 2000 was 4mn, helping the destination increase its total 3% to 48.2mn. If day visitors are included, the total was 74.4mn.

(All figures and comments are based on Spain's revised system of measurement of visitors.)

Top five markets are UK 26.6%, Germany 23.7%, France 11.9%, Netherlands 4.6%, and Belgium 3.7%. Just below was the only non-Europe market, the USA, with 2.4%.

The main two regions visited in Spain are the Balearics with 21.9%, and Canaries with 21.6%, see Table 1.

Table 1 Arrivals in regions of Spain, 2000

Location	Number x1000	Growth %
Balearic islands		
Mallorca	7872	-1.8
Ibiza/Formentera	1828	4.2
Minorca	1100	4.8
Total	10800	-0.2
Canary islands		
Gran Canaria	3109	-0.9
Tenerife	3675	2.3
Lanzarote	1751	1.8
Fuereventura	1306	2.6
La Palma	135	0.0
Total	9976	1.2

Source: Oficina Espanola de Turismo.

The NTO plans to open an office in Warsaw. Many consider Poland, with a population of almost 40mn and a growing economy, will become an important source of visitors in the next five years.

● Outbound:

We estimate that the number of **outbound trips** from Spain increased 15% in 2000 to about 4.3mn, the largest share (30%) from Catalonia. However, most are to the contiguous countries — 23% to

► contd on p2

Outbound Europe

Up 7%

In 2000, outbound travel increased strongly, according to the European Travel Monitor, produced by IPK International.

Adult Europeans (15 years and older) took about 350mn trips abroad, up nearly 7%; 400mn if children are included. That was the highest recorded growth for 10 years.

Nights totalled 3.3bn, up 10%, resulting in an average length of trip of nine nights, virtually unchanged.

Spending was US\$275bn (at US\$1 to E1.09), up 15%. However, IPK believes that probably 4-5% of that growth is attributable to the fall in value of the Euro against the US\$, which obliged European visitors to the dollar area to spend more than they might have planned.

That spend equates to US\$786 per trip, but a decline, to US\$83, per night.

Unfortunately, IPK does not issue standard information each year, and so some comparisons are not possible, and its comments have less value. Those comments include:

● Traditional business trips declined slightly in 2000, meetings and conferences were up 19%, fairs and exhibitions 8%, and holidays 15%.

● On seasons, summer travel increased 6%, and winter 9%; winter is now one third of all trips.

● Type is more difficult to measure. IPK says there were 48mn sun-'n'-sand holidays, although this compares with printed documentation from the same source that says 84mn, and a figure given for 1999 of 69mn. Clearly, definitions for some of these measures have been changing.

● Like wise for city breaks, for which IPK says there were 30mn in 2000 — which would compare with what it says were 35mn in 1999.

► contd on p2

Main News

Recent corporate developments — big or significant.

● American Airlines given government permission to take over TWA, which will probably vanish as soon as AA solves the union problems.

● With the replacement of its CEO, Alitalia is talking merger/alliance again with KLM.

● Low-fare airline Go to open its second hub, at Bristol.

● Low-fare airline Ryanair to open its third hub, at Brussels secondary airport, Charleroi.

● Moritz Suter, replacement CEO at Swissair goes after one month in the job.

● Head of Thomas Cook leaves. Despite explanations, this is probably the first of structural moves planned by C&N, which has big plans for its new subsidiary.

Main News... 1; Intelligence... 1; Net Value... 6; Trends... 11; Tables... 7: Airlines; Air traffic—associations, regions; Airports; Travel company stock prices; Resident departures; Resident spending; Internet sales; GDS/CRS; Hotels; Travel agencies; Channel tunnel; Economics; Visitor arrivals; Visitor spending.

Contd from p1 — Spain 2000

France, 11% Portugal, and 10% Andorra.

For purpose of trip, 72% was for leisure, 10% VFR, and only 7% business. But 48% travelled by air, 34% car, and 12% bus. Most, but a low percentage (63%) stayed in hotels.

Organization of trip is split quite evenly — 32% tour package, 24% through an agency, 21% direct, and 23% no bookings.

International **BSP sales of travel agencies** in 2000 totalled over US\$5bn, a strong growth of 17%, see Table 2. Most of this came from fast growth in Europe, but in percentage terms, fastest movement was for Asia Pacific.

Domestic traffic, still slightly larger than the Europe total, also showed a strong increase, of 15%.

● **Inns:**

Revenue for Spain's leading hotel group, **Sol Melia**, increased strongly in 2000 — following rapid growth in 1999, see Table 3.

Revenue per available room (revpar) increased 19% — 13% in its European City division, 11% European Resort division,

Table 2 BSP sales in Spain, 2000

Item	Sales US\$m*	Growth %
International	2148	19
Europe	1117	18
Africa	72	15
Americas	676	19
Asia Pacific	131	41
Domestic	1332	15
Total	5476	17

Notes: *Converted at US\$1 to Pts178. Source: *Nexotur*.

Table 3 Sol Melia results

Item	2000	Growth %	1999	Growth %
Revenue, US\$m*	244	30	187	37
Net profit, US\$m*	111	27	87	19

Notes: *Converted at US\$1 to P178. Source: *company*.

and 30% Americas division. Management fee revenues grew 18% — 10% Cuba, 25% Asia Pacific, and 23% Americas.

In 1999, Sol Melia expected to open 71 hotels over the subsequent two years, but in fact it added 87 hotels with 16,500 rooms in 2000, reaching 337 hotels and 82,000 rooms. Most came from buying the **Tryp** Hotel chain, which had 60 hotels.

It now targets to open 83 hotels with 22,000 rooms over the next two years.

NH Hoteles, second largest hotel group, is also expanding. It has 195 hotels with 25,945 rooms, but it bought Krasnapolsky Hotels in 2000, which came with 65 hotels. NH also owns 20% of Jolly Hotels in Italy.

(Krasnapolsky is/was **Golden Tulip** but bizarrely does not own the name. However, talks go on with interested parties for the Golden Tulip name, although continued delay will lose its value any way.)

● **Air:**

Iberia's capacity is planned to grow 10% this year — 15% on Europe routes and 10% on inter-continental. ■

Contd from p1 — Outbound Europe

● For organization, IPK says that bookings via the trade fell 4% to 50% mainly, it is assumed, because of the internet.

Another area of dispute is interviews conducted to reach these results. IPK issued various figures in 1999 and early 2000, but at least consistent in aiming to reach 1mn in 2001. This year, it says 900,000 interviews were conducted.

There remains some confusion, though, as some counts (such as those in the USA) do not follow the IPK model. And some, like China, have not been processed.

But, as we have said before, these

Selected data from European Travel Monitor

Item	2000		1999		1998	
	2000	Growth %	1999	Growth %	1998	Growth %
		calculated	statement	calculated	statement	
Total trips abroad, mn	350	7	7	326	3	6
Nights, bn	3.3	12	10	2.9	-8	2
Length of trip, nights	9.4	4	NA	9	-11	NA
Spend, US\$bn*	275	9	15	253	23	8
per trip, US\$*	786	1	NA	777	-1	NA
per night, US\$*	83	-3	NA	86	4	NA
Spend, Euro bn	300	9	15	276	23	8

Notes: *Converted at US\$1 to E1.09. NA-not available. Source: *IPK International*.

are semantics; whichever figure and comment is correct, the number is big.

IPK has also published forecasts for 2001; a first.

It expects world travel to increase 4.2% in 2001. Of this, northern Europe is expected to increase 6.3%, Germany and its central Europe neighbours 4.3%, Mediterranean countries 3.0%, and other markets 3.4%.

From specific markets, Germany is expected to increase 4.3%, UK 4%, US 4%, France 3%, Italy 2%, but Japan to decrease slightly (although in a presentation IPK has forecast a growth of 1.2% for this market).

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2000

Boom Berlin

Berlin, the capital of Germany, had a good year in 1999, and an amazing one in 2000, see table.

In 1999, for eight arrivals in hotels increased 8% and nights 9%, and the forecast for 2000 was 7% growth in both arrivals and nights. In the event, however, arrivals increased 24%, and nights 22%!

the pessimistic side.

As we forecast, the number of travel agencies in the USA dropped below 40,000 in 2000 — back almost exactly to the level reached in 1991, and after nearing 50,000 at its peak.

But there has been continuing decline this year. In the first two months, the rate of decline (on an annual basis) is still running at 10%.

At that rate, the figure will fall to just over 35,000 by the end of this year.

● At low-fare airlines:

• Go is expected to be sold this month for around US\$143mn (UKP100mn) probably with existing management — which is the best option.

If this happens, watch for airline to quickly reverse its decision to open a hub at Bristol.

Bristol is too small to support an intense low-fare operation (why not Manchester or Birmingham, or Cardiff, Edinburgh, and Glasgow?), and would seem to be related to the fact that its owner BA already has an airline operation there, Brymon Airways.

• Ryanair to open its third hub, at Brussels secondary airport, Charleroi, 50km south of the city. Good move, particularly as Virgin Express fades.

The airline plans to start with 30 departures daily to England, France, Italy, and Scotland.

Also, Ryanair is due to add new destinations this month from London Stansted to Brussels, Esbjerg, Gothenberg, Pescara, Salzburg, and Stockholm.

It now expects to sell 7mn seats this year, although some reports show 9mn. In its last fiscal year, the total was just under 6mn, so 7mn looks easy, 9mn tough but not impossible given its capacity expansion.

● Arthur Andersen's new Italy survey shows that 2000 was a good year for hotels thanks to an increase in visitor arrivals of 13%.

Average room rates also increased 13%, to reach US\$131 (at US\$1 to Lit2073). There was a 4% increase in occupancy,

Major* foreign arrival sources for Berlin hotels

Source	2000			1999			2000			1999		
	Arrivals x1000	Growth %	Share %	Arrivals x1000	Growth %	Share %	Nights x1000	Growth %	Share %	Nights 1000	Growth %	Share %
USA	152	35.3	12.5	112	5.2	11.4	417	32.9	34.4	314	3.5	12.3
UK	128	29.6	10.6	99	4.1	10.1	307	23.9	25.3	248	3.3	9.7
Italy	90	35.3	7.4	67	8.3	6.8	261	37.1	21.5	190	11.9	7.5
Netherlands	78	18.6	6.4	66	22.3	6.7	205	16.5	16.9	176	26.0	6.9
Sweden	71	7.1	5.9	67	2.2	6.8	163	11.5	13.4	146	3.5	5.7
Denmark	69	-6.0	5.7	73	6.7	7.4	177	2.5	14.6	172	7.1	6.8
Switzerland	69	24.1	5.7	56	5.1	5.7	172	21.4	14.2	142	6.8	5.6
France	60	12.8	4.9	53	9.3	5.4	149	13.0	12.3	132	8.9	5.2
Japan	57	23.3	4.7	46	14.5	4.7	132	20.0	10.9	110	20.6	4.3
Spain	44	29.8	3.6	34	9.2	3.4	124	27.5	10.2	97	16.0	3.8
Austria	43	25.3	3.6	35	15.0	3.5	102	10.6	8.4	98	15.1	3.6
Total	1214	23.6	100.0	982	7.7	100.0	3120	22.2	100.0	2553	9.3	100.0

Notes: *Top 10 in arrivals and nights. Source: Statistisches Landesamt Berlin.

There was fast growth from most sources, but in terms of arrivals, the largest single market, the USA, was also the fastest, along with third market, Italy.

The only major market to decline was Denmark, losing one place in ranking, but it did increase slightly in terms of nights.

Apart from the USA, the other non-Europe market is Japan — larger, for instance, than Germany's neighbouring market of Austria, even in nights.

In nights, fastest-growing was Italy, at an amazing 37%.

However, we did not foresee the tremendous sales increase (partly from fuel-related fare increases) — average revenue was around US\$2.0mn per agency outlet in 2000, compared with US\$1.75mn in 1999.

This may not continue, but even though over all sales hardly increased in February, sales-per-agency still increased 12% that month.

BRIEFS

● SAS International Hotels turnover increased only 5% in 2000 to US\$959.3mn (at US\$1 to E1.08), although the number of hotels increased 17% to 146.

(SIH has the Radisson franchise for most of Europe, and in 2000 it bought another brand — the tiny UK-based Malmaison group. Malmaison has only 460 rooms in five hotels, although it will have 800 after adding two hotels, and expanding two.)

SIH occupancy fell to 69% with average rate up 7% to US\$97, and revpar up 8% to US\$67.

Hotel results in key Italian locations, 2000

City	Occupancy	Average room rate		Growth %
	%	US\$*	US\$*	
Bologna	65	102.38	66.55	20
Florence	77	146.11	112.50	23
Milan	71	123.96	87.88	18
Rome	77	146.48	112.41	11
Turin	59	84.43	49.74	16
Venice	77	195.69	151.02	14
Total	71	130.79	92.52	17

Notes: *Converted at US\$1 to Lit2073. Source: Arthur Andersen.

Travel agencies

Down and out?

For long, even before the internet, this has been a perennial question, and usually answered with a No, But They Will Change.

Ongoing figures from the USA — where the internet culture is at its strongest — indicate a shift much greater than we foresaw. And we have tended on

resulting in a revpar increase of 17%.

AA's Rome figures are markedly different to those of PKF — which reports 75.5% occupancy at an average rate of US\$161.82 (at US\$1 to Dm2.20; PKF still calculates in Dm), and revpar of US\$121.82.

● Jones Lang LaSalle forecasts an occupancy growth in 2001 in all but three of the **nine major cities** it measures (Copenhagen and Zurich are not listed).

Our comment is based on its forecasts for 2000; the outcome according to JLL's measures are not revealed.

However, the outlook for average rate is not so good — a decline in all except Berlin (and including our calculation for a mis-stated London).

That means revpar down also, in six of the centres.

The original B747, launched in the early 1970s, cost US\$22mn. The Airbus A380 is believed to have a sticker price of US\$263.5mn. But as we noted last issue, some airlines are getting an US\$80mn discount.

● The US Federal Aviation Administration, forecasts that **US movements** will increase 39% from 26mn in 2000 to 36mn in 2012.

And the number of seats sold is projected to increase from 733mn in 2000 to 1.2bn in 2012.

● Version 1 of **Andbook.com** — the Accor, Hilton, Granada website — was due to launch last month.

New hotel partners are due to be announced this month, and Version 2 of the site is due in Q2.

only 5%. Part of the reason was capacity. AEA airlines increased capacity only 2% on Asia Pacific routes, less than half growth on the two other main regions.

● Sales at Spain's **El Corte Ingles** — retailer and wholesaler — is forecast to have increased around 16% in the year through March 2001.

That would be the third year of 16% growth, and the fifth of double-digit growth, see table.

Sales turnover of El Corte Ingles

Year	Sales US\$mn*	Growth %
1997	507	14.8
1998	597	17.7
1999	693	16.1
2000	803	15.8
2001 [†]	927	15.5

*Notes: Through March of year stated. [†]Travel Business Analyst estimate. *Converted at US\$1 to Pts178. Source: company, Nexotur.*

Hotel forecasts in Europe

City	Occupancy %		Average room rate US\$*		Revpar US\$*	
	2001	2000	2001	2000	2001	2000
Amsterdam	72	82	159.59	162.76	129.27	132.66
Brussels	72	71	103.21	108.20	74.31	76.16
Berlin	76	63	117.48	115.49	89.28	72.19
Frankfurt	73	71	112.54	115.49	82.15	81.43
London	80	79	*	125.64	98.63	98.63
Madrid	76	77	133.92	143.72	101.78	109.96
Milan	73	68	168.45	185.25	123.31	125.05
Paris	79	75	182.66	237.36	143.39	177.43
Rome	78	80	166.81	177.02	130.11	140.74

*Notes: Copenhagen and Zurich not listed. *Mis-stated; calculates to about US\$123. Source: JLL, Hote Is.*

● **Airbus** booked 520 firm orders worth US\$41.3bn in 2000. Most were for the smaller A320 range; 388 orders, compared with only two A300-600s, and 130 A330/A340s.

Airbus reckons this gives it 46% share of the market, leaving Boeing with 54%. In 2000, Airbus delivered 311 aircraft.

Independent analyst Avmark counts 464 for Airbus, and 567 for **Boeing**, which works out to almost the same percentage shares.

● **Boeing's** pricelist shows, among others, that the one B777 model costs more than the B747-400. Some prices:

B717 US\$35mn; B737-800 US\$57mn; B757-300 US\$81mn; B767-400 US\$183mn; B747-400 US\$186mn; B777-200LR US\$186mn; B777-300ER US\$201mn.

● International traffic on **AEA member airlines** increased 7.5% in 2000.

The largest of the top three regions — North Atlantic — also increased the fastest, at just over 8%. But growth of traffic within Europe was only marginally slower, just under 8%.

Despite talk of further recovery in Asia Pacific, traffic on those routes increased

El Corte sells its tour product only through its own outlets — of which it has 450 in Spain, 10 in Portugal, and a few others (including Chile, Mexico, and two in the USA). It also has about 50 outlets in stores, some with more than one (the largest has three).

New destinations in Europe this year are Malta, Croatia, and Poland. And in Asia Pacific, Iran, Cook Islands, Nepal (before it was included with India), and the Philippines was deleted.

● **Going Places**, UK retailer bought by wholesaler Airtours in 1994, plans to close about 100 branches — about 15% of its total.

● **Gibraltar's** 19% growth in visitor arrivals to 7.0mn appears to have come evenly from the major markets.

International traffic on AEA member airlines

Item	RPK bn	Growth %	Share %	Seat factor %	Growth pts
Europe	132.8	7.9	23.9	63.8	1.6
North Atlantic	179.4	8.1	32.3	78.1	2.1
Asia Pacific	108.0	4.8	19.4	78.3	1.8
Longhaul	396.5	7.1	71.4	77.9	2.7
International	555.2	7.5	100.0	73.5	2.2

Source: Association of European Airlines.

● The two main London airports are clearly running against capacity limits. With their main competitors — Amsterdam, Frankfurt, and Paris — growing at double-digit rates, London is at risk of losing out on growth.

In terms of passengers per flight, both Heathrow and Gatwick were down slightly.

The outlook is much better at Stansted, regarded by many as Europe's centre for low-fare airlines. Three of Europe's main five low-fare airlines — Buzz, Go, Ryanair; others are Virgin Express and Easyjet — are based or have main hubs there.

With these three still growing at around 25% annually, Stansted seems certain to record continued fast growth.

Air traffic at London airports, 2000

Airport	Pax x1000	Growth %	Movements x1000	Growth %	Pax per flight	Growth %
Heathrow	58,154	6.1	404	6.3	144	-0.2
Gatwick	29,536	6.9	218	7.0	136	-0.1
Stansted	10,909	37.0	124	17.3	88	16.8
Total	98,599	9.1	746	8.2	132	0.8

Source: BAA, Travel Business Analyst.

● Berlin's ITB still managed growth this year, see table, despite being four times bigger than World Travel Market. It uses all available exhibition space at the Berlin exhibition grounds, even though almost 100,000sqm has been added there since 1991.

However, the overall area was static in 2001, and growth in the net area also slowed, see Table 1. But demand was still strong, as the number of exhibitors increased almost 13%; that means more exhibitors in a smaller space.

It had more than 10,000 exhibitors for first time in 2001.

Table 1 ITB statistical profile

Item	2001	Growth %	2000	Growth %	1999	Growth %	1998	Growth %
Overall area, sqm	152,224	0.1	152,000	4.1	146,000	12.3	130,000	28.7
Net area, sqm	88,645	2.9	86,131	4.1	82,773	5.5	78,468	21.6
Exhibitors	10,148	12.8	8,994	22.0	7,374	2.9	7,165	9.1
Visitors	123,400	3.8	118,904	7.0	111,108	-3.4	115,000	11.1
Trade	60,000	0.0	60,000	0.0	60,000	0.0	60,000	13.2

Source: Messe Berlin.

Table 2 Fitur statistical profile

Item	2001	Growth %	2000	Growth %
Net area, sqm	61,847	2.5	60,324	17.1
Exhibitors	8,296	4.6	7,933	5.0
Trade visitors	84,923	19.1	71,331	77.1
Media	6,152	-2.1	6,283	24.8

Source: Ifema.

The visitor count generally increases each year. But the trade total is given casually — at 60,000 for the past four years (although ITB's website shows 56,000 in 2000). Yet this is a crucial figure.

Like wise with the count of media people, which has been routinely shown as 6500 for the past five years.

Meanwhile, results at Fitur in Madrid,

which took place in January, look surprising against those of ITB. In direct-comparison terms, Madrid is about half the size of Berlin, yet some statistics show up as the same or even more as the Berlin show, see Table 2.

Feria de Madrid, the centre where Fitur is held, is adding another 50,000sqm gross exhibition area — 50% more than current. Work is due to finish this May.

Although that will make it the same size as the site of ITB, Ifema (which runs Fitur) counts all its land area, but Messe Berlin counts just the exhibition hall areas.

● Deutsche Bahn counted a 2.2% increase in passenger kilometres in 2000, to 74.4bn.

● Carlson Wagonlit in Switzerland increased turnover in 2000 by 10.6% to US\$294mn (Sf492mn).

● Cyprus visitor arrivals increased 11.1% in

2000 to 2.7mn (bettering the 9.5% in 1999).

The UK was up 18.6% (13.8% in 1999) to 1.4mn, and Germany up 9.2% (3%) to 234,000.

A big increase in marinas is planned for the country. Currently there are two with 600 berths, but the government has asked for tenders for another six. When finished, due to be 2003, the country will have 4000 berths.

● The Federation of International Youth Travel Organisations estimates travel by young people represents 20% of non-youth travel.

(Youth is generally under-26 but some countries are higher; under-30 in India, and in Malaysia under-40 — 40% of the population!)

In 1999, the 353 members of FIYTO counted 16mn young travellers, generating an estimated turnover of US\$8bn and buying 7mn air and land tickets.

FIYTO profiles two markets (albeit on 1998 data):

- **Australia.** From Europe (Length of Stay 39 days for total, 65 for young people; spend, US\$1292 (at US\$1 to A\$1.85) compared with US\$2046 for young people. From USA (25 days and 78; spend US\$1119 and US\$2465). From Japan (11 days and an incredible 80; spend US\$743 and US\$2272). From Asia (26 days and 82; spend US\$1351 and US\$3194).

- **Germany.** About 22mn people aged 6-25, of which about 4.7mn teenagers, 7.4% of the population. An amazing 78.2% of teenagers travelled for at least five days — 3.7mn taking 1.3 trips per year, producing 4.7mn holiday tours. Total spend was estimated at US\$2.23bn (Dm4.9bn). FIYTO says 77.6% are trips out of the country, but this looks wrong; a normal ratio would be not higher than 40%. ■



NET VALUE™

Statistics and Analysis on Travel and the Internet

Americans online

The number of Americans who bought travel online in 2000 grew to 21mn people, nearly doubling the internet travel market for the second consecutive year, says PhoCusWright — although earlier PCW said there were 20mn in 1999.

Other PCW findings:

- Of those 21mn online travel buyers, 7mn buy exclusively online.
- Online travelers who book only on the internet say cost savings are the determining factor. The perception is that online travel agencies offer the best price.
- Some 54% of online travelers say price is the most important factor, 20% reliability, 16% ease-of-use, and 9% customer service.
- Online travelers who usually buy personal travel online have grown from 10% in 1998 to 27% today — now 13mn.
- Online travel buyers take more trips on average than non-buyers, 5.8 v 3.6; more business trips, 3.6 v 2.0; and more personal trips, 2.3 v 1.6. PCW does not say why online travelers should have different characteristics.
- Online travel sites have moved into first place as the research tool of choice for leisure travelers. Further, 44% use travel-specific websites when researching personal travel, up sharply from 28% in 1999.
- Nearly all, 91%, of online travel buyers say they chose their main online travel service because "it seems to have good prices". Ease of use followed, with 80%.

Lowline

News from low-fare air lines:

- **Easyjet** has further reduced the advance period when travelers can book seats over the phone to one month before the flight — in its continuing moves to increase its internet share. Now at around 75%, Net Value believes this will take it up to 80-85%.
- **Ryanair** says travel agency sales now account for only 8% of its business; 66% of the balance is generated online.
- Internet bookings at **Southwest Airlines** have passed 25% of its revenue.

SW says an internet book ing costs about

US\$1 compared with about US\$10 via a travel agency, and US\$5.50 via its own reservations agents.

● **VirginExpress** internet bookings in 2000 increased 265% to 292,310 seats sold (and 24,178 in 1998), worth US\$16.8mn (€17.8mn).

That makes the airline Belgium's largest internet retailer.

However, the figure represents only 25% of direct sales. Internet potential could be greater, but VE is also pushing air line sales, and sales through travel agencies.

Accor online

In 2000, Accor booked 1mn roomnights through its online portal.

This came from 12mn visits to its sites; the daily count jumped from 15,000 at the start of the year to 38,000 at the end, and in January 2001 was 50,000.

Online revenue in 2000 totalled US\$41.7mn (at US\$1 to €1.08), only 1% of the group's hotel sales. This year, web-based revenues are expected to be US\$92.6mn.

Another indication that the internet is seen as a way to low-cost travel is the fact that two-thirds of Accor's internet bookings in Europe were for the group's economy hotels — Ibis, Etap, and Formule 1.

Thinking of this another way, the internet is opening access to lower-cost travel. This development could bring about an important change in travel patterns — more lower-cost travel and/or more new travelers because of easier access to lower costs.

In the USA, internet reservations for the group's Motel 6 and Red Roof Inns represent 3% of total sales.

Bites

● According to an **IntervalInternational** co-sponsored survey of pleasure travelers who would consider the purchase of a timeshare or vacation time during the next two years (17% of all leisure travelers), 60% said they would use online services to book.

One-third of prospective timeshare owners have used the internet or an online service in the last 12 months to obtain information and/or prices for a pleasure trip (for an

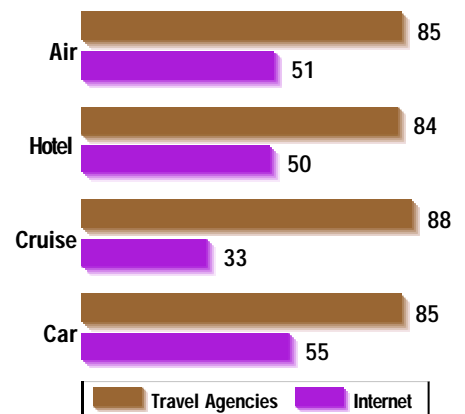
average of 2.5 trips).

Above 20% have used these services to make a booking (average 1.8 trips). Of those who booked online, 60% were for airlines or hotels, and a high 40% for car rentals.

● An ASTA survey shows that, not surprisingly, the **look-to-book** ratio for travel agencies exceeds that of the internet, see table.

For example, the table shows that 51% who researched air fares on the internet also booked on the internet, but 85% who used an agency also booked at the agency.

Look-to-book ratios, %



Source: American Society of Travel Agents.

● The **Genting** resort in Malaysia says (a high) 15% of its FIT sales are booked on the internet.

● Online agency **Asiatravelmart.com** targets US\$26mn revenue this year, compared with US\$2mn in 2000.

● NOP Research Group found that 480,000 people in the **UK shopped online** for travel in the four weeks leading up to the 2000 holiday season.

eTravel shoppers spent an average US\$610 (quoted in US\$) each, compared with the 335,000 e-grocery shoppers who spent an average US\$164.

● **Velocity** up.

Gross travel bookings at **Travelocity.com** were US\$2.5bn for 2000, more than double 1999. Other facts:

- Over all membership (ie, registration) was 24.9mn by year-end, up 50%.
- The key look-to-book conversion rate increased to 8.1% in Q4, compared to 5.1% in Q4 1999, and 7.1% in Q3 2000.
- Operating expenses were 82.5% of revenues in 2000 compared to 103.9% (ie, loss) in 1999. ■

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TRAVEL MEASUREMENTS

Headlines

Comments on tables

Airlines

Whole-year figure for the British Airways (playing a risky game with capacity cuts), KLM (traffic just above almost static capacity growth), Lufthansa (beats BA with seats sold, so is LH now "world's favourite airline"?). Figures for first three quarters for some others.

Airports

First three quarters for all-Europe; with growth

now above 10%, this was looking like a very good year. Frankfurt with first 2001 stats; a fast 11% start.

Air passenger traffic

Whole-year figure for France and Germany. Amazing growth on US routes; this can be ascribed almost entirely to liberalisation of air traffic rights, and the linked development of the Air France and Delta alliance.

Stock markets

Some comfort in the fact that technology stocks are doing worse.

Hotels

First figures for the new year.

Internet activity

Some figures from Net Value included here.

Passenger traffic* on leading Europe airlines, 2000

Airline	Mth:	SS	+/-	RPK	+/-	Jan	SS	+/-	ASK	+/-	RPK	+/-	SF	+/-	ATK	+/-	RTK	+/-	LF	+/-
		1000	%	mn	%	thru:	1000	%	mn	%	mn	%	%	pts	mn	%	mn	%	%	pts
Aer Lingus	Sep	NA	NA	1115	12.7	Sep	NA	NA	8905	12.5	6797	18.8	76.3	4.1	NA	NA	NA	NA	NA	NA
Air France	Oct	NA	NA	9900	6.2	Oct	NA	NA	9900	6.2	7821	7.2	79.0	0.8	NA	NA	NA	NA	NA	NA
Alitalia	Sep	NA	NA	3990	0.1	Sep	NA	NA	35012	6.8	25926	15.4	74.0	5.5	NA	NA	NA	NA	NA	NA
Austrian	Sep	NA	NA	1152	14.7	Sep	NA	NA	9981	10.3	6824	16.0	68.4	3.3	NA	NA	NA	NA	NA	NA
British AW	Dec	2585	4.0	8717	5.7	Dec	36393	-0.5	165689	-1.5	118223	0.3	71.4	1.3	24381	0.3	16596	2.6	68.1	1.5
-group	Dec	3176	0.0	9128	3.3	Dec	44672	2.6	175713	-1.1	124519	0.2	70.9	0.9	25338	0.5	17202	2.3	67.9	1.2
Iberia	Sep	NA	NA	3440	6.4	Sep	NA	NA	30336	9.2	22781	18.2	75.1	5.7	NA	NA	NA	NA	NA	NA
KLM	Dec	NA	NA	4663	5.7	Dec	NA	NA	75779	0.9	60686	3.7	80.1	2.2	13191	1.6	10394	4.1	78.8	1.9
Lufthansa	Dec	2961	8.0	6393	12.7	Dec	41311	6.3	118052	6.3	88648	8.9	75.1	1.8	NA	NA	NA	NA	NA	NA
-group	Dec	3361	9.3	6626	12.9	Dec	47055	7.5	123992	6.5	92198	9.2	74.4	1.8	23582	8.0	16922	9.0	71.8	0.6
Sabena	Sep	NA	NA	2462	8.7	Sep	NA	NA	21539	7.6	13934	11.5	64.7	2.2	NA	NA	NA	NA	NA	NA
SAS	Sep	NA	NA	2462	8.7	Sep	NA	NA	19514	1.0	12683	7.0	65.0	3.7	NA	NA	NA	NA	NA	NA
TAP	Sep	NA	NA	1081	1.2	Sep	NA	NA	9578	4.8	7187	14.6	75.0	6.4	NA	NA	NA	NA	NA	NA
Turkish	Sep	NA	NA	1784	10.3	Sep	NA	NA	14998	15.1	10012	30.4	66.8	7.8	NA	NA	NA	NA	NA	NA

Notes: See Master Notes this page. pts-points. *Domestic and international. Source: airlines, Association of European Airlines.

Operating results on airlines of regional associations, 2000

Item	Europe, AEA [†]									
	Jul	Growth,%	Aug	Growth,%	Sep	Growth,%	Oct	Growth,%	YTD	Growth,%
ASKs, mn	67,463	3.0	67,470	0.6	64,594	3.2	65,117	2.2	633,822	4.1
RPKs, mn	53,840	6.0	53,424	4.9	78,977	3.3	48,890	3.7	472,273	7.2
Pax LF, %	79.8	2.2*	79.2	3.2*	79.0	3.3*	75.1	1.1	74.5	2.2
USA, ATA										
Item	Jun	Growth,%	Jul	Growth,%	Aug	Growth,%	Sep	Growth,%	YTD	Growth,%
ASKs, mn	33,362	7.5	34,968	7.0	34,949	6.4	33,294	7.2	289,915	6.5
RPKs, mn	27,783	13.0	28,973	11.3	28,445	7.0	26,163	9.2	224,320	9.4
Pax LF, %	83.3	4.0*	82.9	3.2*	81.4	0.6*	78.6	1.4	77.4	2.1
Asia Pacific, AAPA										
Item	Jul	Growth,%	Aug	Growth,%	Sep	Growth,%	Oct	Growth,%	YTD	Growth,%
ASKs, mn	43,422	7.4	43,589	6.6	42,488	8.6	40,248	7.9	415,975	8.1
RPKs, mn	34,725	12.2	35,363	8.4	32,590	13.1	29,849	11.3	313,633	12.0
Pax LF, %	80.0	3.4*	81.1	1.3*	76.7	3.1*	74.2	2.2	75.4	2.6

Notes: International. ASK-available seat kilometre, LF-load factor, Pax-passenger, RPK-revenue passenger kilometre. *Points. Source: Air Transport Association, Association of European Airlines, Association of Asia Pacific Airlines.

Master Notes: AL-Air line, ASK-available seat kilometre, ATK-available tonne-km, AW-Air ways, CH-Switzerland, DE-Germany, E-TBA estimate, ES-Spain, FR-France, GB-UK, IT-Italy, LF-load factor, NA-not available, na-not applicable, NL-Netherlands, P-provisional, Pax-passenger, RPK-revenue passenger kilometre, RTK-revenue tonne-km, Q-quarter (of year), SE-Sweden, SF-seat factor, SS-seats sold, YTD-year-to-date.

TRAVEL MEASUREMENTS

International traffic* at Europe's leading airports, 2000/01

Airport	Month	Passengers, x1000				Aircraft movements, x1000				Seats sold per aircraft	
		Month	Growth, %	YTD	Growth, %	Month	Growth, %	YTD	Growth, %	Month	YTD
Amsterdam	Dec	2,714	10.7	39,074	8.1	32	2.5	412	7.2	85	95
Brussels	Nov	1,561	6.0	20,158	8.3	27	5.5	301	8.8	83	67
Frankfurt	Jan	2,848	10.8	2,848	10.8	29	3.4	29	3.4	99	99
London, x4	Dec	6,991	10.7	104,627	9.5	55	2.4	824	7.9	127	127
LHR	Dec	4,183	7.7	58,154	6.1	31	2.7	404	6.3	134	144
LGW	Dec	1,824	11.7	29,536	6.9	15	2.1	218	7.0	121	136
STN	Dec	714	27.0	10,909	37.0	9	2.1	124	17.3	84	88
LTN	Dec	454	22.0	5,304	17.5	7	5.2	71	4.8	62	75
Madrid	Oct	3,056	18.5	27,724	19.7	32	20.3	299	18.7	97	93
Milan, x2	Nov	1,892	5.6	24,908	NA	27	NA	301	NA	70	83
Paris, x2	Oct	6,332	5.6	60,865	5.3	65	3.2	607	NA	98	NA
CDG	Dec	3,157	3.1	43,655	11.3	36	7.2	447	10.7	89	98
ORY	Nov	1,862	-3.4	23,448	0.1	20	-0.3	224	-0.8	95	105
Rome, x2	Nov	1,996	4.2	24,745	9.3	25	NA	259	NA	79	96
Zurich	Nov	1,629	3.9	21,050	9.5	26	12.7	275	6.0	63	77
EUROPE	Sep	98,484	10.7	763,633	10.2	1449	3.7	12219	4.7	68	62

Notes: *Domestic and international. Source: respective airports, except ACI for Brussels, Madrid, Milan, Paris Orly, Rome, Zurich, and all-Europe.

Air passenger traffic to selected countries, x1000

From	France [†]				Germany				UK				USA			
	Dec 00	+/- %	YTD 00	+/- %	Dec 00	+/- %	YTD 00	+/- %	Aug 00	+/- %	YTD 00	+/- %	Aug 00	+/- %	YTD 00	+/- %
France	na	na	na	na	344	7.0	5142	5.0	757	5.5	5571	6.3	614	18.9	4111	18.3
Germany	271	10.5	3815	5.6	na	na	na	na	825	5.2	5715	6.4	732	9.3	5001	9.4
Italy	327	18.4	4348	9.9	330	7.2	5629	11.4	795	6.6	4684	5.1	294	23.2	1857	25.5
Netherlands	82	13.9	1120	5.1	183	6.3	2617	10.2	614	5.0	4246	3.3	445	0.9	3061	7.6
Spain	233	28.6	3497	19.2	829	5.0	17954	0.6	3188	8.7	17053	6.6	154	0.2	1061	10.5
Switzerland	132	6.1	1722	13.0	243	3.6	3355	8.3	339	5.2	2692	6.7	206	4.0	1424	10.1
UK	335	7.1	4581	4.3	620	8.1	8268	5.0	na	na	na	na	1842	4.8	12293	5.7
USA	430	41.5	6174	20.3	546	8.7	7713	6.7	1935	3.9	12727	4.4	na	na	na	na

Notes: *Over same period, year earlier. †Paris airports only. Source: Aéroports de Paris, Statistisches Bundesamt, Civil Aviation Authority, Department of Transportation.

Stock market last-day closing prices, 2000/01

Company	Market	Price, local currency*				Growth [†] , %	
		Dec 99	Dec 00	Jan 01	Feb 01	stock	market
Airlines							
Air France	Paris	19.0	25.0	23.3	20.4	-12.2	-10.5
Alitalia	Milan	2.38	1.91	2.01	NA	NA	-9.3
AUA	Vienna	18.8	12.3	14.0	15.6	11.4	8.5
British Airways	London	404	391	463	402	-13.1	-6.0
Finnair	Helsinki	4.45	4.47	4.30	4.32	0.5	-19.6
KLM	Amsterdam	25.5	24.5	27.6	26.0	-5.6	-6.7
Lufthansa	Frankfurt	23.1	27.0	24.6	22.8	-7.2	-8.6
Ryanair	Dublin	5.3	11.5	11.8	12.2	3.6	-0.2
S Air	Zurich	321	259	240	214	-10.8	-4.4
Hotels							
Accor	Paris	48.0	45.0	49.2	42.7	-13.3	-10.5
Club Med	Paris	115	90.9	101	106	4.5	-10.5
Scandic	Stockholm	79.0	125	115	114	-0.9	-10.9
Sol Melia	Madrid	11.3	11.0	10.6	11.0	3.4	-5.6
Others							
Airtours	London	380	201	240	291	21.1	-6.0
Amadeus	Madrid	15.75	7.90	8.80	7.90	-10.2	-5.6
EuroDisney	Paris	0.90	0.54	0.65	0.70	7.7	-10.5
Eurotunnel	Paris	1.17	1.06	1.04	1.07	2.9	-10.5
Eurotunnel	London	71.5	63.5	66.5	66.8	0.4	-6.0
Kuoni	Zurich	6610	700	744	775	4.2	-4.4
Preussag	Frankfurt	55.3	38.6	43.6	41.2	-5.5	-8.6

Notes: See Master Notes, page 7. *Euro in Euro countries (in table includes AT, FR, DE, IE, IT, NL, ES). †Latest month over month earlier. Source: Wall Street Journal(s).

Outbound travel by residents of selected countries

Country	Jan thru*	Departures x1000	Growth %	Source:
Austria	Dec	3,784	NA	WTO
Belgium	Dec	8,061	6.7	WTO
France	Dec	15,100	4.1	WTO
	Dec [†]	22,820	NA	ETM
Germany	Dec	73,000	4.3	WTO
	Dec [†]	91,280	NA	ETM
Italy	Dec	19,352	1.4	WTO
	Dec [†]	19,560	NA	ETM
Netherlands	Dec	13,550	5.4	WTO
Russia	Jun	5,030	1.0	WTO
Spain	Dec	4,794	20.5	WTO
Sweden	Dec	11,400	6.5	WTO
Switzerland [‡]	Dec	11,465	-5.5	WTO
UK	Dec [†]	53,881	5.9	NTO
	Dec [†]	45,640	NA	ETM
	Jul [†]	30,480	2.0	NTO
Others				
Japan	Dec [†]	16,696	9.1	NTO
USA	Dec [†]	24,579	10.9	NTO

Notes: *1998 unless stated otherwise. †1999. ‡2000. Source: ETM-European Travel Monitor, NTO-national tourist office, Ot-Other.

TRAVEL MEASUREMENTS

Spending on foreign travel by residents

Source	Jan thru*	Spending US\$m	Growth %
Austria	Dec	10,124	-8.1
Belgium	Dec	8,275	-11.3
Czech R	Dec	2,380	-19.4
Denmark	Dec	4,137	-0.1
Finland	Dec	2,270	-5.1
France	Dec [†]	104,828 ^a	8.3
Germany	Dec [†]	44,500	3.4
Ireland	Dec	2,223	0.0
Italy	Dec	16,631	5.2
Netherlands	Dec	10,232	-11.5
Norway	Dec	4,496	-0.3
Poland	Dec	6,900	10.6
Portugal	Dec	2,164	-5.2
Russia	Dec	10,113	-1.5
Spain	Dec	4,467	-9.2
Sweden	Dec	6,746	4.4
Switzerland	Dec	6,904	-8.8
Turkey	Dec	1,716	35.7
UK	Dec [†]	21,738 ^a	11.5
Ukraine	Dec	4,146	-16.4
Others			
Japan	Dec [†]	32,800	13.8
USA	Dec [†]	60,100	7.1

Notes: *1997 unless stated otherwise. [†]1998. [†]1999.
^aLocal currency. Source: OECD, WTO, national tourist offices.

Internet bookings/sales of selected companies/markets

Company	Period	Number	Previous period
Thomas Cook	2000	E12.8mn	NA
Lufthansa	2000	324,000	treble
Choice Hotels	2000	6% share	double
Nouvelles Frontieres	2001	US\$47mn	up 46%
Air France	2000	US\$200mn	treble
Delta	2000	US\$775mn	up 270%
Fritidsresor	current	3% share	NA

Notes: See Master Notes, page 7. See also Net Value this issue. The pattern of information in this table is not formally structured, as it awaits some maturity in this segment of the market, and consistency in reporting as well as the actual measures. Source: various.

Networks of computer reservations systems

System	Country
Amadeus	Ww: A48426 S205000. Ap: A2700 [†] S2916. Eu: A25777 [†] S67704. Na: A7836 S29560. FR: A4470 S9952. DE: A12128 S31995. IT: A492 S804. ES: A4800 S13000. CH A200. GB: A126 S370.
Galileo	Ww: A41900 S176100. Ap: A7250 [†] S20708. Eu: A18300 [†] S38596. Na: A14200 [†] S62125. BE: A214 S652. FR: A710 [†] S380. IT: A467 S1221. NL: A786 S2286. ES: A360 S3000. CH: A261 S1752. GB: A1683 S9503.
Sabre[†]	Ww: A47000 [†] S124828. Ap: A11771 [†] S4500. Eu: A5783 [†] S13428. Na: A17478. FR: A401 S937. DE: A736 S1856. IT: A797 S1473. NL: A61 S130. ES: A150. CH: A380 S1184. GB: A854 S3546.
Worldspan	Ww: A21000 [†] S49500. Ap: 0. Eu: A10208 [†] S11000. Na: A35106. BE: A251 S541. FR: A180 S700. DE: A480. IT: A192 S304. NL: A220 S600. CH: A140 S981. GB: A1450 S1980.

Notes: See Master Notes. Latest figures available; A and S dates may not be the same; [†]denotes later figure. A-Agencies/other outlets, Ap-Asia Pacific, BE-Belgium, Eu-Europe, Na-North America, S-Screens, Ww-worldwide. [†]With Abacus. Source: companies.

Hotel results in Europe, USA and Asia, December

City	Occupancy		Average room rate				Revpar			
	%		local currency		US\$		local currency		US\$	
	2000	1999	2000	1999	2000	1999	2000	1999	2000	1999
EUROPE*										
Amsterdam	52.4	63.8	314.59	249.72	133.70	109.96	164.99	159.35	70.12	70.17
Berlin	47.3	54.2	278.94	239.05	133.57	118.59	131.92	129.57	63.17	64.28
Brussels	58.4	55.7	4430	4001	102.84	96.23	2586	2227	60.03	53.56
Frankfurt	71.3	63.0	301.84	246.17	144.54	122.12	215.22	155.21	103.06	77.00
Geneva	59.0	56.0	267.47	213.41	163.58	128.75	157.91	119.55	96.57	72.12
London	60.9	64.6	164.67	143.06	241.03	231.12	100.21	92.48	146.67	149.40
Madrid	54.3	65.1	34119	22088	192.05	128.80	18529	14374	104.30	83.82
Paris	69.5	69.4	1256.14	1013.37	179.35	149.90	873.63	703.01	124.73	103.99
Rome	55.9	52.9	385701	256558	186.56	128.56	215596	135821	104.28	68.06
Zurich	77.4	76.1	216.90	209.76	132.65	126.54	167.99	159.62	102.74	96.29
USA[†]										
Chicago	50.0	50.0	101.39	98.98	101.39	98.98	50.70	49.49	50.70	49.49
Los Angeles	66.8	62.9	99.81	95.49	99.81	95.49	66.67	60.06	66.67	60.06
Miami	76.7	74.0	133.07	129.45	133.07	129.45	102.06	95.79	102.06	95.79
New York	65.4	68.6	183.99	176.50	183.99	176.50	120.33	121.08	120.33	121.08
San Francisco	62.6	65.7	152.47	136.72	152.47	136.72	95.45	89.83	95.45	89.83
ASIA[†]										
Tokyo	67.9	67.2	24023	21075	206.48	196.27	16305	14169	140.14	131.95

Notes: See Master Notes, page 7. For Europe, hotels of leading groups and independent 4- and 5-star hotels; latest, Bass Hotels & Resorts, Radisson SAS. Figures may be adjusted later. Source: *Travel Business Analyst Europe, [†]Smith Travel Research, [†]Travel Business Analyst Asia Pacific.

TRAVEL MEASUREMENTS

IATA travel agencies[†] in Europe, 1999

Country	Locations	Growth %	Sales US\$m ⁿ *	Growth %	Per agency US\$m ⁿ *	Growth %
Austria	277	-2.8	775	8.4	2.80	11.6
Belgium [†]	681	10.2	1,211	-1.3	1.78	-10.4
Croatia	86	na	13	na	0.15	na
Cyprus	133	-0.7	133	9.0	1.00	9.8
Czech R [†]	138	16.0	144	5.9	1.04	-8.7
Finland	347	7.8	674	4.3	1.94	-3.2
France	3,250	2.9	6,320	10.9	1.94	7.8
Germany	4,776	1.8	8,319	2.8	1.74	1.0
Greece	522	57.2	504	16.4	0.97	-26.0
Hungary	250	16.3	164	10.1	0.66	-5.3
Ireland	452	5.9	619	14.4	1.37	8.1
Italy	4,492	5.7	4,537	1.2	1.01	-4.3
Malta	69	11.3	48	20.0	0.70	7.8
Netherlands	505	-1.2	1,926	-1.1	3.81	0.1
Poland	262	10.1	253	11.5	0.97	1.2
Portugal	710	17.9	608	0.5	0.86	-14.8
Romania	64	na	46	na	0.72	na
Scandinavia [†]	1,433	4.6	4,836	2.2	3.37	-2.3
Spain	5,024	0.0	3,044	0.0	0.61	0.0
Switzerland [†]	893	2.9	1,845	-4.3	2.07	-7.0
Turkey	395	16.5	352	1.4	0.89	-12.9
UK	4,123	-13.0	11,902	-3.0	2.89	11.5
Europe	28,882	2.0	48,273	1.9	1.67	-0.1
Asia Pacific	8,780	4.3	31,247	16.1	3.56	11.3
USA	43,669	-4.1	76,616	4.4	1.75	8.9
World	98,372	0.6	174,888	6.2	1.78	5.6

Notes: See Master Notes. IATA-International Air Transport Association. *Quoted in US\$. [†]Under the IATA billings and settlement plan. Additional countries, in order of listing: Luxembourg, Slovakia, Iceland, Liechtenstein. Source: IATA.

Eurotunnel traffic, 2000

Item, x1000	Apr-	Growth	Jul-	Growth	Sep-	Growth	YTD	Growth
	Jun	%	Sep	%	Dec	%	00	%
Cars	688	-22.8	750	-12.1	755	-6.1	2784	-14.6
Buses	21	-8.6	21	6.6	21	8.6	79	-3.2
Eurostar passengers	1863	13.5	2099	10.9	1674	2.6	7130	8.1

Source: Eurotunnel.

Economic indicators of major countries in Europe, 2000/01

Country	GNP/GDP		Retail sales		Consumer prices [†]		Wages/earnings [‡]	
	3 mths*	1 year	1 year	3 mths*	1 year	3 mths*	1 year	
France	3.9	2.8 Q4	1.4 Jan	-0.5	1.4 Feb	4.6	5.3 Q3	
Germany	0.8	1.9 Q4	4.8 Jan	4.3	2.5 Mar	NA	2.4 Jan	
Italy	3.2	2.7 Q4	-1.0 Jan	3.2	3.0 Feb	0.9	1.7 Dec	
Netherlands	5.1	3.1 Q4	2.9 Nov	2.6	4.5 Feb	2.3	2.9 Jan	
Spain	2.9	3.7 Q4	NA	3.0	3.8 Feb	3.2	2.4 Q3	
Switzerland	1.8	2.5 Q4	-2.0 Dec	0.4	0.8 Feb	NA	0.2 '99	
UK	1.4	2.6 Q4	5.8 Feb	-0.1	2.7 Feb	7.5	4.4 Jan	
Euroland	2.8	3.0 Q4	1.7 Dec	1.6	2.6 Feb	1.2	1.8 Q3	
Others								
Japan	3.2	2.8 Q4	1.8 Jan	-0.1	0.1 Jan	NA	-0.3 Jan	
USA	1.1	3.4 Q4	2.3 Jan	3.7	3.5 Feb	4.7	4.1 Feb	

Notes: All figures are percentage changes, at annual rate. *Average of latest 3 months compared with average of previous 3 months, at annual rate. †Figures not seasonally adjusted. ‡Germany, hourly wages; Japan and UK, monthly earnings; USA, hourly earnings. Source: The Economist.

Visitor arrivals in European destinations

Destination	Jan thru*	Arrivals	Growth	Stay	PVPD
		x1000	%	days	US\$ ^c
Andorra	Dec	2,347	NA	NA	NA
Austria	Dec	17,630	1.6	5.2 ^f	142.9
Belgium	Dec	6,369	3.1	2.5	55E
Bulgaria	Dec	2,472	-7.3	2.8 ^f	48.39
Czech R	Dec	16,031	-1.8	2.8 ^f	48.39
Croatia	Dec	3,400	-17.3	NA	NA
Cyprus	Dec	2,434	9.5	NA	NA
Denmark	Dec	2,023	-2.4	3.6	NA
Estonia	Dec	950	15.2	NA	NA
Finland	Dec	2,700	2.1	NA	NA
France	Dec	71,400	2	7.16 ^f	54.4
Germany	Dec	17,093	3.5	2.4 ^f	305.17
Greece	Dec	11,462	5	14	20.23
Hungary	Dec	12,930	-13.8	3.41 ^f	15.19
Iceland	Dec	263	13.4	2.8	NA
Ireland	Dec	6,511	7.4	11.0 ^f	39.06
Italy	Dec	35,839	2.9	4.36 ^f	178.42
Latvia	Dec	489	-13.8	NA	NA
Liechtenstein	Dec	60	1.7	NA	NA
Lithuania	Dec	1,422	0.4	NA	NA
Luxembourg	Dec [†]	789	2.3	4.36 ^f	178.42
Malta	Dec	1,402	5.7	NA	NA
Monaco	Dec	278	0.0	NA	NA
Netherlands	Dec	9,817	5.3	3.67 ^f	221.99
Norway	Dec	4,481	-1.3	NA	NA
Poland	Dec	17,940	-4.5	4.7	56.32
Portugal	Dec	11,600	2.7	7	70.73
	Jul [†]	14,743	4.4	7	70.73
Romania	Dec	3,209	8.2	3.20 ^f	21.16
Russia	Dec	16,421	3.9	5E	200E
Spain	Dec	51,772	9.2	12.7	38.16
Slovakia	Dec	975	8.8	NA	NA
Slovenia	Dec	884	-9.5	NA	NA
Sweden	Dec	2,595	0.9	NA	NA
Switzerland	Dec	10,800	-0.9	3.8 ^f	148.58
Turkey	Dec	6,800	-24.1	8	83.83
UK	Dec	25,540	-0.8	10.1	69.41
	Jul [†]	14,313	-2.0	10.1	69.41
Ukraine	Dec	7,500	20.8	NA	NA
Others					
Hong Kong	Dec	11,328	18.3	3.4	187.66
Mexico	Dec	19,236	-2.9	NA	NA
USA	Dec	48,491	4.5	NA	NA

Notes: See Master Notes, page 4. *1999 unless stated otherwise. †2000. ‡1998. ^fNights at hotels. Source: ETM-European Travel Monitor, NTO-national tourist office, Ot-Other.

Notes: See Master Notes, page 7. Latest figures. E-Travel Business Analyst estimate (some based on statistically-incompatible measures), PVPD-per visitor per day. ^cQuoted in US\$. ^fIn hotels. Source: ETM-European Travel Monitor, NTO-national tourist office, Ot-Other.

➤ contd on p12

Trends

Flying office

IATA's annual Corporate Air Travel Study is respected particularly for its coverage of high-yield business travellers.

The segment covered here (others will be included in other issues and editions of Travel Business Analyst and Net Value) is on passengers' interest in inflight business facilities.

(Respondents were asked to express their interest in inflight business facilities using

Interest in inflight business facilities

Item	2000	1999	1998
Laptop power	3.69	3.39	3.50
Connecting flight info	3.66	3.51	3.43
Email	3.34	3.25	3.19
Internet	3.13	3.17	3.08
Phone	2.82	2.58	2.82
Intranet	2.57	na	na
Stockmarket updates	2.51	2.22	2.16
Fax	2.17	2.21	2.57

Notes: not applicable. Source: Corporate Air Travel Study, IATA.

a scale where 1 means Not Interested and 5 Very Interested.)

Interest has not increased in all facilities — fewer are interested this year in internet access and fax. For internet, this could be because more have access to internet at home and in the office, inflight access becomes less special. The decline for fax presumably follows a fall in fax usage on the ground.

It seems practical facilities are most in demand — top three are laptop power, connecting flights, and email.

Back on top of the wish-list is seat-based laptop power. Respondents answering with either a 4 or 5 increased from 55% to 64%. For connecting flight information, nearly two-thirds (62%) show some level of interest, up from 56%. Interest in email has also increased, albeit to a lesser extent.

Interest in inflight phones is falling; 44% said they were not interested in them. Same for the fax, and surprisingly, interest in stock market data is higher than for the fax although 52% answered with a 1 or 2.

The main deterrent to using phones is cost (broadly US\$10 per minute, although some airlines subsidise that by up to US\$5) — given as the reason by 51%. Other deterrents are lack of privacy (15%), poor call quality (5%), noise in the cabin (4%), and unreliability (3%).

What bust?

No signs yet of a down turn in travel by US residents due to fear about the economy.

One of the regular surveys by the Travel Industry Association of America indicates US residents will take 147mn pleasure trips over March, April, and May, up almost 2%, see table.

(A trip is one person traveling at least 80km from home, one way.)

Of the total, 85% plan to travel for pleasure or personal reasons,

21% for business or conventions, and 7% will travel for other reasons.

Also, the Federal Aviation Administration forecasts a 2.9% increase in domestic seat sales this year, to 620.7mn. And for RPKs it forecasts 2.7% growth this year, and 2.9% 2002.

Spring pleasure travel in the USA, mn

Year	Number	Growth,%
1997	147.9	8.8
1998	141.9	-4.1
1999	142.0	0.1
2000	145.1	2.2
2001	147.4	1.6

Notes: *March, April, May. Source: TIA.

Net on the web

Two web travel agencies — Travelocity and Lowestfare (partly owned by Carl Icahn, who owns part of TWA, now being folded into American Airlines) — are adding service charges for clients who buy KLM and North west air tickets.

This follows the move by North west in March to stop paying commissions, even though some web agencies, particularly Expedia and Travelocity, are important outlets.

However, this net-fare system practice may become standard for web agencies, and may not harm customers or the web agencies, partly because has become accepted

with certain types of travel agencies. But, more importantly, the move will bring a big increase to NW/KL revenue, unless their prices become too high as a result, in which case they could lose traffic to competitors.

Generally, the fee charged by e-agencies for a ticket is US\$10. Previously, KL and NW paid 5%, but limited total commission to US\$10 per ticket.

Briefs

● Gay go.

The most popular US destination for gay and lesbian travellers is no longer San Francisco, see table; New York took over this year. There were other surprises: Los Angeles and Palm Springs were out, Fort Lauderdale and West Hollywood were in.

Internationally, the Caribbean dropped right out of favour, leaving the UK to take top spot. Also out was Vancouver, and in were Germany and Spain.

Destinations for gay and lesbian travellers

Destination	2001	2000
Top USA		
New York		San Francisco
San Francisco		New York
Fort Lauderdale		Los Angeles
West Hollywood		Miami
Miami		Palm Springs
Top foreign		
UK		Caribbean
France		UK
Netherlands		France
Germany		Netherlands
Spain		Vancouver

Sources: Community Marketing, Travel Weekly USA.

● The UK government is promoting **tourism project funds** for developing countries of US\$75,000-450,000 (at US\$1 to UKP0.68) per project over three years.

It says it has US\$1.5mn available, but may go up above that if necessary. The fund is being administered by Deloitte & Touche.

There are a few conditions for the projects, such as a requirement that the project develops business and employment opportunities for the poor, and that it strengthens the positive social and cultural effects of tourism.

First deadline is this month; the next in October. ■

TRAVEL MEASUREMENTS

contd from p10

Visitor spending in Europe destinations

Destination	Jan thru*	Spending ^b	Growth,%	Source:	Destination	Jan thru*	Spending ^b	Growth,%	Source:
Austria	Dec [†]	11,259	0.7	WTO	Netherlands	Dec [†]	7,051	3.6	WTO
Belarus	Dec	22	-12.0	WTO	Norway	Dec [†]	2,229	0.8	WTO
Belgium	Dec	5,375	1.9	WTO	Poland	Dec [†]	6,100	-23.2	WTO
Bulgaria	Dec [†]	930	-3.7	WTO	Portugal	Dec [†]	4,928	1.5	WTO
Croatia	Dec [†]	2,541	-7.0	WTO	Romania	Dec [†]	254	-2.3	WTO
Czech Republic	Dec [†]	3,600	-3.2	WTO	Russia	Dec [†]	7,771	19.4	WTO
Denmark	Dec	3,036	-4.7	WTO	Slovakia	Dec [†]	461	-5.7	WTO
Estonia	Dec [†]	560	4.9	WTO	Slovenia	Dec [†]	1,005	-10.0	WTO
Finland	Dec [†]	1,460	-10.5	WTO	Spain	Dec	29,585	11.0	WTO
France	Dec	29,700	6.0	WTO	Sweden	Dec	4,107	13.6	WTO
Germany	Dec	15,859	-3.9	WTO	Switzerland	Dec	8,208	3.9	WTO
Greece	Dec	4,050	7.4	WTO		Dec [†]	7,355	-5.9	WTO
Hungary	Dec [†]	2,471	-1.3	WTO	Turkey	Dec [†]	5,000	-36.0	WTO
Iceland	Dec	207	19.7	WTO	Ukraine	Dec	3,760	2.5	WTO
Ireland	Dec [†]	3,306	1.7	WTO	UK	Dec	21,034	4.8	WTO
Italy	Dec	30,427	2.4	WTO		Dec [†]	20,972	0.0	WTO
	Dec [†]	31,000	4.0	WTO	Others				
Latvia	Dec [†]	111	-39.0	WTO	Hong Kong	Dec [†]	7,200	1.8	NTO
Luxembourg	Dec	309	4.0	WTO	Mexico	Dec [†]	7,587	-3.9	WTO
Malta	Dec [†]	675	2.1	WTO	USA	Dec [†]	74,400	4.5	NTO

Notes: See Master Notes, page 4. Growth may be in national currency. *1998 unless stated otherwise. †1999. ^aIn millions of local currency. ^bIn millions of US\$. Source: ETM-European Travel Monitor, NTO-national tourist office, Ot-Other.

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